



# CommandCenter® Secure Gateway



## CC-SG Administrator Guide Release 3.1

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## Safety Guidelines

To avoid potentially fatal shock hazard and possible damage to Raritan equipment:

- Do not use a 2-wire power cord in any product configuration.
- Test AC outlets at your computer and monitor for proper polarity and grounding.
- Use only with grounded outlets at both the computer and monitor. When using a backup UPS, power the computer, monitor and appliance off the supply.

## Rack Mount Safety Guidelines

In Raritan products which require Rack Mounting, please follow these precautions:

- Operation temperature in a closed rack environment may be greater than room temperature. Do not exceed the rated maximum ambient temperature of the appliances Please refer to Appendix A: Specifications.
- Ensure sufficient airflow through the rack environment.
- Mount equipment in the rack carefully to avoid uneven mechanical loading.
- Connect equipment to the supply circuit carefully to avoid overloading circuits.
- Ground all equipment properly, especially supply connections, such as power strips (other than direct connections), to the branch circuit.

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# Chapter 1: Introduction

Congratulations on your purchase of CommandCenter Secure Gateway (CC-SG), Raritan's convenient and secure method for managing various UNIX servers, firewalls, routers, load balancers, Power Management devices, and Windows servers.

CC-SG provides central management and administration, using a set of serial and KVM appliances. It is designed to operate in a variety of environments, from high-density Data Centers to Service Provider environments to corporate environments handling large remote offices.

CC-SG, when used in conjunction with Raritan's Dominion or IP-Reach port-level management appliances, streamlines and simplifies the management of the target devices (referred to as "nodes"), easing administration of data center equipment by connecting to the IP network and presenting the serial console and KVM ports of all the nodes within the managed network.

## Prerequisites

Before configuring a CC-SG according to the procedures in this document, refer to Raritan's **Digital Solution Deployment Guide** for more comprehensive instructions on deploying Raritan devices that are managed by CC-SG.

## Intended Audience

This document is intended for administrators who typically have all available privileges. Please refer to **Appendix C: User Group Privileges**. Users who are not administrators usually have fewer privileges, such as being granted only the Nodes Access privileges. Those users should refer to Raritan's **CommandCenter Secure Gateway User Guide** for additional information.

## Terminology/Acronyms

Terms and acronyms found in this document include:

- **Access Client** – An HTML based client intended for use by normal access users who need to access a node managed by CC-SG. The Access Client does not allow the use of administration functions.
- **Associations**—are the relationship between categories, elements of a category, and ports or devices or both. For example, if you want to associate the "Location" category with a device, create associations first before adding devices and ports in CC-SG.
- **Category**—is a variable that contains a set values or elements. An example of a Category is Location, which may have elements such as "New York City", "Philadelphia", or "Data Center 1". When you add devices and ports to CC-SG, you will associate this information with them. It is easier if you set up associations correctly first, before adding devices and ports to them. Another example of a Category is "OS Type", which may have elements such as "Windows®" or "Unix®" or "Linux®".
- **CIM** (Computer Interface Module)—is the hardware used to connect a target server and a Raritan device. Each target requires a CIM, except for the Dominion KX101 which is attached directly to one target and therefore, does not require a CIM. Target servers should be powered on and connected to CIMs, and CIMs should be connected to the Raritan device BEFORE adding the device and configuring ports in CC-SG. Otherwise, a blank CIM name will overwrite the CC-SG port name. Servers need to be rebooted after connecting to a CIM.
- **CommandCenter NOC (CC NOC)**—is a network monitoring appliance that audits and monitors the status of servers, equipment, and Raritan devices that CC-SG manages.
- **Device Group**—a defined group of devices that are accessible to a user. Device groups are used when creating a policy to control access to the devices in the group.
- **Devices**—are Raritan products such as Dominion KX116, Dominion SX48, Dominion KSX440, IP-Reach, Paragon II System Controller, Paragon II UMT832 with USTIP, etc. that

are managed by CC-SG. These devices control the target servers and systems that are connected to them.

- **Director Client**—A Java-based client for CC-SG useable by both normal access users and administrators. It is the only client that permits administration.
- **Elements**—are the values of a category. For example, the “New York City” element belongs to the “Location” category. Or, the “Windows” element belongs to the “OS Type” category.
- **Ghosted Ports**—a ghosted port can occur when managing Paragon devices and when a CIM or target server is removed from the system or powered off (manually or accidentally). Refer to Raritan’s *Paragon II User Manual* for additional information.
- **Hostname**—A hostname can be used if DNS server support is enabled. Please refer to Network Configuration in **Chapter 12: Advanced Administration** for additional information. The hostname and its Fully-Qualified Domain Name (FQDN = Hostname + Suffix) cannot exceed 257 characters. It can consist of any number of components, as long as they are separated by “.”. Each component has a maximum size of 63 characters and the first character must be alphabetic. The remaining characters can be alphabetic, numeric, or “-” (hyphen or minus). The last character of a component may not be “-”. While the system preserves the case of the characters entered into the system, the FQDN is case-insensitive when used.
- **iLO/RILOE**—Hewlett Packard’s Integrated Lights Out/Remote Insight Lights Out servers that can be managed by CC-SG. Targets of an iLO/RILOE device are powered on/off and recycled directly. iLO/RILOE devices cannot be discovered by CC-SG; they have to be manually added as nodes.
- **In-band Access**—going through the TCP/IP network to correct or troubleshoot a target in your network. KVM and Serial devices can be accessed via these in-band applications: **RemoteDesktop Viewer, SSH Client, RSA Client, VNC Viewer.**
- **IPMI Servers** (Intelligent Platform Management Interface)—servers that can be controlled by CC-SG. IPMI are discovered automatically but can be added manually as well.
- **Out-of-Band Access**—using applications such as Raritan Remote Console (RRC), Raritan Console (RC), or Multi-Platform Client (MPC) to correct or troubleshoot a KVM or serial managed node in your network.
- **Policies**—define the permissions, type of access, and to which nodes and devices a user group can access. Policies are applied to a user group and have several control parameters to determine the level of control, such as date and time of access.
- **Nodes**—are the target systems, such as servers, desktop PCs, or other networked equipment, that CC-SG users can access.
- **Interfaces**—Interfaces are ways a Node can be accessed, whether through an out-of-band solution such as a Dominion KX101 connection, or through an in-band solution such as a VNC server.
- **Node Groups**—a defined group of nodes that are accessible to a user. Node groups are used when creating a policy to control access to the nodes in the group.
- **Ports**—are connection points between a Raritan Device and a Node. Ports only exist on Raritan devices and identify a pathway from that device to a node.
- **SASL**—(Simple Authentication and Security Layer). A method for adding authentication support to connection-based protocols.
- **SSH**—Clients, such as Putty or OpenSSH, that provide a command line interface to CC-SG. Only a subset of CC-SG commands is provided via SSH to administer devices and CC-SG itself. Please refer to **Chapter 12: Advanced Administration** for additional information.
- **User Groups**—sets of users that share the same level of access and privileges. For example, the default user group **System Administrators** has full access to all configuration tasks and target nodes.



## Chapter 2: Accessing CC-SG

Once you have configured CC-SG with an IP address, the CC-SG unit can be placed at its final destination. Make all necessary hardware connections to make the unit operational.

You can access CC-SG in several ways, each described in this chapter:

- **Browser:** CC-SG supports numerous web browsers. (For a complete list of supported browsers and platforms, please refer to the **Compatibility Matrix** on <http://www.raritan.com/support>. On the **Support** page, click **Firmware Upgrades**, and then click **CommandCenter Secure Gateway**.)
- **Thick Client:** You can install a Java Web Start thick client on your client computer. The thick client functions exactly like the browser-based client.
- **SSH:** Remote devices connected via the serial port can be accessed using SSH. Please refer to [Chapter 12: Advanced Administration](#) for additional information.
- **Diagnostic Console:** Provides emergency repair and diagnostics only and is not a replacement for the browser-based GUI to configure and operate CC-SG. Please refer to [Chapter 12: Advanced Administration](#) for additional information.

---

**Note:** Users can be connected simultaneously, using the browser, thick client, and SSH while accessing CC-SG.

---

### Browser-Based Access

1. Using a supported Internet browser, type this URL: **https://<IP\_address>/admin** where **<IP\_address>** is the IP address of the CC-SG. For example, <https://10.20.3.30/admin>.
2. When the security alert window appears, click **Yes** to continue.
3. You will be warned if you are using an unsupported Java Runtime Environment version on your machine. From the window that pops up, select whether you will download the correct JRE version from the CC-SG server (if available), download it from the Sun Microsystems website, or continue with the incorrect version, and then click **OK**. The Login window appears.



Figure 1 Login Window

4. If the Restricted Service Agreement is enabled, read the agreement text, and then check the **I Understand and Accept the Restricted Service Agreement** checkbox.
5. Type your **Username** and **Password**, and then click **Log In**.

## Thick Client Access

The CC-SG thick client allows you to connect to CC-SG by launching a Java Web Start application instead of running an applet through a web browser. The advantage of using the thick client instead of a browser is that the client can outperform the browser in terms of speed and efficiency.

### Install the Thick Client

1. To download the thick client from CC-SG, launch a web browser and type this URL: **http(s)://<IP\_address>/install** where <IP\_address> is the IP address of the CC-SG.
2. If a security warning message appears, click **Start** to continue the download.
3. If your client computer is running Java version 1.4, a **Desktop Integration** window appears. If you want Java to add a shortcut icon for the thick client to your desktop, click **Yes**.
4. When the download is complete, a new window in which you can specify the CC-SG IP address appears.

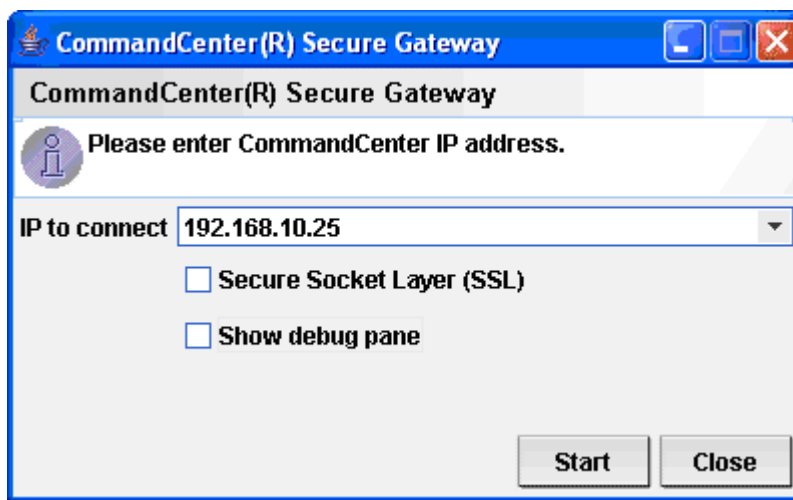


Figure 2 Thick Client IP Address Specification Window

5. Type the IP address of the CC-SG unit you want to access in the **IP to Connect** field. Once you have connected, this address will be available from the **IP to Connect** drop-down list. The IP addresses are stored in a properties file that is saved to your desktop.
6. If the CC-SG is configured for secure browser connections, you must check the **Secure Socket Layer (SSL)** checkbox. If the CC-SG is not configured for secure browser connections, you must clear the **Secure Socket Layer (SSL)** checkbox. This setting must be correct or the thick client will not be able to connect to CC-SG.
  - **To check the setting in CC-SG:** On the **Administration** menu, click **Security**. In the **General** tab, look at the **Browser Connection Protocol** field. If the **HTTPS/SSL** option is selected, then you must check the **Secure Socket Layer SSL** checkbox in the thick client's IP address specification window. If the **HTTP** option is selected, then you must clear the **Secure Socket Layer SSL** checkbox in the thick client's IP address specification window.
7. Click **Start**.
  - A warning message appears if you are using an unsupported Java Runtime Environment version on your machine. Follow the prompts to either download a supported Java version, or continue with the currently installed version.
8. The login screen appears, and the thick client looks and behaves just like the browser-based Java client. If the Restricted Service Agreement is enabled, read the agreement text, and then check the **I Understand and Accept the Restricted Service Agreement** checkbox.

9. Type your **Username** and **Password** in the corresponding fields, and then click **Login** to continue.

---

## Use the Thick Client

---

Once the thick client is installed, there are 2 different ways to access it on your client computer. These are determined by the Java version you are using.

- **Java 1.4.x**

If your client computer is running **Java version 1.4.x** and you clicked **Yes** in the **Desktop Integration** window when you installed the thick client, you can double-click the shortcut icon on your desktop to launch the thick client and access CC-SG. If you do not have a shortcut icon, you can create one at any time: search your client computer for **AMcc.jnlp**, and create a shortcut to that file.

- **Java 1.5**

If your client computer is running **Java version 1.5**, you can:

- a. Launch the thick client from the Java Control Panel's Java Application Cache Viewer.
- b. Use the Java Control Panel's Java Application Cache Viewer to install a shortcut icon on your desktop for the thick client.

## CC-SG Window Components

Upon valid login, the CC-SG application window appears.

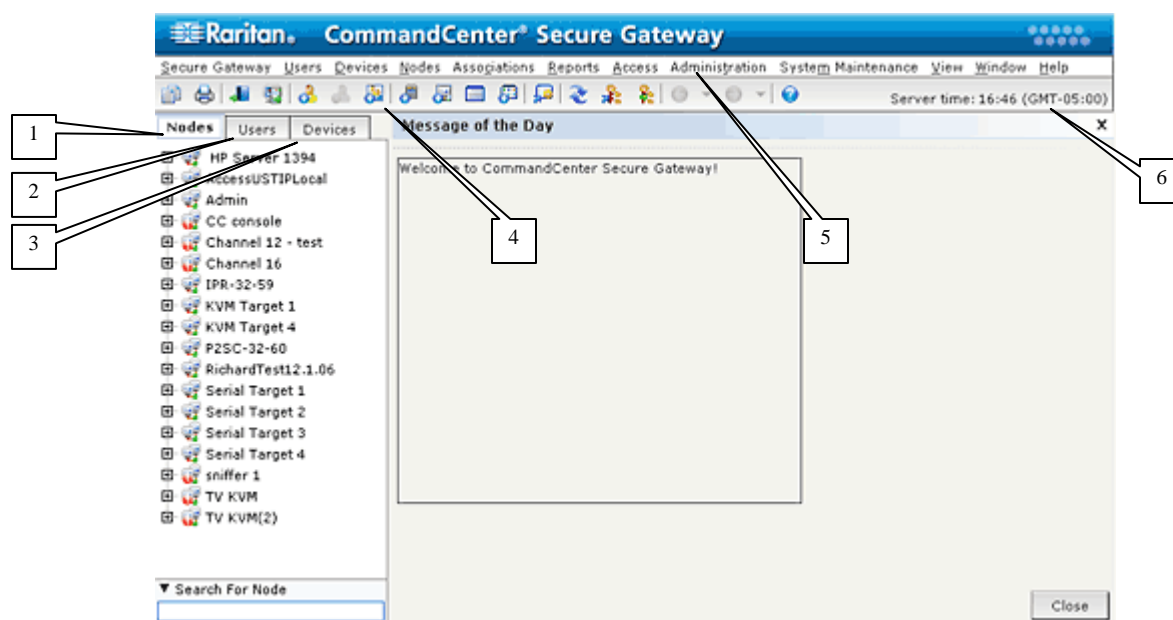


Figure 3 CC-SG Window Components

1. **Nodes tab:** Click the **Nodes** tab to display all known target nodes in a tree view. Click a node to view the Node Profile. Interfaces are grouped under their parent nodes. Click the + and - signs to expand or collapse the tree. Right-click an interface and select **Connect** to connect to that interface. You can sort the nodes by Node Name (alphabetical) or Node Status (Available, Busy, Unavailable). Right-click the tree view, select **Node Sorting Options**, and then select **By Node Name** or **By Node Status**.
2. **Users tab:** Click the **Users** tab to display all registered Users and Groups in a tree view. Click the + and - signs to expand or collapse the tree.
3. **Devices tab:** Click the **Devices** tab to display all known Raritan devices in a tree view. Different device types have different icons. Ports are grouped under their parent devices. Click the + and - signs to expand or collapse the tree. Click a port to view the Port Profile. Right-click a port and select **Connect** to connect to that port. You can sort the ports by Port Name (alphabetical) or Port Status (Available, Busy, Unavailable). Right-click the tree view, select **Port Sorting Options**, and then select **By Node Name** or **By Node Status**.
4. **Quick Commands toolbar:** This toolbar offers some shortcut buttons for executing common commands.
5. **Operation and Configuration menu bar:** These menus contain commands to operate and configure CC-SG. You can also access some of these commands by right-clicking on the icons in the **Nodes**, **Users**, and **Devices** Selection tabs. The menus and menu items you see are determined by your user access privileges.
6. **Server time:** The current time and time zone as configured on CC-SG in Configuration Manager. This time is used when scheduling tasks in Task Manager. Please refer to Task Management in **Chapter 12: Advanced Administration** for additional information. This time may be different than the time used by the client.

## Check IP Address, Firmware Version, and Application Versions

After logging in, you should confirm the IP address, set the CC-SG server time, and check the firmware and application versions installed. You may need to upgrade the firmware and applications.

### Confirm IP Address

1. On the **Administration** menu, click **Configuration** to open the **Configuration Manager** screen.
2. Click the **Network Setup** tab.

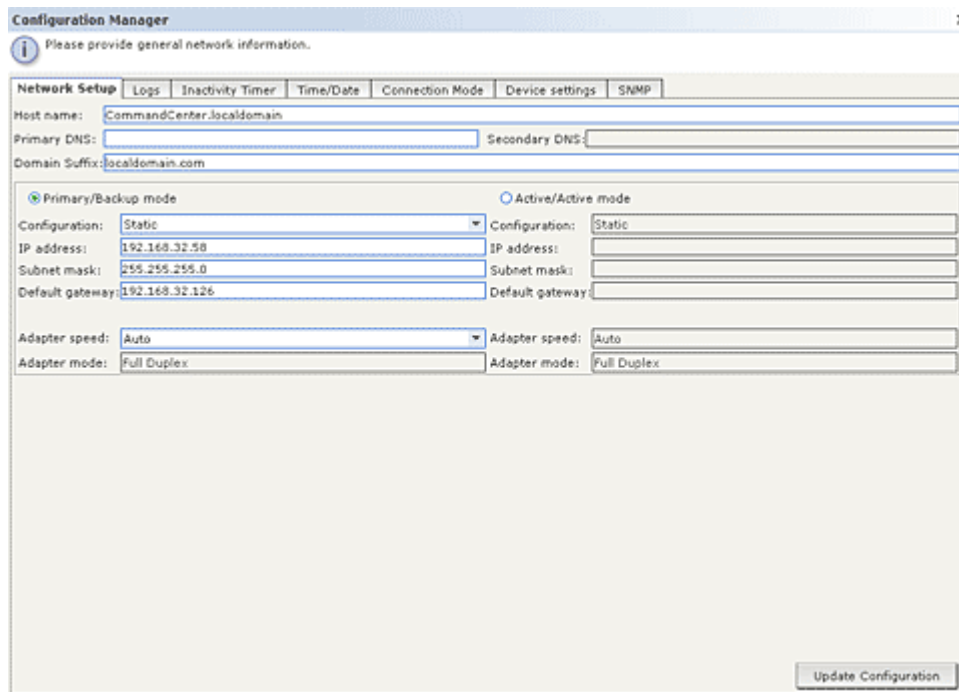
The screenshot shows the 'Configuration Manager' window with the 'Network Setup' tab selected. The window has a title bar 'Configuration Manager' and a close button. Below the title bar is a message: 'Please provide general network information.' The 'Network Setup' tab is active, showing fields for 'Host name' (CommandCenter.localdomain), 'Primary DNS', 'Secondary DNS', and 'Domain Suffix' (localdomain.com). Below these are two radio buttons: 'Primary/Backup mode' (selected) and 'Active/Active mode'. Under 'Primary/Backup mode', there are two columns of settings. The left column has 'Configuration' (Static), 'IP address' (192.168.32.58), 'Subnet mask' (255.255.255.0), and 'Default gateway' (192.168.32.126). The right column has 'Configuration' (Static), 'IP address', 'Subnet mask', and 'Default gateway'. Below these are 'Adapter speed' (Auto) and 'Adapter mode' (Full Duplex) for both sides. An 'Update Configuration' button is at the bottom right.

Figure 4 Confirm IP Address

3. Check that the network setting are correct, or make changes as necessary.
4. Click **Update Configuration** to submit your changes.
5. Click **OK** in the confirmation window that displays to confirm your settings, log out, and restart CC-SG.
6. Access CC-SG using the new IP address.

## Set the CC-SG Server Time

1. Log onto CC-SG.
2. On the **Administration** menu, click **Configuration** to open the **Configuration Manager** screen.
3. Click the **Time/Date** tab.

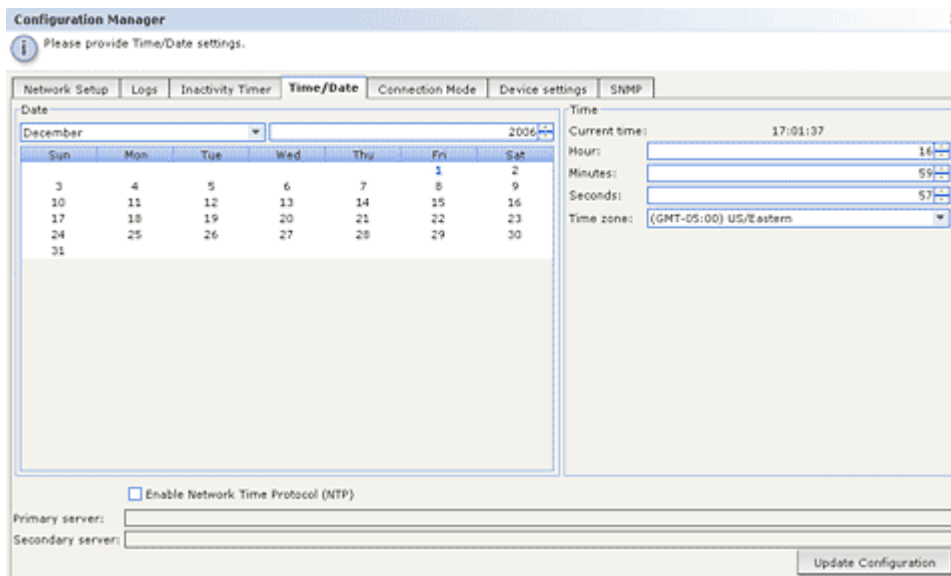


Figure 5 Time/Date Configuration

4. On the **Administration** menu, click **Configuration** to open the **Configuration Manager** screen.
5. Click the **Time/Date** tab.
  - a. **To set the date and time manually:** **Date**—click the drop-down arrow to select the **Month**, use the up and down arrows to select the **Year**, and then click the **Day** in the calendar area. **Time**—use the up and down arrows to set the **Hour**, **Minutes**, and **Seconds**, and then click the **Time zone** drop-down arrow to select the time zone in which you are operating CC-SG.
  - b. **To set the date and time via NTP:** Check the **Enable Network Time Protocol** checkbox at the bottom of the window, and then type the IP addresses for the **Primary NTP server** and the **Secondary NTP server** in the corresponding fields.

**Note:** Network Time Protocol (NTP) is the protocol used to synchronize the attached computer's date and time data with a referenced NTP server. When CC-SG is configured with NTP, it can synchronize its clock time with the publicly available NTP reference server and maintain correct and consistent time.

6. Click **Update Configuration** to apply the time and date changes to CC-SG.
7. Click **Refresh** to reload the new server time in the **Current Time** field.
8. On the **Maintenance** menu, click **Restart** to restart CC-SG.

---

## Check and Upgrade CC-SG Firmware Version

---

1. Log onto CC-SG.
2. On the **Help** menu, click **About Raritan Secure Gateway**. A pop-up window containing the firmware version number appears. Click **OK**.
3. If the version is not current, you must upgrade your firmware. You can download the firmware upgrade file from the Raritan website or get it off of a Raritan CD. Save the firmware upgrade file to your client PC.

---

***Note:** Before you can upgrade CC-SG, you must switch to Maintenance Mode. Please refer to Maintenance Mode in **Chapter 11: System Maintenance** for additional information.*

---

4. On the **System Maintenance** menu, click **Maintenance Mode**, and then click **Enter Maintenance Mode**.
5. In the Enter Maintenance Mode screen, type the message that will display to users who will be logged off CC-SG, and the number of minutes in which you want to enter maintenance mode in the corresponding fields, and then click **OK**.
6. Click **OK** in the confirmation dialog box.
7. A second confirmation message will display when CC-SG enters maintenance mode. Click **OK**.
8. On the **System Maintenance** menu, click **Upgrade**.

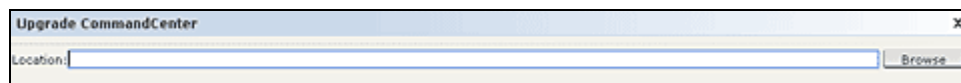


Figure 6 Upgrade CC-SG

9. Click **Browse**, locate and select the firmware upgrade file from the Open dialog that displays, and then click **Open**.
10. Click **OK** in the Upgrade CommandCenter screen.

---

***Note:** If you have acquired the firmware as a zip file, unzip the files and follow the instructions in the included README file.*

---

## Check and Upgrade Application Versions

Check and upgrade the CC-SG applications, for example, Raritan Console (RC) and Raritan Remote Client (RRC).

1. On the **Administration** menu, click **Applications**.

Figure 7 CC-SG Application Manager

2. Click the **Application name** drop-down arrow and select an application from the list. Note the number in the **Version** field.
3. If the application version is not current, you must upgrade the application. You can download the application upgrade file from the Raritan website or get it off of a Raritan CD. Save the application upgrade file to your client PC. (For a complete list of supported application versions, please refer to the **Compatibility Matrix** on <http://www.raritan.com/support>. On the **Support** page, click **Firmware Upgrades**, and then click **CommandCenter Secure Gateway**.)
4. Click the **Application name** drop-down arrow and select the application that must be upgraded from the list.
5. Click **Browse**, locate and select the application upgrade file from the dialog that displays, and then click **Open**.
6. The application name will appear in the **New Application File** field in the **Application Manager** screen.
7. Click **Upload**. A progress window indicates that the new application is being uploaded. When complete, a new window will indicate that the application has been added to the CC-SG database and is available for configuration and attachment to a specific port.
8. If necessary, type the new version number in the **Version** field. The **Version** field will automatically update for some applications.
9. Click **Update**.
10. Click **Close** to close the **Application Manager** screen.



## Power Down CC-SG

If a V1 unit loses AC power while it is up and running CC-SG, the V1 unit will remember its last power state. Once AC power is restored, the V1 unit automatically reboots. However, if a V1 unit loses AC power when it is powered off, the V1 unit will remain powered off when AC power is restored.

---

**Important:** Do not hold the POWER button to forcibly power down CC-SG. The recommended way to power down CC-SG is to use the following procedure.

---

To power down the CC-SG:

1. Remove the bezel and firmly tap the **POWER** button. On G1 units, the **POWER** button is on the back of the unit.
2. Wait approximately one minute while CC-SG gracefully powers down.

---

*Note: Users logged into CC-SG via Diagnostic Console will receive a short broadcast message when the CC-SG unit is powered down. Users logged into CC-SG via a web browser or SSH will not receive a message when the CC-SG unit is powered down.*

---

3. If you must remove the AC power cord, let the power down process finish completely before removing the power cord. This is required for CC-SG to complete all transactions, close the databases, and place the disk drives into a safe state for power removal.

## Compatibility Matrix

The Compatibility Matrix lists the firmware versions of Raritan devices and software versions of applications that are compatible with the current version of CC-SG. CC-SG checks against this data when you add a device, upgrade device firmware, or select an application for use. If the firmware or software version is incompatible, CC-SG displays a message to warn you before you continue. Each version of CC-SG will only support the current and previous firmware versions for Raritan devices at the time of release.

- On the **Administration** menu, click **Compatibility Matrix**.

Compatibility Matrix		
Device:		
Device	Versions	
ERIC	04.02.00	04.01.00
Dominion SX	2.5.6	2.4.5
Paragon II System Controller	1.11	1.11
Dominion KX101	1.0.1	1.0.0
Dominion K5X	3.22	3.21
Dominion KX	1.4.0	1.3.0
IP-Reach	3.21	3.20
Application:		
Name	Version	
Sun JRE	1.4.2_05	
Raritan Console	2.7.19	
SSH_rci	1.0	
VNC_rci	1.0	
RDP_rci	1.0	
RILOE	2.52	
RILOEII	1.16	
MPC	4.6.1	
Raritan Remote Client	4.6.1	
iLO	1.82	
You can view latest cross product compatibility matrix online by clicking on the URL below:		
<a href="http://www.raritan.com/support/sup_upgrades.aspx">http://www.raritan.com/support/sup_upgrades.aspx</a>		
		Close

Figure 8 Compatibility Matrix

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## Chapter 3: Configuring CC-SG with Guided Setup

### Prepare to Configure CC-SG with Guided Setup

Before proceeding with CC-SG configuration, you must complete system configuration.

- Configure and install Dominion series and IP-Reach appliances (both serial and KVM devices), including assigning an IP address and creating a CC-SG administrator account.

### Guided Setup Overview

Guided Setup offers a simple way to complete initial CC-SG configuration tasks, once the system configuration is complete. The Guided Setup interface leads you through the process of defining Associations, discovering and adding devices to CC-SG, creating device groups and node groups, creating user groups, assigning policies and privileges to user groups, and adding users. Once you have completed Guided Setup, you can always edit your configurations individually.

### Start Guided Setup:

On the **Administration** menu, click **Guided Setup**. The Guided Setup window appears. The left panel of the window lists the **Guided Tasks** in a tree view. The right side of the window displays the active task's panel.

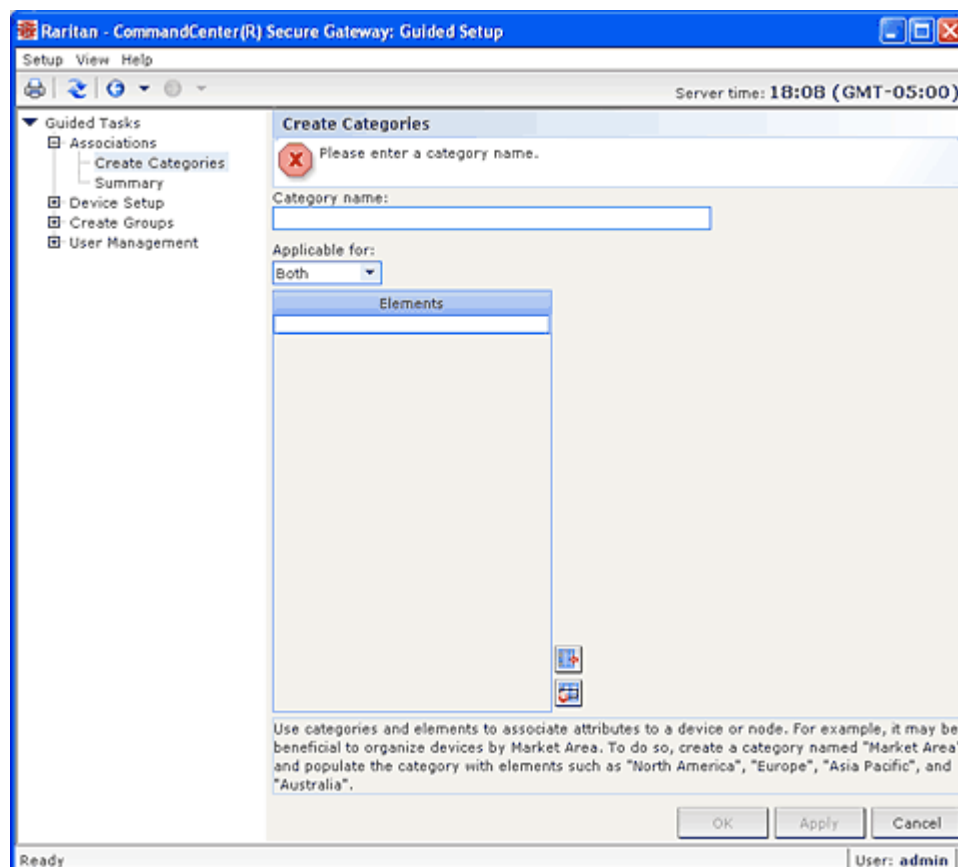


Figure 9 Guided Setup Window

Guided Setup is divided into 4 tasks, which are each explained in the following sections:

- **[Associations](#)**—Define the categories and elements that you use to organize your equipment.
- **[Device Setup](#)**—Discover devices in your network and add them to CC-SG. Configure device ports.

- **Create Groups**—Categorize the devices and nodes that CC-SG manages into groups and create full access policies for each group.
- **User Management**—Add users and user groups to CC-SG, and select the policies and privileges that will govern users' access within CC-SG and to devices and nodes.

## Associations

You can set up Associations to help organize the equipment that CC-SG manages. Each Association includes a Category, which is the top-level organizational group, and its related Elements, which are subsets of a Category. For example, to organize equipment by location, you can create a Category called "Location," and Elements named for each server's location, such as "Philadelphia," "New York," and "New Orleans."

### Create Categories and Elements

1. In the Guided Setup window, the default panel is **Create Categories**. Click **Associations**, and then click **Create Categories** in the left panel to open the **Create Categories** panel.

**Create Categories**

Please provide category name and elements.

Category name:  
Location


Applicable for:  
Both


Elements
Raritan US
Raritan Europe
Raritan Asia

Use categories and elements to associate attributes to a device or node. For example, it may be beneficial to organize devices by Market Area. To do so, create a category named "Market Area" and populate the category with elements such as "North America", "Europe", "Asia Pacific", and "Australia".

OK Apply Cancel

Figure 10 Guided Setup – Create Categories and Elements

2. In the **Category Name** field, type the name of a category you want to organize your equipment into, such as "Location."
  3. In the **Applicable for** field, you can indicate whether you want to category to be available for devices, nodes, or both. Click the **Applicable for** drop-down menu, and then select a value from the list.
  4. In the **Elements** table, type the name of an element within the category, such as "Raritan US."
- Click the Add New Row icon  to add more rows to the **Elements** table as needed.

- To delete an element, select its row, and then click the Delete Row icon  to delete the selected element from the **Elements** table.
5. Repeat these steps until you have added all the elements within the category to the **Elements** table.
  6. If you want to create another category, click **Apply** to save this category, and then repeat the steps in this section to add additional categories.
  7. When you have finished creating categories and elements, click **OK**. The Association Summary panel displays a list of the categories and elements that you created.
  8. Click **Continue** to start the next task, **Device Setup**. Follow the steps in the next section.

## Device Setup

The second task of Guided Setup is **Device Setup**. Device Setup allows you to search for and discover devices in your network, and add those devices to CC-SG. When adding devices you may select one element per category to be associated with the device.

---

Important: Ensure that no other users are logged into the device during CC-SG configuration.

---

## Discover and Add Devices

1. The **Discover Devices** panel opens when you click **Continue** at the end of the Associations task. You can also click **Device Setup**, and then click **Discover Devices** in the **Guided Tasks** tree view in the left panel to open the **Discover Devices** panel.

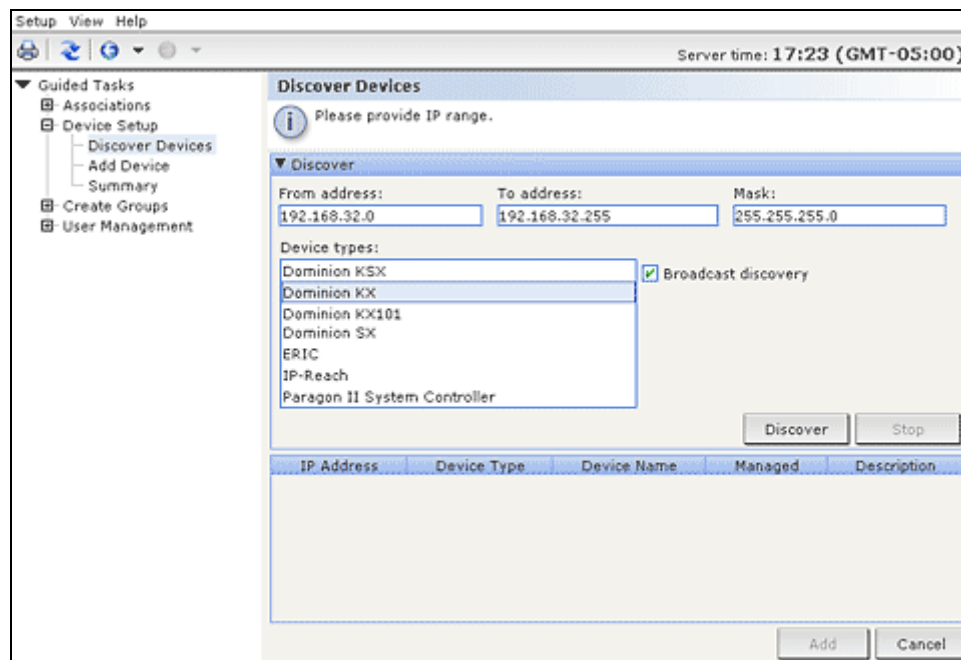


Figure 11 Guided Setup -- Discover Devices

2. Type the IP address range in which you want to search for devices in the **From address** and **To address** fields.
3. Type the subnet mask in which you want to search for devices in the **Mask** field.
4. In the **Device types** list, select the type of device you want to search for in the range specified. Press and hold down the **CONTROL** key while you click device types to select multiple device types.

5. Check **Broadcast discovery** if searching for devices on the same subnet on which CC-SG resides. Uncheck **Broadcast discovery** to discover devices across all subnets.
6. Click **Discover**.
7. When the discovery is complete, a confirmation message pops up. Click **OK** in the confirmation message.
8. If CC-SG has discovered devices of the specified type and in the specified address range, the devices display in a table in the bottom section of the **Discover Devices** panel. You can click the black arrow at the top of the panel to hide the top section, expanding your view of the discovery results in the bottom section of the panel.

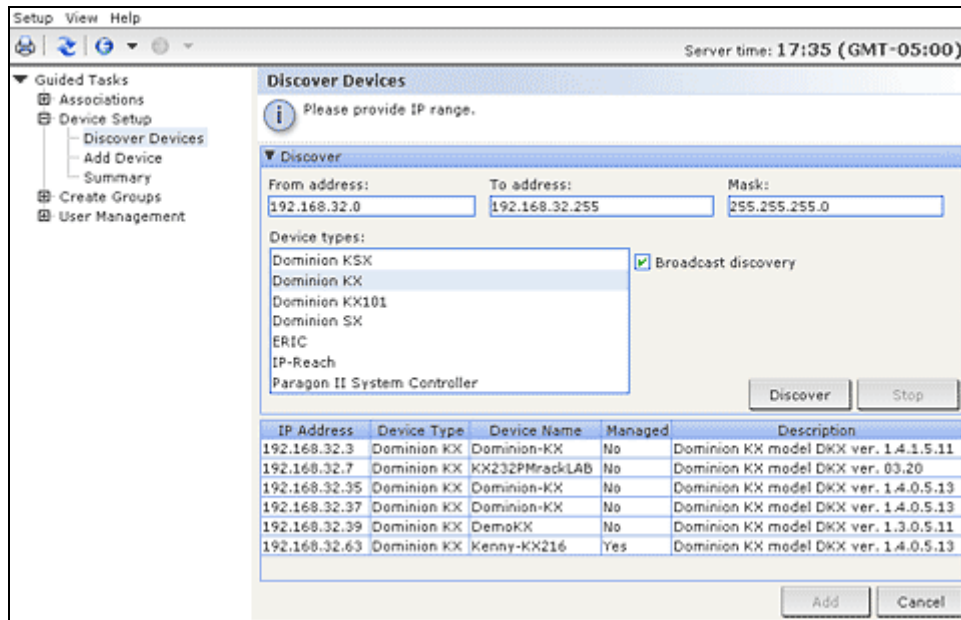


Figure 12 Guided Setup – Device Discovery Results

9. In the table of discovered devices, select the device you want to add to CC-SG, and then click **Add**. The **Add Device** panel opens. The **Add Device** panel is slightly different depending on the type of device you are adding.

**Add Device**

Please provide values for the required device parameters.

Device type:  
Dominion KSX

Device name:  
Kenny32-KSX

Device IP or Hostname:  
192.168.32.61

TCP port number:  
5000

Username:

Password:

Heartbeat timeout (sec):  
0

Description:  
Dominion KSX model RX440 ver. 3.22.5.3

Category	Element	Apply To Nodes
US States and territories		<input type="checkbox"/>

OK Apply Cancel

Figure 13 Guided Setup – Add Device

10. You can change the **Device name** and **Description** by typing new information in the corresponding fields.
11. Confirm that the IP address you assigned when you prepared the device to be added to CC-SG displays in the **Device IP or Hostname** field, or type the correct address in the field if necessary.
12. The **TCP Port Number** field will be populated automatically based on the device type.
13. Type the **Username** and **Password** you created when you prepared the device to be added to CC-SG in the corresponding fields.
14. In the **Heartbeat timeout** field, type the number of seconds that should elapse before timeout between the device and CC-SG.
15. If you are adding a Dominion SX device, check the **Local access: Allowed** checkbox if you want to allow local access to the device. Clear the **Local access: Allowed** checkbox if you do not want to allow local access to the device.
16. If you are manually adding a PowerStrip device, click the **Number of ports** drop-down arrow and select the number of outlets the PowerStrip contains.
17. If you are adding an IPMI Server, type an **Interval** that is used to check for availability, and an **Authentication Method**, which needs to match what has been configured on the IPMI Server, in the corresponding fields.
18. If you want to configure all available ports on the device, check the **Configure all ports** checkbox. CC-SG will add all ports on the device to CC-SG and create a node for each port.
19. In the **Device Associations** section at the bottom of the panel, click the drop-down arrow in the Element column that corresponds to each Category you want to assign to the device, and then select the element you want to associate with the device from the list.

20. If you want the Element to apply to the device and to the nodes connected to the device, check the **Apply to Nodes** checkbox.
21. If you want to add another device, click **Apply** to save this device, and then repeat the steps in this section to add additional devices.
22. When you have finished adding devices, click **OK**. The **Device Summary** panel displays a list of the devices that you added.
23. Click **Continue** to start the next task, **Create Groups**. Follow the steps in the next section.

## Create Groups

The third task of Guided Setup is **Create Groups**. Create Groups allows you to define groups of devices and groups of nodes and specify the set of devices or nodes included in each group. Administrators can save time by managing groups of similar devices and nodes, rather than managing each device or node individually.

### Add Device Groups and Node Groups

1. The **Devices Groups Manager** panel opens when you click **Continue** at the end of the Device Setup task. You can also click **Create Groups**, and then click **Add Devices Groups** in the **Guided Tasks** tree view in the left panel to open the **Devices Groups Manager** panel.
2. In the **Group name** field, type a name for a device group you want to create.
3. There are two ways to add devices to a group, **Select Devices** and **Describe Devices**. The Select Devices tab allows you to select which devices you want to assign to the group by selecting them from the list of available devices. The Describe Devices tab allows you to specify rules that describe devices, and the devices whose parameters follow those rules will be added to the group.

#### Select Devices


- a. Click the **Select Devices** tab in the **Add Devices Groups** panel.

Figure 14 Guided Setup—Add Device Groups, Select Devices



- b. In the **Available** list, select the device you want to add to the group, and then click **Add** to move the device into the **Selected** list. Devices in the **Selected** list will be added to the group.
- If you want to remove a device from the group, select the device name in the **Selected** list, and then click **Remove**.
- You can search for a device in either the **Available** or **Selected** list. Type the search terms in the field below the list, and then click **Go**.

### Describe Devices

- a. Click the **Describe Devices** tab in the **Add Devices Groups** panel. In the Describe Devices tab, you create a table of rules that describe the devices you want to assign to the group.
- b. Click the Add New Row icon  to add a row to the table.
- c. Double-click the cell created for each column to activate a drop-down menu. Select the rule components you want to use from each list.
- d. Check the **Create Full Access Policy for Group** checkbox if you want to create a policy for this device group that allows access to all nodes and devices in the group at all times with control permission.
- e. If you want to add another device group, click **Apply** to save this group, and then repeat the steps in this section to add additional device groups.
- f. When you have finished adding device groups, click **OK**. The **Nodes Group Manager** panel opens. You can also click **Create Groups**, and then click **Add Node Groups** in the **Guided Tasks** tree view in the left panel to open the **Node Groups Manager** panel.
- g. In the **Group name** field, type a name for a node group you want to create.
- h. There are two ways to add nodes to a group, **Select Nodes** and **Describe Nodes**. The Select Nodes section allows you to select which nodes you want to assign to the group by selecting them from the list of available nodes. The Describe Nodes section allows you to specify rules that describe nodes, and the nodes whose parameters follow those rules will be added to the group.

## Select Nodes


- a. Click the **Select Nodes** tab in the **Add Nodes Groups** panel.

The screenshot shows the 'Node Groups Manager' dialog box with the 'Select Nodes' tab selected. The 'Group name' field contains 'SampleNodeGroup'. Below the tabs, there are two lists: 'Available' and 'Selected'. The 'Available' list contains 'CC-SSH' and 'Serial Target 4'. The 'Selected' list contains 'IPR-32-59'. Between the lists are 'Add >' and '< Remove' buttons. Below each list is a search field with a 'Go' button. At the bottom, there is a checkbox labeled 'Create Full Access Policy for Group' which is checked. The dialog has 'OK', 'Apply', and 'Cancel' buttons at the bottom right.

Figure 15 Guided Setup—Add Node Groups, Select Nodes

- b. In the **Available** list, select the node you want to add to the group, and then click **Add** to move the node into the **Selected** list. Nodes in the **Selected** list will be added to the group.
- c. If you want to remove a node from the group, select the node name in the **Selected** list, and then click **Remove**.
- d. You can search for a node in either the **Available** or **Selected** list. Type the search terms in the field below the list, and then click **Go**.

## Describe Nodes

- a. Click the **Describe Nodes** tab in the **Add Nodes Groups** panel. In the Describe Nodes tab, you create a table of rules that describe the nodes you want to assign to the group.
- b. Click the Add New Row icon  to add a row to the table.
- c. Double-click the cell created for each column to activate a drop-down menu. Select the rule components you want to use from each list. Please refer to [Chapter 8: Policies](#) for additional information.
- d. Check the **Create Full Access Policy for Group** checkbox if you want to create a policy for this node group that allows access to all nodes in the group at all times with control permission.
- e. If you want to add another node group, click **Apply** to save this group, and then repeat the steps in this section to add additional node groups.

- f. When you have finished adding node groups, click **OK**. The **Group Summary** panel displays a list of the groups that you added.

Group Summary		
Group Name	Group Type	Policy Name
TestGroup	Node	Access TestGroup
TestDeviceGroup	Device	Access TestDeviceGroup

Continue Exit

Figure 16 Guided Setup--Group Summary

- g. Click **Continue** to start the next task, **User Management**. Follow the steps in the next section.

## User Management

The fourth task of Guided Setup is **User Management**. User Management allows you to select the **Privileges** and **Policies** that govern the access and activities of groups of users. Privileges specify which activities the members of the user group can perform in CC-SG. Policies specify which devices and nodes the members of the user group can view and modify. Policies are based on Categories and Elements. When you have created the user groups, you can define individual users and add them to the user groups.

### Add User Groups and Users

1. The **Add User Group** panel opens when you click **Continue** at the end of the Create Groups task. You can also click **User Management**, and then click **Add User Group** in the **Guided Tasks** tree view in the left panel to open the **Add User Group** panel.
2. In the **User group name** field, type a name for the user group you want to create.
3. In the **Description** field, type a description of the user group.
4. Click the **Privileges** tab, and then check the checkboxes that correspond to the **Privileges**, or types of CC-SG activities, that you want to assign to the user group.

- In the **Node Access** section, you can specify whether you want the user group to have access to **In band** and **Out of band** nodes, and to **Power Management** functions. Check the checkboxes that correspond to the types of access you want to assign to the group.

**Add User Group**

*i* Choose usergroup properties to add.

User Group Name:  
Sample User Group

Description:

Privileges		Device/Node Policies	Active Directory Associations
Selected	Privilege		
<input type="checkbox"/>	CC Setup And Control		
<input type="checkbox"/>	Device Configuration And Upgrade Management		
<input checked="" type="checkbox"/>	Device, Port and Node Management		
<input checked="" type="checkbox"/>	User Management		
<input checked="" type="checkbox"/>	User Security Management		

Node Access

Selected	Privilege
<input checked="" type="checkbox"/>	Node Out-of-band Access
<input checked="" type="checkbox"/>	Node In-band Access
<input checked="" type="checkbox"/>	Node Power Control

Figure 17 Add User Group--Privileges

- Click the **Policies** tab.

7. In the **All Policies** list, select the **Policy** that you want to assign to the user group then click **Add** to move the **Policy** to the **Selected Policies** list. Policies in the **Selected Policies** list will be assigned to the user group. Repeat this step to add additional policies to the user group.

Figure 18 Add User Group-Policies

8. If you want to remove a policy from the user group, select the policy name in the **Selected Policies** list, and then click **Remove**.
9. If you want to associate remotely authenticated users with Active Directory modules, click the **Active Directory Associations** tab. Check the checkbox that corresponds with each Active Directory module you want to associate with the user group.
10. If you want to add another user group, click **Apply** to save this group, and then repeat the steps in this section to add additional user groups.
11. When you have finished adding user groups, click **OK**. The **Add User** panel opens. You can also click **User Management**, and then click **Add User** in the **Guided Tasks** tree view in the left panel to open the **Add User** panel.
12. In the **Username** field, type the name that the user you want to add will use to log in to CC-SG.
13. Check the **Login Enabled** checkbox if you want the user to be able to log in to CC-SG.
14. Check the **Remote Authentication** checkbox only if you want the user to be authenticated by an outside server, such as TACACS+, RADIUS, LDAP, or AD. If you are using remote authentication, a password is not required. The **New Password** and **Retype New Password** fields will be disabled when **Remote Authentication** is checked.
15. In the **New Password** and **Retype New Password** fields, type the password that the user will use to log in to CC-SG.
16. Check the **Force Password Change on Next Login** if you want the user to be forced to change the assigned password the next time the user logs in.
17. Check the **Force Password Change Periodically** checkbox if you want to specify how often the user will be forced to change the password.
18. In the **Expiration Period (Days)** field, type the number of days that the user will be able to use the same password before being forced to change it.
19. In the **Email address** field, type the user's email address.

20. Click the **User Group** drop-down arrow and select the user group to which you want to assign the user from the list.
21. If you want to add another user, click **Apply** to save this user, and then repeat the steps in this section to add additional users.
22. When you have finished adding users, click **OK**. The **User Summary** panel displays a list of the user groups and users that you added.

## Chapter 4: Creating Associations

### Associations

You can set up Associations to help organize the equipment that CC-SG manages. Each Association includes a Category, which is the top-level organizational group, and its related Elements, which are subsets of a Category. For example, you may have Raritan devices that manage target servers in data centers in New York, Philadelphia, and New Orleans. You could set up an Association that organizes this equipment by location. Then, you can customize the CC-SG to display your Raritan devices and nodes according to your chosen Category—Location, and its associated Elements—New York, Philadelphia, and New Orleans, in the CC-SG interface. The figure below shows a custom view created using this example. You can customize the CC-SG to organize and display your servers however you like.

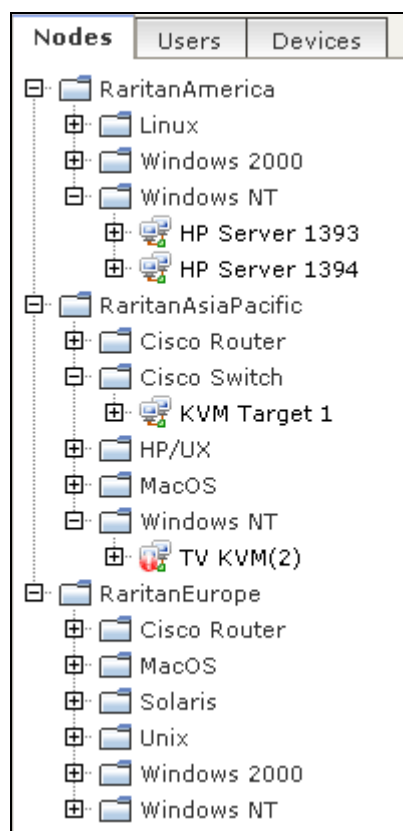


Figure 19 CC-SG Association Example

### Association Terminology

Read the following definitions to understand associations:

- **Associations**—are the relationships between categories, elements of a category, and nodes and devices. For example, you want to associate the “Location” category with a device. You should create associations first, or edit them later, before adding devices and ports in CC-SG.
- **Category**—is a variable that contains a set of values called Elements. An example of a Category is Location, which may have elements such as “New York City,” and “Philadelphia.” Another example of a Category is “OS Type”, which may have elements such as “Windows” or “Unix” or “Linux”. When you add devices to CC-SG, you associate this information with them.
- **Elements**—are the values of a Category. For example, the “New York City” Element belongs to the “Location” category.

- **Devices**—are Raritan products such as Dominion KX, Dominion SX, Dominion KSX, IP-Reach, Paragon II System Controller, Paragon II UMT832 with USTIP, and others, that CC-SG manages. These devices control the target systems, or nodes, that are connected to them.
- **Nodes**—are the target systems or servers that CC-SG can access and manage. In CC-SG, you can click a node to access and manage the node via interfaces.

## Associations--Defining Categories and Elements

Raritan devices and nodes are organized by categories and elements. Each category/element pair is assigned to a device, a node, or both. Therefore, you need to define your categories and elements before you add a Raritan device to CC-SG.

A category is a group of similar elements. For example, to group your Raritan devices by location, you would define a category, Location, which would contain a set of elements, such as New York, Philadelphia, and New Orleans.

Policies also use categories and elements to control user access to servers. For example, the category/element pair Location/New York can be used to create a Policy to control user access to servers in New York.

Other examples of typical Association configurations of Category and Elements are as follows:

CATEGORY	ELEMENTS
Location	New York City, Philadelphia, New Orleans
OS Type	Unix, Windows, Linux
Department	Sales, IT, Engineering

Association configurations should be kept simple to accomplish server/node organizational objectives and user access objectives. A node can only be assigned to a single element of a category. For example, a target server cannot be assigned to both the Windows and Unix elements of the OS Type category.

A useful approach to organizing your systems when servers are similar and need to be randomly organized is the following:

CATEGORY	ELEMENT
usergroup1	usergroup1node
usergroup2	usergroup2node
usergroup3	usergroup3node

As you add devices and nodes to CC-SG, you link them to your predefined categories and elements. When you create node and device groups and assign policies to them, you will use your categories and elements to define which nodes and devices belong in each group.



## How to Create Associations

There are two ways to create associations, Guided Setup and Association Manager.

- **Guided Setup** combines many configuration tasks into an automated interface. Guided Setup is recommended for your initial CC-SG configuration. Once you have completed Guided Setup, you can always edit your configurations individually. Please refer to [Chapter 3: Configuring CC-SG with Guided Setup](#) for additional information.
- **Association Manager** only allows you to work with associations, and does not automate any configuration tasks. Please refer to the [Association Manager](#) section on the following pages for additional information.

## Association Manager

Association Manager allows you to add, edit, or delete Categories and Elements.

### Add Category

1. On the **Associations** menu, click **Association**. The **Association Manager** screen appears.

**Association Manager**

Category

Category name: Department

Value type: String

Applicable for: Node

Add Edit Delete

Elements For Category

Engineering

Finance

Human Resources

Publishing

Add Edit Delete

Close

Figure 20 Association Manager Screen

- Click **Add** in the **Category** panel to add a new category. The **Add Category** window appears.

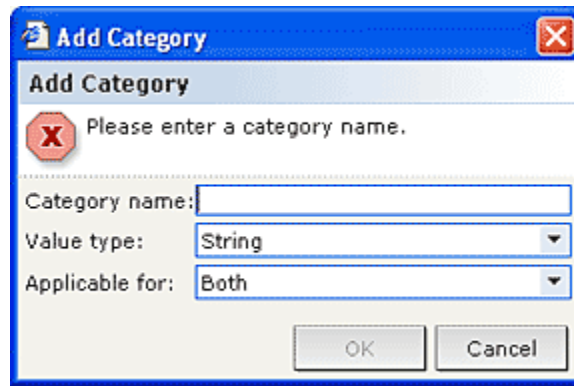


Figure 21 Add Category Window

- Type a category name in the **Category Name** field. Maximum length is 31 characters.
- Click the **Value Type** drop-down arrow to select a value type of **String** or **Integer**.
- Click the **Applicable For** drop-down arrow to select the type of device this category applies to: **Device**, **Node**, or **Both**.
- Click **OK** to create the new category or **Cancel** to exit without creating. The new category name appears in the **Category Name** field.

## Edit Category

- On the **Associations** menu, click **Association**. The **Association Manager** screen appears.
- Click the **Category Name** drop-down arrow and select the category you want to edit.
- Click **Edit** in the **Category** panel of the screen to edit the category. The **Edit Category** window appears.

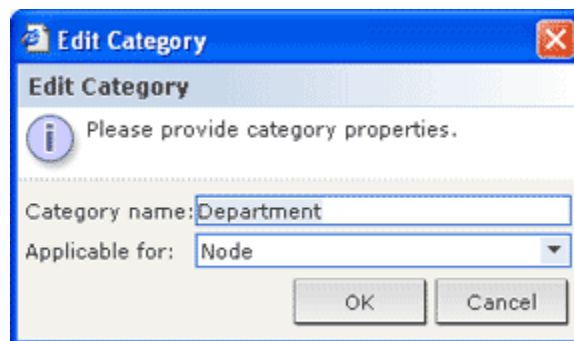


Figure 22 Edit Category Window

- Type the new category name in **Category Name** field.
- Click the **Applicable For** drop-down arrow to change whether this category applies to **Device**, **Node**, or **Both**. Please note that a string value cannot be changed to an integer value, and vice versa. If you must make this type of change, please delete the category, and add a new one.
- Click **OK** to save your changes. The updated category name appears in the **Category Name** field.

## Delete Category

Deleting a category deletes all of the elements created within that category. The deleted category will no longer appear in the Nodes or Devices trees once the screen refreshes or the user logs out and then logs back into CC-SG.

1. On the **Associations** menu, click **Association**. The **Association Manager** screen appears.
2. Click the **Category Name** drop-down arrow and select the category you want to delete.
3. Click **Delete** in the **Category** panel of the screen to delete the category. The **Delete Category** window appears.

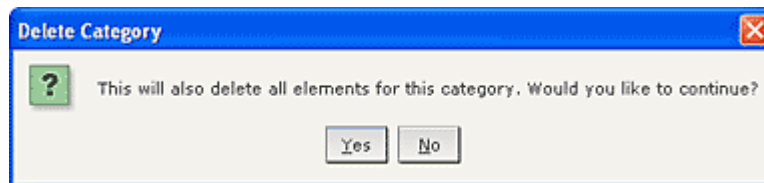


Figure 23 Delete Category Window

4. Click **Yes** to delete the category.

## Add Element

1. On the **Associations** menu, click **Association**. The **Associations Manager** screen appears.

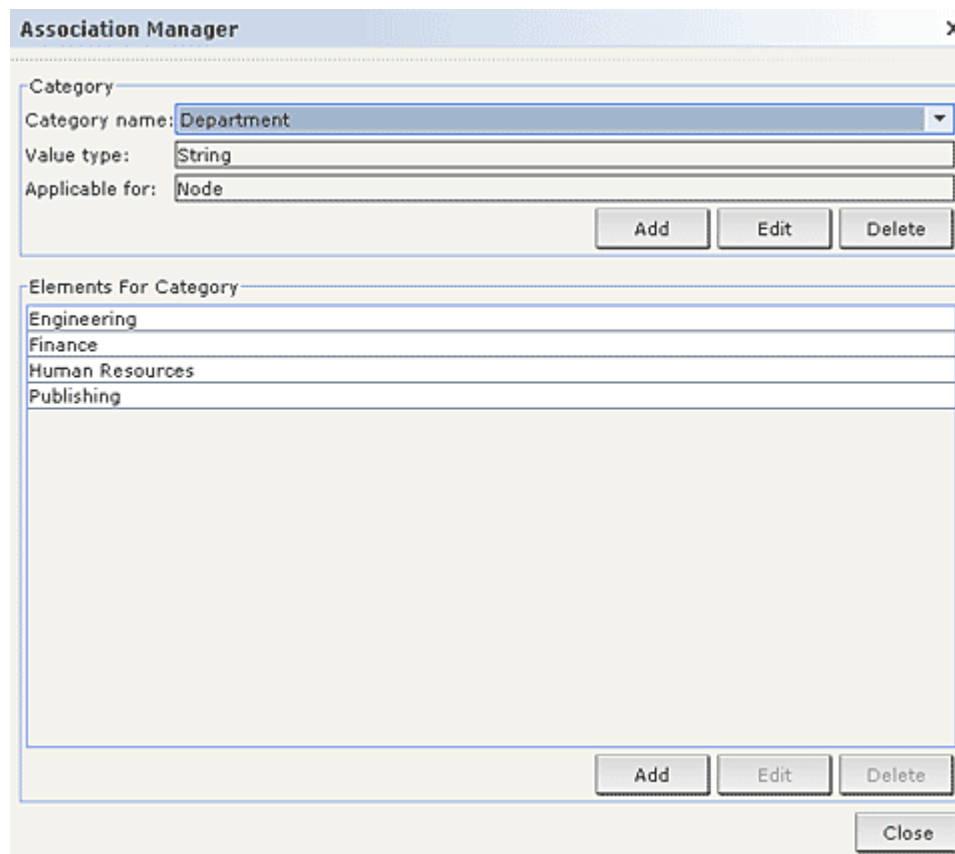


Figure 24 Association Manager Screen

2. Click the **Category Name** drop-down arrow and select the category to which you want to add a new element.

3. Click **Add** in the **Elements For Category** panel to add a new element. The **Add Element** window appears.

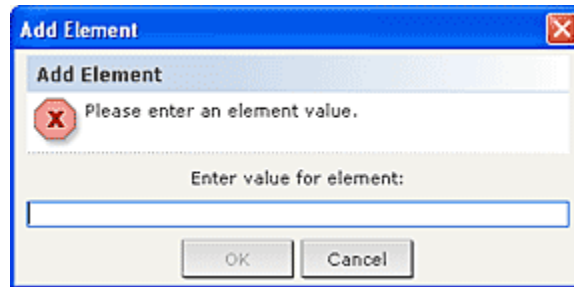


Figure 25 Add Element Window

4. Type the new element name in the **Enter Value for Element** field.
5. Click **OK** to add the element or **Cancel** to exit the window. The new element appears in the **Elements For Category** panel.

## Edit Element

---

1. On the **Associations** menu, click **Association Manager**. The **Association Manager** screen appears.
2. Click the **Category Name** drop-down arrow and select the category whose element you want to edit.
3. Select the element to be edited from the **Element For Category** list, and then click **Edit** in the **Elements For Category** panel. The **Edit Element** window appears.

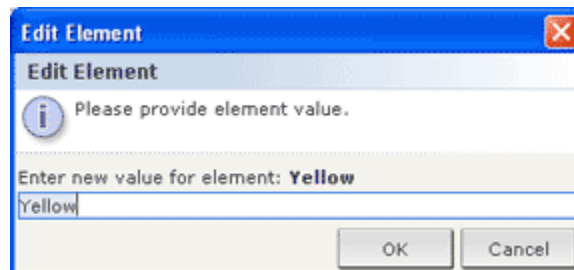


Figure 26 Edit Element Window

4. Type the new name of the element in the **Enter New Value for Element** field.
5. Click **OK** to update the element or **Cancel** to close the window. The new element name is displayed in the **Element For Category** list.

## Delete Element

---

Deleting an element removes that element from all associations, leaving association fields blank.

1. On the **Associations** menu, click **Association**. The **Association Manager** screen appears.
2. Click the **Category Name** drop-down arrow and select the category whose element you want to delete.

3. Select the element to be deleted from the **Element For Category** list, and then click **Delete** in the **Elements For Category** panel. The **Delete Element** window appears.

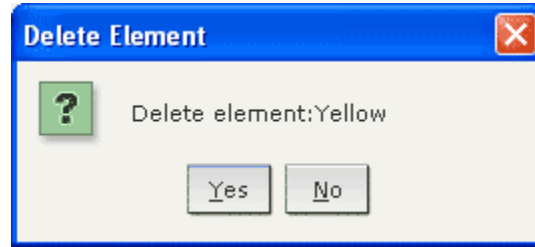


Figure 27 Delete Element Window

4. Click **Yes** to delete the element or **No** to close the window. The element name is removed from the **Element For Category** list.

---

**Note:** Deleting an element removes the element from all device and node category associations, leaving all pre-associated element fields blank.

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## Chapter 5: Adding Devices and Device Groups

You must add Raritan devices, such as Dominion series devices and IP-Reach units, to CC-SG before you can use CC-SG to configure and manage them. The Devices menu offers all the functions related to devices and ports. You can also access some functions by right-clicking a device or port in the Devices tab, and selecting from the menu that appears.

*Note: To configure iLO/RILOE devices, IPMI devices, Dell DRAC devices, IBM RSA devices or other “generic” devices, use the **Add Node** menu and add these items as a connection interface. Please refer to **Chapter 6: Configuring Nodes and Interfaces** for additional information.*

### The Device Tab

Click the **Devices** tab to display the **Devices** tree.

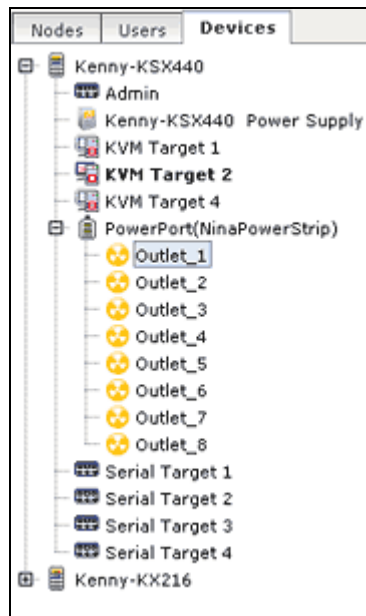











Figure 28 The Devices Tree

The Devices tab displays a set of devices and their configured ports. Ports are nested under the devices they belong to. Devices with configured ports appear in the list with a + symbol next to them. Click the + symbol to expand or hide the list of ports.

## Device and Port Icons

For easier identification, KVM, Serial, and Power devices and ports have different icons in the Devices tree. Hold the mouse pointer over an icon in the Devices tree to view a tool tip containing information about the device or port.

ICON	MEANING
	Device available
	KVM port available or connected
	KVM port inactive
	Serial port available
	Serial port unavailable
	Device paused
	Device unavailable
	Power strip
	Outlet port

When you click a device from the Devices tab, the **Device Profile** screen appears, displaying information about the selected device.

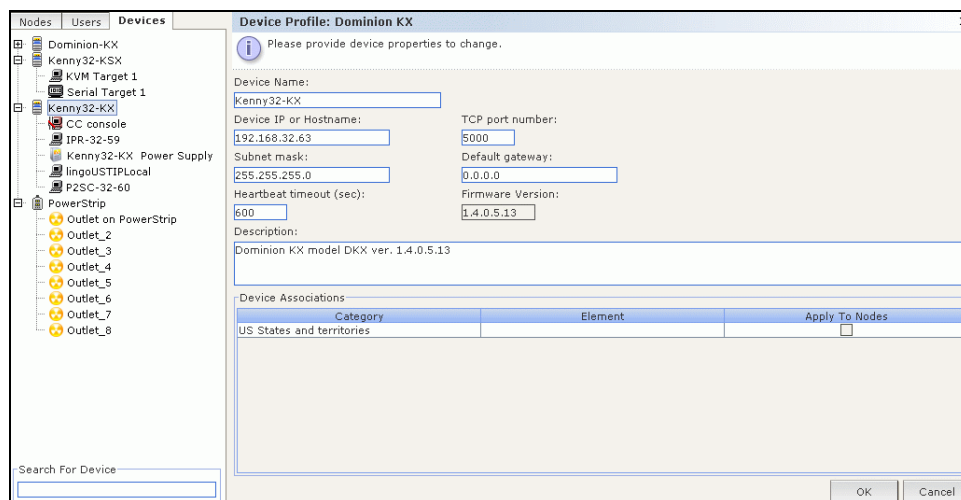


Figure 29 Devices Tab and Devices Profile



## Search for Devices

The Devices tab provides the ability to search for devices within the tree. Searching will only return devices as results and will not include port names. The method of searching can be configured through the **My Profile** screen described later in **Chapter 7: Adding and Managing Users and User Groups**.

To search for a device, at the bottom of the Devices Tree, type a search string in **Search For Device** field, then press **ENTER**. Wildcards are supported in the search string:

WILDCARD	DESCRIPTION
?	Indicates any character.
[ - ]	Indicates a character in range.
*	Indicates zero or more characters.

For example:

EXAMPLE	DESCRIPTION
<b>KX?</b>	Locates <b>KX1</b> , and <b>KXZ</b> , but not <b>KX1Z</b> .
<b>KX*</b>	Locates <b>KX1</b> , <b>KX</b> , <b>KX1</b> , and <b>KX1Z</b> .
<b>KX[0-9][0-9]T</b>	Locates <b>KX95T</b> , <b>KX66T</b> , but not <b>KXZ</b> and <b>KX5PT</b> .

---

Important! Many of the menu bar commands can be accessed by right-clicking a Device or Port in the Devices tree and selecting a command from the shortcut menu that appears.

---

## Add a Device

Devices must be added to CC-SG before you can configure ports or add Out-of-Band interfaces to Nodes through those ports. **Add Device** is used to add devices whose properties you know and can provide to CC-SG.

To add a device to CC-SG:

10. On the **Devices** menu, click **Device Manager**, and then click **Add Device**. The **Add Device** screen appears.

Figure 30 Add Device Screen

11. Click the **Device Type** drop-down arrow and then select the type of device you are adding from the list. If you select **PowerStrip**, you will see a slightly different Add Device screen.

## Adding a KVM or Serial Device

12. Type a name for the device in the **Device name** field.
13. Type the IP Address or Hostname of the device in the **Device IP or Hostname** field. For hostname rules, refer to **Terminology/Acronyms** in **Chapter 1: Introduction**.
14. Type the TCP communication port used to communicate with the device in the **TCP port number** field. The default port number for most Raritan devices is 5000.
15. Type the name used to log onto this device in the **Username** field. If you followed the **Raritan Digital Solutions Deployment Guide** to prepare your devices to add to CC-SG, type the username for the CC-SG Administrative User you configured on the device.
16. Type the password needed to access this device in the **Password** field. If you followed the **Raritan Digital Solutions Deployment Guide** to prepare your devices to add to CC-SG, type the password for the CC-SG Administrative User you configured on the device.
17. Type the time (in seconds) that should elapse before timeout between the new device and CC-SG in the **Heartbeat timeout (sec)** field.
18. If applicable, check **Allowed** under **Local Access** if you want to allow users to have direct access to this device while it is managed by CC-SG.
19. Optionally, type a short description of this device in the **Description** field.
20. Check **Configure all ports** if you want to automatically add all ports on this device to the Devices tab, and create a Node for each port on this device in the Nodes tab. Corresponding nodes and ports will be configured with matching names. If checked when the device is added, a new node will be created for each port, and an out-of-band interface will be created for that node.

21. A list of **Categories** and **Elements** can be configured to better describe and organize this device and the nodes connected to it. Please refer to [Chapter 4: Creating Associations](#) for additional information.

To configure **Categories** and **Elements**:

- For each **Category** listed, click the **Element** drop-down menu, and then select the element you want to apply to the device from the list. Select the blank item in the **Element** field for each Category you do not want to use.
- If you want to assign the Element to the related nodes as well as the device, check the **Apply to Nodes** checkbox.

If you do not see the **Category** or **Element** values you want to use, you can add more through the **Associations** menu. Please refer to **Chapter 4: Creating Associations** for additional information.

22. When you are done configuring this device, click **Apply** to add this device and open a new blank Add Device screen that allows you to continue adding devices. Or, click **OK** to add this device without continuing to a new Add Device screen.
23. If the firmware version of the device is not compatible with CC-SG, a message will alert you and ask if you want to proceed. Click **Yes** to add the device to CC-SG. You can upgrade the device firmware after adding it to CC-SG. Please refer to **Upgrade Devices** later in this chapter.

## Adding a PowerStrip Device

When you add a PowerStrip Device, you can allow CC-SG to automatically configure its outlets. Once outlets have been configured, you can associate each outlet with the node to which it provides power by adding a power interface to the node. Please refer to [Chapter 6: Configuring Nodes and Interfaces](#) for additional information. You can also choose not to allow CC-SG to configure outlets, and you can configure them later.

**Add Device**

Please provide values for the required device parameters.

**Device type:**  
PowerStrip

**Power Strip Name:**  
PowerStrip

**Number Of Outlets:**  
8

**Managing Device:**  
Kenny-KSX440

**Managing Port:**  
PowerPort

**Description:**

☒ Configure All Outlets

**Device Associations**

Category	Element
Location	
OS Type	
US States and territories	

OK Apply Cancel

Figure 31 Adding a PowerStrip device

- Type a name for the Power Strip in the **Power Strip Name** field.

4. Click the **Number of Outlets** drop-down menu and select the number of outlets this Power Strip contains.
5. Click the **Managing Device** drop-down menu, and then select the device that you will use to manage this power strip from the list.
6. Click the **Managing Port** drop-down menu, and then select the port on the managing device to which this power strip is connected.
7. Optionally, type a short description of this Power Strip in the **Description** field
8. Check **Configure All Outlets** if you want to automatically add each outlet on this device to the **Devices** tab.
9. A list of **Categories** and **Elements** can be configured to better describe and organize this Power Strip and the nodes connected to it. Please refer to [Chapter 4: Creating Associations](#) for additional information.
  - For each **Category** listed, click the **Element** drop-down menu, and then select the element you want to apply to the device from the list. Select the blank item in the **Element** field for each Category you do not want to use.

If you do not see the **Category** or **Element** values you want to use, you can add more through the **Associations** menu. Please refer to **Chapter 4: Creating Associations** for additional information.

10. When you are done configuring this device, click **Apply** to add this device and open a new blank Add Device screen that allows you to continue adding devices. Or, click **OK** to add this Power Strip without continuing to a new Add Device screen.

## Discover Devices

Discover Devices initiates a search for all devices on your network. The search can automatically detect all new and previously existing Raritan devices on your network, including Paragon II System Controller, IP-Reach, Dominion KX, Dominion KX101, Dominion KSX, Dominion SX, and eRIC units. After discovering the devices, you may add them to CC-SG if they are not already managed.

1. On the **Devices** menu, click **Discover Devices**. The Discover Devices screen appears.

Figure 32 Discover Devices Screen

2. Type the range of IP addresses where you expect to find the devices in the **From Address** and **To Address** fields. The **To Address** should be larger than the **From Address**. Specify a mask to apply to the range. If a mask is not specified, then a broadcast address of **255.255.255.255** is sent, which broadcasts to all local networks. To discover devices across subnets, you must specify a mask.
3. Check **Broadcast discovery** if searching for devices on the same subnet on which CC-SG resides. Uncheck **Broadcast discovery** to discover devices across different subnets.

4. To search for a particular type of device, select it in the list of **Device types**. By default, all device types are selected. Use **CTRL+click** to select more than one device type.
5. Check **Include IPMI Agents** if you want to find targets that provide IPMI power control.
6. Click **Discover** to start the search. At any time during the discovery, you can click **Stop** to discontinue the discovery process. Discovered devices appear in a list.

IP Address	Device Type	Device Name	Managed	Description
192.168.32.25	Dominion KSX	ISRKSX	No	Dominion KSX model RX440 ver. 3.22.5.3
192.168.32.61	Dominion KSX	Kenny-KSX440	Yes	Dominion KSX model RX440 ver. 3.22.5.3

Figure 33 Discovered Devices List Window

7. To add one or more discovered devices to CC-SG, select the devices from the list, and then click **Add**. The Add Device screen appears with some of the data already populated. If you selected more than one device to add, you can click **Previous** and **Skip** at the bottom of the screen to navigate through the Add Device screens for the devices you want to add.

Figure 34 Adding a Discovered Device

8. Type the user name and password (that were created specifically for CC-SG in the device) in the **Username** and **Password** fields to allow CC-SG to authenticate the device when communicating with it in the future. Select the **Categories** and **Elements** you want to apply to the device. If you want a Category and Element to apply to the nodes connected to the device, check the corresponding **Apply to Nodes** checkbox.
9. Optionally, you can edit the **Device Name**, **Heartbeat Timeout**, **Local Access** (if available for the device type), **Description**, **Configure all ports**, and **Device Association** fields to suit your needs.
10. When you are done configuring this device, click **Apply** to add this device and open the Add Device screen for the next discovered device. Or, click **OK** to add this device without continuing to the other discovered devices.
11. If the firmware version of a device is not compatible with CC-SG, a message will alert you and ask if you want to proceed. Click **Yes** to add the device to CC-SG, or **No** to cancel the

operation. You can upgrade the device firmware after adding the device to CC-SG. Please refer to **Upgrade Devices** later in this chapter for additional information.

## Edit Device

You can edit a device to rename it and modify its properties.

1. Click the **Devices** tab and select the device you want to edit. The **Device Profile** screen appears.

**Device Profile: Dominion KX**

Please provide device properties to change.

Device Name:

Device IP or Hostname:  TCP port number:

Subnet mask:  Default gateway:

Heartbeat timeout (sec):  Firmware Version:

Description:

Category	Element	Apply To Nodes
US States and territories		<input type="checkbox"/>

Search For Device:

OK Cancel

Figure 35 The Device Profile Screen

2. Type the new device properties in the appropriate fields on this screen. If necessary, edit the Categories and Elements associated with this device.
3. Click **OK** to save your changes. A **Device Updated Successfully** message confirms that the device has been modified.

## Edit PowerStrip Device

You can edit a Managed PowerStrip device to rename it, modify its properties, and view outlet configuration status.

1. Click the **Devices** tab and select the PowerStrip device you want to edit. The **Device Profile: PowerStrip** screen appears.
2. Type the new device properties in the appropriate fields on this screen. If necessary, edit the Categories and Elements associated with this device.
3. Click the **Outlet** tab to view all outlets of this PowerStrip.
  - If an outlet is associated with a node, you can click the **Node** hyperlink to open the Node Profile.
  - If an outlet is associated with a node, you can select the outlet, and then click **Power Control** to open the Power Control screen for the associated node.
4. Click **OK** to save your changes. A **Device Updated Successfully** message confirms that the device has been modified.

## Delete Device

You can delete a device to remove it from CC-SG management.

---

**Important:** Deleting a device will remove all ports configured for that device. All interfaces associated with those ports will be removed from the nodes. If no other interface exists for these nodes, the nodes will also be removed from CC-SG.

---

1. Click the **Devices** tab and select the device you want to delete.
2. On the **Devices** menu, click **Device Manager**, and then click **Delete Device**. The **Delete Device** screen appears.



Figure 36 Delete Device Screen

3. Click **OK** to delete the device or **Cancel** to exit without deleting. A **Device Deleted Successfully** message confirms that the device has been deleted.

---

**Note:** You must first pause KSX devices before they can be successfully deleted from CC-SG. To pause a KSX device, right-click the device in the **Devices** tab, and then click **Pause Management**. Click **Yes** in the message that appears to confirm. The KSX device will restart. Once the device has been paused, you can delete it from CC-SG.

---

## Configure Ports

If the ports of a device were not all automatically added by checking **Configure all ports** when you added the device in the **Add Device** screen, you can use the Configure Ports screen to add individual ports or a set of ports on the device to CC-SG. You must configure ports before any Out-of-Band interfaces using those ports can be added to nodes.

### Configure a Serial Port

1. Click the **Devices** tab and select a serial device from the Devices tree.
2. On the **Devices** menu, click **Port Manager**, and then click **Configure Ports**. The Configure Ports screen appears.

	Raritan port ID	Port name	Port type	Port status	
<input type="checkbox"/>	Ser_3	Serial Target 4	Serial Port	New	Configure
<input type="checkbox"/>	S0T2	TV KVM	KVM Port	New	Configure

Select All Clear All 1 1/1 Previous Next

Figure 37 Configure Ports Screen

- Click a column header to sort the ports by that attribute in ascending order. Click the header again to sort the ports in descending order.



3. Click the **Configure** button that corresponds to the serial port you want to configure. The Configure Serial Port screen appears.

**Configure Serial Port**

Please select port properties to add.

**Port Properties**

**Port name:** Serial Target 4

**Port Status:** Up

**Availability:** Idle

**Raritan port ID:** Ser\_3

**Port number:** Unknown

**Device name:** Kenny-KSX440

**Device type:**

**Device IP or Hostname:** 192.168.32.61

**Node Name:** Serial Target 4

**Baud rate:** 9600

**Parity/Data bits:** None/8

**Parity check:** ☐ Enable

**Recv/Xmit pace:** ☐ Xon/Xoff

**H/W flow control:** ☐ Enable

**Access Applications:** Auto-Detect

**Node Association:** n/a

OK Cancel

Figure 38 Configure Serial Ports Screen

4. Type a port name in **Port Name** field. For ease of use, name the port after the target that is connected to the port.
5. Type a node name in the **Node Name** field to create a new node with an Out-of-Band interface from this port. For ease of use, name the node after the target that is connected to the port. This means that you will type the same name in the **Port name** and **Node Name** fields.
6. Click the **Access Application** drop-down menu and select the application you want to use when you connect to this port from the list. To allow CC-SG to automatically select the correct application based on your browser, select **Auto-Detect**.
7. Click **OK** to add the port.

## Configure a KVM Port

1. Click the **Devices** tab and select a KVM device from the Devices tree.
2. On the **Devices** menu, click **Port Manager**, and then click **Configure Ports**. The Configure Ports screen appears.

Ports	Raritan port ID	Port name	Port type	Port status	Configure
<input type="checkbox"/>	P_HK2e5001_2	Channel 3	KVM Port	Unused	Configure
<input type="checkbox"/>	P_HK2e5001_6	Channel 7	KVM Port	Unused	Configure
<input type="checkbox"/>	P_HK2e5001_9	Channel 10	KVM Port	Unused	Configure
<input type="checkbox"/>	P_HK2e5001_12	Channel 13	KVM Port	Unused	Configure
<input type="checkbox"/>	P_HK2e5001_13	Channel 14	KVM Port	Unused	Configure
<input type="checkbox"/>	P_HK2e5001_14	Channel 15	KVM Port	Unused	Configure
<input type="checkbox"/>	P_HK2e5001_7	TV Channel 8	KVM Port	Unused	Configure

Figure 39 Configure Ports Screen

- Click a column header to sort the ports by that attribute in ascending order. Click the header again to sort the ports in descending order.
3. Click the **Configure** button that corresponds to the KVM port you want to configure. The Configure KVM Port screen appears.

Figure 40 Configure KVM Port Screen

4. Type a port name in the **Port Name** field. For ease of use, name the port after the target that is connected to the port.

5. Type a node name in the **Node Name** field to create a new node with an Out-of-Band interface from this port. For ease of use, name the node after the target that is connected to the port. This means that you will type the same name in the **Port name** and **Node Name** fields.
6. Click the **Access Application** drop-down menu and select the application you want to use when you connect to this port from the list. To allow CC-SG to automatically select the correct application based on your browser, select **Auto-Detect**.
7. Click **OK** to add the port.

## Edit Ports

You can edit ports to change the name or access application associated with existing configured ports.

1. Click the **Devices** tab and select a port you want to edit. The Port Profile screen appears.

Figure 41 Ports Profile

2. Type a new name for the port in the **Port Name** field, if necessary.
3. Click the **Access Application** drop-down menu and select the application you want to use when you connect to this port from the list. To allow CC-SG to automatically select the correct application based on your browser, select **Auto-Detect**.
4. Click **OK** to save changes to the configured port.

## Delete Ports

Delete a port to remove the port entry from a Device.

**Important:** If you delete a port that is associated with a node, the associated out-of-band KVM or Serial interface provided by the port will be removed from the node. If the node has no other interfaces, the node will also be removed from CC-SG.

1. Click the **Devices** tab and select a device whose ports you want to delete.
2. On the **Devices** menu, click **Port Manager**, and then click **Delete Ports**. The **Delete Ports** screen appears.

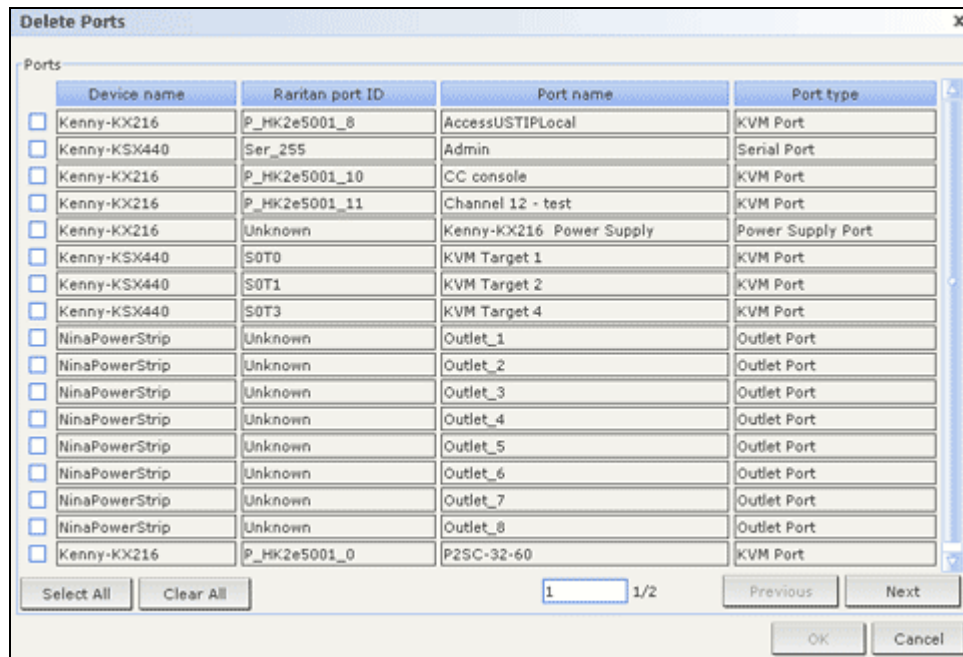


Figure 42 Delete Port Screen

3. Check the ports you wish to delete from the device.
4. Click **OK** to delete the selected port. A **Port Deleted Successfully** window confirms that port has been deleted.

## Device Management

Once a device has been added to CC-SG, several management functions besides configuring ports can be performed.

### Bulk Copy for Device Categories and Elements

The Bulk Copy command allows you to copy the assigned categories and elements from one device to multiple other devices. Please note that categories and elements are the only properties copied in this process.

1. Click the **Devices** tab and select a device from Devices tree.
2. On the **Devices** menu, click **Device Manager**, and then click **Bulk Copy**. The **Bulk Copy** screen appears.
3. In the **All Devices** list, select the devices to which you are copying the categories and elements of the device in the **Device Name** field.
4. Click > to add a device to the **Selected Devices** list.

5. To remove a device from the **Selected Devices** list, select the device, and then click <.
6. Click **OK** to bulk copy or **Cancel** to exit without copying. A **Device Copied Successfully** message confirms that device categories and elements have been copied.

## Upgrade Device

Upgrade Device allows you to download new versions of device firmware.

1. Click the **Devices** tab and select a device from the Devices tree.
2. On the **Devices** menu, click **Device Manager**, and then click **Upgrade Device**. The **Upgrade Device** screen appears.

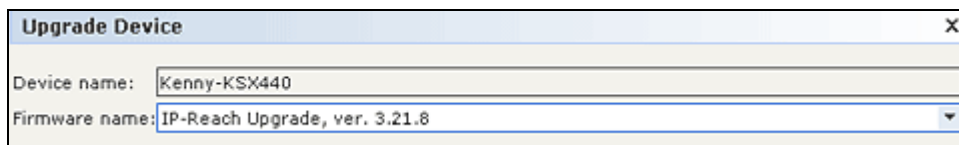


Figure 43 Upgrade Device Screen

3. Click the **Firmware Name** drop-down arrow and select the appropriate firmware from the list. Raritan or your reseller will provide this information.
4. Click **OK** to upgrade the device. Upgrading SX and KX devices takes about 20 minutes.  
If the firmware version of the device is not compatible with CC-SG, a message will alert you and ask if you want to proceed. Please refer to **Chapter 2: Accessing CC-SG** for additional information. Click **Yes** to upgrade the device.
5. A **Restart** message appears. Click **Yes** to restart the device.
6. A **Device Upgraded Successfully** message confirms that the device has been upgraded.

## Backup Device Configuration

You can back up all user configuration and system configuration files for a selected device. If anything happens to the device, you can restore the previous configurations from CC-SG using the backup file created.

1. Click the **Devices** tab and select the device you want to back up.
2. On the **Devices** menu, click **Device Manager**, **Configuration**, then click **Backup**. The **Backup Device Configuration** screen appears.

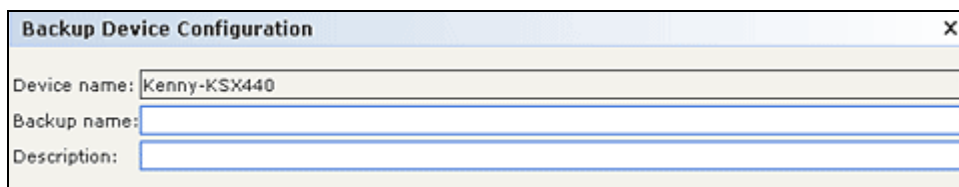


Figure 44 Backup Device Configuration Screen

3. Type a name in the **Backup name** field to identify this backup.
4. Optionally, type a short description of the backup in the **Description** field.
5. Click **OK** to back up the device configuration. A **Device Configuration Backed Up Successfully** message confirms that device configuration has been backed up.

## Restore Device Configuration

---

You can restore a previously backed-up device configuration to a device.

1. Click the **Devices** tab and select the device you want to restore to a backup configuration.
2. On the **Devices** menu, click **Device Manager**, **Configuration**, and then click **Restore**. The **Restore Device Configuration** screen appears.

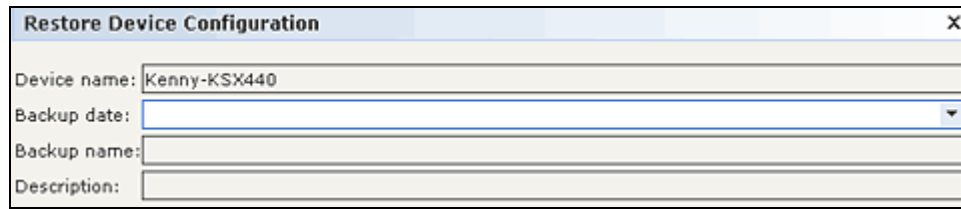


Figure 45 Restore Device Configuration Screen

3. Click the **Backup Date** drop-down arrow and select a date from the list of when you last made a back up of the device. The name and description of the backup will populate in their respective fields.
4. Click **OK** to restore the backup.
5. When the Restart message appears, click **Yes** to restart the device. A **Device Configuration Restored Successfully** message confirms that all user and system configuration data has been restored.

## Copy Device Configuration

---

This command allows you to copy configurations from one device to another or multiple devices.

**Note:** Configuration can only be copied between Dominion SX units that have the same number of ports.

---

1. Click the **Devices** tab and select the device whose configuration you wish to copy to other devices from the Devices tree.
2. On the **Devices** menu, click **Device Manager**, **Configuration**, and then click **Copy Configuration**. The **Copy Device Configuration** screen appears.
3. If you have used the **Backup Device** option on this device, you can copy that configuration instead by selecting **From Saved Configuration** and then selecting the configuration from the saved configuration drop-down menu.
4. Highlight the devices you want to copy this configuration to in the **Available Devices** column, and then click the right arrow to move them to the **Copy Configuration To** column. The left arrow moves selected devices out of the **Copy Configuration To** column.
5. Click **OK** to copy the configuration to the devices in the **Copy Configuration To** column.
6. When the **Restart** message appears, click **Yes** to restart the device. A **Device Configuration Copied Successfully** message confirms that the device configuration has been copied.

## Restart Device

---

Use the Restart Device function to restart a device.

1. Click the **Devices** tab and select the device you want to restart.
2. On the **Devices** menu, click **Device Manager**, and then click **Restart Device**. The **Restart Device** screen appears.

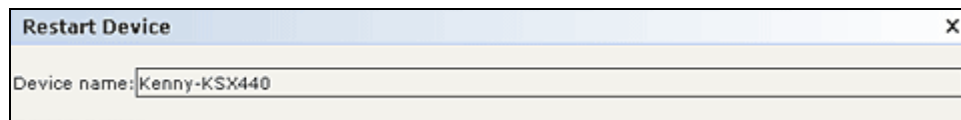
A screenshot of the 'Restart Device' dialog box. It has a title bar with 'Restart Device' and a close button (X). Below the title bar is a text input field labeled 'Device name:' containing the text 'Kenny-KSX440'.

Figure 46 Restart Device Screen

3. Click **OK** to restart the device. A **Device Restart Successfully** message confirms that the device has been restarted.

## Ping Device

---

You can ping a device to determine if the device is available in your network.

1. Click the **Devices** tab and select the device you want to ping.
2. On the **Devices** menu, click **Device Manager**, and then click **Ping Device**. The **Ping Device** screen appears, showing the result of the ping.

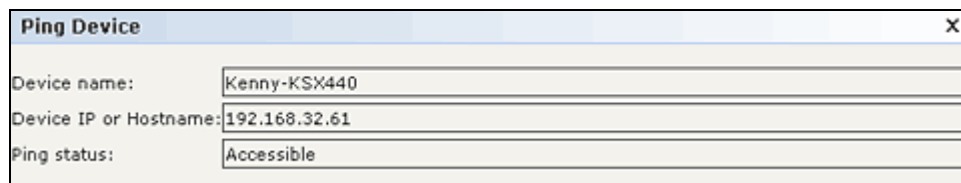
A screenshot of the 'Ping Device' dialog box. It has a title bar with 'Ping Device' and a close button (X). Below the title bar are three text input fields: 'Device name:' containing 'Kenny-KSX440', 'Device IP or Hostname:' containing '192.168.32.61', and 'Ping status:' containing 'Accessible'.

Figure 47 Ping Device Screen

## Pause Management

---

You can pause a device to temporarily suspend CC-SG control of it without losing any of the configuration data stored within CC-SG.

1. Click the **Devices** tab and select the device for which you want to pause CC-SG management.
2. On the **Devices** menu, click **Device Manager**, and then click **Pause Management**. The device's icon in the Device Tree will indicate the device's paused state.

## Resume Management

---

You can resume CC-SG management of a paused device to bring it back under CC-SG control.

1. Click the **Devices** tab and select the paused device from the Devices tree.
2. On the **Devices** menu, click **Device Manager**, and then click **Resume Management**. The device icon in the Device Tree will indicate the devices active state.

## Device Power Manager

Device Power Manager is used to view the status of a PowerStrip device (including voltage, current, and temperature) as well as manage all power outlets on a PowerStrip device. As opposed to powering Nodes on and off individually, Device Power Manager provides a PowerStrip-centric view of its outlets.

Before using the Device Power Manager, a physical connection needs to be made between a PowerStrip and a Dominion SX or Dominion KSX unit. When you add the PowerStrip device, you must define which Raritan device is providing the connection. This will associate it with the Dominion SX serial port or with Dominion KSX dedicated power port that is providing management of the PowerStrip.

1. In the Devices tree, select a PowerStrip device.
2. On the **Devices** menu, click **Device Power Manager**. The **Device Power Manager** screen appears.
3. The outlets are listed in the **Outlets Status** panel. You may have to scroll to view all outlets.
4. Click the **On** or **Off** radio buttons for each outlet to power ON or power OFF the outlet.
5. Click **Recycle** to restart the device connected to the outlet.
6. Click **Close** to close the Device Power Manager screen.

## Launch Admin

If available, the **Launch Admin** command will provide you access to the administrator interface of the selected device.

1. Click the **Devices** tab and select the device whose administrator interface you want to launch.
2. On the **Devices** menu, click **Device Manager**, and then click **Launch Admin**. The administrator interface for the selected device will appear.

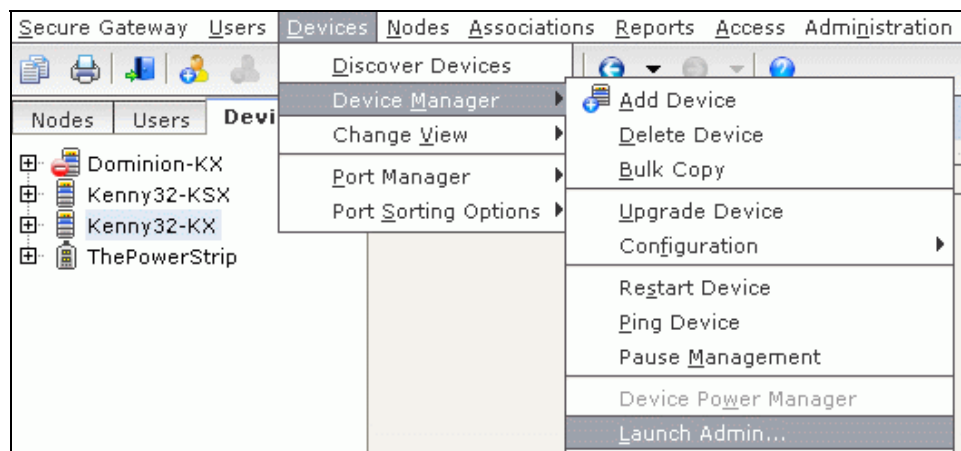


Figure 48 Launch Admin for a KX Device



## Topological View

Topological View displays the structural setup of all the connected appliances in your configuration.

1. Click the **Devices** tab and select the device whose topological view you want to see.
2. On the **Devices** menu, click **Device Manager**, and then click **Topological View**. The **Topological View** for the selected device appears.

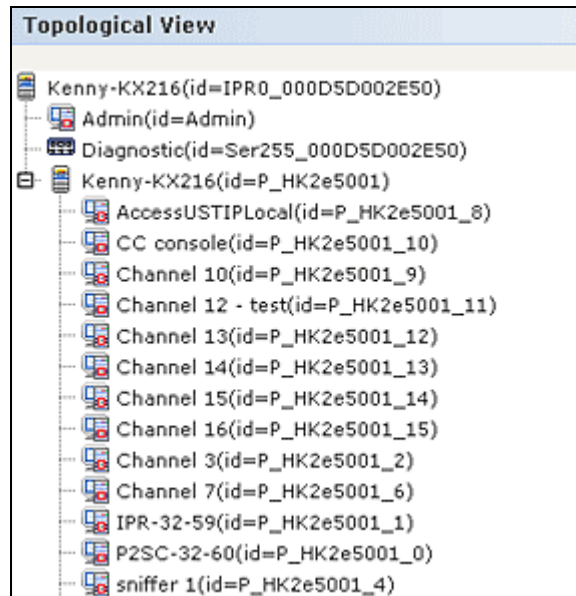


Figure 49 Topological View

3. Navigate the Topological View in the same way you navigate the Devices tree. Click + or – to expand or collapse the view.
4. Click **Close** to close **Topological View** screen.

*Note: Until you **Close** the **Topological View**, this view will replace the **Device Profile** screen that normally appears when a device is selected.*

## Disconnect Users

Administrators can terminate any user's session with a device. This includes users who are performing any kind of operation on a device, such as connecting to ports, backing up the configuration of a device, restoring a device's configuration, or upgrading the firmware of a device.

**Note:** *Firmware upgrades and device configuration backups and restores are allowed to complete before the user's session with the device is terminated. All other operations will be terminated immediately.*

1. Click the **Devices** tab and select the device you want to disconnect one or more users from.
2. On the **Devices Menu**, click **Device Manager**, then **Disconnect Users**. The **Disconnect Users** screen appears.

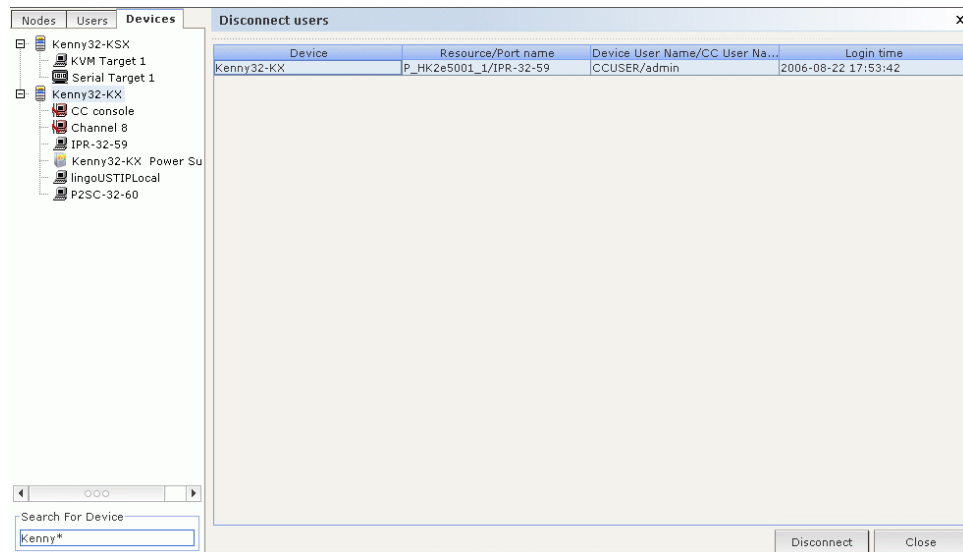


Figure 50 Disconnect Users

3. Select the users whose session you want to disconnect in the **Disconnect users** table.
4. Click **Disconnect** to disconnect them from the device.

**Note:** *For Dominion SX devices only, you can disconnect users who are directly logged onto the device as well as those who are connected to the device via CC-SG.*

## Viewing Devices

CC-SG offers different options for displaying devices in the Devices tab.

### Tree View

Select **Tree View** to view devices in the Devices tree grouped in the default view. Selecting **Tree View** will also return you to the standard view from a **Custom View**. Please refer to **Custom Views** later in this chapter for additional information.

1. On the **Devices** menu, click **Change View**, and then click **Tree View**. The standard Tree View of the Devices tree appears.

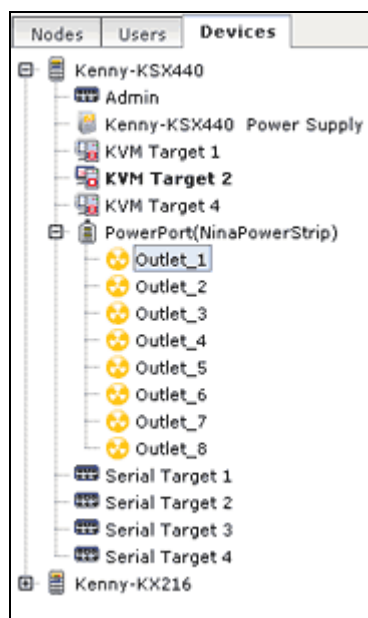


Figure 51 Devices Tree Regular View Screen

Configured ports are nested under their parent devices. To change the way the ports are displayed, click the **Devices** menu, then **Port Sorting Options**. Select **By Port Name** or **By Port Status** to arrange the ports within their devices alphabetically by name or by availability status. Ports arranged by status are sorted alphabetically within their connection status grouping. Devices will also be sorted accordingly.

### Custom View

You can customize the Devices tree by organizing devices to appear in a particular format. You might want to view devices by Country, by Time Zone, or by any other option that helps you differentiate between them. Please refer to **Chapter 4: Creating Associations** for additional information on adding Categories to CC-SG.

1. Click the **Devices** tab.

- On the **Devices** menu, click **Change View**, then click **Create Custom View**. The **Custom View** screen appears.

Figure 52 Custom View Screen

- To customize your view, click the **Name** drop-down arrow and select a custom view that has already been saved in the database. Details of the View categories appear in the **Custom View Details** field.
- Click **Set Current** to arrange the Devices tree to reflect the selected custom view.
- Click **Set Default** if you want the selected custom view to be displayed when logging into CC-SG.
- Check **Is System Wide** to make this the default view for all users who are not viewing their own default Custom View.

### Selecting a Custom View

To quickly change the current Device Tree view to an already established Custom View:

- Click the **Devices** tab.
- On the **Devices** menu, click **Change View**, and then select the name of the custom view listed under **Create Custom View**. The Device Tree will change to the custom view selected

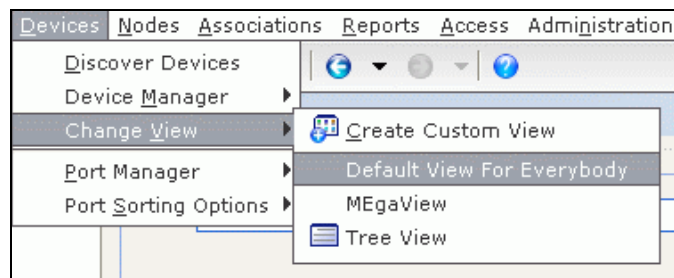


Figure 53 Selecting a Custom View

### Add a Custom View

- Click the **Devices** tab.

2. On the **Devices** menu, click **Change View**, and then click **Create Custom View**. The **Custom View** screen appears.
3. In the **Custom View** panel, click **Add**. An **Add Custom View** window appears.
4. Type a new custom view name, and then click **OK** or click **Cancel** to close the window. The new view name appears in the **Name** field.
5. In the **Custom View Details** panel, click the drop-down arrow at the bottom of the panel. This list contains categories that you can use to filter custom views. Select a detail from the drop-down list, and then click **Add** to add the detail to the **Custom View Details** panel. Select as many details as needed.
6. To re-order the details in the **Custom User Details** panel, select a detail and use the **Up** and **Down** buttons to arrange details in the order you want devices sorted. To remove a detail from the list, select the detail, and then click the **Delete** button in the **Custom User Details** panel.
7. Click **Update** to update the custom view. A **Custom View Updated Successfully** message confirms that the custom view has been updated.
8. Click **Set Current** to arrange the Devices tree to reflect the selected custom view.

#### Edit a Custom View

1. Click the **Devices** tab.
2. On the **Devices** menu click **Change View**, and then click **Custom View**. The **Custom View** screen appears.
3. Click the **Name** drop-down arrow in the **Custom View** panel and select the custom view to be edited. Click **Edit**. An **Edit Custom View** window appears.
4. Type a new custom view name, and then click **OK** to confirm or **Cancel** to close window.
5. In the **Custom View Details** panel, click the drop-down arrow at the bottom of the panel. This list contains categories that you can use to filter custom views. Select a detail from the drop-down list, and then click **Add** to add the detail to the **Custom View Details** panel. Select as many details as needed.
6. To re-order the details in the **Custom User Details** panel, select a detail and use the **Up** and **Down** buttons to arrange details in the order you want devices sorted. To remove a detail from the list, select the detail, and then click the **Delete** button in the **Custom User Details** panel.
7. Click **Update** to update custom view. A **Custom View Updated Successfully** message confirms that the custom view has been updated.
8. Click **Set Current** to arrange the Devices tree to reflect the selected custom view.

#### Delete Custom View

1. Click the **Devices** Tab.
2. On the **Devices** menu, click **Change View**, and then click **Create Custom View**. The **Custom View** screen appears.

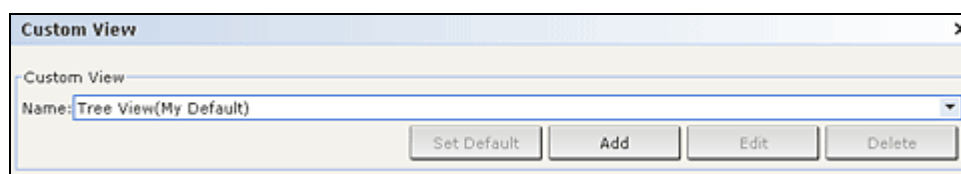


Figure 54 Custom View Screen

3. Click the **Name** drop-down arrow in the **Custom View** panel and select the custom view to be deleted.
4. Click the **Delete** button in the **Custom View** panel. A **Delete Custom View** window appears.
5. Click **Yes** to delete the custom view.

## Special Access to Paragon II System Devices

### Paragon II System Controller (P2-SC)

Paragon II System Integration users can add their P2-SC devices to the CC-SG Devices tree and configure them via the P2-SC Admin application from within CC-SG. Please refer to Raritan's **Paragon II System Controller User Guide** for additional information on using P2-SC Admin.

After adding the Paragon System device (the Paragon System includes the P2-SC device, connected UMT units, and connected IP-Reach units) to CC-SG, it will appear in the Devices tree.

To access Paragon II System Controller:

1. Click the Device tab, and then select the Paragon II System Controller.
2. Right-click the Paragon II System Controller, and then click **Launch Admin** to launch the Paragon II System Controller application in a new browser window. You can then configure the PII UMT units.

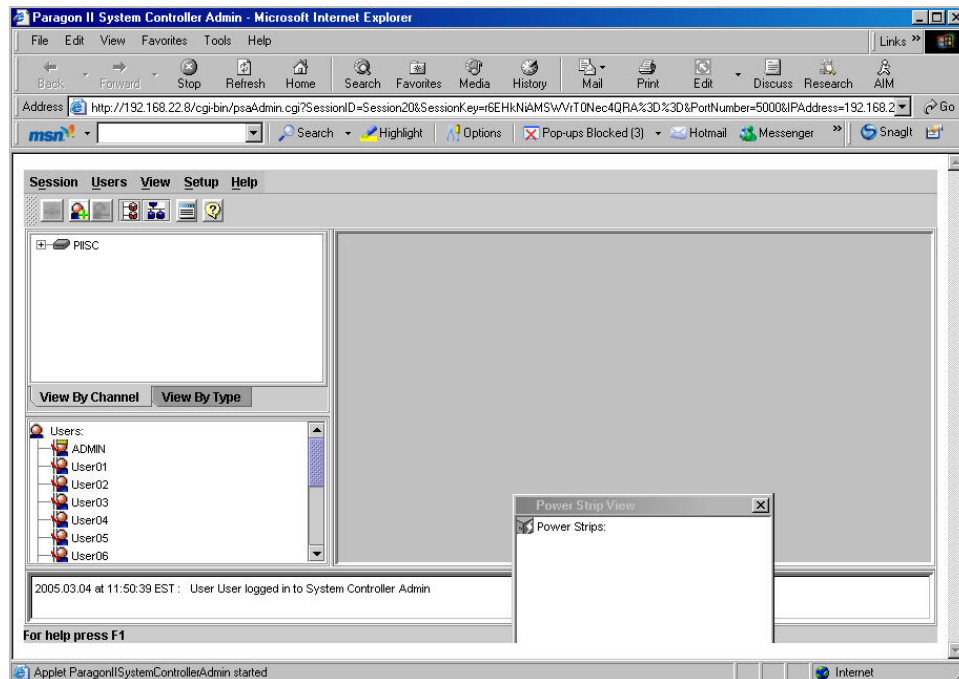


Figure 55 Paragon Manager Application Window

## IP-Reach and UST-IP Administration

You can also perform administrative diagnostics on IP-Reach and UST-IP devices connected to your Paragon System setup directly from the CC-SG interface.

After adding the Paragon System device to CC-SG, it appears in the Devices tree.

To access Remote User Station Administration:

1. Click the **Device** tab, and then select the **Paragon II System Controller**.
2. Right-click the **Paragon II System Controller**, and then click **Remote User Station Admin**. The Remote User Station Admin screen appears, listing all connected IP-Reach and UST-IP units.
3. Click the **Launch Admin** button in the row of the device you want to work with to activate Raritan Remote Console and launch the blue device configuration screen in a new window.

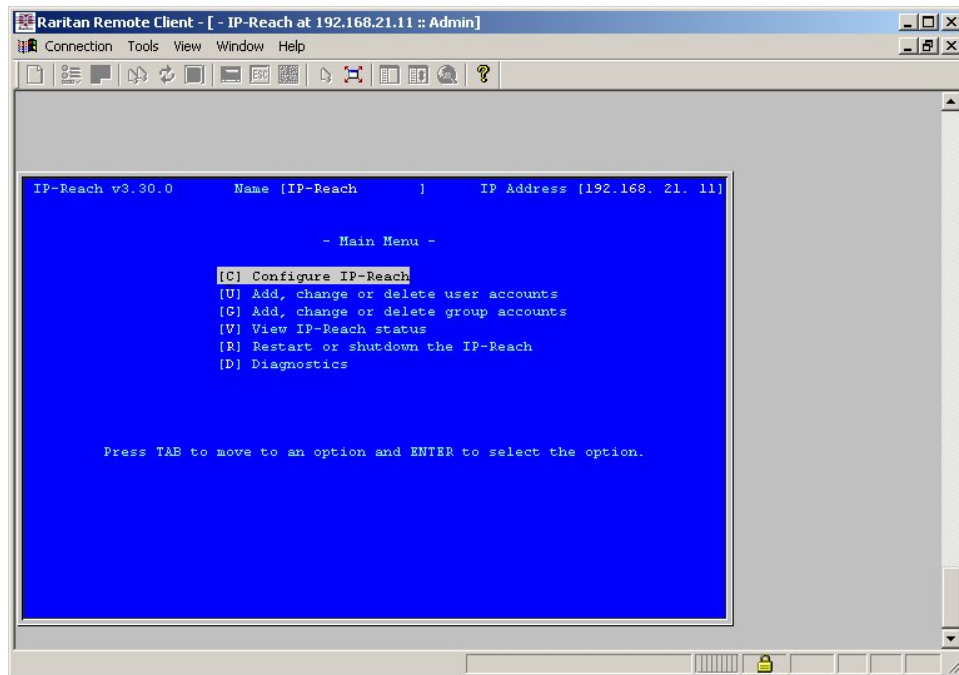


Figure 56 IP-Reach Administration Screen

## Device Group Manager

Use the Device Groups Manager screen to add device groups, edit device groups, and remove device groups. When you add a new device group, you can create a full access policy for the group. Please refer to [Chapter 8: Policies](#) for additional information.

### Add Device Group

1. On the **Associations** menu, click **Device Groups**. The Device Groups Manager window opens. Existing device groups display in the left panel.

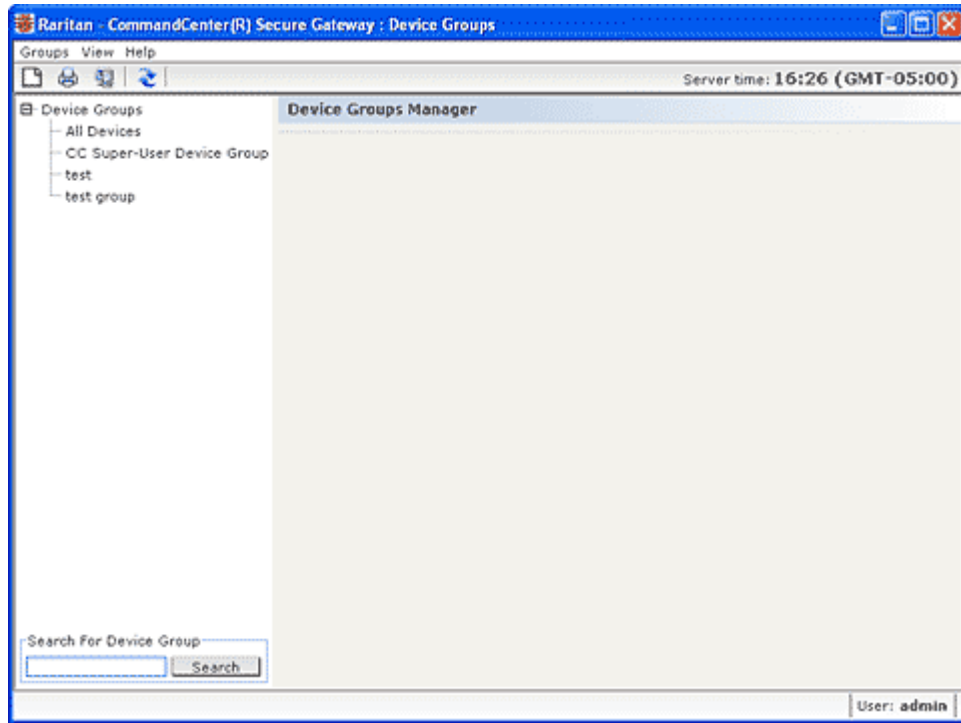


Figure 57 Device Groups Manager



2. Click the New Group icon  in the toolbar. The **Device Group: New** panel displays.

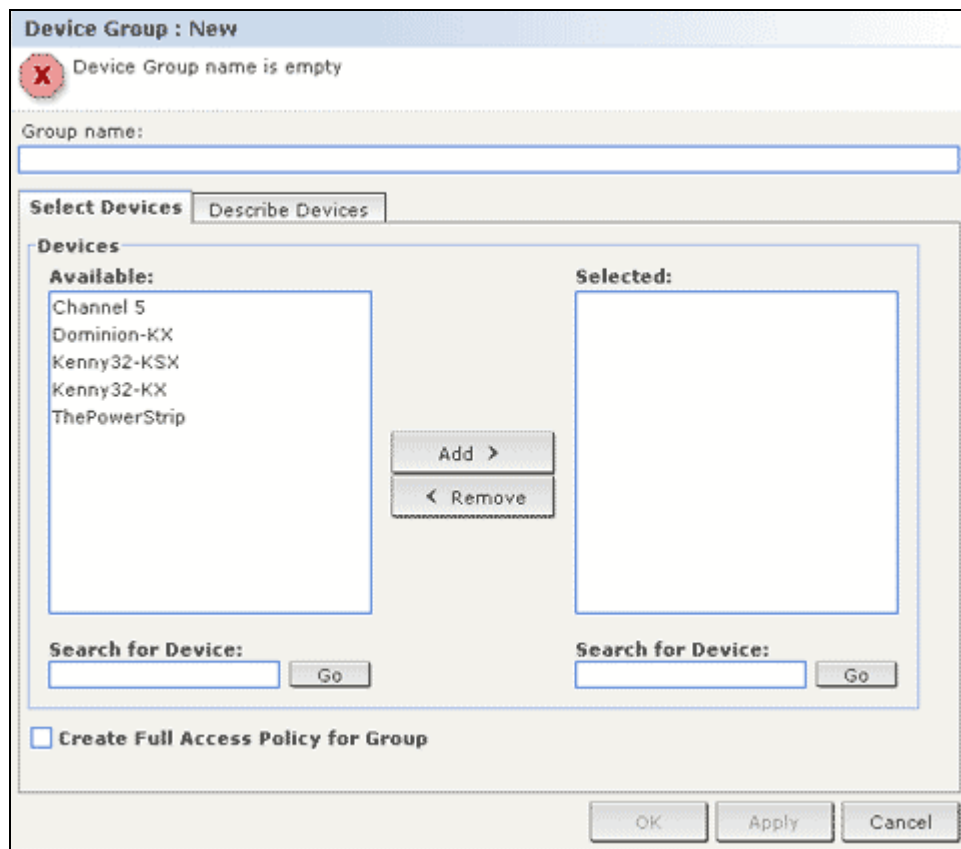


Figure 58 Device Group: New Panel, Select Devices Tab

3. In the **Group name** field, type a name for a device group you want to create.
4. There are two ways to add devices to a group, **Select Devices** and **Describe Devices**. The **Select Devices** tab allows you to select which devices you want to assign to the group by selecting them from the list of available devices. The **Describe Devices** tab allows you to specify rules that describe devices, and the devices whose parameters follow those rules will be added to the group.

### Select Devices

- Click the **Select Devices** tab in the **Device Group: New** panel.
- In the **Available** list, select the device you want to add to the group, then click **Add** to move the device into the **Selected** list. Devices in the **Selected** list will be added to the group.
  - If you want to remove a device from the group, select the device name in the **Selected** list, and then click **Remove**.
  - You can search for a device in either the **Available** or **Selected** list. Type the search terms in the field below the list, and then click **Go**.

## Describe Devices

- a. Click the **Describe Devices** tab in the **Device Group: New** panel. In the Describe Devices tab, you create a table of rules that describe the devices you want to assign to the group.

Prefix	Category	Operator	Element	Rule Name
	Device Name			Rule0
	Device Name			Rule1

Short expression:  
Rule0 & Rule1 Validate


Normalized expression (Description):

☐ Create Full Access Policy for Group

View Devices

OK Apply Cancel

Figure 59 Describe Devices Tab

- b. Click the Add New Row icon  to add a row to the table.
- c. Double-click the cell created for each column to activate a drop-down menu. Select the rule components you want to use from each list.
  - **Prefix** – Leave this blank or select **NOT**. If **NOT** is selected, this rule will filter for values opposite of the rest of the expression.
  - **Category** – Select an attribute that will be evaluated in the rule. All categories you created in the **Association Manager** will be available here.
  - **Operator** – Select a comparison operation to be performed between the Category and Element items. Three operators are available: = (is equal to), **LIKE** (used for find the Element in a name) and <> (is not equal to).
  - **Element** – Select a value for the Category attribute to be compared against. Only elements associated with the selected category will display here (for example: if evaluating a “Department” category, “Location” elements will not appear here).
  - **Rule Name**- This is a name assigned to the rule in this row. It is not editable, it is used for writing descriptions in the **Short Expression** field.

An example rule might be Department = Engineering, meaning it describes all devices that the **category** “Department” set to “Engineering.” This is exactly what happens when you configure the associations during an **Add Device** operation.


- d. If you want to add another rule, click **Add New Row**, and then make the necessary configurations. Configuring multiple rules will allow more precise descriptions by providing multiple criteria for evaluating devices.
- e. The table of rules only makes available criteria for evaluating nodes. To write a description for the device group, add the rules by **Rule Name** to the **Short Expression** field. If the

description only requires a single rule, then simply type that rule's name in the field. If multiple rules are being evaluated, type the rules into the field using a set of logical operators to describe the rules in relation to each other:

- **&** - the AND operator. A node must satisfy rules on both sides of this operator for the description (or that section of a description) to be evaluated as true.
- **|** - the OR operator. A device only needs to satisfy one rule on either side of this operator for the description (or that section of a description) to be evaluated as true.
- **( and )** – grouping operators. This breaks the description into a subsection contained within the parentheses. The section within the parentheses is evaluated first before the rest of the description is compared to the node. Parenthetical groups can be nested inside another parenthetical group.

For example: If you want to describe devices that belong to the engineering department, create a rule that says `Department = Engineering`. This will become Rule0. Then type Rule0 in the **Short Expression** field.

Another example: If you want to describe a group of devices that belong to the engineering department, or are located in Philadelphia, and specify that all of the machines must have 1 GB of memory you need to start by creating three rules. `Department = Engineering` (Rule0) `Location = Philadelphia` (Rule1) `Memory = 1GB` (Rule2). These rules need to be arranged in relation to each other. Since the device can either belong to the engineering department or be located in Philadelphia, use the OR operator, **|**, to join the two: `Rule0|Rule1`. We will make this comparison first by enclosing it parentheses: `(Rule0|Rule1)`. Finally, since the devices must both satisfy this comparison AND contain 1GB of memory, we use the AND connector, **&**, to join this section with Rule2: `(Rule0|Rule1)&Rule2`. Type this final expression in the **Short Expression** field.

- If you want to remove a row from the table, select the row, and then click the Remove Selected Row icon .
- If you want to see the list of devices whose parameters follow the rules you have defined, click **View Devices**.
- f. Click **Validate** when a description has been written in the **Short Expression** field. If the description is formed incorrectly, you will receive a warning. If the description is formed correctly, a normalized form of the expression will appear in the **Normalized Expression** field.
- g. Click **View Devices** to see what nodes satisfy this expression. A **Devices in Device Group Results** window will appear displaying the devices that will be grouped by the current expression. This can be used to check if the description was correctly written. If not, you can return to the rules table or the **Short Expression** field to make adjustments.
- h. Check the **Create Full Access Policy for Group** checkbox if you want to create a policy for this device group that allows access to all devices in the group at all times with control permission.
- i. If you want to add another device group, click **Apply** to save this group, then repeat the steps in this section to add additional device groups. If you have finished adding device groups, click **OK** to save this group and exit the **Device Group: New** panel.

## Edit Device Group

1. On the **Associations** menu, click **Device Groups**. The Device Groups Manager window opens.

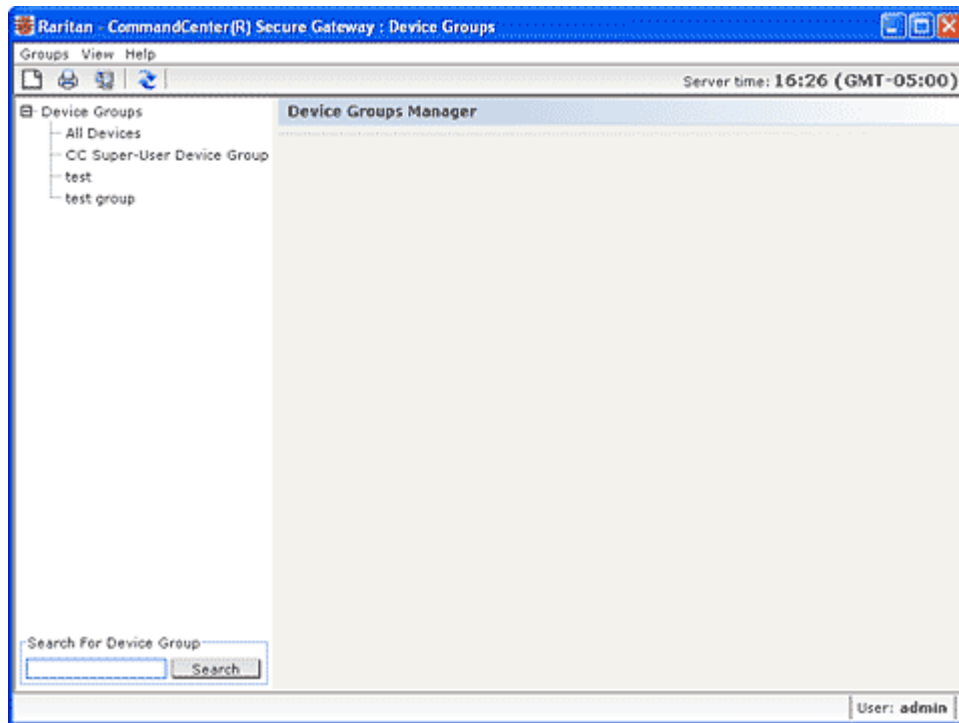


Figure 60 Device Groups Manager Screen

2. Existing device groups display in the left panel.. Select the Device Group whose name you want to edit. The Device Group Details panel appears.
3. If you want to edit the device group name, type a new name for the device group in the **Group Name** field.
4. Edit the device group's included devices using the Select Device or Describe Devices tabs. Please refer to **Add Device Group** in the previous section for additional information.
5. Click **OK** to save your changes.

## Delete Device Group

1. On the **Associations** menu, click **Device Groups**. The Device Groups Manager window opens.

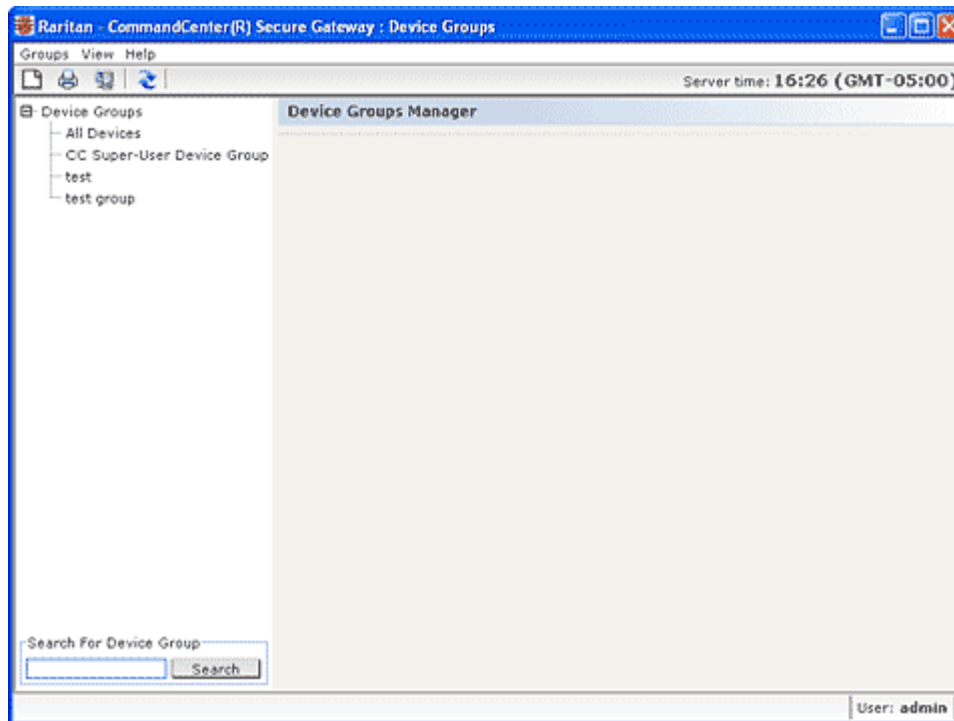


Figure 61 Device Groups Manager Screen

2. Existing device groups display in the left panel. Select the device group you want to delete. The Device Group Details panel appears.
3. On the **Groups** menu, click **Delete**.



Figure 62 Delete Device Group Window

4. The Delete Device Group panel appears. Click **Delete**.

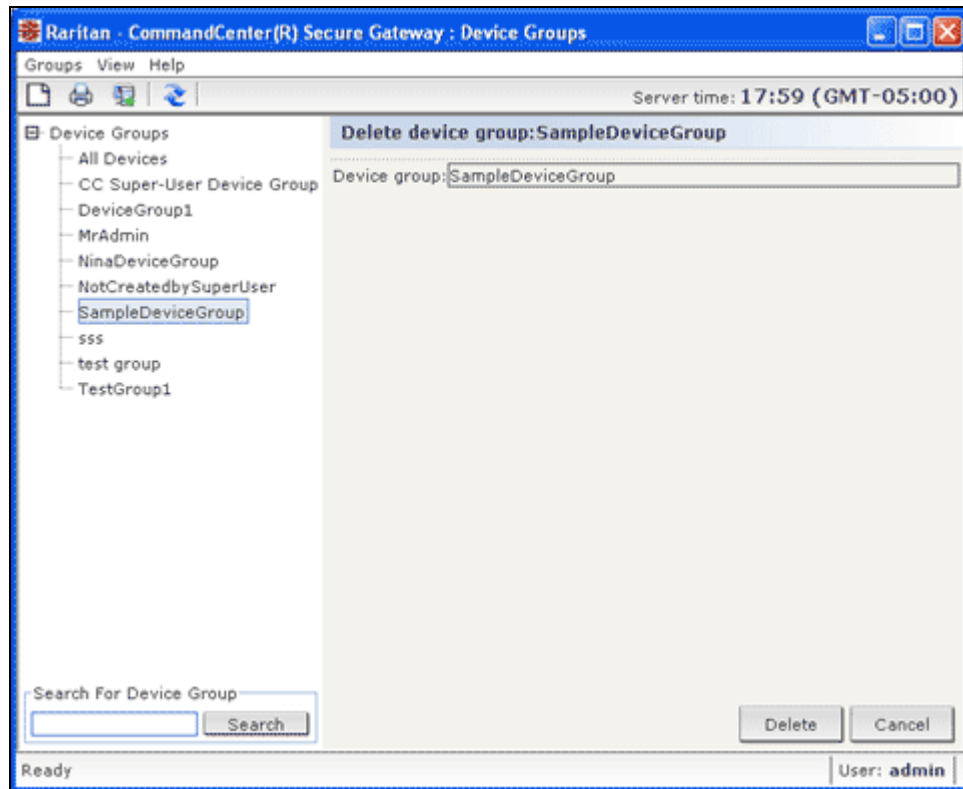


Figure 63 Delete Device Group Panel

5. Click **Yes** in the confirmation message that displays.

## Chapter 6: Configuring Nodes and Interfaces

This chapter discusses how to view, configure, and edit nodes and their associated interfaces. Please refer to Raritan's **CommandCenter Secure Gateway User Guide** for additional information on connecting to nodes.

### View Nodes

In CC-SG, you can view all nodes in the Nodes tree, and select a node to view its Node Profile.

#### Nodes Tree

When you click the Nodes tab, the Nodes tree displays the available nodes. Nodes are displayed alphabetically by name, or grouped by their availability status. Nodes grouped by availability status are sorted alphabetically within their availability grouping. To switch between sorting methods, right-click the tree, click **Node Sorting Options**, then click **By Node Name** or **By Node Status**.

#### Node Profile

Click a Node in the Nodes tree to open the **Node Profile** screen, which includes information about the node, its interfaces, the default interface, and the categories and elements assigned to the node.

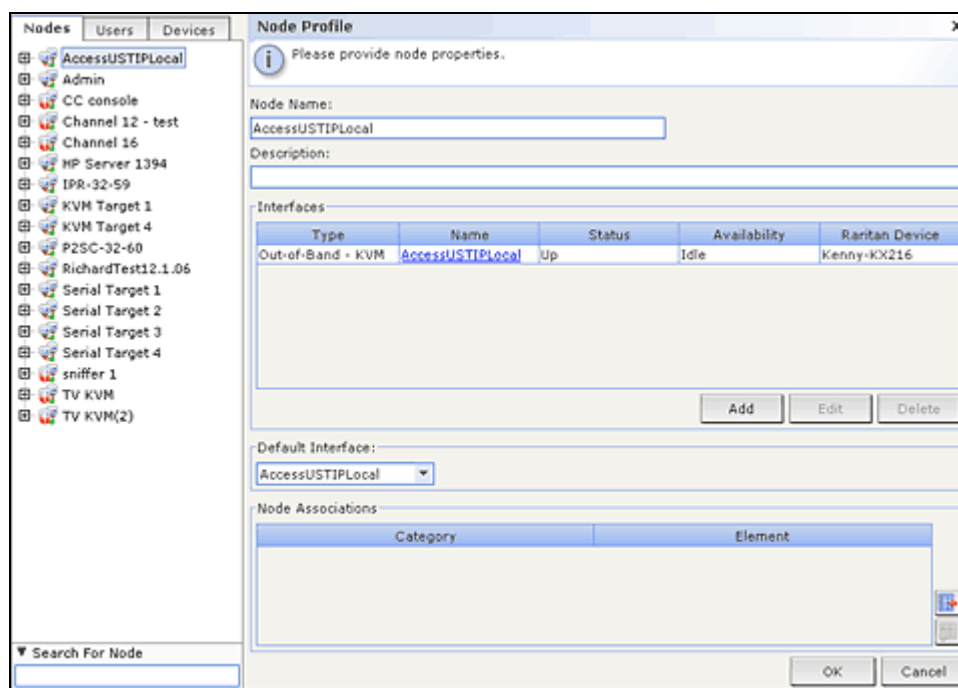


Figure 64 The Nodes Tab And Nodes Profile Screen

### Node and Interface Icons

For easier identification, nodes have different icons in the Nodes tree. Hold the mouse pointer over an icon in the Nodes tree to view a tool tip containing information about the node.

ICON	MEANING
	Node available – the node has at least one interface that is <b>up</b> .
	Node unavailable – the node has does not have an interface that is <b>up</b> .

## Nodes and Interfaces Overview

### About Nodes

---

Each node represents a target that is accessible through CC-SG, either via In-Band (direct IP) or Out-of Band (connected to a Raritan device) methods. For example, a node can be a server in a rack connected to a Raritan KVM over IP device, a server with an HP iLO card, a PC on the network running VNC, or a piece of networking infrastructure with a remote serial management connection.

You can manually add nodes to CC-SG after you have added the devices to which they are connected. However, nodes can also be created automatically, by checking the **Configure all ports** checkbox on the Add Device screen when you are adding a device. This option allows CC-SG to automatically add all device ports, and add a node and an out-of-band KVM or serial interface for each port. You can always edit these nodes, ports, and interfaces later, as described in this chapter. Please refer to [Chapter 3: Configuring CC-SG with Guided Setup](#) or [Chapter 5: Adding Devices and Device Groups: Add a Device](#), for additional information.

### Node Names

Node names must be unique. CC-SG will prompt you with options if you attempt to manually add a node with an existing node name. When CC-SG automatically adds nodes, a numbering system ensures that node names are unique.

### About Interfaces

---

In CC-SG, nodes are accessed through interfaces. You must add at least one interface to each new node. You can add different types of interfaces to a node to provide different kinds of access, such as Out-of-Band KVM, serial, or power control, or In-Band SSH/RDP/VNC, DRAC/RSA/ILO, depending on the node type.

A single node may have multiple interfaces, but it can only have one out-of-band serial or KVM interface. For example, a PC running Windows Server 2003 may have an out-of-band KVM interface through its keyboard, mouse, and monitor ports, and a power interface to manage the outlet to which it is connected.

---

Important! Many of the menu bar commands described in this chapter can be accessed by right-clicking a Node and selecting a command from the shortcut menu that appears.

---



## Add Node

To add a new node to CC-SG:

1. Click the **Nodes** tab.
2. On the Nodes menu, click **Add Node**. The **Node Profile** screen appears.

Figure 65 Add Node Screen

3. Type a name for the node in the **Node Name** field. All node names in CC-SG must be unique.
4. Optionally, type a short description for this node under the **Description** field.
5. You must configure at least one interface. Click **Add** in the **Interfaces** area of the Add Node screen to add an interface. Please refer to the [Add an Interface](#) section below for additional information on this procedure.
6. A list of **Categories** and **Elements** can be configured to better describe and organize this node. Please refer to [Chapter 4: Creating Associations](#) for additional information.
  - For each **Category** listed, click the **Element** drop-down menu, and then select the element you want to apply to the node from the list. Select the blank item in the **Element** field for each Category you do not want to use.
  - If you do not see the **Category** or **Element** values you want to use, you can add more through the **Associations** menu. Please refer to **Chapter 4: Creating Associations** for additional information.
7. Click **OK** to save the node. The node will be added to the node list.

## Add an Interface

1. For an existing node: click the **Nodes** tab, and then select the node to which you want to add an interface. In the **Node Profile** screen that appears, click **Add** in the **Interfaces** section. If you are adding a new node: click **Add** in the **Interfaces** section of the **Add Node** screen. The **Add Interface Window** appears.

2. Click the **Interface Type** drop-down menu and select the type of connection being made to the node:

#### **In-Band Connections**

- **DRAC KVM:** Select this item to create a KVM connection to a Dell DRAC server through the DRAC interface. You will be required to configure a DRAC Power interface afterwards.
- **RDP:** Select this item to create a KVM connection to a node using Remote Desktop Protocol (for example, the Remote Desktop Connection on a Windows server).
- **RSA KVM:** Select this item to create a KVM connection to an IBM RSA server through its RSA interface. You will be required to configure an RSA Power interface afterwards.
- **SSH:** Select this item to create an SSH connection to a node.
- **VNC:** Select this item to create a KVM connection to a node through VNC server software.
- **iLO/RILOE KVM:** Select this item to create a KVM connection to an HP server through an iLO or RILOE interface.

#### **Out-of-Band Connections**

- **KVM:** Select this item to create a KVM connection to a node through a Raritan KVM device (KX, KX101, KSX, IP-Reach, Paragon II).
- **Serial:** Select this item to create a serial connection to a node through a Raritan serial device (SX, KSX).

#### **Power Control Connections**

- **DRAC:** Select this item to create a power control connection to a Dell DRAC server.
  - **IPMI:** Select this item to create a power control connection to a node through an IPMI connection.
  - **Managed PowerStrip:** Select this item to create a power control connection to a node powered through a Raritan serially-managed PowerStrip.
  - **RSA:** Select this item to create a power control connection to an RSA server.
  - **iLO/RILOE:** Select this item to create a power control connection to an HP iLO/RILOE server.
3. A default name will appear in the **Name** field depending on your selection. You can replace this with a name of your choice if you want. This name will appear next to the interface in the Nodes list.

For In-Band connections and DRAC, RSA, and iLO/RILOE power connections:

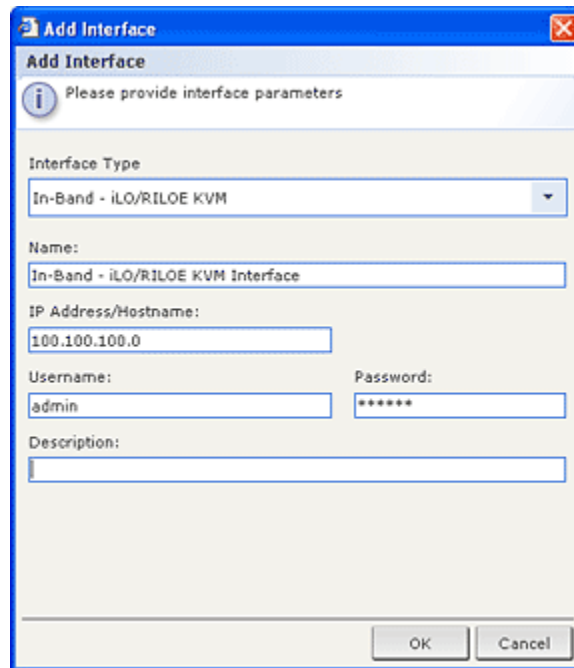


Figure 66 Add Interface—In-Band iLO/RILOE KVM

1. Type the IP Address or Hostname for this interface in the **IP Address/Hostname** field.
2. If necessary, type a TCP Port for this connection in the **TCP Port** field.
3. Type a username for this connection in the **Username** field.
4. If necessary, type a password for this connection in the **Password** field.
5. Click **OK** add the interface to the node. You will be returned to the **Add Node** or **Node Profile** screen.

For Out-of-Band KVM, Out-of-Band Serial connections:

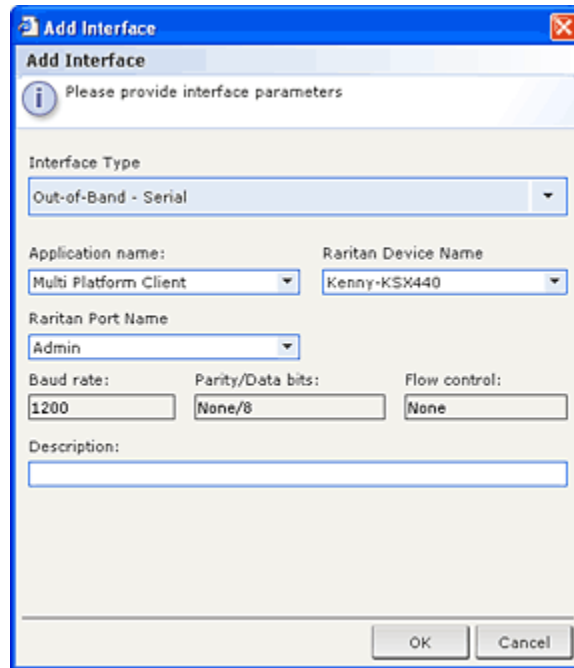
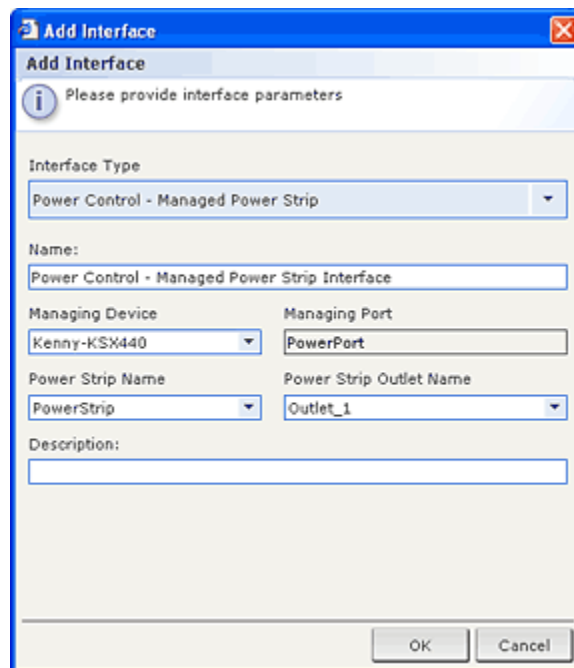


Figure 67 Configuring an Out-of-Band KVM Connection

1. Click the **Application name** drop-down menu and select the application you want to use to connect to the node with the interface from the list. To allow CC-SG to automatically select the application based on your browser, select **Auto-Detect**.
2. Click the **Raritan Device Name** drop-down menu and select the Raritan device providing access to this node. Note, a device must be added to CC-SG first before appearing in this list.
3. Click the **Raritan Port Name** drop-down menu and select the port on the Raritan device providing access to this node. The port must be configured in CC-SG before it will appear in this list. On serial connections the **Baud Rate**, **Parity** and **Flow Control** values will populate based on the port's configuration.
4. Click **OK** add the interface to the node. You will be returned to the **Add Node** or **Node Profile** screen.

For Managed Power Strip connections:



The screenshot shows a Windows-style dialog box titled "Add Interface". At the top, there is a blue header bar with the title and a close button. Below the header, there is a light blue banner with an information icon and the text "Please provide interface parameters". The main area of the dialog is white and contains several fields:

- Interface Type:** A dropdown menu with "Power Control - Managed Power Strip" selected.
- Name:** A text box containing "Power Control - Managed Power Strip Interface".
- Managing Device:** A dropdown menu with "Kenny-KSX440" selected.
- Managing Port:** A text box containing "PowerPort".
- Power Strip Name:** A dropdown menu with "PowerStrip" selected.
- Power Strip Outlet Name:** A dropdown menu with "Outlet\_1" selected.
- Description:** An empty text box.

At the bottom right of the dialog, there are two buttons: "OK" and "Cancel".

Figure 68 Configuring a Managed Power Strip Power Control Interface

1. Click the **Managing Device** drop-down menu and select the Raritan device that manages the Power Strip that provides power to the node. The device you select must be added to CC-SG before the appropriate options are available.
2. Click the **Power Strip Name** drop-down menu and select the Power Strip that provides power to the node. The power strip must be configured in CC-SG before it will appear in this list.
3. Click the **Power Strip Outlet Name** and select the name of the power outlet the node is plugged into.
4. Optionally, type a description of this power control interface in the **Description** field.
5. Click **OK** add the interface to the node. You will be returned to the **Add Node** or **Node Profile** screen.

For IPMI Power Control connections:

Figure 69 Configuring an IPMI Power Control Interface

1. Type the IP Address or Hostname for this interface in the **IP Address/Hostname** field.
2. Type a UDP Port for this interface in the **UDP Port** field.
3. Click the **Authentication** drop-down menu and select an authentication scheme for connecting to this interface.
4. Type a check interval for this interface in the **Check Interval (seconds)** field.
5. Type a username for this interface in the **Username** field.
6. If necessary, type a password for this interface in the **Password** field.
7. Click **OK** add the interface to the node. You will be returned to the **Add Node** or **Node Profile** screen.

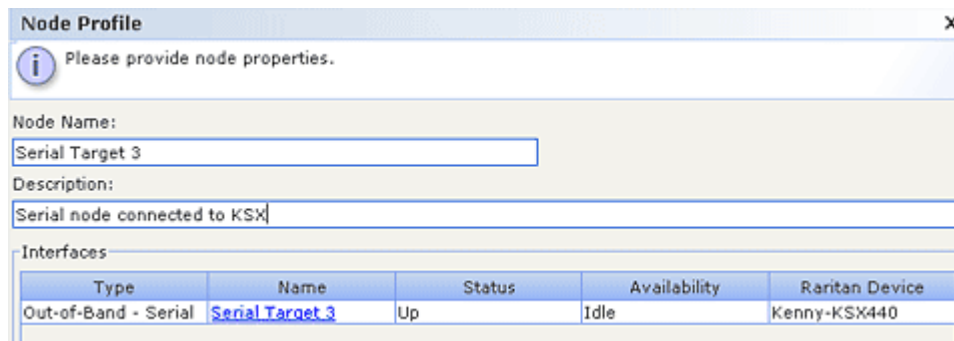
### Results of Adding an Interface

After adding an interface, it will appear in the **Interfaces** table and the **Default Interface** drop-down menu of the **Add Node** or **Node Profile** screen. You can click the drop-down menu to select the default interface to use when making a connection to the node.

After changes to the **Add Node** or **Node Profile** screen are saved the name of the interface(s) will also appear on the Nodes list, nested under the node it provides access to.

## Connect to a Node

Once a node has an interface, you can connect to that node through the interface in a number of ways. Please refer to Raritan's **CommandCenter Secure Gateway User Guide** for additional information.



**Node Profile**

Please provide node properties.

Node Name:  
Serial Target 3

Description:  
Serial node connected to KSX

Interfaces

Type	Name	Status	Availability	Raritan Device
Out-of-Band - Serial	Serial Target 3	Up	Idle	Kenny-KSX440

Figure 70 Connecting to a Node's Configured Interface

1. Click the **Nodes** tab.
2. Select the node you want to connect to. The **Node Profile** screen appears.
3. In the **Interfaces** table, click the name of the interface you want to connect with.

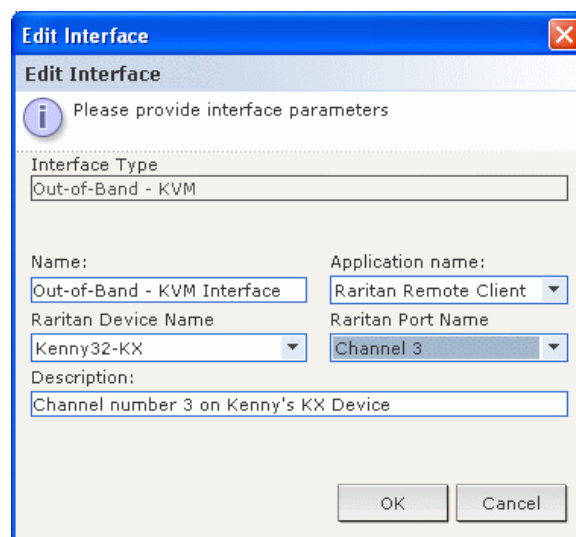
### Alternatively:

1. In the **Nodes** tab, click the + symbol next to the node you want to connect to, expanding the list of interfaces underneath it.
2. Double-click the name of the interface you want to connect with.

## Edit an Interface

To edit an interface:

1. Click the **Nodes** tab.
2. Click the node with the interface you want to edit. The **Node Profile** screen appears.
3. In the **Interfaces** table, select the row of the interface you want to edit.
4. Click **Edit**. The **Edit Interface** screen appears.



**Edit Interface**

Please provide interface parameters

Interface Type  
Out-of-Band - KVM

Name:  
Out-of-Band - KVM Interface

Application name:  
Raritan Remote Client

Raritan Device Name  
Kenny32-KX

Raritan Port Name  
Channel 3

Description:  
Channel number 3 on Kenny's KX Device

OK Cancel

Figure 71 Editing an Interface

5. You cannot change the type of the existing interface. You can change the **Interface Name**, **Description**, and the values of the other fields for this type. Please refer to the **Add Interface** section above for additional information.

## Delete an Interface

To delete an interface from a node:

1. Click the **Nodes** tab.
2. Click the node with the interface you want to delete. The **Node Profile** screen appears.
3. In the **Interfaces** table, click the row of interface you want to delete.
4. Click **Delete**. You will be prompted to confirm your decision.
5. Click **Yes** to delete the interface.

## Ping a Node

You can ping a node from CC-SG to make sure that the connection is active.

1. Click the **Nodes** tab, and then select the node you want to ping.
2. On the **Nodes** menu, select **Ping Node**. The ping results appear in the screen.

## Edit a Node

Existing nodes appear in the **Nodes** tab and can be edited. To edit a node:

1. Click the **Nodes** tab, and then select the node you want to edit. The **Node Profile** screen appears.

**Node Profile** [X]

Please provide node properties.

Node Name:

Description:

Interfaces

Type	Name	Status	Availability
Out-of-Band - KVM	<a href="#">Out-of-Band - KVM Interface</a>	Up	Idle

Add Edit Delete

Default Interface

Node Associations

Category	Element
Department	Engineering
Location	
Market Area	
Memory	1 GB
ServerTypes	
System Type	Linux

OK Cancel

Figure 72 Edit Node Screen

2. If you want, type a new name for the node in the **Node Name** field. All node names in CC-SG must be unique.
3. Optionally, type a new short description for this node under the **Description** field.
4. Click **Add** in the **Interfaces** area to add a new interface. Please refer to the **Add Interface** section above for additional information on this procedure.



5. Select an existing node in the **Interfaces** table, and then click **Edit** or **Delete** to edit or delete that interface from the node. Please refer to the **Edit an Interface** or **Delete an Interface** section above for additional information on this procedure.
6. A list of **Categories** and **Elements** can be configured to better describe and organize this node. A category is a way to classify a node and an element is a specific value for that classification. For example, if the node represents a PC belonging to the engineering department, for a category called Department, one could select an element called Engineering. To configure a **Categories** and **Elements** for the node:
  - a. For each **Category** in the list you want to assign a value to double-click the **Element** field next to it. The field turns into a drop-down menu.
  - b. Click the drop-down menu and select the desired **Element** value. Select **None** if you do not want to use this Category.If you do not see the **Category** or **Element** values you desire, more can be added through the **Associations** menu. Please refer to **Chapter 4: Creating Associations** for additional information on creating Categories and Elements.
7. Click **OK** when you are done configuring the node.

## Delete a Node

Deleting a node will remove it from the Nodes List. The node will no longer be available for users to access and it will lose all of its previous interfaces and associations.

To delete a node:

1. Click the **Nodes** tab to the left.
2. Right-click the node you want to delete and select **Delete Node**. The **Delete Node** screen appears displaying the name of the selected node.

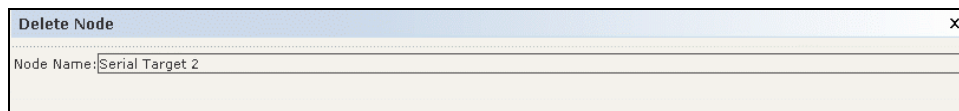


Figure 73 Deleting a Node

3. Click **OK** to delete the node or **Cancel** to exit without deleting.

## Chat

Chat provides a way for users connected to the same node to communicate with each other. You must be connected to a node to start a chat session for that node. Only users on the same node will be able to chat with each other.

To engage in a chat session:

1. Click the **Nodes** tab to the left.
2. Right-click a node you are currently connected to and select **Chat**, then **Start Chat Session** if no session has been created yet. A Chat session will be created.

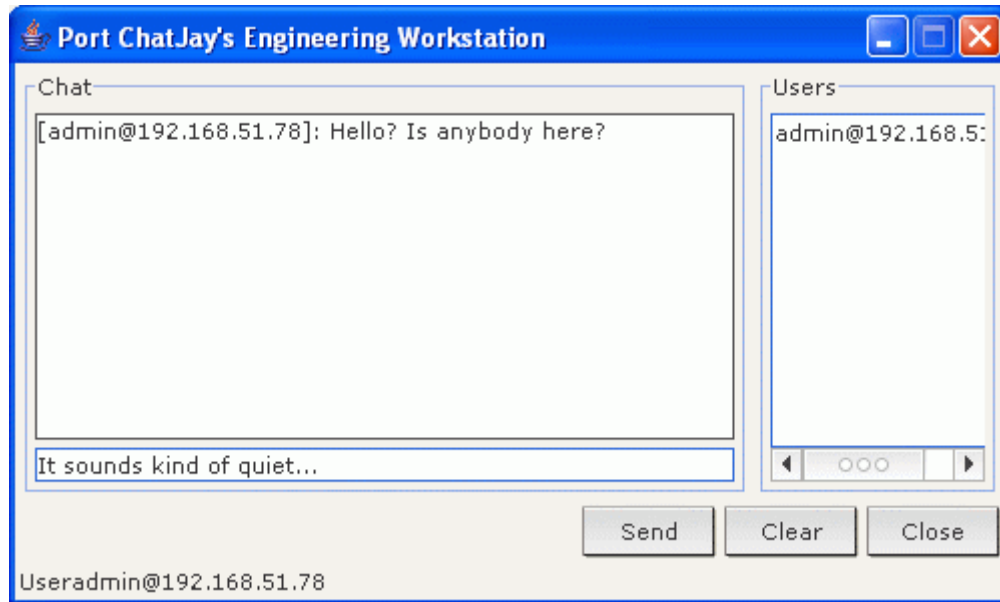


Figure 74 Chat Session for a Node

If a chat session is in progress, Right-click the node, select **Chat**, then **Show Chat Session** to join the chat session.

The chat session window will appear with the message fields on the left and a list of users in the chat session on the right.

3. Type a message in the new message (lower left) field and press the <Enter> key or click **Send**. The message will appear in the chat (upper left) field for all users to see.
4. Click **Clear** to clear any message you have typed in the new message field but have not sent. Clear will not clear the chat field.
5. Click the **Close** to leave or end the chat session.
6. You will be prompted if you want to close the chat session. Click **Yes** to close the chat session for all participants, click **No** to exit the chat session but leave it running for others.

You can also close a chat session for all participants from the nodes tab. Right-click the node with the chat session, select **Chat**, then **End Chat Session**.

## Node Groups

Node groups allow administrators to create logical groups of nodes either arbitrarily or based on their Categories and Elements for use in creating access policies. Please refer to **Chapter 8: Policies** for details on creating node groups and applying groups to policies.

The **Node Groups** window is available from the Nodes list by right-clicking and selecting **Node Groups**.

## Chapter 7: Adding and Managing Users and User Groups

**Users** make up the individual users and administrators that connect to CC-SG in order to access nodes and manage devices. **User Groups** are organizations that define a set of privileges for its member users; users by themselves have no privileges. In general, all users must belong to a user group.

CC-SG maintains its own centralized user list and user group list for authentication and authorization, described in this chapter. When using external authentication schemes (for example, RADIUS or Active Directory) users groups and policies (Please refer to **Chapter 8: Policies**) still need to be created on CC-SG. Configuring CC-SG to use external authentication is covered in **Chapter 9: Remote Authentication**.

### The Users Tree

Click the **Users Tab** to display the Users Tree.

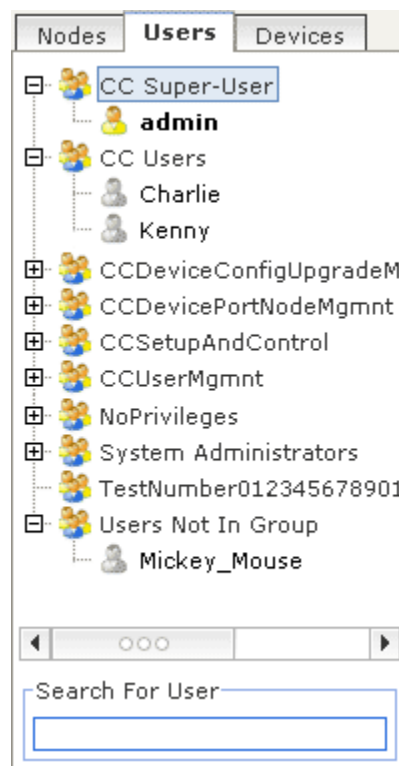


Figure 75 The Users Tree

The Users Tree displays all of the User Groups and Users in CC-SG. Users are nested underneath the User Groups they belong to. User Groups with users assigned to them appear in the list with a + symbol next to them. Click in the symbol will expand or hide their list of member users. Active users, those currently logged in to CC-SG appear in bold.

The Users Tree provides the ability to search for users within the tree. The method of searching can be configured through the **My Profile** screen described later in this chapter.

## Special User Groups

CC-SG is configured with three user groups by default: **CC-Super User**, **System Administrators**, and **CC Users**.

### CC Super-User Group

---

The **CC Super-User** group has full administrative and access privileges. Only one user can be a member of this group. The default username is **admin**. You can change the default username. You cannot delete the CC-Super User group. You cannot change the privileges assigned to the CC-Super User group, add members to it, or delete the only user from the group. Strong passwords are always enforced for the member of the CC-Super User group.

### System Administrators Group

---

The **System Administrators** group has full administrative and access privileges. Unlike the CC-Super User group, you can change the privileges and add or delete members.

### CC Users Group

---

The **CC Users** group has in-band and out-of-band nodes access. You can change the privileges and add or delete members.

### Users Not in Group

---

**Users Not In Group** has no privileges and users cannot be created in or manually moved to this group. Users are assigned to this group if they are removed from all of their existing User Groups.

---

Important! Many commands in this chapter cannot be selected unless the appropriate User Group or User is first selected.

Many of the menu bar commands described in this section can be accessed by right-clicking a User Group or User and selecting a command from the shortcut menu that appears.

---

## Add User Groups

Creating user groups first will help you organize users when they are added. When a user group is created, a set of privileges is assigned to the user group. Users that are assigned to that group will inherit those privileges. For example, if you create a group and assign it the **User Management** privilege, all users assigned to the group will be able to see and execute the commands on the **User Manager** menu. Please refer to **Appendix D: User Group Privileges** for additional information on what each privilege means.

Configuring user groups involves four basic steps:

- Name the group and give it a description.
- Select the privileges the user group will have.
- Select the interface types the user group can use to access nodes.
- Select policies which describe what nodes the user group can access.

To create a new user group:

1. On the **Users** menu, select **User Group Manager**, then **Add User Group**. The **Add User Group** screen appears

Selected	Privilege
<input type="checkbox"/>	CC Setup And Control
<input checked="" type="checkbox"/>	Device Configuration And Upgrade Management
<input checked="" type="checkbox"/>	Device, Port and Node Management
<input checked="" type="checkbox"/>	User Management
<input type="checkbox"/>	User Security Management

Selected	Privilege
<input checked="" type="checkbox"/>	Node Out-of-band Access
<input checked="" type="checkbox"/>	Node In-band Access
<input checked="" type="checkbox"/>	Node Power Control

Figure 76 Add User Groups Screen

2. Type a name for the user group in the **User Group Name** field. User Group names must be unique.
3. Optionally, type a short description for the group in the **Description** field.
4. Click the **Privileges** tab.
5. Check the checkbox that corresponds to each privilege you want to assign to the user group.
6. Below the privileges table is the **Node Access** area with privileges for three kinds of node access: **Node Out of Band Access**, **Node In-Band Access**, and **Node Power Control**. Check the checkbox that corresponds to each type of node access you want to assign to the user group.

- Click the **Device/Node Policies** tab. A table of policies appears.

**Add User Group**

You should enter usergroup name before continue.

User group name:

Description:

Privileges: **Device/Node Policies**

**All Policies**

Policy	Device Group	Permission	Node Group	Time	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Access Server Room North		Control	Server Room North	00:00:...	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Access Server Room South		Control	Server Room South	00:00:...	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Access TestGroup1	TestGroup1	Control		00:00:...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Access test node group		Control	test node group	00:00:...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Allow engineering Nodes		Control	engineering Nodes	00:00:...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Allow finance Nodes		Control	finance Nodes	00:00:...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Allow marketing Nodes		Control	marketing Nodes	00:00:...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Add ▼ Remove ▲

**Selected Policies**

Policy	Device Group	Permission	Node Group	Time	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Access DeviceGroup1	DeviceGroup1	Control		00:00:...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Access NinaDeviceGroup	NinaDeviceGroup	Control		00:00:...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Access NotCreatedBySupe...	NotCreatedBySuperUser	Control		00:00:...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Access test group	test group	Control		00:00:...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

OK Apply Cancel

Figure 77 The Policies Tab on the Add User Group Screen

The **All Policies** table lists all the policies available on CC-SG. Each policy represents a rule allowing (or denying) access to a group of nodes. Please refer to **Chapter 8: Policies** for more information on policies and how they are created.

- In the **All Policies** list, select a policy that you want to assign to the user group, and then click **Add** to move the policy to the **Selected Policies** list. Policies in the **Selected Policies** list will allow or deny users access to the node (or devices) controlled by this policy.
- Repeat this step to add additional policies to the user group.
- If you want to simply allow this group to access all available nodes, select the **Full Access Policy** in the **Add Policies** list, then click **Add**.
- If you want to remove a policy from the user group, select the policy name in the **Selected Policies** list, and then click **Remove**.
- When you are done configuring policies for this group, click **Apply** to save this group and create another, or click **OK** to save the user group without creating more. If you click **Apply**, repeat the steps in this section to add additional user groups.

## Edit A User Group

Edit a User Group to change the existing privileges and policies for that group.

*Note: You cannot edit the Privileges or Policies of the **CC-Super User** group and the **Users not in Group** group.*

To edit a group:

1. Click the **Users** tab to the left.
2. Click the user group in the **Users** tab. The **User Group Profile** appears.

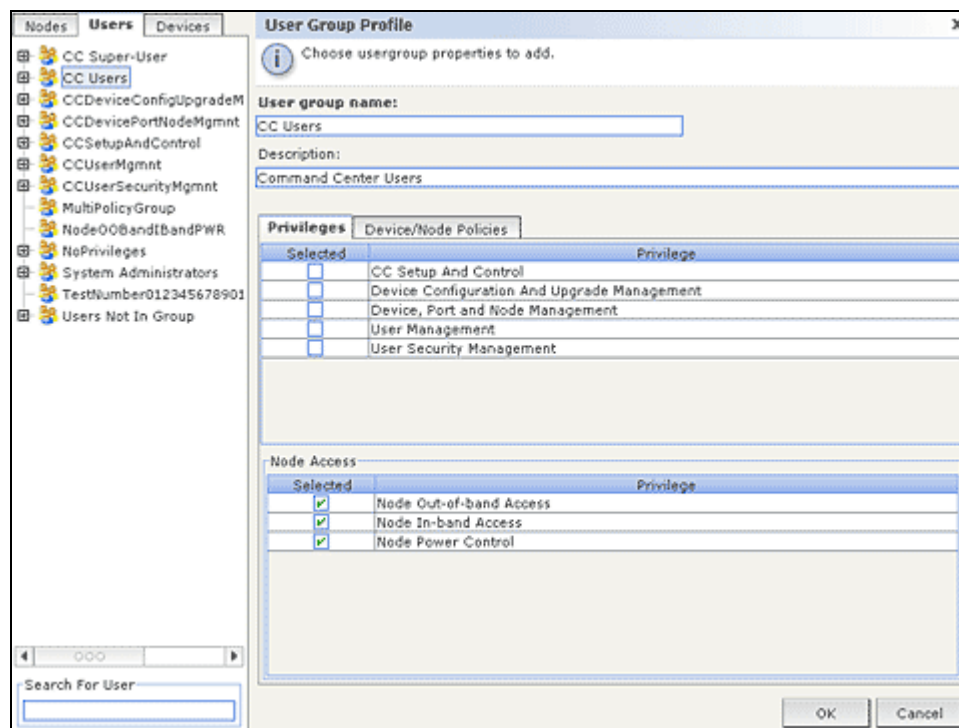


Figure 78 Editing the Selected Group

3. Type a new name for the user group in the **User Group Name** field if you want.
4. Optionally, you can type a new description for the user group in the **Description** field.
5. Click the **Privileges** tab.
6. Check the checkbox that corresponds to each privilege you want to assign to the user group. Uncheck a privilege to remove it from the group.
7. In the **Node Access** area, click the drop-down menu for each kind of interface you want this group to have access through and select **Control**.
8. Click the drop-down menu for each kind of interface you do not want this group to have access through and select **Deny**.
9. Click the **Policies** tab. Two tables of policies will appear.
10. For each policy you want to add to the group, select policy in the **All Policies**, then click **Add** to move the policy to the **Selected Policies** list. Policies in the **Selected Policies** list will allow or deny users access to the node (or devices) controlled by this policy.
11. For each policy you want to remove from the user group, select the policy name in the **Selected Policies** list, and then click **Remove**.
12. When you are done configuring policies for this group, click **OK** to save the changes to the group or **Cancel** to exit without saving.

## Delete User Group

Deleting a User Group removes that group from CC-SG. Users in the deleted group will remain in any other groups to which they have been assigned. If the users in the deleted group were not in any other groups, they will be assigned to the Users Not in Group group, which does not have any privileges assigned to it.

To delete a User Group:

1. Click the **Users** tab to the left.
2. Click the user group you want to delete in the **Users** tab.
3. On the **Users** menu, select **User Group Manager**, then **Delete User Group**. The **Delete User Group** screen appears.

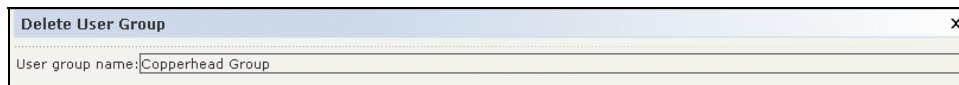


Figure 79 Deleting a User Group

4. Click **OK** to delete the User Group or **Cancel** to exit without deleting the group. After clicking OK, a status message will appear to confirm the successful deletion of the group.

## Add User

Add users to a group to assign the user access privileges in CC-SG. A User's ability to access nodes or manage devices will depend on what User Group they are added to.

To add a user:

1. Click the **Users** tab to the left.
2. Click the user group you want to add the user to in the **Users** tab (you cannot add a user without selecting a group).
3. On the **Users** menu, select **User Manager**, then **Add User**. The **Add User** screen appears.

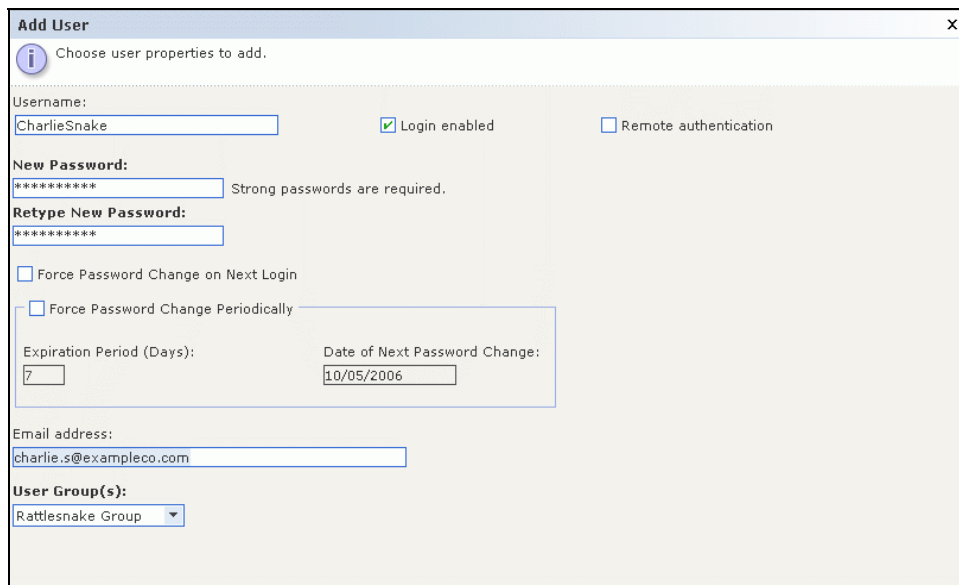


Figure 80 Adding a User

4. In the **Username** field, type the user name of the user you want to add. They will use this name to log in to CC-SG.
5. Check **Login Enabled** if you want the user to be able to log in to CC-SG.
6. Check **Remote Authentication** only if you want the user to be authenticated by an external server, such as TACACS+, RADIUS, LDAP, or AD. If you are using remote authentication,



a password is not required and the **New Password** and **Retype New Password** fields will be disabled.

7. In the **New Password** and **Retype New Password** fields, type the password that the user will use to log in to CC-SG.

*Note: If strong passwords are enabled, the password entered must conform to the established rules. The information bar at the top of the screen will display messages to assist with the password requirements. Please refer to **Chapter 12: Advanced Administration** for more information on strong passwords.*

8. Check **Force Password Change on Next Login** if you want to force the user to change the assigned password the next time they log in.
9. Check **Force Password Change Periodically** if you want to specify how often the user will be forced to change their password.
  - a. If checked, in the **Expiration Period (Days)** field, type the number of days that the user will be able to use the same password before being forced to change it.
10. In the **Email address** field, type the user's email address. This will be used to send the user notifications.
11. If you want to change the group you are adding this user to, click the **User Groups** drop-down menu and select a new group.
12. When you are done configuring this user, click **Apply** to add this user and create another one, or click **OK** to add the user without creating more. The users you create will appear in the **Users** tab, nested underneath the user groups to which they belong.

## Edit a User

To edit a user:

1. Click the **Users** tab to the left.
2. Click the + symbol next to a User Group with the user you want to edit.
3. Click the user you want to edit. The **User Profile** appears.

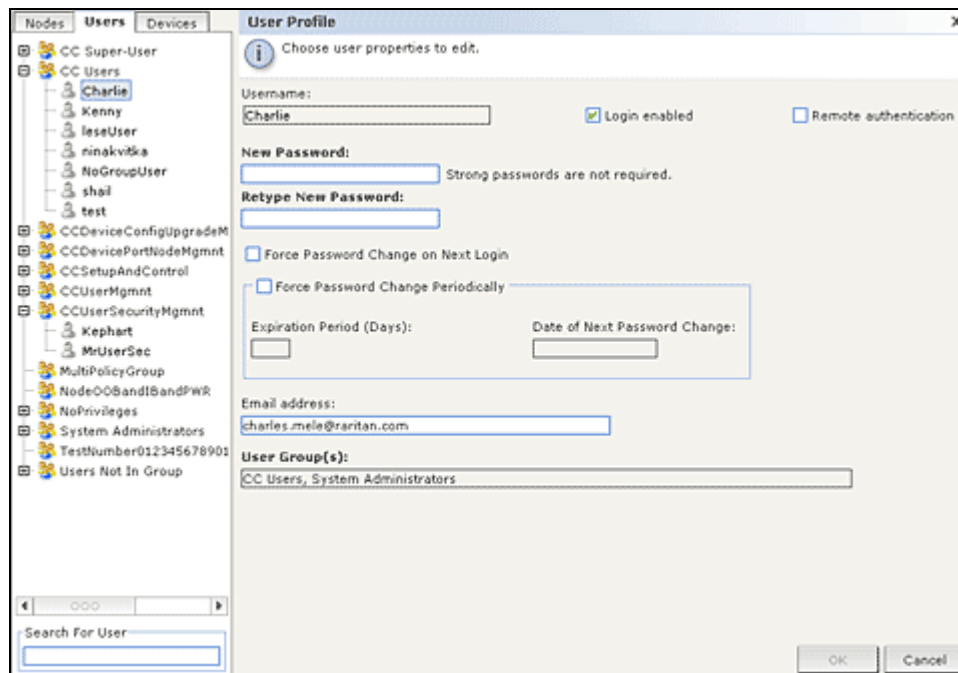


Figure 81 Editing a Selected User

4. Uncheck **Login enabled** if you want to prevent this user from logging in to CC-SG. Check **Login enabled** if you want to allow this user to log into CC-SG.
5. Check **Remote Authentication** only if you want the user to be authenticated by an external server, such as TACACS+, RADIUS, LDAP, or AD. If you are using remote authentication, a password is not required and the **New Password** and **Retype New Password** fields will be disabled.
6. In the **New Password** and **Retype New Password** fields, type a new password to change this user's password.

---

*Note: If Strong Passwords are enabled the password entered must conform to the established rules. The information bar at the top of the screen will assist with the password requirements. Please refer to **Chapter 12: Advanced Administration** for more information on Strong Passwords.*

---

7. Check **Force Password Change on Next Login** if you want to force the user to change the assigned password the next time they log in.
8. In the **Email address** field, type a new email address to add or change the user's configured email address. This will be used to send the user notifications.
9. When you are done editing this user click **OK** to save the changes to the user or **Cancel** to exit without saving.

---

*Note: You cannot edit a user to change what group they belong to. Please refer to **Add User To Group** below for additional information.*

---

## Delete User

Deleting a user completely removes the user from CC-SG. This is useful for removing accounts that are no longer needed.

To delete a user:

1. Click the **Users** tab to the left.
2. Click the + symbol next to a User Group with the user you want to delete.
3. Click the user you want to delete.
4. On the **Users** menu, select **User Manager**, then **Delete User**. The **Delete User** screen appears.

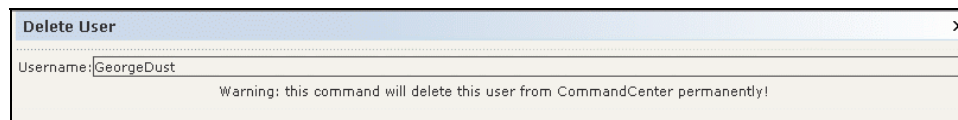


Figure 82 Deleting a User

5. Click **OK** to permanently delete the user from CC-SG, or click **Cancel** to exit without deleting the user.

---

*Note: This command delete all instances of a user, even if they exist in multiple user groups. Please refer to **Delete User From Group** below if you want to just remove the user from a group.*

---

## Assign Users To Group

Use this command to assign an existing users to a group they currently do not belong to. Users assigned in this way will be added to their new group while still existing in any group they were previously assigned to. To move a user, use this command in conjunction with **Delete User From Group** described below.

To assign a user to a group:

1. Click the **Users** tab to the left.
2. Click the User Group you want to assign users to.
3. On the **Users** menu, select **User Group Manager**, then **Assign Users To Group**. The **Assign Users To Group** screen appears.

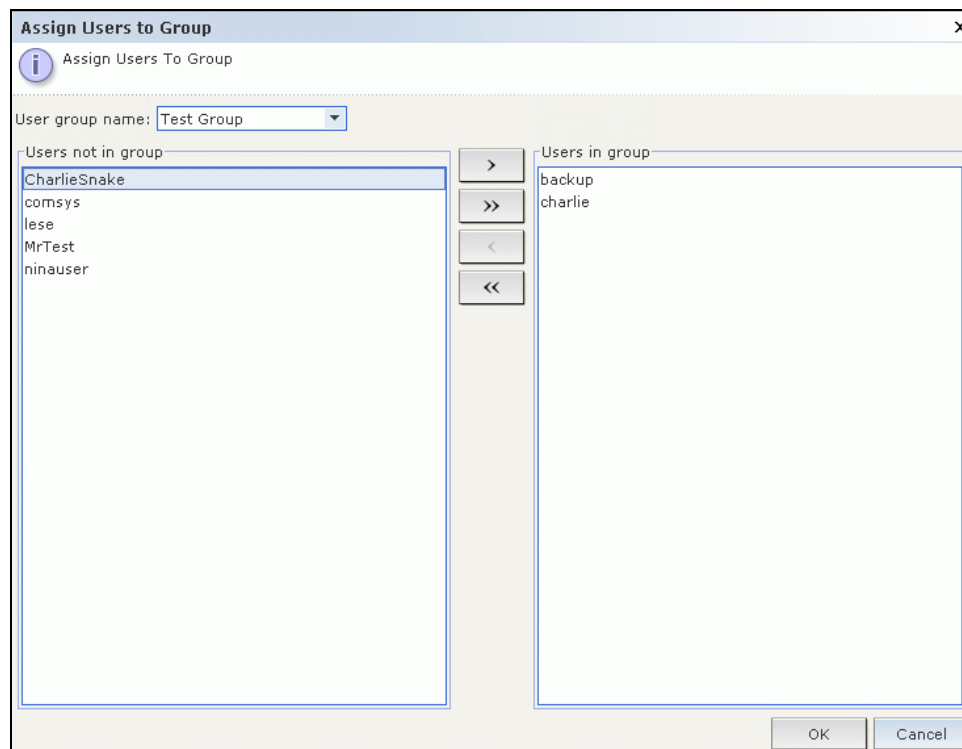


Figure 83 Add Users To Group Screen

4. Users who are not assigned to the target group appear in the **Users not in group** list. Select the users you want to add from this column, and then click the **>** button to move them to the **Users in group** list.
5. Click the **>>** button to move all users not in the group to the **Users in group** list.
6. To remove people from the target group, select the users you want to remove in the **Users in group** list, and then click the **<** button.
7. Click the **<<** button to remove all users from the **Users in group** list.
8. When all the users have been moved to the appropriate column, click **OK**. The users in the **Users in group** list will be added to the selected User Group.

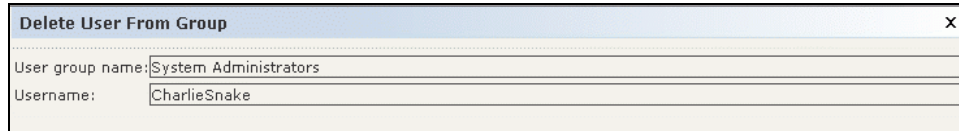
## Delete Users From Group

This command removes a selected user from the group they are selected under. This command will not remove the user from any other groups and will not delete the user from CC-SG.

To delete a user from a group:

1. Click the **Users** tab to the left.
2. Click the **+** symbol next to a User Group you want to remove the user from.
3. Click the user you want to remove.

- On the **Users** menu, click **User Manager**, then **Delete User From Group**. The **Delete User** appears displaying the user and the group they will be removed from.



A dialog box titled "Delete User From Group" with a close button (X) in the top right corner. It contains two text input fields: "User group name:" with the value "System Administrators" and "Username:" with the value "CharlieSnake".

Figure 84 Deleting a User From A Group

- Click **OK** to delete the user from the group or click **Cancel** to exit without removing the user.

*Note: If you delete a user from a group and they do not belong to any other groups, the user will be added to **Users Not In Group** group.*

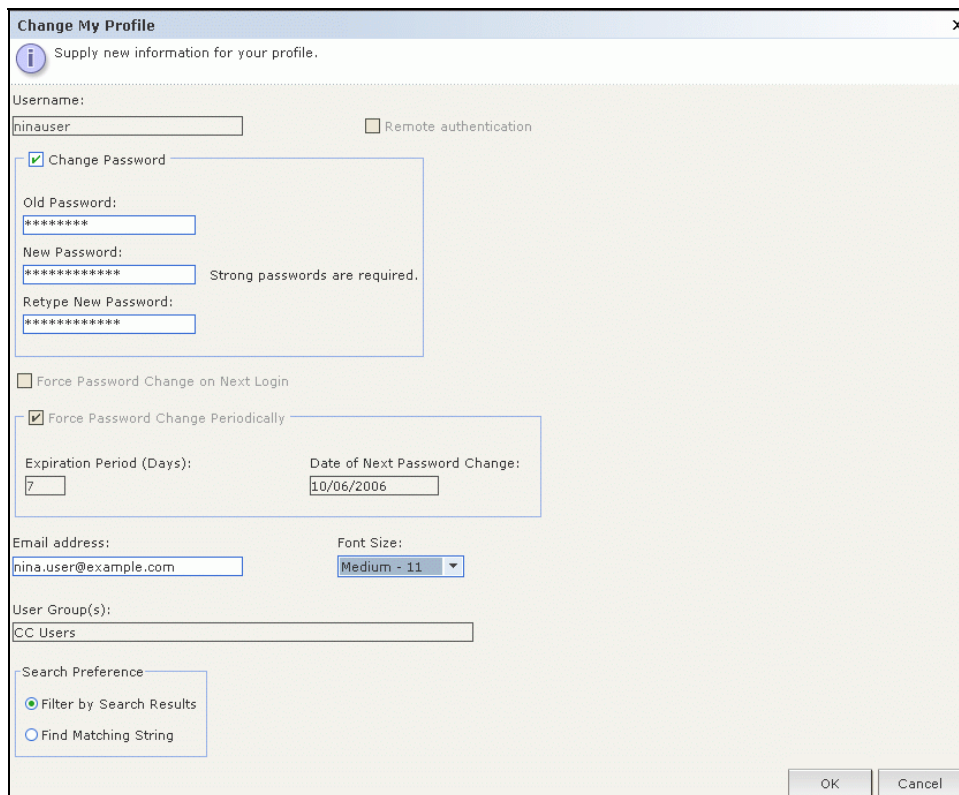
## Other User and User Group Functions

### My Profile

**My Profile** allows all users to view details about their account, change some details and customize usability settings. It is the only way for the **admin** account to change the account name.

To edit your profile:

- On the **Secure Gateway** menu, click **My Profile**. The **Change My Profile** screen appears, displaying details about your account.



A "Change My Profile" dialog box with a close button (X) in the top right corner. It contains an information icon and the text "Supply new information for your profile." Below this are several fields and checkboxes:

- Username:** A text input field containing "hinauser". To its right is a checkbox labeled "Remote authentication" which is unchecked.
- Change Password:** A section with a checked checkbox. It contains three password input fields: "Old Password:" (filled with asterisks), "New Password:" (filled with asterisks), and "Retype New Password:" (filled with asterisks). To the right of the "New Password:" field is the text "Strong passwords are required."
- Force Password Change on Next Login:** An unchecked checkbox.
- Force Password Change Periodically:** A checked checkbox. Below it are two fields: "Expiration Period (Days):" with a value of "7" and "Date of Next Password Change:" with a value of "10/06/2006".
- Email address:** A text input field containing "hina.user@example.com".
- Font Size:** A dropdown menu showing "Medium - 11".
- User Group(s):** A text input field containing "CC Users".
- Search Preference:** A section with two radio buttons: "Filter by Search Results" (selected) and "Find Matching String".

At the bottom right are "OK" and "Cancel" buttons.

Figure 85 My Profile Screen

- If you are signed in on the **admin** account, you can type a new name in the **Username** field to change the name of your account.
- Check **Change Password** if you want to change your password.
  - Type your current password in the **Old Password** field.

- b. Type your new password in the **New Password** field. A notice will appear if Strong Passwords are required.
  - c. Type your new password again in the **Retype New Password** field.
4. Type a new address in the **Email address** field to add or change the address CC-SG will use to send you notifications.
5. Click the **Font Size** drop-down menu to adjust the font size the standard CC-SG client displays at.
6. In the **Search Preference** area, select a preferred method to search nodes, users and devices.
  - **Filter by Search Results** – Allows the use of wildcards and will limit the display of nodes, users or devices to all names that contain the search criteria.
  - **Find Matching String** – Does not support the use of wildcards and will highlight the closest match in the nodes, users or devices as you type. The list will be limited to those items that contain the search criteria after clicking **Search**.
7. When you are done editing your profile click **OK** to save the changes or **Cancel** to exit without saving.

---

## Logout Users

---

This command can be used to log active users out of CC-SG. It can also be used to log out all active users of a User Group.

To log out users:

1. Click the **Users** tab to the left.
2. Click the + symbol next to the User Groups with users you want to log out.
3. Click the user you want to log out. To log out multiple users, hold the **Ctrl** key, and then click additional users.
4. On the **Users** menu, select **User Manager**, then **Logout User(s)**. The **Logout Users** screen appears with the list of selected users.
5. Click **OK** to log the users out of CC-SG or **Cancel** to exit without logging the users out.

To log out all users of a User Group:

1. Click the **Users** tab to the left.
2. Click the User Group with users you want to log out. To log out multiple groups of users, hold the **Ctrl** key, and then click additional groups.
3. On the **Users** menu, select **User Group Manager**, then **Logout Users**. The **Logout Users** screen appears with a list of active users from the selected groups.
4. Click **OK** to log the users out of CC-SG or **Cancel** to exit without logging the users out.

## Bulk Copy

To save time, **Bulk Copy** can be used to clone one user's privileges and policies to a number of other existing users by moving them to the same User Groups as the selected user. To perform a Bulk Copy:

1. Click the **Users** tab to the left.
2. Click the + symbol next to a User Group with the user you want to copy.
3. Click the user you want to copy.
4. On the **Users** menu, select **User Manager**, then **Bulk Copy**. The **Bulk Copy** screen appears.

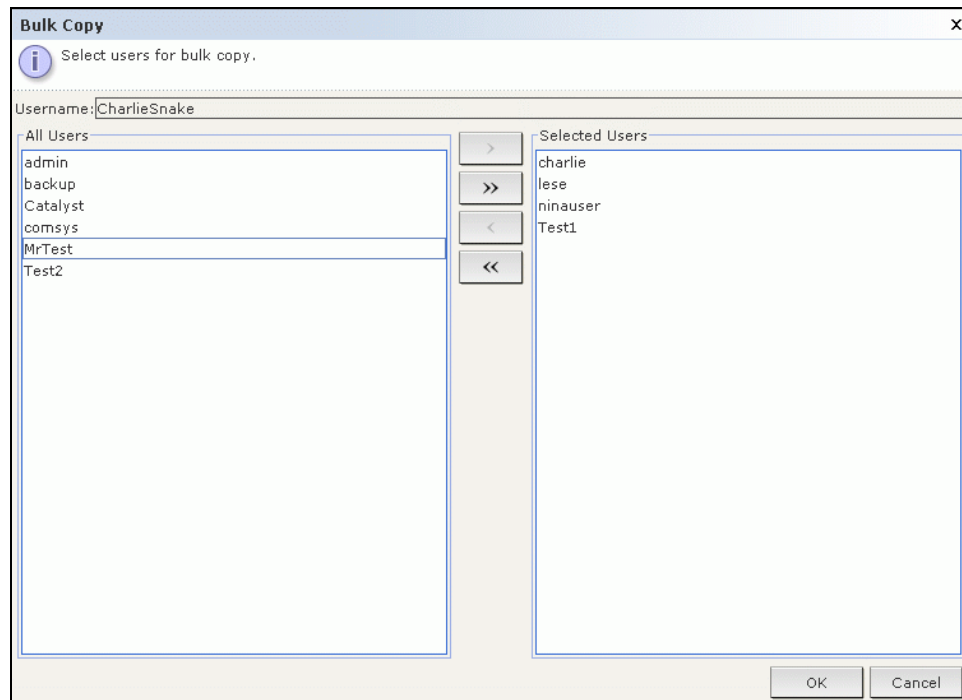


Figure 86 Bulk Copy Screen

5. In the **All Users** list select the users that will be adopting the privileges and policies of the user in the **Username** field.
6. Click the > button to move a user name to the **Selected Users** list.
7. Click the >> button to move all users into the **Selected Users** list.
8. To remove a user from the **Selected Users** list, select the user click the < button.
9. Click the << button to remove all users from the **Users in group** list.
10. Click **OK** to copy user properties. Copied users will be moved from their existing groups to the groups of which the selected user is a member.

## Chapter 8: Policies

### Controlling Access Using Policies

Configuring new policies to provide user access to nodes is optional, but central to making effective use of CC-SG ability to control that access. If you want to give all users access to all nodes, simply assign the **Full Access Policy** to all user groups.

If you want to have more control over user access to nodes you will need to create policies to define rules for that access. Like all privileges, policies are assigned to User Groups in order to apply those access rules to the users in the group.

If you completed **Guided Setup** (refer **Chapter 3: Configuring CC-SG with Guided Setup**), a number of basic policies may already have been created. Now, you may want to apply these policies to existing user groups. If you have not used **Guided Setup** or created the desired policies you will want to follow the directions below. You will:

- Create Node Groups to organize the nodes you want to create access rules for.
- Create Device Groups if you want to create access rules for Raritan devices providing interfaces to nodes.
- Create a policy for a node (or device) specifying when access to that node can occur.
- Apply this policy to a user group.

### Policy Summary

The following diagram is a visual representation of how to implement security with CC-SG:

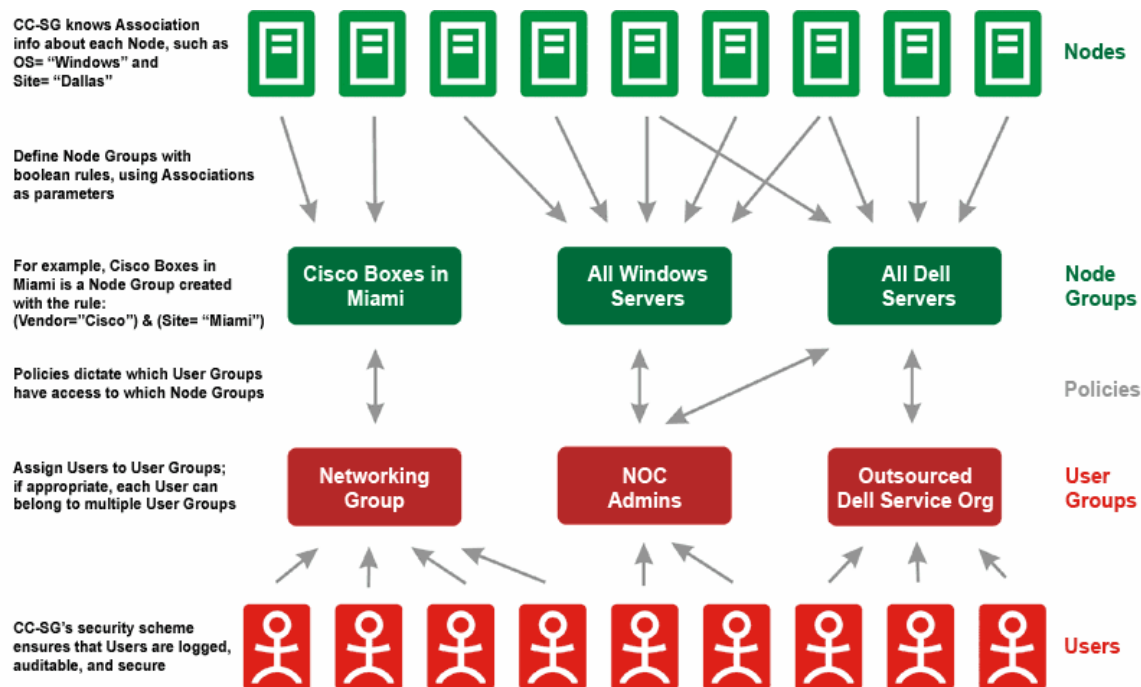


Figure 87 Policy Summary



## Node Groups

Node groups are used to organize nodes into a set. This group will then become the basis for a policy either allowing or denying access to this particular set of nodes. Nodes can be grouped arbitrarily or by a set of common attributes.

Additionally, if you used the Associations manager to create categories and elements for nodes, some means to organize nodes along common attributes have already been created. CC-SG automatically creates default access policies based on these elements. Refer to **Chapter 4: Associations** for more details on creating categories and elements.

To view existing node groups:

On the **Associations** menu, click **Node Group**. The **Node Groups Manager** window displays. A list of existing node groups is displayed on the left, while details about selected node group displays in the main panel.

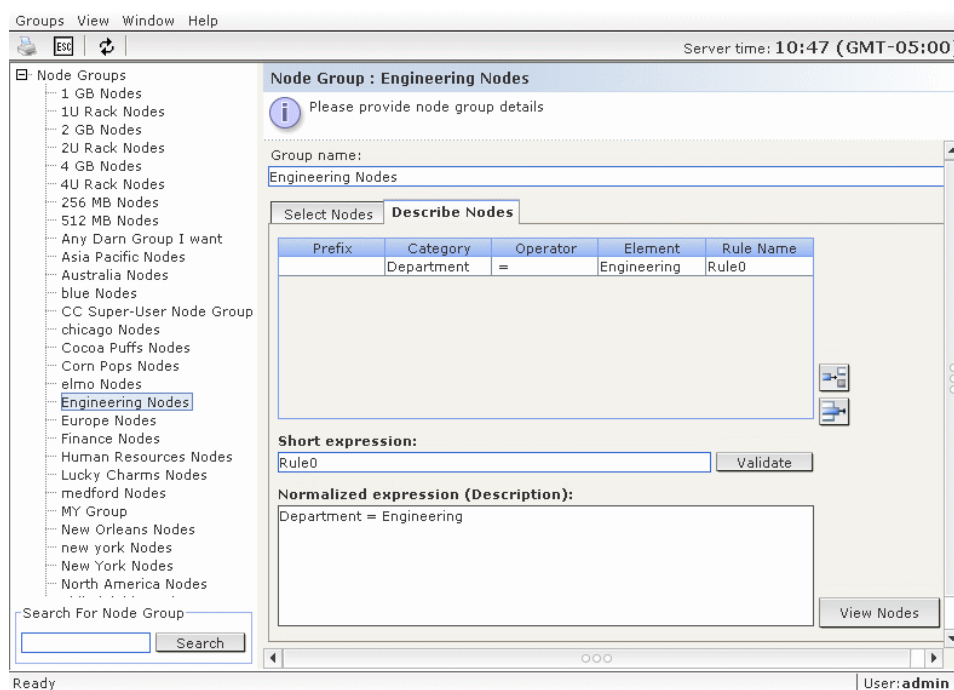
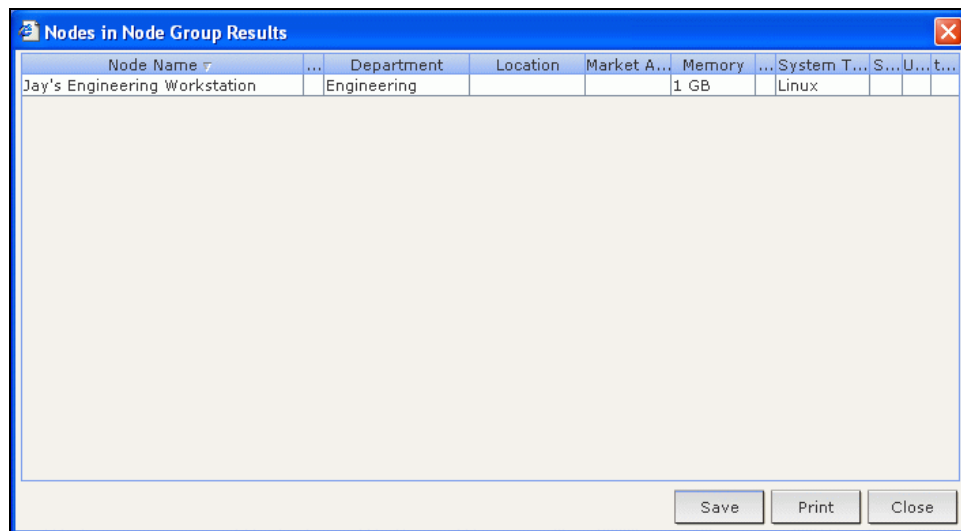


Figure 88 The Node Group Manager

1. A list of existing node groups is displayed on the left. Click a node group to view the details of the group in the node group manager.  
If the group was formed arbitrarily, the **Select Nodes** tab will be displayed showing a list of nodes in the group and a nodes not in the group.  
If the group was formed based on common attributes, the **Describe Nodes** tab will be displayed showing the rules that govern selection of the nodes for the group.
2. To search for a node in the node group list, type a string in the **Search** field at the bottom of the list, and then click **Search**. The method of searching is configured through the **My Profile** screen. Please refer to **Chapter 7: Users and User Groups** for additional information.



3. If viewing a group based on attributes, click **View Nodes** to display a list of nodes currently in the Node Group. A **Nodes In Node Group** window will appear displaying the nodes and all their attributes.



Node Name	Department	Location	Market A...	Memory	System T...	S...	U...	t...
Jay's Engineering Workstation	Engineering			1 GB	Linux			

Figure 89 Nodes in a Group Based on Attributes

## Add Node Groups

To add a new Node Group:

1. On the **Associations** menu, click **Node Group**. The **Node Groups Manager** window displays.
2. On the **Groups** menu, select **Add**. A template for a node group will appear.
3. In the **Group name** field, type a name for a node group you want to create.

There are two ways to add nodes to a group, **Select Nodes** and **Describe Nodes**. The Select Nodes method allows you to arbitrarily assign nodes to the group by selecting them from the list of available nodes. The Describe Nodes method allows you to specify rules that describe nodes; nodes that match the description will be included in the group.

## Select Nodes

**Node Group : New**

Please provide node group details

Group name:  
Lab Nodes

**Select Nodes** Describe Nodes

**Nodes**

Device name:  
All

**Available:**

- Access Local Port Target
- CC-SSH
- IPR-32-59
- P2SC-32-60

**Selected:**

- Admin
- Jay's Engineering Workstation
- Serial Target 1
- Serial Target 2

Add >

< Remove

Search for Node: Go

Search for Node: Go

☒ Create Full Access Policy for Group

Add Cancel

Figure 90 Adding Nodes Using Select Nodes

1. Click the **Select Nodes** tab.
2. Click the **Device Name** drop-down menu and select a device if you want to filter the **Available** list to only display nodes with interfaces from that device.
3. In the **Available** list, select the nodes you want to add to the group, and then click **Add** to move the node into the **Selected** list. Nodes in the **Selected** list will be added to the group.
4. If you want to remove a node from the group, select the node name in the **Selected** list, and then click **Remove**.
5. You can search for a node in either the **Available** or **Selected** list. Type the search terms in the field below the list, and then click **Go**.
6. If you know you want to create a policy that allows access to the nodes in this group at any time, check **Create Full Access Policy For This Group**.
7. When you are done adding nodes to the group, click **Add** to create the node group. The group will be added to the list of Node Groups on the left.

## Describe Nodes

**Node Group : New**

Please provide node group details

Group name:  
Complex Group

Select Nodes **Describe Nodes**

Prefix	Category	Operator	Element	Rule Name
	Department	=	Engineering	Rule0
	Location	=	Philadelphia	Rule1
	Memory	=	1 GB	Rule2

Short expression:  
{Rule0|Rule1}&Rule2 Validate

Normalized expression (Description):  
{ ( Department = Engineering OR Location = Philadelphia ) AND Memory = 1 GB }

View Nodes

☐ Create Full Access Policy for Group

Add Cancel

Figure 91 Describing a Node Group With Multiple Rules

1. Click the **Select Nodes** tab.
2. Click **Add New Row** to add a row in the table for a new rule. Rules take the form of an expression which can be compared against nodes.
3. Double-click each column in the row to turn the appropriate cell into a drop-down menu, then select the appropriate value for each component:
  - **Prefix** – Leave this blank or select **NOT**. If **NOT** is selected, this rule will filter for values opposite of the rest of the expression.
  - **Category** – Select an attribute that will be evaluated in the rule. All categories you created in the **Association Manager** will be available here. Also included are **Node Name** and **Interface**.
  - **Operator** – Select a comparison operation to be performed between the Category and Element items. Three operators are available: = (is equal to), **LIKE** (used for find the Element in a name) and <> (is not equal to).
  - **Element** – Select a value for the Category attribute to be compared against. Only elements associated with the selected category will display here (for example: if evaluating a “Department” category, “Location” elements will not appear here).
  - **Rule Name**- This is a name assigned to the rule in this row. You cannot edit these values. Use these values for writing descriptions in the **Short Expression** field.

An example rule might be Department = Engineering, meaning it describes all nodes that the **category** “Department” set to “Engineering.” This is exactly what happens when you configure the associations during an **Add Node** operation.

4. If you want to add another rule, click **Add New Row** again, and make the necessary configurations. Configuring multiple rules will allow more precise descriptions by providing multiple criteria for evaluating nodes.
5. If you want to remove a rule, highlight the rule in the table, and then click **Remove Row**.
6. The table of rules only makes available criteria for evaluating nodes. To write a description for the node group, add the rules by **Rule Name** to the **Short Expression** field. If the description only requires a single rule, then simply type that rule's name in the field. If multiple rules are being evaluated, type the rules into the field using a set of logical operators to describe the rules in relation to each other:
  - **&** - the AND operator. A node must satisfy rules on both sides of this operator for the description (or that section of a description) to be evaluated as true.
  - **|** - the OR operator. A node only needs to satisfy one rule on either side of this operator for the description (or that section of a description) to be evaluated as true.
  - **( and )** – grouping operators. This breaks the description into a subsection contained within the parentheses. The section within the parentheses is evaluated first before the rest of the description is compared to the node. Parenthetical groups can be nested inside another parenthetical group.

For example: If you simply want to describe nodes that belong to the engineering department, create a rule that says `Department = Engineering`, this will become Rule0. Then simply type Rule0 in the **Short Expression** field.

Another example: If you want to describe a group of nodes that belong to the engineering department, OR are located in Philadelphia, and specify that all of the machines must have 1 GB of memory you need to start by creating three rules. `Department = Engineering` (Rule0) `Location = Philadelphia` (Rule1) `Memory = 1GB` (Rule2). These rules need to be arranged in relation to each other. Since the node can either belong to the engineering department or be located in Philadelphia, use the OR operator, **|**, to join the two: `Rule0|Rule1`. We will make this comparison first by enclosing it parentheses: `(Rule0|Rule1)`. Finally, since the nodes must both satisfy this comparison AND contain 1GB of memory, we use the AND connector, **&**, to join this section with Rule2: `(Rule0|Rule1)&Rule2`. Type this final expression in the **Short Expression** field.

7. Click **Validate** when a description has been written in the **Short Expression** field. If the description is formed incorrectly, you will receive a warning. If the description is formed correctly, a normalized form of the expression will appear in the **Normalized Expression** field.
8. Click **View Nodes** to see what nodes satisfy this expression. A **Nodes in Node Group** window will appear displaying the nodes that will be grouped by the current expression. This can be used to check if the description was correctly written. If not, you can return to the rules table or the **Short Expression** field to make adjustments.
9. If you know you want to create a policy that allows access to the nodes in this group at any time, check **Create Full Access Policy For This Group**.
10. When you are done describing the nodes that belong in this group, click **Add** to create the node group. The group will be added to the list of Node Groups on the left.

## Edit Node Group

Edit a node group to change the membership or description of the group. To edit a node group:

1. On the **Associations** menu, click **Node Group**. The **Node Groups Manager** window displays.

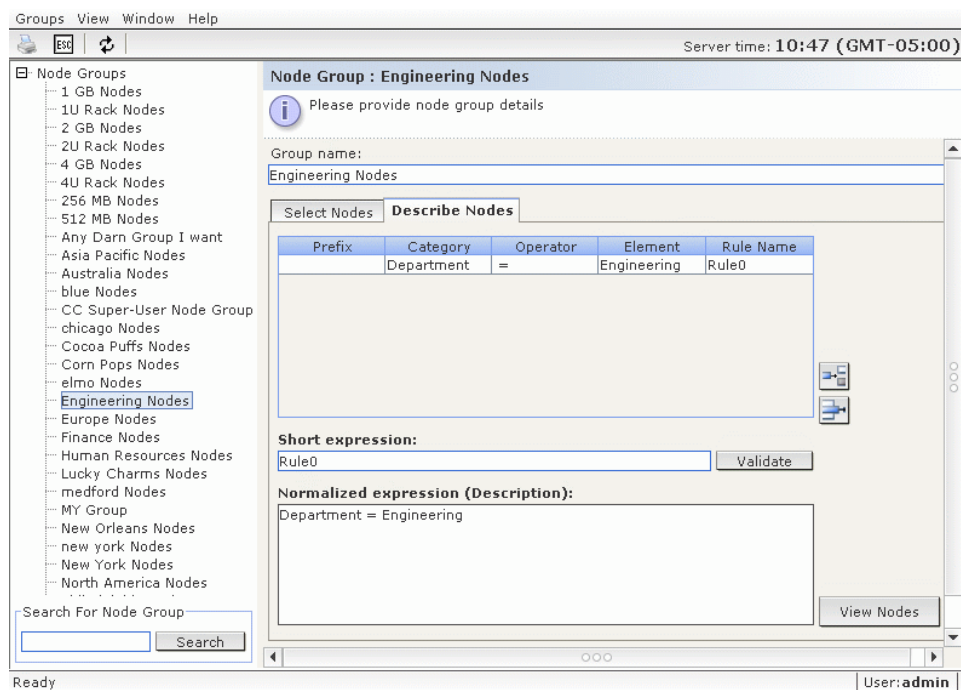


Figure 92 Editing a Node Group

2. Click the node you want to edit in the Node Group List to the left. The details of that node will appear in the **Node Groups** window.
3. Refer to the instructions in the **Select Nodes** or **Describe Nodes** sections above for details on how to configure the node group.
4. Click **Edit** when you are done editing the Node Group.

## Delete Node Group

1. On the **Associations** menu, click **Node Group**. The **Node Groups Manager** window displays.
2. Click the node you want to delete in the Node Group List to the left.
3. On the **Groups** menu, click **Delete**.

## Device Groups

Device groups operate in a similar fashion to Node Groups, except that Device Groups are used to organize Raritan devices into sets for management by policies.

Please refer to [Chapter 5: Adding Devices and Device Groups, Device Group Manager](#) for additional information.

## Policy Manager

Once your node groups and device groups have been created they can become the basis for creating an access policy—a rule that states whether users can or cannot access the nodes or devices in the group (or device group), and what times this rule is in effect.

### Add Policy

To create a policy:

1. On the **Associations** menu, click **Policies**. The **Policy Manager** window displays.

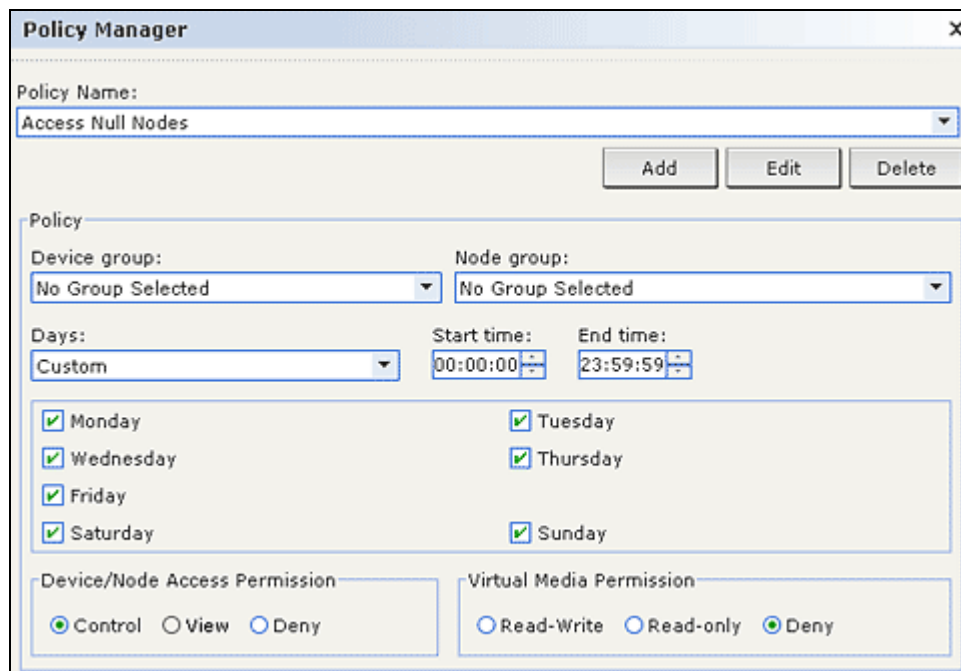


Figure 93 Policy Manager

2. Click **Add**. A dialog window appears requesting a name for the policy.

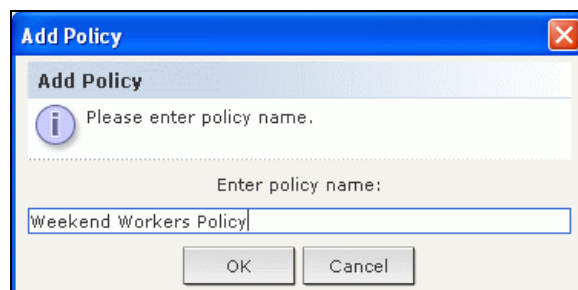


Figure 94 Adding a Policy

3. Type a name for the new policy in the **Enter policy name** field.
4. Click **OK**. The new policy will be added to the **Policy Name** list in the Policy Manager screen.

5. Click the **Device Group** drop-down arrow, and select the Device Group this policy governs access to.  
Click the **Node Group** drop-down arrow and select the Node Group this policy governs access to.  
If the policy will cover only one type of group, only select a value for that group.
6. Click the **Days** drop-down arrow, and then select which days of the week this policy covers: **All** days, **Weekday** (Monday through Friday only) and **Weekend** (Saturday and Sunday only), or **Custom** (select specific days).
  - a. Select **Custom** to select your own set of days. The individual day checkboxes will become enabled.
  - b. Check the checkbox that corresponds to each day you want this policy to cover.
7. In the **Start Time** field, type the time of day this policy goes into effect. The time must be in 24-Hour format.
8. In the **End Time** field, type the time of day this policy ends. The time must be in 24-Hour format.
9. In the **Device/Node Access Permission** field, select **Control** to define this policy to allow access to the selected node or device group for the designated times and days. Select **Deny** to define this policy to deny access to the selected node or device group for the designated times and days.
10. Click **Update** to add the new policy to CC-SG, and then click **Yes** in the confirmation message that appears.

---

*Note: If you create a policy that denies access (**Deny**) to a node group or device group, you also must create a policy that allows access (**Control**) for the selected node group or device group. Users will not automatically receive **Control** rights when the **Deny** policy is not in effect.*

---

## Edit a Policy

---

When you edit a policy, the changes do not affect users who are currently logged in to CC-SG. The changes will go into effect at the next login. If you need to make sure that your changes go into effect sooner, first enter Maintenance Mode, and then edit policies. When you enter Maintenance Mode, all current users are logged off of CC-SG until you exit Maintenance Mode, when users can login again. Please refer to [Chapter 11: System Maintenance, Maintenance Mode](#) for additional information.

To edit a policy:

1. On the **Associations** menu, click **Policies**. The **Policy Manager** window displays.
2. Click the **Policy Name** drop-down arrow, and then select the policy you want to edit from the list.
3. To edit the name of the policy, click **Edit**. An **Edit Policy** window appears. Type a new name for the policy in the field, and then click **OK** to change the name of the policy.
4. Click the **Device Group** drop-down arrow, and select the Device Group this policy governs access to.  
Click the **Node Group** drop-down arrow and select the Node Group this policy governs access to.  
If the policy will cover only one type of group, only select a value for that type.
5. Click the **Days** drop-down arrow, and then select which days of the week this policy covers: **All** (everyday), **Weekday** (Monday through Friday only) and **Weekend** (Saturday and Sunday only), or **Custom** (select specific days).
  - a. Select **Custom** to select your own set of days. The individual day checkboxes will become enabled.
  - b. Check the checkbox that corresponds to each day you want this policy to cover.
6. In the **Start Time** field, type the time of day this policy goes into effect. The time must be in 24-Hour format.



7. In the **End Time** field, type the time of day this policy ends. The time must be in 24-Hour format.
8. In the **Device/Node Access Permission** field, select **Control** to define this policy to allow access to the selected node or device group for the designated times and days. Select **Deny** to define this policy to deny access to the selected node or device group for the designated times and days.
9. If you selected **Control** in the **Device/Node Access Permission** field, the Virtual Media Permission section will become enabled. If you want to define this policy to allow **Virtual Media Permission**, select either **Read-Write** or **Read-only** permission. If you want to define this policy to deny **Virtual Media Permission**, select **Deny**.
10. Click **Update** to save the changes to the policy, and then click **Yes** in the confirmation message that appears.

---

## Delete a Policy

---

To delete a policy:

1. On the **Associations** menu, click **Policies**. The **Policy Manager** window displays.
2. Click the **Policy Name** drop-down arrow, and then select the policy you want to delete from the list.
3. Click **Delete**, and then click **Yes** in the confirmation message that appears.

## Applying Policies To User Groups

Policies must be assigned to a User Group before they take effect. Once a policy is assigned to a User Group, the members of the group will have their access governed by that policy. Please refer to **Chapter 7: Adding and Managing Users and User Groups** for additional information on assigning policies to a user group.



## Chapter 9: Configuring Remote Authentication

### Authentication and Authorization (AA)

Users of CC-SG can be locally authenticated and authorized on the CC-SG or remotely authenticated using the following supported directory servers:

- Microsoft Active Directory (AD)
- Netscape's Lightweight Directory Access Protocol (LDAP)
- TACACS+
- RADIUS

Any number of remote RADIUS, TACACS+, and LDAP servers can be used for external authentication. For example, you could configure three AD servers, two iPlanet (LDAP) servers, and three RADIUS servers.

### Flow for Authentication

---

When remote authentication is enabled, authentication and authorization follow these steps:

1. The user logs into CC-SG with the appropriate user name and password.
2. CC-SG connects to the external server and sends the user name and password.
3. User name and password are either accepted or rejected and sent back. If authentication is rejected, this results in a failed login attempt.
4. If authentication is successful, local authorization is performed. CC-SG checks if the user name entered matches a group that has been created in CC-SG or imported from AD, and grants privileges per the assigned policy.

When remote authentication is disabled, both authentication and authorization are performed locally on CC-SG.

### User Accounts

---

User Accounts must be added to the authentication server for remote authentication. Except when using AD for both authentication and authorization, all remote authentication servers require that users be created on CC-SG. The user's username on both the authentication server and on CC-SG must be the same, although the passwords may be different. The local CC-SG password is used only when remote authentication is disabled. Please refer to **Chapter 7: Adding and Managing Users and User Groups** for additional information on adding users who will be remotely authenticated.

---

***Note:** If remote authentication is used, users have to contact their Administrators to change their passwords on the remote server. Passwords cannot be changed on CC-SG for remotely authenticated users.*

---

## Distinguished Names for LDAP and AD

Configuration of remotely authenticated users on LDAP or AD servers requires entering user names and searches in Distinguished Name format. The full DN format is described in [RFC2253](#). For the purposes of this document, you need to know how to enter Distinguished Names and in what order each component of the name should be listed.

Specifying a Distinguished Name for AD should follow this structure, but you do not have to specify both **common name** and **organization unit**:

```
common name (cn), organizational unit (ou), domain component (dc)
```

Specifying a DN for Netscape LDAP and eDirectory LDAP should follow this structure:

```
user id (uid), organizational unit (ou), organization (o)
```

---

### Username

When authenticating CC-SG users on an AD server by specifying **cn=administrator,cn=users,dc=xyz,dc=com** in **username**, if a CC-SG user is associated with an imported AD group, the user will be granted access with these credentials. Note that you can specify more than one common name, organizational unit, and domain component.

---

### Base DN

You also enter a Distinguished Name (DN) to specify where the search for users begins. Enter a DN in the **Base DN** field to specify an AD container in which the users can be found. For example, entering: **ou=DCAdmins,ou=IT,dc=xyz,dc=com** will search all users in the **DCAdmins** and **IT** organizational units under the **xyz.com** domain.

## AD Configurations

### Add AD Module to CC-SG

CC-SG supports authentication and authorization of users imported from an AD domain controller, without requiring that users be defined locally in CC-SG. This allows users to be maintained exclusively on the AD server. Once your AD server is configured as a module in CC-SG, CC-SG can query all domain controllers for a given domain. You can synchronize your AD modules in CC-SG with your AD servers to ensure that CCSG has the most current authorization information on your AD user groups.

Important: Create appropriate AD user groups and assign AD users to them before starting this process. Also, make sure that you have configured the CC-SG DNS and Domain Suffix in Configuration Manager. Please refer to [Chapter 12: Configuration Manager](#) for additional information.

To add an AD module to CC-SG:

1. On the **Administration** menu, click **Security**. The **Security Manager** screen appears, displaying the **General** tab.
2. Click **Add...** to open the Add Module window.

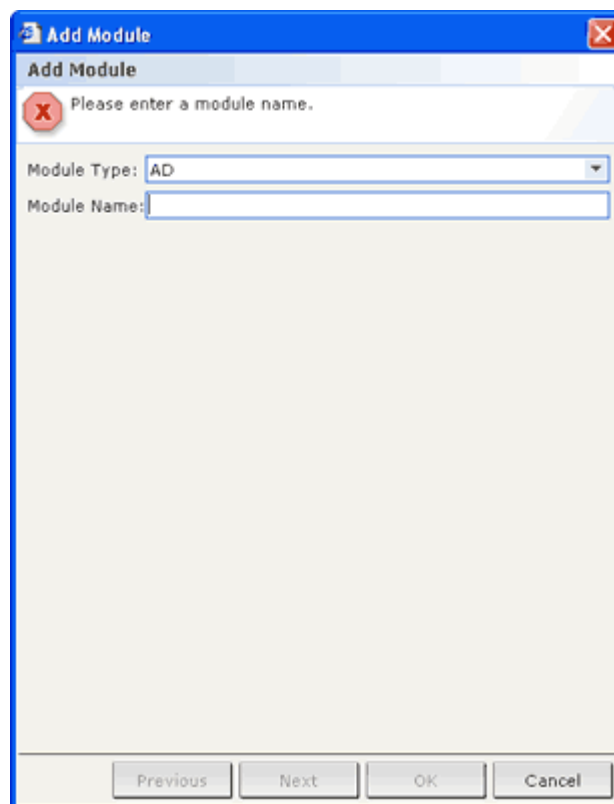


Figure 95 Add Module

3. Click the **Module Type** drop-down menu and select AD from the list.
4. Type a name for the AD server in the **Module name** field. The module name is optional and is specified only to distinguish this AD server module from any others that you configure in CC-SG. The name is not connected to the actual AD server name.
5. Click **Next** to proceed. The **General** tab opens.

## AD General Settings

In the **General** tab, you add the information that allows CC-SG to query the AD server.

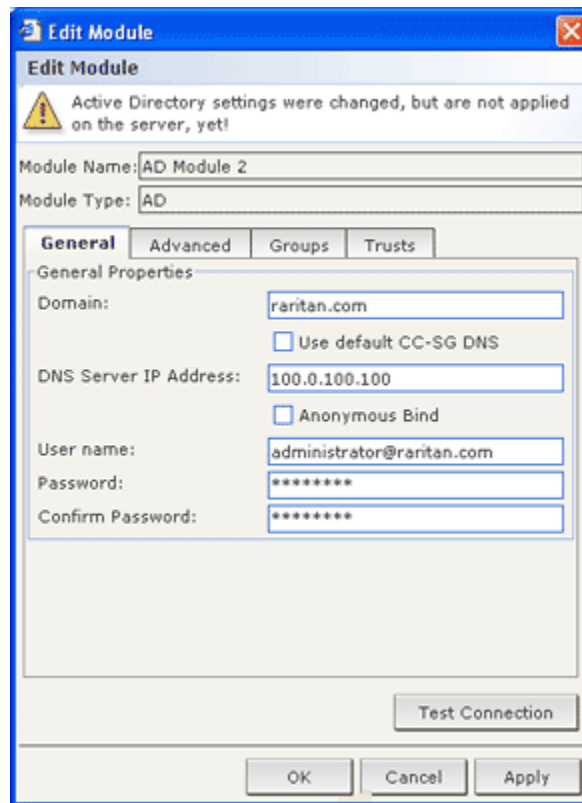


Figure 96 AD General Settings

1. Type the AD domain you want to query in the **Domain** field. For example, if the AD domain is installed in the xyz.com domain, type **xyz.com** in the **Domain** field. CC-SG and the AD server you want to query must be configured either on the same domain or on different domains that trust each other.

---

**Note:** CC-SG will query all known domain controllers for the domain specified.

---

2. Type the IP address of the DNS server in the **DNS Server IP Address** field. Or, check **Use default CC-SG DNS** checkbox to use the DNS configured in the Configuration Manager section of CC-SG. Please refer to [Chapter 12: Configuration Manager](#) for additional information.
3. Check **Anonymous Bind** if you want to connect to the AD server without specifying a username and password. If you use this option, ensure that the AD server allows anonymous queries.

---

**Note:** By default, Windows 2003 does NOT allow anonymous queries. Windows 2000 servers do allow certain anonymous operation whose query results are based on the permissions of each object.

---

4. If you are not using anonymous binding, type the username of the user account you want to use to query the AD server in the **User name** field in the following format: [username@domain.com](#). The user specified must have permission to execute search queries in the AD domain. For example, the user may belong to a group within AD that has **Group scope** set to **Global**, and **Group type** set to **Security**.

5. Type the password for the user account you want to use to query the AD server in the **Password** and **Confirm Password** fields.
6. Click **Test Connection** to test the connection to the AD server using the given parameters. You should receive a confirmation of a successful connection. If you do not see a confirmation, review the settings carefully for errors and try again.
7. Click **Next** to proceed. The **Advanced** tab opens.

## AD Advanced Settings

1. If you want to configure advanced settings, click the **Advanced** tab.

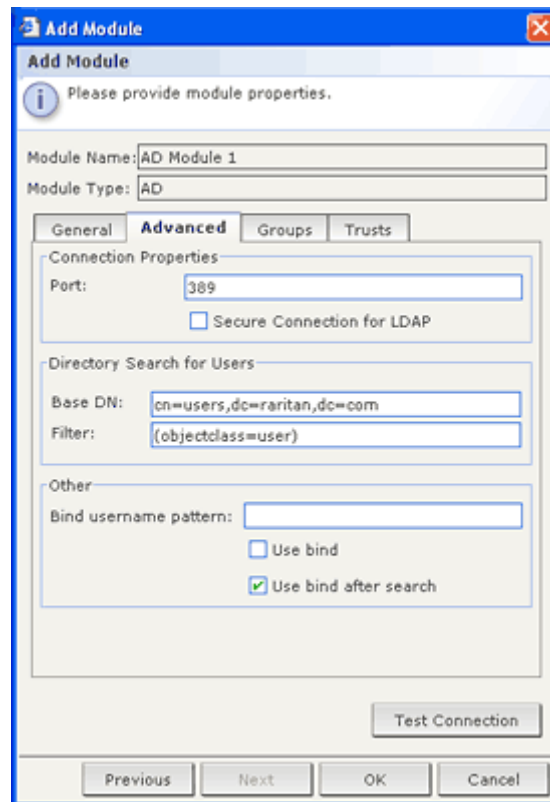


Figure 97 AD Advanced Settings

2. Type the port number on which the AD server is listening. The default port is **389**. If you are using secure connections for LDAP (step 3, below) you may need to change this port. The standard port for secure LDAP connections is **636**.
3. Check **Secure Connection for LDAP** if you want to use a secure channel for the connection. If checked, CC-SG uses LDAP over SSL to connect to AD. This option may not be supported by your AD configuration.
4. Specify a **Base DN** (directory level/entry) under which the authentication search query will be executed. CC-SG can do a recursive search downward from this Base DN.

EXAMPLE	DESCRIPTION
<b>dc=raritan,dc=com</b>	The search query for the user entry will be made over the whole directory structure.
<b>cn=Administrators,cn=Users,dc=raritan,dc=com</b>	The search query for the user entry will be performed only in the Administrators sub-directory (entry).

5. Type a user's attributes in **Filter** so the search query will be restricted to only those entries that meet this criterion. The default filter is **objectclass=user**, which means that only entries of the type **user** are searched.
6. Specify the way in which the search query will be performed for the user entry. If you check **Use Bind**, CC-SG attempts to connect, or **bind**, to AD directly with the username and password supplied in the applet. However, if a username pattern is specified in **Bind username pattern**, the pattern will be merged with the username supplied in the applet and the merged username will be used to connect to the AD server.  
*For example, if you have **cn={0},cn=Users,dc=raritan,dc=com** and **TestUser** has been supplied in the applet, then CC-SG uses **cn=TestUser,cn=Users,dc=raritan,dc=com** to connect to the AD server. Only check **Use Bind** when the user logging in from the applet has permissions to perform search queries in the AD server.*
7. Check **Use Bind After Search** to use the username and password you specified in the **General** tab to connect to the AD server. The entry is searched in the specified Base DN and is found if it meets the specified filtering criterion and if the attribute "samAccountName" is equal to the username entered in the applet. Then, a second connection, or **bind**, is attempted using the username and password supplied in the applet. This second bind assures that the user provided the correct password.
8. Click Next to proceed. The **Groups** tab opens.

## AD Group Settings

In the Groups tab, you can specify the exact location from which you want to import AD user groups.

**Important: You must specify Group settings before you can import groups from AD.**

1. Click the **Groups** tab.

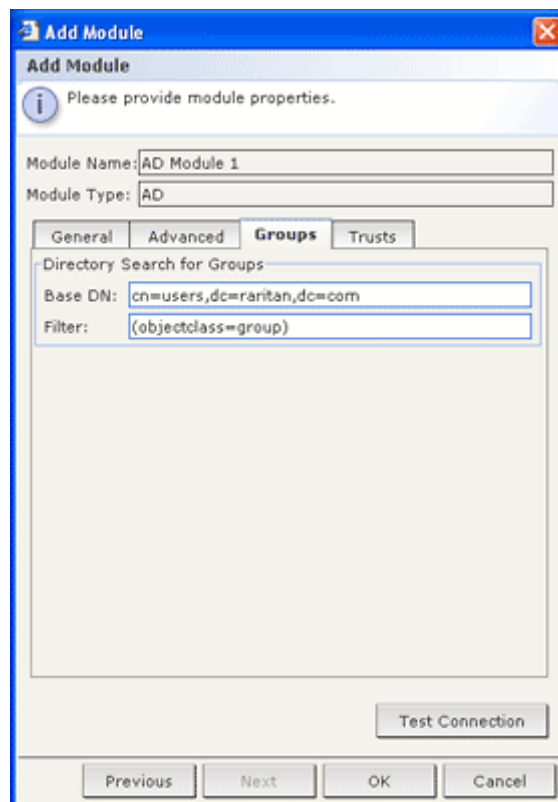


Figure 98 AD Group Settings

2. Specify a **Base DN** (directory level/entry) under which the groups, containing the user to be authorized, will be searched.

EXAMPLE	DESCRIPTION
<b>dc=raritan,dc=com</b>	The search query for the user in the group will be made over the whole directory structure.
<b>cn=Administrators,cn=Users,dc=raritan,dc=com</b>	The search query for the user in the group will be performed only in the Administrators sub-directory (entry).

3. Type a user's attributes in **Filter** so the search query for the user in the group will be restricted to only those entries that meet this criterion. For example, if you specify **cn=Groups,dc=raritan,dc=com** as the Base DN and (**objectclass=group**) as the Filter, then all entries that are in the **Groups** entry and are of type **group** will be returned.
4. Click **Next** to proceed. The **Trusts** tab opens.

## AD Trust Settings

In the Trusts tab, you can set up trust relationships between this new AD domain and any existing domains. A trust relationship allows resources to be accessible by authenticated users across domains. Trust relationships can be incoming, outgoing, bidirectional, or disabled. You should set up trust relationships if you want AD modules that represent different forests in AD to be able to access information from each other.

1. Click the **Trusts** tab. If you have configured more than one AD domain, all other domains are listed in the **Trusts** tab.

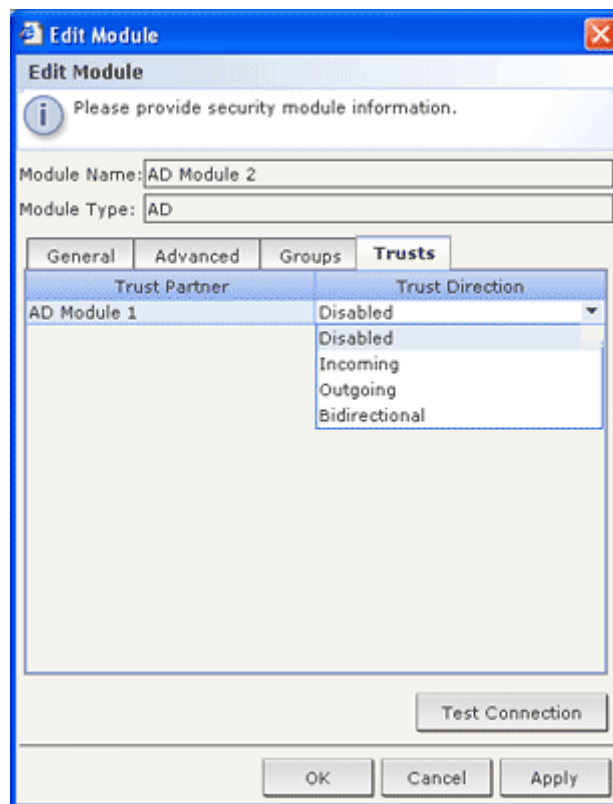


Figure 99 AD Trust Settings

2. For each domain in the **Trust Partner** column, click the **Trust Direction** drop-down menu, and then select the direction of trust you want to establish between the domains. Trust directions are updated in all AD modules when you make changes to one AD module.
  - **Incoming:** information will be trusted coming in from the domain. In the figure above, AD Module 2 would trust information coming in from AD Module 1
  - **Outgoing:** information will be trusted going to the selected domain. In the figure above, AD Module 1 would trust information coming in from AD Module2.
  - **Bidirectional:** information will be trusted in both directions from each domain.
  - **Disabled:** information will not be exchanged between the domains.
3. Click **Apply** to save your changes, and then click **OK** to save the AD module and exit the window.

---

## Edit AD Modules

Once you have configured AD modules, you can edit them at any time.

1. On the **Administration** menu, click **Security**.
2. Select the AD module you want edit, and then click **Edit**.
3. Click each tab in the Edit Module window to view the configured settings. Make changes as needed. Please refer to the previous sections on [AD General Settings](#), [AD Advanced Settings](#), [AD Group Settings](#), and [AD Trust Settings](#) for additional information.
4. If you change the connection information, click **Test Connection** to test the connection to the AD server using the given parameters. You should receive a confirmation of a successful connection. If you do not see a confirmation, review the settings carefully for errors and try again.
5. Click **OK** to save your changes. You must synchronize the AD user groups you changed, or you can synchronize all AD modules to synchronize all groups and users in all modules. Please refer to [Synchronize AD User Groups](#) and [Synchronize All AD Modules](#) for additional information.

---

## Import AD User Groups

You must specify Group settings in the AD module before you can import groups from the AD server. Please refer to AD Group Settings on page 104. After making a change to imported groups or users, you must must synchronize the AD user groups you changed, or you can synchronize all AD modules to synchronize all groups and users in all modules. Please refer to [Synchronize AD User Groups](#) and [Synchronize All AD Modules](#) for additional information.

---

**Note:** Make sure that you have configured the CC-SG DNS and Domain Suffix in Configuration Manager before attempting to import AD user groups. Please refer to [Chapter 12: Configuration Manager](#) for additional information.

---

1. On the **Administration** menu, click **Security**.
2. Select the AD module from which you want to import AD user groups.



- Click **Import Groups...** to retrieve a list of user group values stored on the AD server. If any of the user groups are not already on the CC-SG, you can import them here and assign them an access policy.

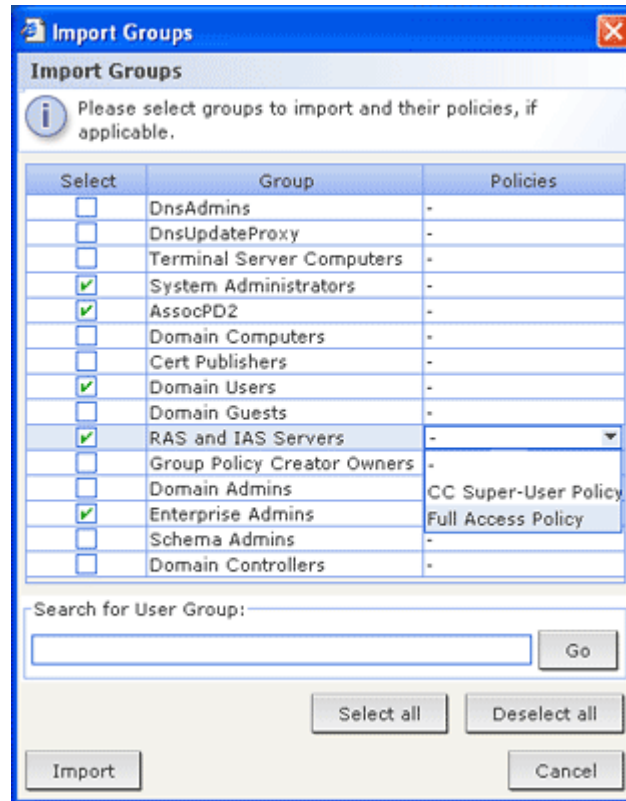


Figure 100 Importing Groups from AD Server

- Check the checkboxes next to the groups you want to import to CC-SG. Click a column header to sort the list of user groups by the information in that column. To search for user groups, type a search string in the **Search for User Group** field, and then click **Go**. Click **Select all** to select all user groups for import. Click **Deselect all** to deselect all selected user groups.
- In the **Policies** column, click the field and then select a CC-SG access policy from the list to assign the policy to the selected group. These policies should already be created, please refer to Chapter 8: Policies for additional information.
- Click **Import** to import the selected user groups.
- To check that the group was imported properly and to view the privileges of the group just imported, click the **Users** tab, then select the imported group to open the User Group Profile screen. Verify the information in the **Privileges** and **Device/Node Policies** tab. Click the **Active Directory Associations** tab to view information on the AD module associated with the user group.

## Synchronize AD User Groups

When you synchronize AD user groups, CC-SG retrieves the groups for the selected AD module, compares their names with the user groups that have been imported from AD, and identifies the matches. CC-SG will present the matches and allow you to select which ones you want to import. This ensures that CC-SG has imported the most current AD user group information. CC-SG also automatically synchronizes all AD modules once per day. Please refer to **Set AD Synchronization Time**, below, for additional information.

1. On the **Administration** menu, click **Security**.
2. Select the AD module whose user groups you want to synchronize with the AD server.

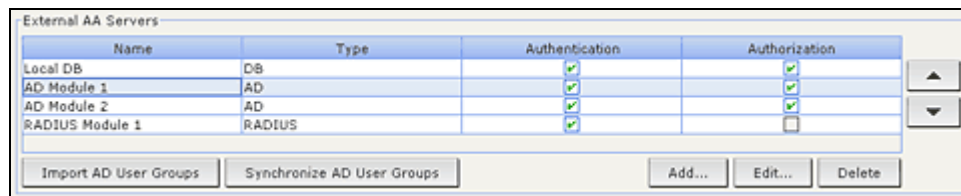


Figure 101 Synchronize AD User Groups

3. Click **Synchronize AD User Groups**.
4. A confirmation message will appear when all imported user groups in the selected module have been successfully synchronized.

## Synchronize All AD Modules

When you synchronize all AD modules, CC-SG retrieves the user groups for all configured AD modules, compares their names with the user groups that have been imported into CC-SG, and refreshes the CC-SG local cache. The CC-SG local cache contains all domain controllers for each domain, all user groups for all modules, and the user information for the known AD users. If user groups have been deleted from the AD modules, CC-SG removes them from its local cache as well. This ensures that CC-SG has the most current AD user group information.

1. You must enter Maintenance Mode before you can synchronize all AD modules. All users will be logged off CC-SG while it is in Maintenance Mode. On the **System Maintenance** menu, click **Maintenance Mode**, and then click **Enter Maintenance Mode**.
2. In the Enter Maintenance Mode screen, type the message that will display to users who will be logged off CC-SG, and the number of minutes that should elapse before CC-SG enters maintenance mode in the corresponding fields, and then click **OK**.
3. Click **OK** in the confirmation dialog box.
4. A second confirmation message will display when CC-SG enters maintenance mode. Click **OK**.
5. Once CC-SG is in maintenance mode, on the **Administration** menu, click **Security**.
6. Click **Synchronize all AD Modules**.

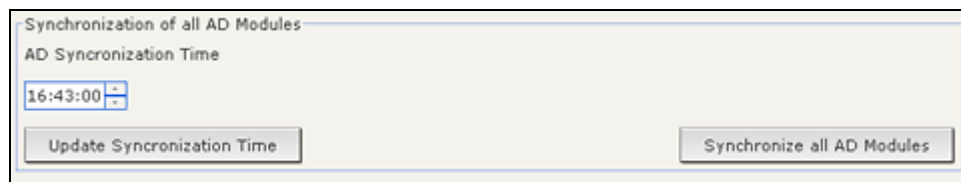


Figure 102 Synchronization of All AD Modules

7. A confirmation message will appear when all AD modules have been successfully synchronized.

8. To exit Maintenance Mode, on the **System Maintenance** menu, click **Maintenance Mode**, and then click **Exit Maintenance Mode**.
9. In the screen that appears, click **OK**. A second confirmation message will display when CC-SG exits maintenance mode. Click **OK**.

## Set AD Synchronization Time

By default, CC-SG will synchronize all configured AD modules at 23:30 each day. You can change the time at which this automatic synchronization occurs.

1. On the **Administration** menu, click **Security**.
2. In the **AD Synchronization Time** field at the bottom of the screen, click the up and down arrows to select the time at which you want CC-SG to perform the daily synchronization of all AD modules.

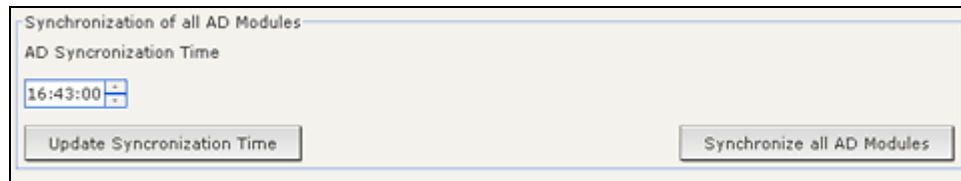


Figure 103 Synchronization of All AD Modules

3. Click **Update Synchronization Time** to save your changes.

## AD Configuration—Upgrade from CC-SG 3.0.2

If you have upgraded CC-SG from 3.0.2 to 3.1, you must reconfigure your AD modules before any of your AD users can login to CC-SG. CC-SG 3.1 requires a DNS and Domain Name to be specified for each AD module. This configuration allows CC-SG to query all domain controllers for a given domain.

Important: CC-SG will still be in Maintenance Mode after upgrading to 3.1. Therefore, you must login with the CC Super-User account to perform this action. The default CC Super-User account for systems upgrading from 3.0.2 is ccroot/raritan0.

To reconfigure AD modules:

1. On the **Administration** menu, click **Security**.
2. Select the AD module you want edit, and then click **Edit**.
3. In the **General** tab, type the DNS and Domain Name for the AD module in the corresponding fields. Please refer to [AD General Settings](#) for additional information.
4. Click **Test Connection** to test the connection to the AD server using the given parameters. You should receive a confirmation of a successful connection. If you do not see a confirmation, review the settings carefully for errors and try again.
5. Click **OK** to save your changes.
6. If you want to configure Advanced settings, Group settings, or Trust settings, click the corresponding tab to view options. Please refer to the previous sections on [AD Advanced Settings](#), [AD Group Settings](#), and [AD Trust Settings](#) for additional information. Click **OK** to save your changes in these tabs.
7. Repeat these steps to reconfigure all AD modules.
8. Once you have reconfigured all AD modules, you can synchronize your imported AD user groups with the AD servers. Please refer to [Synchronize AD User Groups](#) for additional information.

9. After you have synchronized each modules AD user groups, you should synchronize all AD modules. Please refer to [Synchronize All AD Modules](#) for additional information. Depending on your AD configuration, the synchronization process may take up to 30 seconds per domain controller. If any domain controllers are offline during synchronization, the process may take longer.

---

**Note:** Please refer to the following sections to familiarize yourself with how CC-SG 3.1 handles synchronization of AD user groups: [Synchronize All AD Modules](#) and [Set AD Synchronization Time](#). For instructions on generating a report containing information about AD user groups, please refer to [Chapter 10: Generating Reports, AD User Group Report](#).

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## Add LDAP (Netscape) Module to CC-SG

Once CC-SG starts and a username and password are entered, a query is forwarded either through CC-SG or directly to the LDAP server. If the username and password match those in the LDAP directory, the user is authenticated. The user will then be authorized against the local user groups on the LDAP server.

1. On the **Administration** menu, click **Security**. The **Security Manager** screen appears, displaying the **General** tab.
2. Click **Add...** to open the Add Module window.

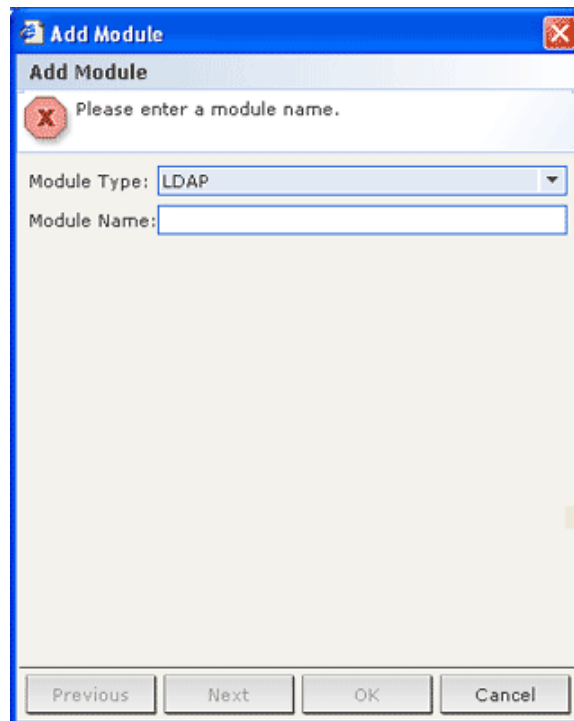


Figure 104 Add LDAP Module

3. Click the **Module Type** drop-down menu and select LDAP from the list.
4. Type a name for the LDAP server in the **Module name** field.
5. Click **Next** to proceed. The **General** tab opens.

## LDAP General Settings

1. Click the **General** tab.

**Add Module**

Please provide module properties.

Module Name: LDAP Module 1

Module Type: LDAP

**General** | Advanced | Certificate

**General Properties**

IP Address/Hostname: 192.168.10.10

Port: 389

☐ Secure Connection for LDAP

☐ Anonymous Bind

User name: uid=admin,ou=administrators,ou=T

Password: \*\*\*\*\*

Confirm Password: \*\*\*\*\*

**Directory Search for Users**

Base DN: ou=administrators,ou=TopologyManager

Filter: (objectclass=person)

Test Connection

Previous | Next | OK | Cancel

Figure 105 LDAP General Settings

2. Type the IP address or hostname of the LDAP server in the **IP Address/Hostname** field. For hostname rules, please refer to **Terminology/Acronyms** in **Chapter 1: Introduction**.
3. Type the port value in the **Port** field. The default port is 389.
4. Check **Secure Connection for LDAP** if using a secure LDAP server.
5. Check **Anonymous Bind** if your LDAP server allows anonymous queries. You do not need to enter a user name and password with anonymous binding.

**Note:** By default, Windows 2003 does NOT allow anonymous queries. Windows 2000 servers do allow certain anonymous operations, whose query results are based on the permissions of each object.

6. If you are not using anonymous binding, type a username in the **User name** field. Type a Distinguished Name (DN) to specify the credentials used to query the LDAP server. For DN, enter the common name, organizational unit, and domain. For example, type **uid=admin,ou=Administrators,ou=TopologyManagement,o=NetscapeRoot**. Separate the values with commas but do not use spaces before or after the comma. The value themselves can include spaces, such as **Command Center**.
7. Type the password in the **Password** and **Confirm Password** fields.
8. To specify where the search for users begins, enter a Distinguished Name in **Base DN**. For example, **ou=Administrators,ou=TopologyManagement,o=NetscapeRoot**, searches all organizational units under the domain.
9. To narrow searching to only particular types of objects, type a value in the **Filter** field. For example, **(objectclass=person)** will narrow searching to only person objects.

10. Click **Test Connection** to test the LDAP server using the given parameters. You should receive a confirmation of a successful connection. If not, review the settings carefully for errors and try again.
11. Click **Next** to proceed to the **Advanced** tab to set advanced configuration options for the LDAP server.

## LDAP Advanced Settings

1. Click the **Advanced** tab.

The screenshot shows the 'Add Module' dialog box with the 'Advanced' tab selected. The 'Module Name' is 'LDAP Module 1' and 'Module Type' is 'LDAP'. Under 'Passwords', 'Plain Text' is selected. 'Default Digest' is 'MD5'. Under 'Directory Search for Users', 'User Attribute' is 'AccountName' and 'Group Membership Attribute' is 'memberof'. Under 'Other', 'Use bind after search' is checked. At the bottom are 'Previous', 'Next', 'OK', and 'Cancel' buttons, and a 'Test Connection' button.

Figure 106 LDAP Advanced Settings

2. Click the radio button for **Base 64** if you want the password to be sent to the LDAP server with encryption. Click the radio button for **Plain Text** if you want the password to be sent to the LDAP server as plain text.
3. Click the **Default Digest** drop-down menu and select the default encryption of user passwords.
4. Type the user attribute and group membership attribute parameters in the **User Attribute** and **Group Membership Attribute** fields. These values should be obtained from your LDAP directory schema.
5. Type the bind pattern in the **Bind Username Pattern** field.
6. Check **Use bind** if you want CC-SG to send the username and password entered at login to the LDAP server for authentication. If **Use Bind** is not checked, CC-SG will search the LDAP server for the user name, and if found, will retrieve the LDAP object and locally compare the associated password with the one entered.
7. On some LDAP servers, the password cannot be retrieved as part of the LDAP object. Check **Use bind after search** to instruct CC-SG to bind the password to the LDAP object again and send it back to the server for authentication.
8. Click **OK** to save your changes.

## Sun One LDAP (iPlanet) Configuration Settings

If using a Sun One LDAP server for remote authentication, use this example for parameter settings:

PARAMETER NAME	SUN ONE LDAP PARAMETERS
IP Address/Hostname	<Directory Server IP Address>
User Name	CN=<Valid user id>
Password	<Password>
BaseDN	O=<Organization>
Filter	(objectclass=person)
Passwords (Advanced Screen)	Plain Text
Password Default Digest (Advanced)	SHA
Use Bind	unchecked
Use Bind After Search	Checked

## OpenLDAP (eDirectory) Configuration Settings

If using an OpenLDAP server for remote authentication, use this example:

PARAMETER NAME	OPEN LDAP PARAMETERS
IP Address/Hostname	<Directory Server IP Address>
User Name	CN=<Valid user id>, O=<Organization>
Password	<Password>
User Base	O=accounts, O=<Organization>
User Filter	(objectclass=person)
Passwords (Advanced screen)	Base64
Password Default Digest (Advanced)	Crypt
Use Bind	Unchecked
Use Bind After Search	Checked

## LDAP Certificate Settings

LDAP Certificate settings allow you to upload an LDAP certificate. You can also accept or reject uploaded certificates.

1. Click the **Advanced** tab.
2. Click **Browse**, navigate to the certificate file you want to upload, and then click **Open**.
3. Click **Accept** to accept the certificate as trusted by CC-SG. Click **Reject** to remove the certificate.
4. If you want to delete a certificate, select the certificate, and then click **Delete**.
5. Click **OK** to save your changes.

## Add a TACACS+ Module

CC-SG users who are remotely authenticated by a TACACS+ server need to be created on the TACACS+ server and on CC-SG. The user name on the TACACS+ server and on CC-SG must be the same, although the passwords may be different. Please refer to **Chapter 7: Adding and Managing Users and User Groups** for additional information on adding users who will be remotely authenticated.

1. On the **Administration** menu, click **Security**. The **Security Manager** screen appears, displaying the **General** tab.
2. Click **Add...** to open the Add Module window.

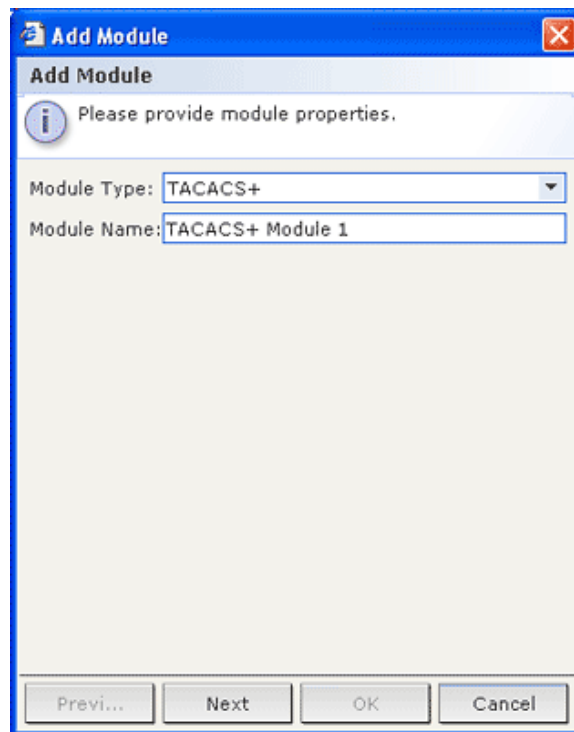


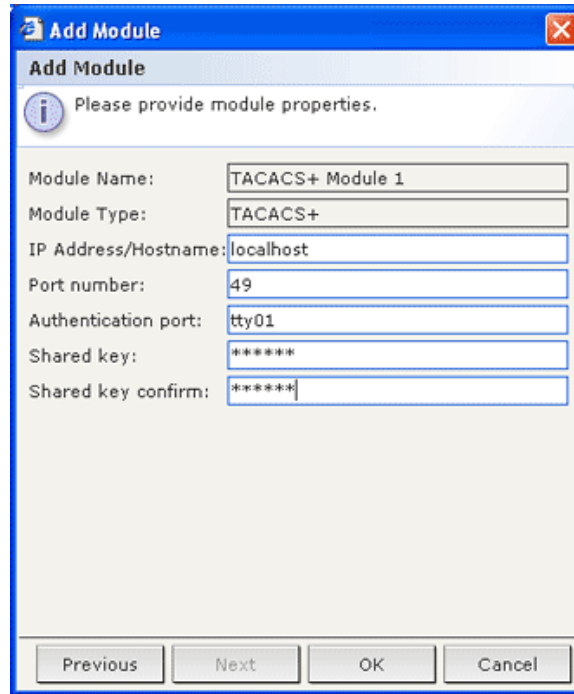
Figure 107 Add TACACS+ Module

3. Click the **Module Type** drop-down menu and select TACACS+ from the list.
4. Type a name for the TACACS+ server in the **Module name** field.
5. Click **Next** to proceed. The **General** tab opens.



## TACACS+ General Settings

1. Type the IP address or hostname of the TACACS+ server in the **IP Address/Hostname Name** field. For hostname rules, please refer to Terminology/Acronyms in Chapter 1: Introduction



The screenshot shows a Windows-style dialog box titled "Add Module". At the top, there is a blue header bar with the title and a close button. Below the header, a message icon (an 'i' in a circle) is followed by the text "Please provide module properties." The main area of the dialog contains several labeled text input fields: "Module Name:" with the value "TACACS+ Module 1", "Module Type:" with the value "TACACS+", "IP Address/Hostname:" with the value "localhost", "Port number:" with the value "49", "Authentication port:" with the value "tty01", "Shared key:" with the value "\*\*\*\*\*", and "Shared key confirm:" with the value "\*\*\*\*\*". At the bottom of the dialog, there are four buttons: "Previous", "Next", "OK", and "Cancel".

Figure 108 TACACS+ General Settings

2. Type the port number on which the TACACS+ server is listening in the **Port Number** field. The default port number is **49**.
3. Type the authentication port in the **Authentication Port** field.
4. Type the shared key in the **Shared Key** and **Shared key confirm** fields.
5. Click **OK** to save the changes.

## Add a RADIUS Module

CC-SG users who are remotely authenticated by a RADIUS server need to be created on the RADIUS server and on CC-SG. The user name on the RADIUS server and on CC-SG must be the same, although the passwords may be different. Please refer to **Chapter 7: Adding and Managing Users and User Groups** for additional information on adding users who will be remotely authenticated.

1. On the **Administration** menu, click **Security**. The **Security Manager** screen appears, displaying the **General** tab.
2. Click **Add...** to open the Add Module window.

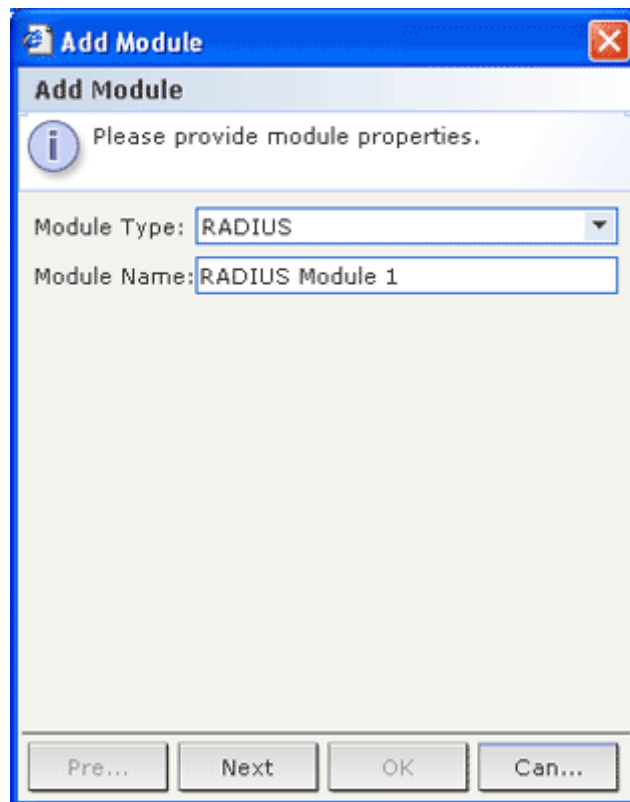


Figure 109 Security Manager Add Module Screen

3. Click the **Module Type** drop-down menu and select RADIUS from the list.
4. Type a name for the RADIUS server in the **Module name** field.
5. Click **Next** to proceed. The **General** tab opens.

## RADIUS General Settings

1. Click the **General** tab.

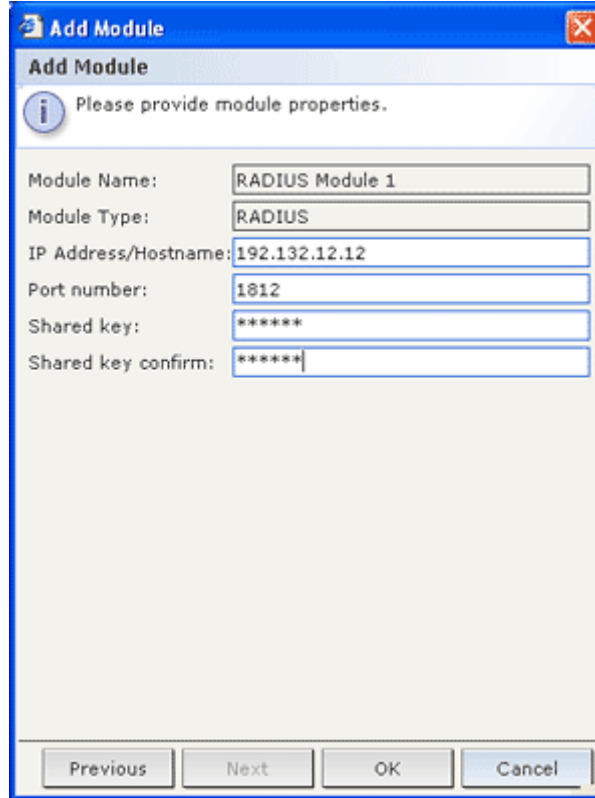
The image shows a Windows-style dialog box titled "Add Module". At the top, there is a header bar with the title and a close button. Below the header, there is a message icon and the text "Please provide module properties.". The main area of the dialog contains several labeled text input fields: "Module Name:" with the value "RADIUS Module 1", "Module Type:" with the value "RADIUS", "IP Address/Hostname:" with the value "192.132.12.12", "Port number:" with the value "1812", "Shared key:" with the value "\*\*\*\*\*", and "Shared key confirm:" with the value "\*\*\*\*\*". At the bottom of the dialog, there are four buttons: "Previous", "Next", "OK", and "Cancel".

Figure 110 Specifying a RADIUS Server

2. Type the IP address or hostname of the RADIUS server in the **IP Address/Hostname** field. For hostname rules, please refer to **Terminology/Acronyms** in **Chapter 1: Introduction**.
3. Type the port number in the **Port Number** field. The default port number is 1812.
4. Type the authentication port in the **Authentication Port** field.
5. Type the shared key in the **Shared Key** and **Shared key confirm** fields.
6. Click **OK** to save the changes.

### Two-Factor Authentication Using RADIUS

By using an RSA RADIUS Server that supports two-factor authentication in conjunction with an RSA Authentication Manager, CC-SG can make use of two-factor authentication schemes with dynamic tokens.

In such an environment, the user logs into CC-SG by first typing their username in the **Username** field. Then the user types their fixed password, followed by the dynamic token value in the **Password** field.

Configuration of the RADIUS server and Authentication manager to enable this is beyond the scope of this document to provide. Configuration of CC-SG is identical to standard RADIUS remote authentication described above. CC-SG should be configured to point at the RADIUS server. Please refer to **Appendix G: Two-Factor Authentication** for additional information.

## Specify Modules for Authentication and Authorization

Once you have added all the external servers as modules in CC-SG, you specify whether you want CC-SG to use each of them for either authentication, authorization, or both.

1. On the **Administration** menu, click **Security**. When the **Security Manager** screen appears, click the **General** tab. All configured external authentication and authorization servers display in the External AA Servers section.
2. For each server, check the **Authentication** checkbox if you want CC-SG to use the server for authentication of users.
3. For each server, check the **Authorization** checkbox if you want CC-SG to use the server for authorization of users. Only AD servers can be used for authorization.
4. Click **Update** to save your changes.

## Establish Order of External AA Servers

In the **General** tab, you can set the order in which CC-SG will query the configured external AA servers. If the first checked option is unavailable, CC-SG will try the second, then the third, and so on, until it is successful.

1. On the **Administration** menu, click **Security**. When the **Security Manager** screen appears, click the **General** tab.

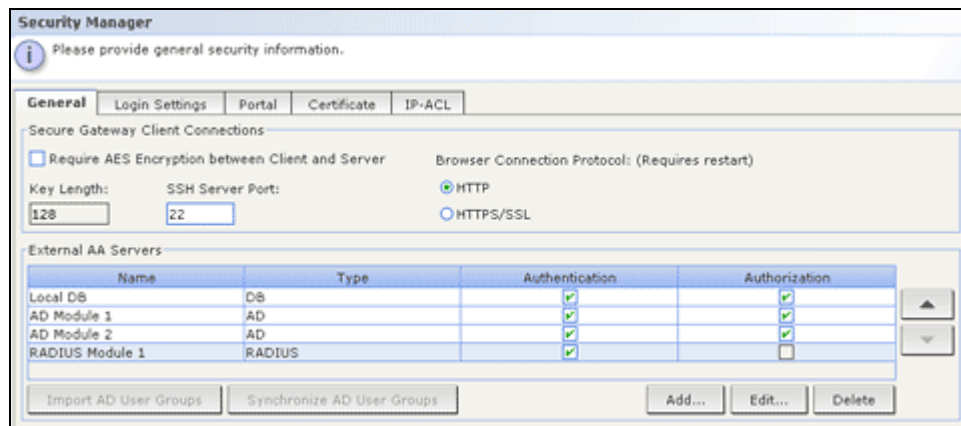


Figure 111 Security Manager General tab

2. The External AA Servers section lists all authentication and authorization options available in CC-SG. Select a name from the list, and then click the up and down arrows to prioritize the sequence of engagement.
3. Click **Update** to save your changes.

## Chapter 10: Generating Reports

Reports can be sorted by clicking on the column headers. Click a column header to sort report data by the values in that column. The data will refresh in ascending order alphabetically, numerically, or chronologically. Click the column header again to sort in descending order.

You can resize the column width in all reports. Hold your mouse pointer on the column divider in the header row until the pointer becomes a double-headed arrow. Click and drag the arrow to the left or right to adjust column width.

The sorting value and column width you use becomes the default report view the next time you log in and run CC-SG reports. For all reports, you can double-click a row to view further details of the report.

---

*Note: In all reports, use CTRL+click to deselect a highlighted row.*

---

### Audit Trail Report

The **Audit Trail** report displays audit logs and access in CC-SG. It captures actions such as adding, editing, or deleting devices or ports, and other modifications.

CC-SG maintains an Audit Trail of the following events:

- When CC-SG is launched
- When CC-SG is stopped
- When a user logs on CC-SG
- When a user logs off CC-SG
- When a user starts a node connection

1. On the **Reports** menu, click **Audit Trail**. The **Audit Trail** screen appears.

Figure 112 Audit Trail Screen

2. Set the date range for the report in the **Start Date** and **End Date** fields. Click each component of the default date (month, day, year, hour, minute, second) to select it, and then click the up and down arrows to reach the desired number.
3. You can limit the data that the report will contain by entering additional parameters in the **Message**, **Username**, and **User IP address** fields.
  - If you want to limit the report by the message text associated with an activity, type the text in the **Message** field.
  - If you want to limit the report to a particular user's activities, type the user's username in the **Username** field.
  - If you want to limit the report to a particular IP address's activities, type the user's IP address in the **User IP address** field.

- Click **OK** to run the report. The report is generated, displaying data about activities that occurred during the designated time period that also comply with any additional parameters specified.

No.	Date	User	User IP Address	Message
1	2007.10.24 at 16:32:42 EDT	admin	192.168.50.72	Audit Trail Report generated from Thu Aug 25 ...
2	2007.10.24 at 16:30:01 EDT	admin	192.168.50.72	Audit Trail Report generated from Tue Oct 25 ...
3	2007.10.24 at 16:16:21 EDT	admin	192.168.50.72	User admin with IP address 192.168.50.72 trie...
4	2007.10.24 at 16:00:40 EDT	admin	192.168.50.72	User admin with IP address 192.168.50.72 log...
5	2007.10.24 at 16:00:40 EDT	admin	192.168.50.72	User admin with IP address 192.168.50.72 log...
6	2007.10.24 at 15:33:40 EDT	admin	192.168.50.176	User admin with IP address 192.168.50.176 lo...
7	2007.10.24 at 15:33:40 EDT	admin	192.168.50.176	User admin with IP address 192.168.50.176 lo...
8	2007.10.24 at 15:33:40 EDT	admin	192.168.50.176	User admin with IP address 192.168.50.176 lo...
9	2007.10.24 at 15:33:40 EDT	admin	192.168.50.176	User admin with IP address 192.168.50.176 lo...
10	2007.10.24 at 15:28:58 EDT	admin	192.168.50.72	ViewStored Reports report generated
11	2007.10.24 at 15:28:38 EDT	admin	192.168.50.72	User admin with IP address 192.168.50.72 trie...
12	2007.10.24 at 15:03:31 EDT	admin	192.168.50.176	User admin with IP address 192.168.50.176 tri...
13	2007.10.24 at 14:47:11 EDT	admin	192.168.50.176	User admin with IP address 192.168.50.176 tri...
14	2007.10.24 at 11:43:51 EDT	admin	192.168.50.176	User admin with IP address 192.168.50.176 lo...
15	2007.10.24 at 11:43:10 EDT	admin	192.168.50.176	User admin with IP address 192.168.50.176 lo...
16	2007.10.24 at 11:19:10 EDT	admin	192.168.50.72	User admin with IP address 192.168.50.72 log...
17	2007.10.24 at 11:17:29 EDT	admin	192.168.50.72	Tasks retrieved by filter.
18	2007.10.24 at 11:13:47 EDT	admin	192.168.50.176	User admin with IP address 192.168.50.176 tri...
19	2007.10.24 at 11:11:46 EDT	admin	192.168.50.176	Accessed Devices Report generated
20	2007.10.24 at 11:11:46 EDT	admin	192.168.50.176	Error Log Report generated from Wed Oct 24 ...
21	2007.10.24 at 11:11:25 EDT	admin	192.168.50.176	Audit Trail Report generated from Wed Oct 24 ...
22	2007.10.24 at 11:10:45 EDT	admin	192.168.50.176	Accessed Devices Report generated
23	2007.10.24 at 11:08:03 EDT	admin	192.168.50.176	Accessed Devices Report generated

Figure 113 Audit Trail Report

- Click **Next** or **Previous** to navigate through the pages of the report.
- Click **Manage Report Data...** to save or print the report. Click **Save** to save the records that are displayed in the current report page to a CSV file or click **Save All** to save all records. Click **Print** to print the records that are displayed in the current report page or **Print All** to print all records. Click **Close** to close the window.
- Click **Clear** to clear the log files used in the report.
- Click **Close** to close the report.

## Error Log Report

CC-SG stores error messages in a series of Error Log files, which can be accessed and used to help troubleshoot problems.

- On the **Reports** menu, click **Error Log**. The **Error Log** screen appears.

Figure 114 Error Log Screen

- Set the date range for the report in the **Start Date** and **End Date** fields. Click each component of the default date (month, day, year, hour, minute, second) to select it, and then click the up and down arrows to reach the desired number.
- You can limit the data that the report will contain by entering additional parameters in the **Message**, **Username**, and **User IP address** fields.
  - If you want to limit the report by the message text associated with an activity, type the text in the **Message** field.
  - If you want to limit the report to a particular user's activities, type the user's username in the **Username** field.

- If you want to limit the report to a particular IP address's activities, type the user's IP address in the **User IP address** field.
4. Click **OK** to run the report. The report is generated, displaying data about activities that occurred during the designated time period that also comply with any additional parameters specified.

No.	Date	User	User IP Address	Message
1	2006.10.18 at 16:07:50...		192.168.51.86	User admin with IP address 192.168.51.86 tried to l...
2	2006.10.18 at 15:36:28...		24.84.14.92	User comsys with IP address 24.84.14.92 tried to l...
3	2006.10.18 at 15:35:48...		24.84.14.92	User comsys with IP address 24.84.14.92 tried to l...
4	2006.10.18 at 12:18:24...		192.168.50.176	User admin with IP address 192.168.50.176 tried t...
5	2006.10.17 at 19:15:25...		24.84.14.92	User Comsys with IP address 24.84.14.92 tried to l...
6	2006.10.17 at 14:07:46...		192.168.58.52	User admin with IP address 192.168.58.52 tried to ...
7	2006.10.17 at 14:07:26...		192.168.58.52	User admin with IP address 192.168.58.52 tried to ...
8	2006.10.17 at 09:38:10...		192.168.50.62	User admin with IP address 192.168.50.62 tried to ...
9	2006.10.17 at 09:36:50...		192.168.50.90	User admin with IP address 192.168.50.90 tried to ...
10	2006.10.17 at 09:36:30...		192.168.50.90	User admin with IP address 192.168.50.90 tried to ...
11	2006.10.17 at 09:28:30...		192.168.51.21	User admin with IP address 192.168.51.21 tried to ...
12	2006.10.17 at 09:28:10...		192.168.51.21	User admin with IP address 192.168.51.21 tried to ...
13	2006.10.16 at 16:34:51...		192.168.50.176	User charlie with IP address 192.168.50.176 tried t...
14	2006.10.16 at 16:34:51...		192.168.50.176	User charlie with IP address 192.168.50.176 tried...
15	2006.10.16 at 16:06:45...		192.168.51.91	User admin with IP address 192.168.51.91 tried to ...
16	2006.10.16 at 16:06:45...		192.168.51.91	User admin with IP address 192.168.51.91 tried to ...
17	2006.10.16 at 16:06:25...		192.168.51.91	User admin with IP address 192.168.51.91 tried to ...
18	2006.10.16 at 13:25:00...		71.224.200.69	User Comsys with IP address 71.224.200.69 tried t...
19	2006.10.16 at 13:24:40...		71.224.200.69	User Comsys with IP address 71.224.200.69 tried t...
20	2006.10.16 at 06:28:03...		219.134.26.39	User remoteaccess with IP address 219.134.26.39 t...
21	2006.10.16 at 06:26:03...		219.134.26.39	User Comsys with IP address 219.134.26.39 tried t...
22	2006.10.16 at 06:25:43...		219.134.26.39	User Comsys with IP address 219.134.26.39 tried t...
23	2006.10.16 at 06:25:43...		219.134.26.39	User Comsys with IP address 219.134.26.39 tried t...

Figure 115 Error Log Report

- Click **Next** or **Previous** to navigate through the pages of the report.
- Click **Manage Report Data...** to save or print the report. Click **Save** to save the records that are displayed in the current report page to a CSV file or click **Save All** to save all records. Click **Print** to print the records that are displayed in the current report page or **Print All** to print all records. Click **Close** to close the window.
- Click **Clear** to clear the log files used in the report.
- Click **Close** to close the report.

## Access Report

Run the Access report to view information about accessed devices and ports, when they were accessed, and the user who accessed them.

1. On the **Reports** menu, click **Accessed Report**. The **Access Report** screen appears.

Figure 116 Access Report Screen

2. Set the date range for the report in the **Start Date** and **End Date** fields. Click each component of the default date (month, day, year, hour, minute, second) to select it, and then click the up and down arrows to reach the desired number.



3. You can limit the data that the report will contain by entering additional parameters in the **Message**, **Device name**, **Port name**, **Username**, and **User IP address** fields.
  - If you want to limit the report by the message text associated with an activity, type the text in the **Message** field.
  - If you want to limit the report to a particular device, type the device name in the **Device name** field.
  - If you want to limit the report to a particular port, type the port name in the **Port name** field.
  - If you want to limit the report to a particular user's activities, type the user's username in the **Username** field.
  - If you want to limit the report to a particular IP address's activities, type the user's IP address in the **User IP address** field.
4. Click **OK** to run the report. The report is generated, displaying data about access that occurred during the designated time period that also complies with any additional parameters specified.

Access Report						
No.	Date	Device	Port	User	User IP Address	Message
9	2007.10.20 at 1...	Kenny32-KX	AccessUSTIPLocal	Kephart	192.168.51.38	Connection expired
10	2007.10.20 at 1...	Kenny32-KX	AccessUSTIPLocal	admin	192.168.50.176	Connection expired
11	2007.10.20 at 1...	Kenny32-KX	AccessUSTIPLocal	admin	192.168.50.176	Connection expired
12	2007.10.20 at 1...	Kenny32-KX	AccessUSTIPLocal	Kephart	192.168.51.38	Connection expired
13	2007.10.20 at 1...	Kenny32-KX	AccessUSTIPLocal	Kephart	192.168.51.38	Connection expired
17	2007.10.20 at 1...	Kenny32-KX	AccessUSTIPLocal	Kephart	192.168.51.38	Connection expired
18	2007.10.20 at 1...	Kenny32-KX	AccessUSTIPLocal	Kephart	192.168.51.38	Connection expired
19	2007.10.20 at 1...	Kenny32-KX	AccessUSTIPLocal	Charlie	192.168.50.176	Connection expired
20	2007.10.20 at 1...	Kenny32-KX	AccessUSTIPLocal	Charlie	192.168.50.176	Connection expired
21	2007.10.20 at 1...	Kenny32-KX	AccessUSTIPLocal	admin	192.168.50.62	Connection expired
25	2007.10.20 at 0...	Kenny32-KX	IPR-32-59	admin	192.168.50.90	Connection expired
26	2007.10.19 at 2...	Kenny32-KX		admin	192.168.50.90	Connection expired
27	2007.10.19 at 2...	Kenny32-KX		admin	192.168.50.90	Connection expired
29	2007.10.19 at 2...	Kenny32-KX	lingoUSTIPLocal	admin	192.168.50.90	Connection expired
46	2006.10.17 at 1...	Kenny32-KX	lingoUSTIPLocal	Charlie	192.168.50.176	Connection expired
47	2006.10.17 at 1...	Kenny32-KX	lingoUSTIPLocal	Charlie	192.168.50.176	Connection expired
50	2006.10.17 at 1...	Kenny32-KX	lingoUSTIPLocal	admin	192.168.51.91	Connection expired
51	2006.10.17 at 1...	Kenny32-KX	lingoUSTIPLocal	Charlie	192.168.50.176	Connection expired
53	2006.10.17 at 1...	Kenny32-KX	lingoUSTIPLocal	Charlie	192.168.50.176	Connection expired
54	2006.10.17 at 1...	Kenny32-KX	lingoUSTIPLocal	Charlie	192.168.50.176	Connection expired
63	2006.10.14 at 0...	Kenny32-KX	P2SC-32-60	comsys	66.133.247.6	Connection expired
65	2006.10.11 at 1...	Kenny32-KX	P2SC-32-60	admin	192.168.51.134	Connection expired
67	2006.10.10 at 1...	Kenny32-KX	P2SC-32-60	admin	192.168.58.37	Connection expired

Figure 117 Access Report

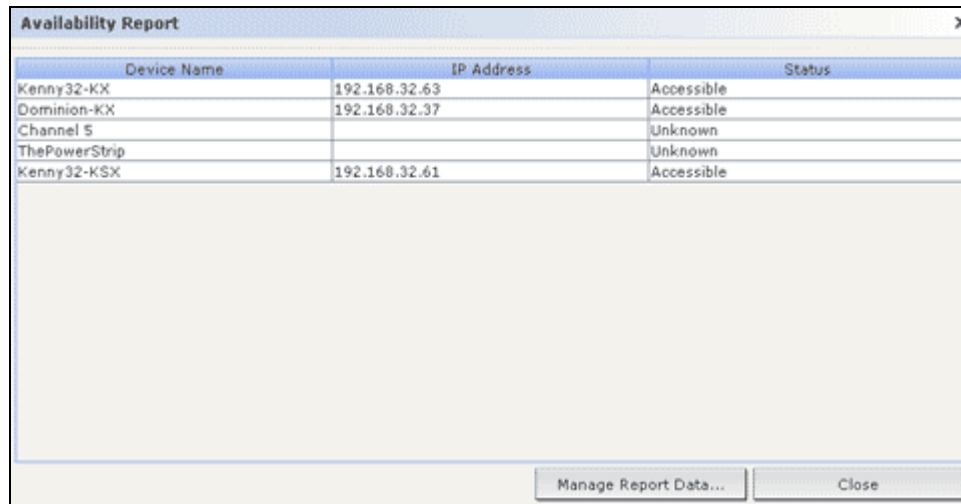
- Click **Next** or **Previous** to navigate through the pages of the report.
- Click **Manage Report Data...** to save or print the report. Click **Save** to save the records that are displayed in the current report page to a CSV file or click **Save All** to save all records. Click **Print** to print the records that are displayed in the current report page or **Print All** to print all records. Click **Close** to close the window.
- Click **Clear** to clear the log files used in the report.
- Click **Close** to close the report.



## Availability Report

The Availability Report displays the status of all connections, showing devices by name and IP address. This report gives you the full accessibility picture for all devices on your system, and supplies information that could be useful for troubleshooting.

1. On the **Reports** menu, click **Availability Report**. The **Availability Report** is generated.



The screenshot shows a window titled "Availability Report" with a close button (X) in the top right corner. Inside the window is a table with three columns: "Device Name", "IP Address", and "Status". The table contains five rows of data. Below the table, there are two buttons: "Manage Report Data..." and "Close".

Device Name	IP Address	Status
Kenny32-KX	192.168.32.63	Accessible
Dominion-KX	192.168.32.37	Accessible
Channel 5		Unknown
ThePowerStrip		Unknown
Kenny32-KSX	192.168.32.61	Accessible

Figure 118 Availability Report

- Click **Manage Report Data...** to save or print the report. Click **Save** to save the records that are displayed in the current report page to a CSV file or click **Save All** to save all records. Click **Print** to print the records that are displayed in the current report page or **Print All** to print all records. Click **Close** to close the window.
- Click **Close** to close the report.

## Active Users Report

The Active Users report displays current users and user sessions. You can select active users from the report and disconnect them from CC-SG.

1. On the **Reports** menu, click **Users**, and then click **Active Users**. The **Active Users** report is generated.

User Name	Access Time	Register Time	Remote Ad...	Remote ...	Server Node	Login Type	Cl...
shail	2007.10.24 at 18:09:25 EDT	2007.10.24 at 18:09:25 EDT	192.168.50...	192.168...	192.168.32...	Html Client	
shail	2007.10.24 at 18:10:29 EDT	2007.10.24 at 18:10:29 EDT	192.168.50...	192.168...	192.168.32...	Html Client	
shail	2007.10.24 at 18:16:47 EDT	2007.10.24 at 18:16:47 EDT	192.168.50...	192.168...	192.168.32...	Html Client	
shail	2007.10.24 at 18:19:34 EDT	2007.10.24 at 18:19:34 EDT	192.168.50...	192.168...	192.168.32...	Html Client	
shail	2007.10.24 at 18:20:47 EDT	2007.10.24 at 18:20:47 EDT	192.168.50...	192.168...	192.168.32...	Html Client	
admin	2007.10.24 at 16:16:10 EDT	2007.10.24 at 16:16:10 EDT	192.168.50...	192.168...	192.168.32...	CC Client	
admin	2007.10.24 at 18:08:02 EDT	2007.10.24 at 18:08:02 EDT	192.168.50...	192.168...	192.168.32...	CC Client	

Figure 119 Active Users Report

- To disconnect a user from an active session in CC-SG, select the user name you want to disconnect, and then click **Logout**.
- Click **Manage Report Data...** to save or print the report. Click **Save** to save the records that are displayed in the current report page to a CSV file or click **Save All** to save all records. Click **Print** to print the records that are displayed in the current report page or **Print All** to print all records. Click **Close** to close the window.
- Click **Close** to close the report.

## Locked Out Users Report

The Locked Out Users report displays users who are currently locked out of CC-SG because they made too many unsuccessful login attempts. You can unlock users from this report. Please refer to [Chapter 12: Advanced Administration, Lockout Settings](#) for additional information on lockout settings.

1. On the **Reports** menu, click **Users**, and then click **Locked Out Users**.

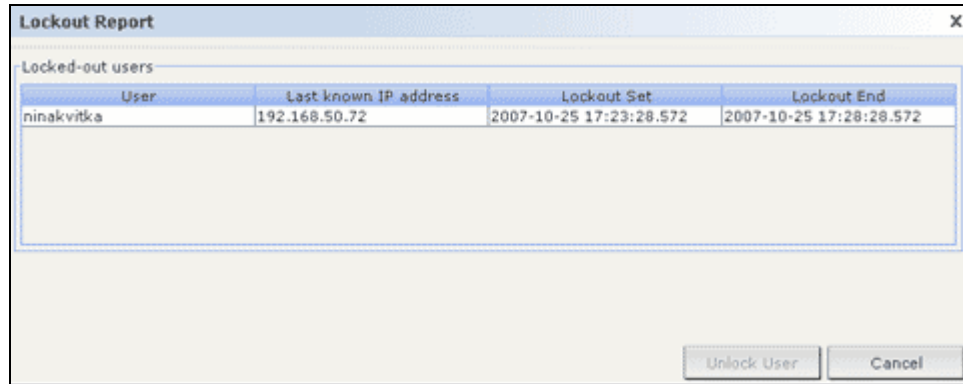


Figure 120 Locked Out Users Report

- To unlock a user who has been locked out of CC-SG, select the user name you want to unlock, and then click **Unlock User**. An
- Click **Cancel** to close the report.

## User Data Report

The User Data report displays certain data on all users in the CC-SG database.

1. On the **Reports** menu, click **Users**, and then click **User Data**. The All Users' Data report is generated.

User Name	Phone	Enabled	Password Ex...	Groups	Privileges	Email	User Type
shail		true	7	CC Users	Node Out-of-...	shail.laronne...	local
ninakvitka		true		System Adm...	CC Setup An...	nina.kvitka@...	local
Mickey_Mouse		true				mickey@disn...	remote
Hetalp		true		System Adm...	CC Setup An...	hetal.patel@r...	local
IeseUser		true		CC Users	Node Out-of-...	elizabeth.lelli...	local
Kephart		true		CCUserSecu...	User Securit...	craig.kephar...	local
Charlie		true		System Adm...	CC Setup An...	charles.mele...	local
comsys		true		System Adm...	CC Setup An...		local
Mikey		true		System Adm...	CC Setup An...		local
testx		true					remote
UserDevCon...		true		CCDeviceCe...	Device Confi...		local
MrUserMgmnt		true		CCUserMgmnt	User Manage...		local
UserSetupCo...		true		CCSetupAnd...	CC Setup An...		local
DrNo		true		NoPrivileges			local
MrUserSec		true		CCUserSecu...	User Securit...		local
test		true		System Adm...	CC Setup An...		local
test1		true		System Adm...	CC Setup An...		local
test12		true		System Adm...	CC Setup An...		local
NoGroupUser		true		CC Users	Node Out-of-...		local
admin		true	100	CC Super-User	CC Setup An...		local
MrNoGroup		true					local
Kenny		true		System Adm...	CC Setup An...		local

Manage Report Data... Close

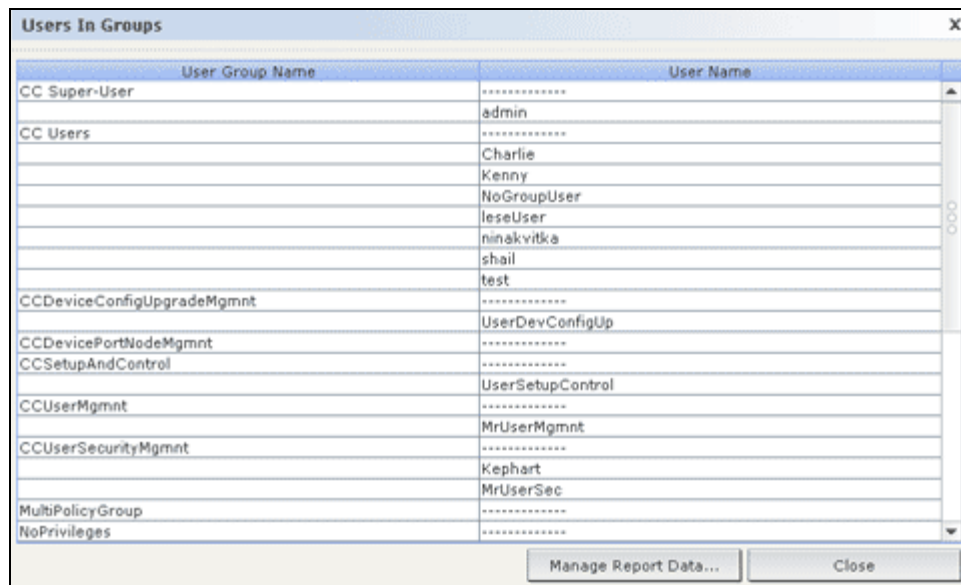
Figure 121 All Users' Data Report

- The **User Name** field displays the user names of all CC-SG users.
- The **Phone** field displays the user's dial back telephone number, which is only applicable for users of CC-SG G1 systems that include a modem.
- The **Enabled** field displays **true** if the user is able to log in to CC-SG, or **false** if the user is not able to log in to CC-SG, based on whether the **Login Enabled** checkbox is checked in the User Profile. Please refer to [Chapter 7: Adding and Managing Users and User Groups, Add User](#) for additional information.
- The **Password Expiration** field displays the number of days that the user can use the same password before being forced to change it. Please refer to [Chapter 7: Adding and Managing Users and User Groups, Add User](#) for additional information.
- The **Groups** field displays the user groups that the user belongs to.
- The **Privileges** field displays the CC-SG privileges assigned to the user. Please refer to [Appendix D: User Group Privileges](#) for additional information.
- The **Email** field displays the email address for the user, as specified in the User Profile.
- The **User Type** field displays **local** or **remote**, depending on the user's access method.
- Click **Manage Report Data...** to save or print the report. Click **Save** to save the records that are displayed in the current report page to a CSV file or click **Save All** to save all records. Click **Print** to print the records that are displayed in the current report page or **Print All** to print all records. Click **Close** to close the window.
- Click **Close** to close the report.

## Users in Groups Report

The Users In Group report displays data on users and the groups with which they are associated.

1. On the **Reports** menu, click **Users**, and then click **Users In Groups**. The **Users In Groups** report is generated.



User Group Name	User Name
CC Super-User	admin
CC Users	Charlie
	Kenny
	NoGroupUser
	leseUser
	ninakvitka
	shail
	test
CCDeviceConfigUpgradeMgmnt	UserDevConfigUp
CCDevicePortNodeMgmnt	
CCSetupAndControl	UserSetupControl
CCUserMgmnt	MrUserMgmnt
CCUserSecurityMgmnt	Kephart
	MrUserSec
MultiPolicyGroup	
NoPrivileges	

Figure 122 Users In Groups Report

- Click **Manage Report Data...** to save or print the report. Click **Save** to save the records that are displayed in the current report page to a CSV file or click **Save All** to save all records. Click **Print** to print the records that are displayed in the current report page or **Print All** to print all records. Click **Close** to close the window.
- Click **Close** to close the report.

## Group Data Report

The Group Data report displays user group, node group, and device group information. View user groups by name and description, view node groups by name, and view device groups by name, all in one screen.

1. On the **Reports** menu, click **Users**, and then click **Group Data**. The **Groups** report is generated.

The screenshot shows a window titled "Groups" with a close button (X) in the top right corner. It contains three main sections, each with a table and a "Manage Report Data..." button below it.

**User Groups Section:**

User Group Name	Group Description	Privileges	Policies
CC Super-User	Do Not Delete	CC Setup And Control, De...	
CC Users	Command Center Users	Node Out-of-band Access, ...	Full Access Policy
CCDeviceConfigUpgradeM...		Device Configuration And ...	
CCDevicePortNodeMgmnt		Device, Port and Node Ma...	
CCSetupAndControl		CC Setup And Control	

**Node Groups Section:**

Node Group Name	Full Rule String
All Nodes	Node Name LIKE %
MrAdmin	
Server Room North	
Server Room South	
engineering Nodes	Department = engineering

**Device Groups Section:**

Device Group Name	Full Rule String
All Devices	Device Name LIKE %
CC Super-User Device Group	Device Name LIKE %
DeviceGroup1	
MrAdmin	
NinaDeviceGroup	

At the bottom of the window are two buttons: "Manage Report Data..." and "Close".

Figure 123 Groups Report

- Click **Manage Report Data...** to save or print the report section. Click **Save** to save the records that are displayed in the current report page to a CSV file or click **Save All** to save all records. Click **Print** to print the records that are displayed in the current report page or **Print All** to print all records. Click **Close** to close the window.
- Click **Close** to close the report.
- Click the ... button next to a row to display either the policies associated with the user group, the list of nodes that satisfy the node group rule, or the list of devices that satisfy the device group rule.

## AD User Group Report

The AD User Group report displays all users in groups that were imported into CC-SG from Active Directory servers that have been configured for both authentication and authorization. The report does not include users who were added locally, via CC-SG, to the AD user groups.

1. On the **Reports** menu, click **Users**, and then click **AD Users Group Report**. The AD User Groups Report screen appears.
2. The **AD Server** list includes all AD servers that have been configured on CC-SG for both authentication and authorization. Check the checkbox that corresponds to each AD server you want CC-SG to include in the report.
3. In the **AD User Groups** section, the **Available** list includes all user groups that were imported into CC-SG from the AD servers you checked in the **AD Server** list. Select the user groups you want to include in the report, and then click **Add** to move the user groups to the **Selected** list.

- Click **Apply**. The AD User Group report is generated.

Server	User group	User
AD Module 1	TestGroup11	S-1-5-21-2359958570-3709906859-38261...
AD Module 1	TestGroup11	TestUser11
AD Module 1	TestGroup11	TestUser11

Figure 124 AD User Group Report

- Click **Manage Report Data...** to save or print the report section. Click **Save** to save the records that are displayed in the current report page to a CSV file or click **Save All** to save all records. Click **Print** to print the records that are displayed in the current report page or **Print All** to print all records. Click **Close** to close the window.
- Click **Close** to close the report.

## Asset Management Report

The **Asset Management** report displays data on devices currently managed by CC-SG.

- On the **Reports** menu, click **Devices**, and then click **Asset Management Report**. The **Asset Management** report is generated for all devices.
- If you want to filter the report data by device type, click the **Device** type drop-down arrow, select a device type from the list, and then click **Apply**. The report is generated again with the selected filter applied.

Device Name	Description	Device Type	IP Address	TCP Port	Version	Serial number
Channel S		PowerStrip				N/A
Dominion-KX	Dominion KX model DKX ver. 1.4.0.5.13	Dominion KX	192.168.32.37	5000	1.4.0.5.13	N/A
Kenhy32-KSX	Dominion KSX model RX440 ver. 3.22.5.3	Dominion KSX	192.168.32.61	5000	3.22.5.3	N/A
Kenhy32-KX	Dominion KX model DKX ver. 1.4.0.5.13	Dominion KX	192.168.32.63	5000	1.4.0.5.13	N/A
ThePowerStrip	Just Another PowerStrip	PowerStrip				N/A

Figure 125 Asset Management Report

- Devices whose versions do not comply with the Compatibility Matrix will display in red text in the **Device Name** field.
- Click **Manage Report Data...** to save or print the report section. Click **Save** to save the records that are displayed in the current report page to a CSV file or click **Save All** to save all

records. Click **Print** to print the records that are displayed in the current report page or **Print All** to print all records. Click **Close** to close the window.

- Click **Refresh** to generate a new report. The report may take several minutes to generate, based on the size of your system configuration.
- Click **Close** to close the report.

## Node Asset Report

The Node Asset report displays node name, interface name and type, device name and type, and node group for all nodes under CC-SG management. You can also filter the report to include only data about nodes that correspond to a specified node group, interface type, device type, or device.

1. On the **Reports** menu, click **Nodes**, and then click **Node Asset Report**. The Node Asset Report screen displays.

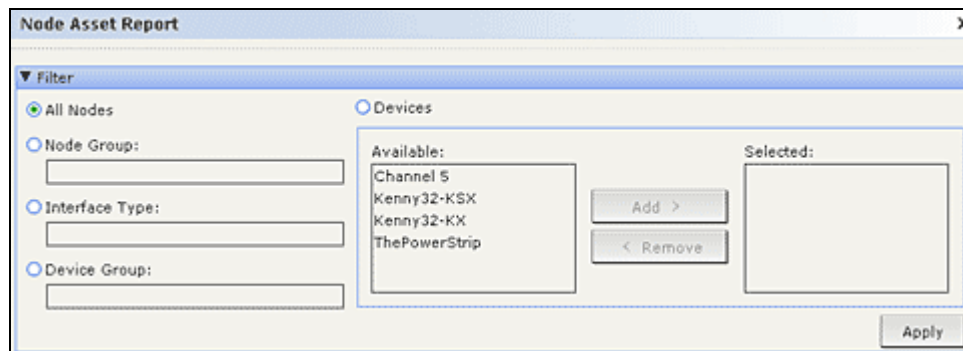


Figure 126 Node Asset Report Screen

2. Click the radio button that corresponds to the filtering criteria you want to apply to the report, **All Nodes**, **Node Group**, **Device Group**, or **Devices**.
  - If you selected **Node Group**, **Interface Type** or **Device Group**, click the corresponding drop-down arrow, and then select a parameter from the list.
  - If you selected **Devices**, select the devices in the **Available** list whose node assets you want to include in the report, and then click **Add** to move them to the **Selected** list.



- Click **Apply** to generate the report. The Node Asset Report generates.

**Node Asset Report**

**Filter**

☒ All Nodes ☐ Devices

☐ Node Group:

☐ Interface Type:

☐ Device Group:

**Available:**

- Channel 5
- Kenny32-KSX
- Kenny32-KX
- ThePowerStrip

**Selected:**

Node Name	Interface Name	Interface Type	Node Group	Device Name	Device Type
HP ML370 Server	In-Band - VNC Int...	In-Band - VNC	test node group, ...	N/A	N/A
HP ML370 Server	In-Band - SSH Int...	In-Band - SSH	test node group, ...	N/A	N/A
HP ML370 Server	In-Band - iLO/RIL...	In-Band - iLO/RIL...	test node group, ...	N/A	N/A
HP ML370 Server	Power Control - iL...	Power Control - iL...	test node group, ...	N/A	N/A
HP ML370 Server	Out-of-Band - KV...	Out-of-Band - KVM	test node group, ...	Kenny32-KSX	Dominion KSX
Cisco 2600	Out-of-Band - KV...	Out-of-Band - KVM	test node group, ...	Dominion-KX	Dominion KX
LINUX	Linux OOB - KVM ...	Out-of-Band - KVM	All Nodes	Dominion-KX	Dominion KX
in-band same add...	Power Control - iL...	Power Control - iL...	MrAdmin, All Nodes	N/A	N/A
in-band same add...	In-Band - iLO/RIL...	In-Band - iLO/RIL...	MrAdmin, All Nodes	N/A	N/A
CC-SG	In-Band - SSH Int...	In-Band - SSH	MrAdmin, All Nodes	N/A	N/A
WIN	Power Control - M...	Power Control - M...	Server Room Sou...	Channel 5	PowerStrip

Figure 127 Node Asset Report

- Click **Manage Report Data...** to save or print the report. Click **Save** to save the records that are displayed in the current report page to a CSV file or click **Save All** to save all records. Click **Print** to print the records that are displayed in the current report page or **Print All** to print all records. Click **Close** to close the window.
- Click **Close** to close the report.

## Active Nodes Report

The Active Nodes report includes the name and type of each active interface, the current user, a timestamp, and the user IP address for each node with an active connection. You can view the active nodes list and disconnect nodes from this report.

- On the **Reports** menu, click **Nodes**, and then click **Active Nodes**. The Active Nodes report generates if there are currently active nodes.

**Active Nodes Report**

User Name	Node	Device	Date/Time Opened	User IP Address	Interface	Type
admin	KVM Target 1	Kenny32-KSX	Tue Nov 07 10:19:07 ...	192.168.50.151	Out-of-Band - KVM Interface	Out-of-Band - KVM

Figure 128 Active Nodes Report

- To disconnect a node from a current session, select the node you want to disconnect, and then click **Disconnect**.
- Click **Manage Report Data...** to save or print the report. Click **Save** to save the records that are displayed in the current report page to a CSV file or click **Save All** to save all records.

Click **Print** to print the records that are displayed in the current report page or **Print All** to print all records. Click **Close** to close the window.

- Click **Close** to close the report.

## Node Creation Report

The Node Creation report lists all node creation attempts, both successful and unsuccessful, within a specified timeframe. You can specify whether you want to see all node creation attempts, or only those that are potential duplicate nodes.

1. On the **Reports** menu, click **Nodes**, and then click **Node Creation**. The Node Creation screen displays.

Figure 129 Node Creation Report Screen

2. Set the date range for the report in the **Start Date** and **End Date** fields. Click each component of the default date (month, day, year, hour, minute, second) to select it, and then click the up and down arrows to reach the desired number.
3. Check the **Potential Duplicates Only** checkbox to limit the report to only those nodes that have been flagged as potential duplicates.
4. Click **Apply**. The Node Creation report is generated.

Node	Date/Time of Creation	Created By	Result
LINUX	2006.10.18 at 11:32:04 EDT	admin	SUCCESS
SunUltra	2006.10.18 at 11:32:04 EDT	admin	SUCCESS
Cisco 2600	2006.10.18 at 11:32:04 EDT	admin	SUCCESS
WIN .	2006.10.18 at 11:32:04 EDT	admin	SUCCESS
KVM Target 1	2006.10.13 at 09:32:54 EDT	comsys	SUCCESS
CC-SG	2006.10.11 at 18:46:03 EDT	admin	SUCCESS
Hetal's Server	2006.10.11 at 15:11:05 EDT	admin	SUCCESS
IBM Server	2006.10.11 at 13:07:54 EDT	admin	SUCCESS
HP ML370 Server	2006.10.11 at 12:31:20 EDT	admin	SUCCESS
unknown Kuolin interface	2006.10.10 at 17:22:40 EDT	admin	SUCCESS
iLO Card on an HP Server	2006.10.10 at 17:15:00 EDT	admin	SUCCESS
Serial Target 1	2006.10.10 at 14:24:58 EDT	admin	SUCCESS
IPR-32-59	2006.10.10 at 09:37:22 EDT	admin	SUCCESS
lingoUSTIPLocal	2006.10.10 at 09:37:21 EDT	admin	SUCCESS
P2SC-32-60	2006.10.10 at 09:37:21 EDT	admin	SUCCESS

Figure 130 Node Creation Report

- The Result field displays **Success**, **Failed**, or **Potential Duplicate** to describe the outcome of the node creation attempt
- Click **Manage Report Data...** to save or print the report section. Click **Save** to save the records that are displayed in the current report page to a CSV file or click **Save All** to save all records. Click **Print** to print the records that are displayed in the current report page or **Print All** to print all records. Click **Close** to close the window.
- Click **Close** to close the report.

## Query Port Report

The Query Port Report displays all ports according to port status.

1. On the **Reports** menu, click **Ports**, and then click **Query Port**. The **Query Port** screen appears.

Figure 131 Query Port Screen

2. In the **Select port status** section, check the checkboxes that correspond to the port statuses you want to include in the report. Checking more than one checkbox and clicking **Apply** will display ports with all statuses that are selected.

PORT STATUS	DEFINITION
All	All port statuses.
New	Port is available (physical connection to target server is in place), but the port has not been configured.
Unused	Port is unavailable (physical connection to target server is not in place) and the port has not been configured.
Available	Port has been configured and connection to port is possible.
Unavailable	Connection to port is not possible since the device is down and unavailable.
Busy	A user is connected to this port.

3. Check the **Show Ghosted Ports** checkbox in conjunction with one or more port statuses to display ports that have the selected port status in addition to being ghosted. A ghosted port can occur when a CIM or target server is removed from a Paragon system or powered off (manually or accidentally). Refer to Raritan's **Paragon II User Manual** for additional information.

- Click **Apply** to generate the report.

**Query Port**

Filter

Select port status:

☒ All ☒ Available ☒ Busy ☒ New ☒ Unavailable ☒ Unused

☐ Show Ghosted Ports **Apply**

Ports

Device Name	Port Name	Port Type	Port Status	
Dominion-KX	LINUX	KVM Port	Unavailable	
Dominion-KX	SunUltra	KVM Port	Unavailable	
Dominion-KX	Unnamed	KVM Port	Unavailable	
Dominion-KX	WIN .	KVM Port	Unavailable	
Dominion-KX	Dominion-KX Power Supply	Power Supply Port	Unavailable	
Kenny32-KSX	KVM Target 1	KVM Port	Available	
Kenny32-KSX	KVM Target 2	KVM Port	New	<b>Configure</b>
Kenny32-KSX	KVM Target 3	KVM Port	New	<b>Configure</b>
Kenny32-KSX	KVM Target 4	KVM Port	New	<b>Configure</b>
Kenny32-KSX	Kenny32-KSX Power Supply	Power Supply Port	New	<b>Configure</b>
Kenny32-KSX	Admin	Serial Port	New	<b>Configure</b>
Kenny32-KSX	PowerPort	Serial Port	New	<b>Configure</b>
Kenny32-KSX	Serial Target 1	Serial Port	Busy	
Kenny32-KSX	Serial Target 2	Serial Port	Available	
Kenny32-KSX	Serial Target 3	Serial Port	New	<b>Configure</b>

2 2/4 **Close**

Figure 132 Query Port Report

- Click the arrow icons at the bottom right of the report to navigate through multiple page reports.
- Click **Configure** next to a New or Unused port in the report to configure it.
- Click **Close** to close the report.

## Active Ports Report

The Active Ports report displays out-of-band ports that are currently in use. You can view the active ports list and disconnect ports from this report.

- On the **Reports** menu, click **Ports**, and then click **Active Ports**. The **Active Ports** report is generated.

**Active Ports**

Active Sessions

User	Device	Port	Allowed	Opened	User IP Address	Connection Type
admin	Kenny32-KSX	Serial Target 1	Tue Nov 07 18:1...	Tue Nov 07 18:...	192.168.50.151	Out-Of-Band

**Manage Report Data...** **Disconnect** **Close**

Figure 133 Active Ports Report

- To disconnect a port from a current session, select the port you want to disconnect, and then click **Disconnect**.
- Click **Manage Report Data...** to save or print the report. Click **Save** to save the records that are displayed in the current report page to a CSV file or click **Save All** to save all records. Click **Print** to print the records that are displayed in the current report page or **Print All** to print all records. Click **Close** to close the window.
- Click **Close** to close the report.

## Scheduled Reports

Scheduled Reports displays reports that were scheduled in the Task Manager. All Scheduled Reports can be viewed in HTML format. Please refer to **Chapter 12: Advanced Administration** for additional information.

1. On the **Reports** menu, click **Scheduled Reports**.
2. Click **Get Reports** to view the entire list of all scheduled reports that were created by all owners. By default, all reports that were scheduled from one hour ago until the current time are displayed.
3. To filter the reports displayed, you can select a particular **Report Type**, such as Active Ports Report, or **Report Owner**, or change the start and end dates in the **Reports generated between** fields by clicking each component of the default date (month, day, year, hour, minute, second) to select it, and then click the up and down arrows to reach the desired number. You can enter a **Report Name** to filter on the name—enter a phrase or partial phrase of the name; matches are case in-sensitive and wildcards are not allowed.
4. Click **Get Reports** to view the filtered list.
5. To view an individual report, highlight the report in the list, and then click **Show Report**.
6. Click **Close** to close the report.

## CC-NOC Synchronization Report

The CC-NOC Synchronization report lists all targets, along with their IP addresses, that the CC-SG subscribes to and that are monitored by a CC-NOC given a particular discovery date. Any new targets that are discovered in the configured range are displayed here as well. Please refer to **Add a CC-NOC in Chapter 12: Advanced Administration** for details. You can also purge targets from the CC-SG database from this report.

1. On the **Reports** menu, click **CC-NOC Synchronization**.

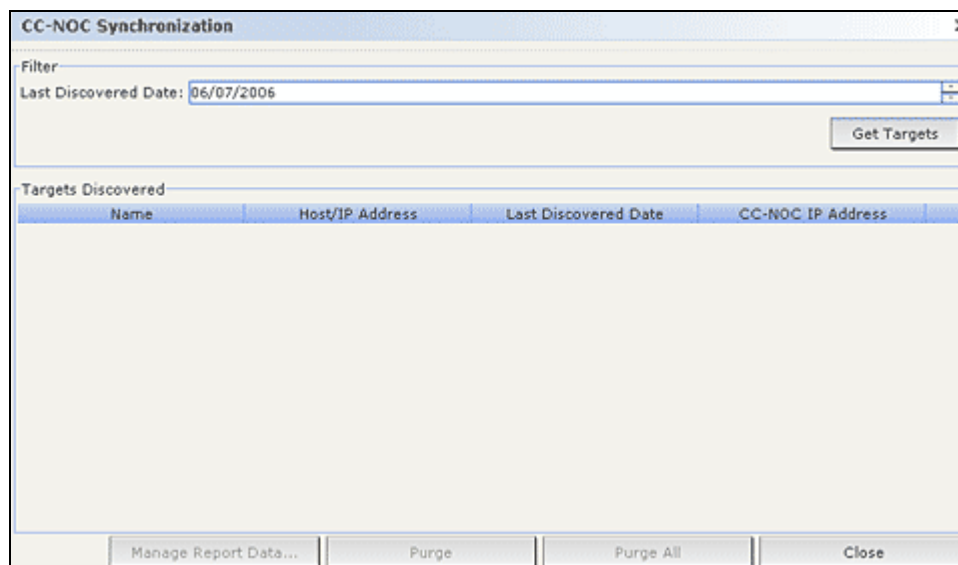


Figure 134 CC-NOC Synchronization Report

2. Select a **Last Discovered Date**, and then click **Get Targets**. The targets that were discovered on or earlier than the **Last Discovered Date** are displayed under **Targets Discovered**.
  - If you want to purge a target from the CC-SG database, select the target you want to purge, and then click **Purge**.
  - If you want to purge the entire list of targets from the CC-SG database, click **Purge All**.
  - Click **Manage Report Data...** to save or print the report. Click **Save** to save the records that are displayed in the current report page to a CSV file or click **Save All** to save all records. Click **Print** to print the records that are displayed in the current report page or **Print All** to print all records. Click **Close** to close the window.

# Chapter 11: System Maintenance

## Maintenance Mode

This mode restricts access to CC-SG so that an administrator can perform various operations without disruption. Operations can be performed from the GUI or from an SSH command line interface via clients, such as Putty, OpenSSH Client, etc. Please refer to **Chapter 12: Advanced Administration, SSH Access** for additional information.

Current users, except the administrator who is initiating Maintenance Mode, are alerted and logged out after the configurable time period expires. While in Maintenance Mode, other administrators are allowed to log into CC-SG, but non-administrators are prevented from logging in. An SNMP trap is generated each time CC-SG enters or exits Maintenance Mode.

---

*Note: Maintenance Mode is only available on standalone CC-SG units and not in a cluster configuration. Upgrade CC-SG is disabled until you enter Maintenance Mode.*

---

## Scheduled Tasks and Maintenance Mode

Scheduled tasks cannot execute while CC-SG is in Maintenance Mode. Please refer [Chapter 12: Advanced Administration, Task Manager](#) for additional information on scheduled tasks. When CC-SG exits Maintenance Mode, scheduled tasks will be executed as soon as possible.

## Entering Maintenance Mode

To enter Maintenance Mode:

1. On the **System Maintenance** menu, click **Maintenance Mode**, and then click **Enter Maintenance Mode**.

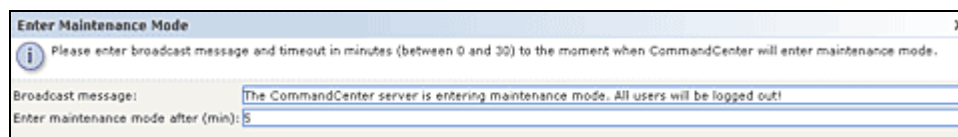


Figure 135 Enter Maintenance Mode

2. Type a **Broadcast message** or accept the default that is provided. This message will display to all logged in users to warn them that they will be logged off once CC-SG enters maintenance mode.
3. Enter a time (in minutes) in the **Enter maintenance mode after (min)** field. This is the amount of time CC-SG will wait before entering maintenance mode. The time can be between **0** and **30** minutes, a time of **0** means that Maintenance Mode is starting immediately.
4. Click **OK**.

## Exiting Maintenance Mode

To exit Maintenance Mode:

1. On the **System Maintenance** menu, click **Maintenance Mode**.
2. Click **Exit Maintenance Mode**. The **Exit Maintenance Mode** screen appears.
3. Click **OK** to exit Maintenance Mode.

A message will display indicated CC-SG has exited Maintenance Mode. All users will now be able to access CC-SG normally.



## Backup CC-SG

Best practice is to enter Maintenance Mode before backing up CC-SG.

1. On the **System Maintenance** menu, click **Backup**. The **Backup CommandCenter** screen appears.

Figure 136 Backup CommandCenter Screen

2. Type a name for this backup in the **Backup Name** field.
3. Optionally, type a short description for the backup in the **Description** field.
4. Select a **Backup Type**.
  - **Custom** – Allows you to specify which components to add to the backup by checking them in the **Backup Options** area below. Check each of the following to include them in the backup.
    - **Data** – CC-SG configuration, Device and Node configuration and User Data. (Standard)
    - **Logs** – Error logs and event reports stored on CC-SG
    - **CC-SG firmware files** – Stored firmware files used for updating the CC-SG server itself.
    - **Device firmware files** – Stored firmware files used for updating Raritan devices managed by CC-SG.
    - **Application files** – Stored applications used by CC-SG to connect users to nodes.
  - **Full** – Creates a backup of all **Data**, **Logs**, firmware and **Application Files** stored on CC-SG. This produces the largest sized backup files.
  - **Standard** – Only creates a back up of critical **Data** on CC-SG. This backup includes CC-SG configuration information, Device and Node configurations and User configurations. This produces the smallest sized backup file.
5. If you want to save a copy of this backup file to an external server, check **Backup to Remote Location**.
  - a. Select a **Protocol** used to connect to the remote server, either **FTP** or **SFTP**
  - b. Type the IP address or hostname of the server in the **Hostname** field.



- c. If you are not using the default port for the selected protocol (FTP: 21, SFTP: 22) type the communications port used in the **Port Number** field.
  - d. Type a username for the remote server in the **Username** field.
  - e. Type a password for the remote server in the **Password** field.
  - f. In the **Directory** field, specify the directory used to store the backup on the remote server.
6. Click **OK**.

A success message will appear to confirm CC-SG backup. The backup file is saved in the CC-SG file system, and if specified in the **Backup to Remote Location** field, to a remote server as well. This backup can be restored at a later time.

## Restore CC-SG

1. On the **System Maintenance** menu, click **Restore**. The **Restore CommandCenter** screen appears with a table of back up sessions available to CC-SG. The table also lists the type of backup, the date of the backup, the description, what CC-SG version it was made from and the size of the backup file.

Name	Type	Date	Description	Data Version	Size
weekly backup	Custom	Mon Oct 16 12:54:22 E...	backup of critical infor...	3.1.0.2.2	215kB
weekly backup	Custom	Thu Oct 18 19:20:09 E...	backup of critical infor...	3.1.0.2.2	246kB

Figure 137 Restore CommandCenter Screen

2. If you want to restore from a backup stored off of the CC-SG system, you will first need to upload it to make it available. Click **Upload**. An open dialog screen appears. You can retrieve the file from anywhere on your client's network.
  - a. Browse for the backup file, and select it in the dialog window.
  - b. Click **Open** to upload this file to CC-SG.
  - c. When complete, the back-up file will appear in the **Available Backups** table.
3. Select the backup you wish to restore from the **Available Backups** table.
4. If applicable, select what kind of restore you wish to perform from this backup:
  - **Standard** – Only restores critical **Data** to CC-SG. This includes CC-SG configuration information, Device and Node configurations and User configurations.
  - **Full** – Restores all **Data**, **Logs**, firmware and **Application Files** stored in the backup file. This requires that a full backup was made for the file.

- **Custom** – Allows you to specify which components of the backup to restore to CC-SG by checking them in the **Restore Options** area below. Check each of the following to include them in the restore:
  - a. **Data** – CC-SG configuration, Device and Node configuration and User Data.
  - b. **Logs** – Error logs and event reports stored on CC-SG
  - c. **CC firmware files** – Stored firmware files used for updating the CC-SG server itself.
  - d. **Device firmware files** – Stored firmware files used for updating Raritan devices managed by CC-SG.
  - e. **Application files** – Stored applications used by CC-SG to connect users to nodes.
- 5. Type the number of minutes, from 0-60, that CC-SG will wait before performing the restore operation in the **Restore after** field. This allows users time to complete their work and log off.
- 6. In the **Broadcast Message** field, type a message to notify other CC-SG users that a restore will occur.
- 7. Click **Restore**.

After clicking **Restore**, CC-SG will wait for the time specified in the **Restore after** field before restoring its configuration from the selected backup. When the restore occurs, all other users will be logged off.

## Saving and Deleting Backup Files

You can also save and delete backups stored on the CC-SG system from the **Restore CommandCenter** screen. Saving backups allows you to maintain a copy of the backup file on another PC, while deleting backups that are no longer needed can save space on the CC-SG.

To Save a backup

1. From the **Available Backups** table, select the backup you want to save to your PC.
2. Click **Save to File**. A Save dialog appears.

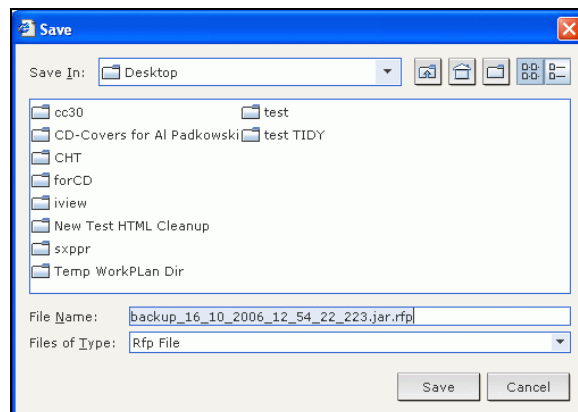


Figure 138 Saving a Backup File

3. Specify a location to save your CC-SG backup file, then click **Save**. The backup file will be copied to your client PC.

### To Delete a backup

1. From the **Available Backups** table, select the backup you want to delete.
2. Click **Delete**. A confirmation dialog appears.
3. Click **OK** to delete the backup from the CC-SG system or **Cancel** to exit without deleting. Once deleted, the file backup file will be removed from the CC-SG.

---

***Note:** Saving and restoring can be used to move a backup from one CC-SG unit to another. Saving and deleting can be used to maintain a secure archive of CC-SG backups without storing the full archive on the system.*

---

## Reset CC-SG

Use the Reset CommandCenter command to purge CC-SG database data. This will not reset system configuration data, such as the IP address of CC-SG. The following actions will be taken: reset CC-SG database, reset SNMP configuration, reset to default firmware, load default firmware into CC-SG database, and reset the Diagnostic Console to default values.

1. On the **System Maintenance** menu, click **Reset**.

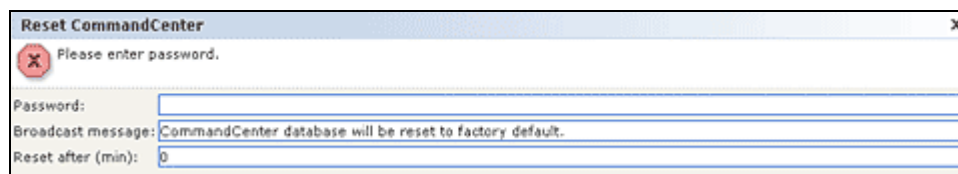


Figure 139 Reset CC-SG Screen

2. Type your CC-SG **password**.
3. Either accept the current **Broadcast message** or edit to create one of your own.
4. Type the number of minutes, from 0-60, that CC-SG will wait before performing the reset operation in **Reset after (min)**. Default is 0, which will reset the CC-SG unit immediately.
5. Click **OK** to reset your CC-SG unit. A success message will appear to confirm the reset.

---

**Important:** Using the Reset command will purge the database of CC-SG. All Devices, Nodes, Ports, and Users will be removed. Authentication is also reset to the Local DB. You should back up CC-SG before using Reset.

---

## Restart CC-SG

The restart command is used to restart the CC-SG software. Restarting CC-SG will log all active users out of CC-SG.

---

***Note:** Restart will not cycle power to the CC-SG. To perform a full reboot you will need to access the Diagnostic Console or the power switch on the unit itself.*

---

1. On the **System Maintenance** menu, click **Restart**. The **Restart CommandCenter** screen appears.

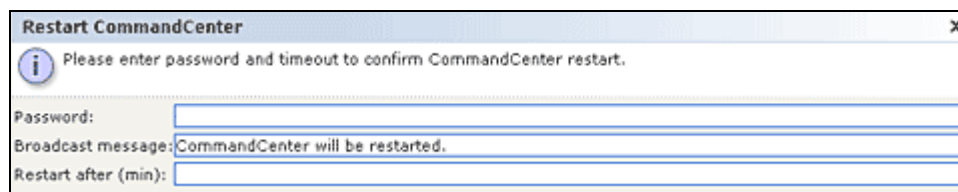


Figure 140 Restart Screen

2. Type your password in the **Password** field.
3. Accept the default message or type a warning message to display to any users currently online in the **Broadcast message** field (for example, you might give users a brief time period to finish their tasks in CC-SG or tell them why you are restarting the system). All users will be disconnected when you restart CC-SG.
4. Type the number of minutes, from 0-60, that CC-SG will wait before it restarts in the **Restart after (min)** field.
5. Click **OK** to restart CC-SG or **Cancel** to exit the screen without restarting. Once you restart CC-SG, your Broadcast Message appears.
6. Click **OK** to restart CC-SG. CC-SG will restart, and be ready for use.

## Upgrade CC-SG

The upgrade command is used to upgrade CC-SG's firmware to a newer version. To upgrade CC-SG, you should first have the latest firmware file saved to your client PC. Firmware files can be found in the Support section of the Raritan Website here:

[http://www.raritan.com/support/sup\\_upgrades.aspx](http://www.raritan.com/support/sup_upgrades.aspx)

It is recommended that you first back up CC-SG before upgrading.

---

***Note:** If you are operating a CC-SG cluster, you must remove the cluster first and upgrade each node separately.*

---

1. On the **System Maintenance** menu, click **Maintenance Mode**, then **Enter Maintenance Mode** to place CC-SG in Maintenance Mode. You will not be able to upgrade CC-SG without performing this action. Please refer to the **Maintenance Mode** section of this chapter for additional information.
2. Once CC-SG is in maintenance mode, on the **System Maintenance** menu, click **Upgrade**. The **Upgrade CommandCenter** screen appears.

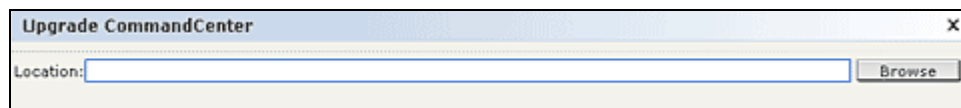


Figure 141 Upgrade CC-SG Screen

3. Click **Browse**, navigate to and select the CC-SG firmware file, and then click **Open**.
4. Click **OK** to upload the firmware file to CC-SG.
5. After the firmware file is uploaded to CC-SG, you will receive a success message. This indicates that CC-SG has received the file and has begun the upgrade process. All users will be disconnected from CC-SG at this time. Click **OK** to exit CC-SG and allow it to restart.
6. You must wait approximately 8 minutes while CC-SG restarts. Close your browser window, and then clear your browser cache.
7. After 8 minutes, open a new browser window and launch CC-SG. On the **Help** menu, click **About Raritan Secure Gateway**. In the window that appears, check the version number to verify that the upgrade was successful. If the version has not upgraded, repeat the previous steps. If upgrade was successful, proceed to the next step.
8. CC-SG will still be in **Maintenance Mode**, which means that most users cannot login. To exit Maintenance Mode, on the **System Maintenance** menu, click **Maintenance Mode**, and then click **Exit Maintenance Mode**. Click **OK**.

## Shut Down CC-SG

These are the recommended methods for Administrators to shut down CC-SG. Shutting down CC-SG shuts down the CC-SG software, but it does not power off the CC-SG unit.

1. On the **System Maintenance** menu, click **Shutdown CommandCenter**. The Shutdown CommandCenter screen appears.

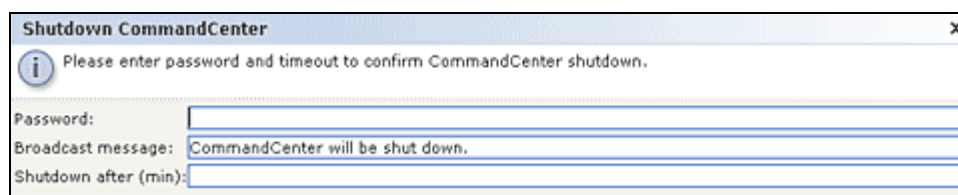


Figure 142 Shutdown CC-SG Screen

2. Type your password in the **Password** field.
3. Accept the default message or type a message to display to any users currently online in the **Broadcast message** field (for example, you might give users a brief time period to finish their tasks in CC-SG and tell them when they can expect the system to be functional again). All users will be disconnected when you shutdown CC-SG.
4. Type the number of minutes, from 0-60, that should pass before CC-SG shuts down in the **Shutdown after (min)** field.
5. Click **OK** to shut down CC-SG or **Cancel** to exit the screen without shutting down. Once you shut down, the CC-SG login window appears.

---

**Note:** After CC-SG shuts down, all users are logged out and redirected to the login screen. Users cannot log back in until you restart CC-SG as described in the next section.

---

## Restarting CC-SG after Shutdown

After shutting down CC-SG, use one of these two methods to restart the unit:

1. Use the Diagnostic Console. Please refer to **Diagnostic Console** in **Chapter 12: Advanced Administration** for additional information.
2. Recycle the power to your CC-SG unit.

## End CC-SG Session

### Log Out

To exit CC-SG at the end of a session, or to refresh the database in case you or another user have made changes while you were logged in, log off from CC-SG entirely, then log in again.

1. On the **Secure Gateway** menu, click **Logout**. The **Logout** window appears.
2. Click **Yes** to log out of CC-SG or **No** to close the window. Once you log out, the CC-SG login window appears.
3. Log on to CC-SG again, or click **Exit** to shut down CC-SG completely.

### Exit CC-SG

If at any time you want to exit CC-SG, you can exit.

1. On the **Secure Gateway** menu, click **Exit**. The **Exit** window appears.
2. Click **Yes** to exit CC-SG or **No** to close the **Exit** window and continue working.

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## Chapter 12: Advanced Administration

### Guided Setup

**Guided Setup** steps an administrator through some of the most common tasks on CC-SG: creating associations, setting up Raritan devices, creating user groups and creating users. For information on running **Guided Setup**, please refer to **Chapter 3: Configuring CC-SG With Guided Setup**.

### Message of the Day Setup

The Message of the Day feature allows Secure Gateway administrators to provide a message viewable by all users when they login. In order to configure the message of the day, administrators must have the **CC Setup and Control** privilege.

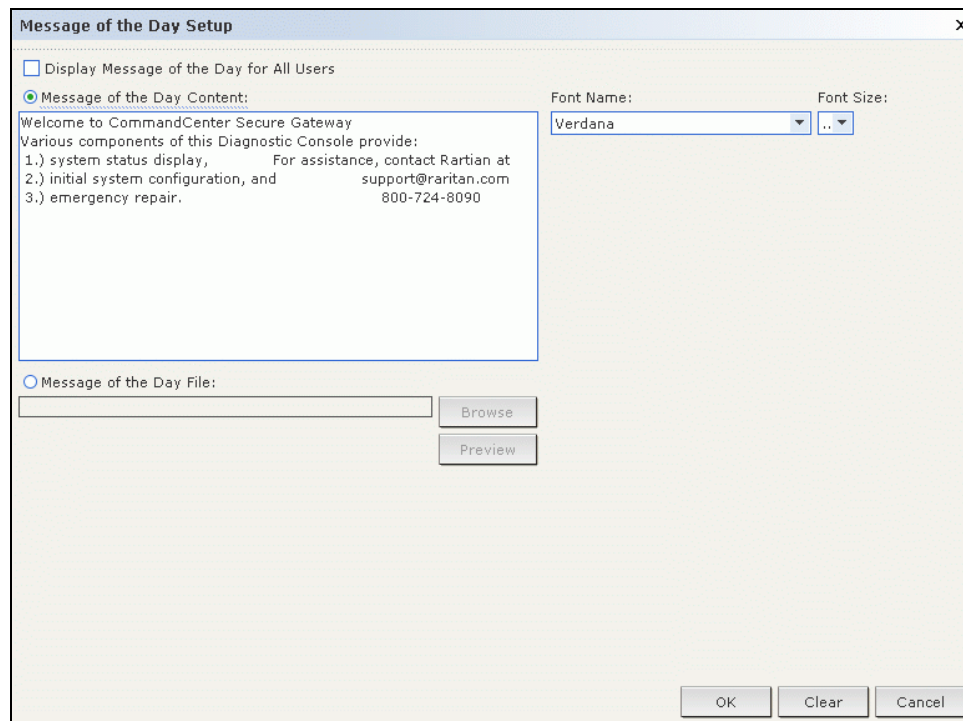


Figure 143 Configuring the Message of the Day

1. On the **Administration** menu, click **Message of the Day Setup**. The message of the day setup screen appears.
2. Check **Display Message of the Day for All Users** if you want the message to be displayed to all users after they log in.
3. Select **Message of the Day Content** if you want to type a message in CC-SG, or select **Message of the Day File** if you want to load the message from an existing file.

If you select **Message of the Day Content**:

- a. Type a message in the dialog box provided.
- b. Click the **Font Name** drop-down menu and select a font to display the message in.
- c. Click the **Font Size** drop-down menu and select a font size to display the message in.

If you select **Message of the Day File**:

- a. Click **Browse** to browse for the message file.
  - b. Select the file in the dialog window that opens, and then click **Open**.
  - c. Click **Preview** to review the contents of the file.
4. Click **Clear** if you want to delete the contents of the **Message of the Day Content** dialog, or the path of the **Message of the Day File**.



- Click **OK** to save your settings to CC-SG.

## Application Manager

The Application Manager provides an interface for administrators to add access applications to CC-SG, edit existing applications and set the default application for accessing nodes on Raritan devices.

- On the **Administration** menu, click **Applications**. The Application Manager screen appears.

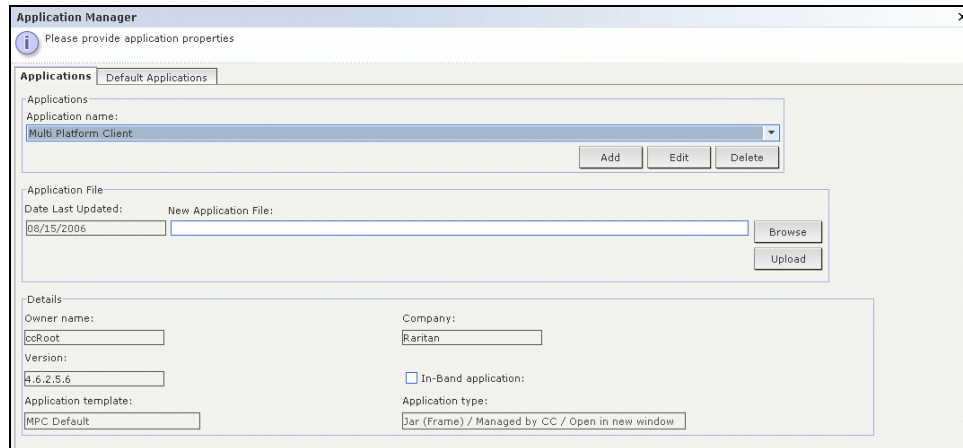


Figure 144 Applications Tab of the Application Manager

## Adding, Editing and Deleting Applications

Click the **Applications** tab of the Application Manager to add, edit or delete an application.

Adding an Application:

- Click **Add** in the **Applications** section of the Applications tab. The **Add Applications** dialog window appears.

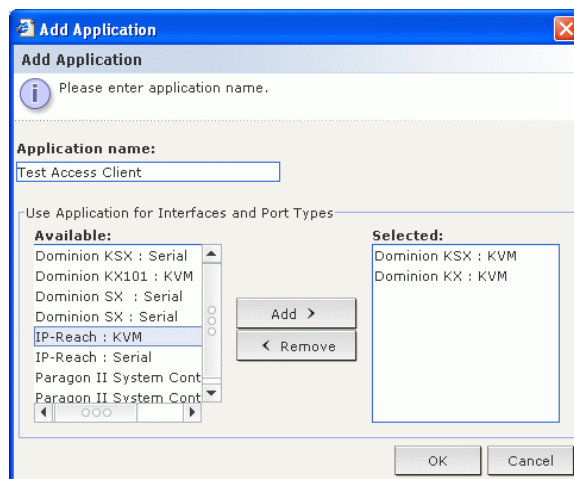


Figure 145 Adding an Application

- Type a name for the application in the **Application Name** field.
- Select the Raritan devices the application will function with from the **Available** list, and then click **Add** to add them to the **Selected** list. After the application is added, the devices in the **Selected** list will be able to select this application for access. If a device provides both KVM and serial access the device is listed twice, once for each method.
- To remove devices from use with the application, select the device in the **Selected** list, and then click **Remove**.



5. Click **OK** when the necessary devices have been selected to work with the application. An Open dialog window will appear.
6. In the Open dialog window, browse for the location of your application file (usually a .jar or .cab file), select the file, and then click **Open**.

The selected application will then be loaded on to CC-SG.

#### Editing an Application:

1. Select an application from the **Application Name** drop-down menu in the **Applications** section of the Applications tab. Details about the selected application will appear in the **Details** area of the tab.
2. Depending on the application, some of these details can be configurable. Configure any parameters in the **Details** area as necessary.
3. Click **Edit**. The **Edit Applications** window appears.

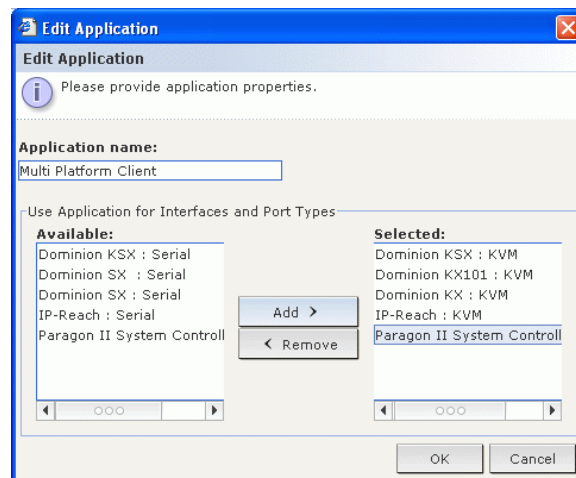


Figure 146 Edit Applications Window

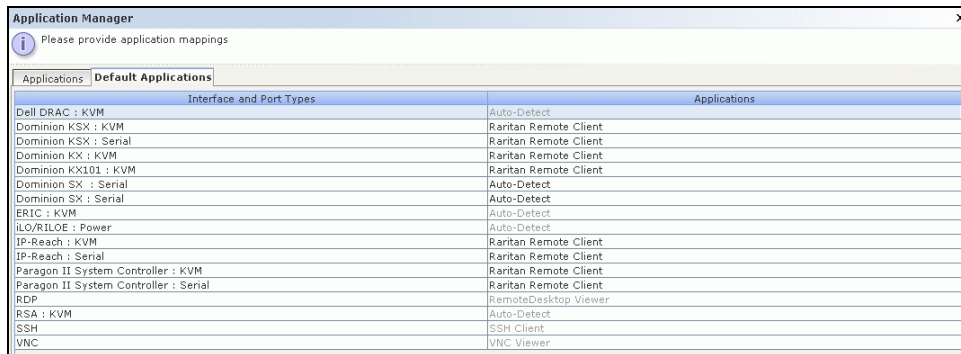
4. If necessary, select additional Raritan devices the application will function with from the **Available** list, and then click **Add** to add them to the **Selected** list.
5. If necessary, to remove devices from use with the application, select the device in the **Selected** list, and then click **Remove**.
6. Click **OK** when the necessary devices have been selected to work with the application.

#### Deleting an Application:

1. Select an application from the **Application Name** drop-down menu in the **Applications** section of the Applications tab. Details about the selected application will appear in the **Details** area of the tab.
2. Click **Delete** to delete the selected application. A confirmation dialog will appear.
3. Click **Yes** to confirm or **No** to cancel without deleting the application.

## Default Applications

Click the **Default Applications** tab to view and edit the current default applications for various Interfaces and Port Types. Applications listed here will become the default choice when configuring a node to allow access through a selected interface.



Interface and Port Types	Applications
Dell DRAC : KVM	Auto-Detect
Dominion KSX : KVM	Raritan Remote Client
Dominion KSX : Serial	Raritan Remote Client
Dominion KX : KVM	Raritan Remote Client
Dominion KX101 : KVM	Raritan Remote Client
Dominion SX : Serial	Auto-Detect
Dominion SX : Serial	Auto-Detect
ERIC : KVM	Auto-Detect
ILO/RILOE : Power	Auto-Detect
IP-Reach : KVM	Raritan Remote Client
IP-Reach : Serial	Raritan Remote Client
Paragon II System Controller : KVM	Raritan Remote Client
Paragon II System Controller : Serial	Raritan Remote Client
RDP	RemoteDesktop Viewer
RSA : KVM	Auto-Detect
SSH	SSH Client
VNC	VNC Viewer

Figure 147 A List of Default Applications

To edit the default application of an Interface or Port Type:

1. Select the row for an Interface or Port Type.
2. Double-click the **Application** listed on that row. The value becomes a drop-down menu. Note that grayed-out values are not editable.
3. On the drop-down menu, select a default application to use when connecting to highlighted Interface or Port Type. If you select **Auto-Detect**, CC-SG will auto-detect the application based on the client browser.
4. After all default applications have been configured, click **Update** to save your selection to CC-SG.

At any time, you can click **Close** to close the **Applications Manager** screens.

## Firmware Manager

CC-SG stores firmware for Raritan devices in order to update the devices under its control. The firmware manager is used to upload and delete device firmware files to and from CC-SG.

### Upload Firmware

This command allows you to upload different versions of firmware to your system. When new firmware versions become available, they are posted on the Raritan website.

1. On the **Administration** menu, click **Firmware**. The **Firmware Manager** screen appears.

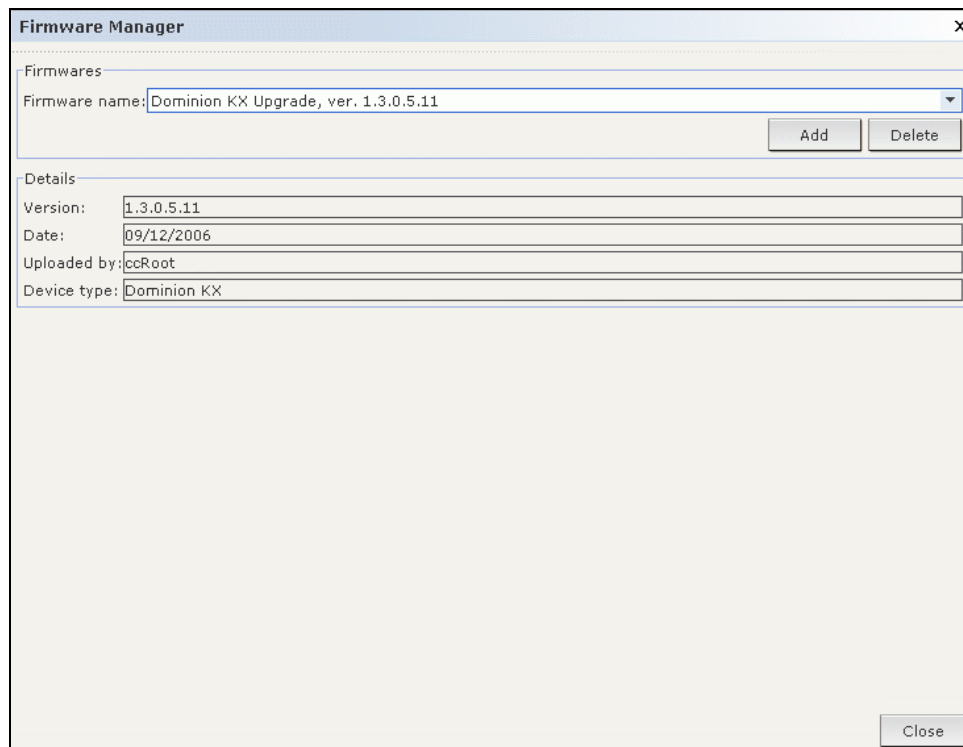


Figure 148 Firmware Manager Screen

2. Click **Add** to add a new firmware file. A search window appears.

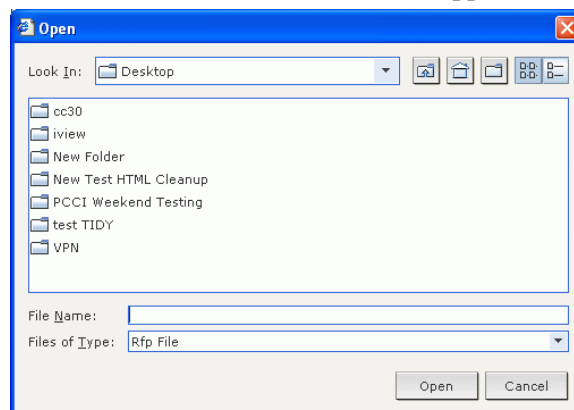


Figure 149 Firmware Search Window

3. Click the **Look In** drop-down arrow and navigate to locate the firmware file in your system. When you find the firmware, select it, and then click **Open**. Once added, the firmware name will appear in the **Firmware Name** field of the Firmware Manager.

## Delete Firmware

1. On the **Administration** menu, click **Firmware**. The **Firmware Manager** screen appears.
2. Click the **Firmware Name** drop-down arrow and select the firmware to be deleted.
3. Click **Delete**. The **Delete Firmware** window appears.

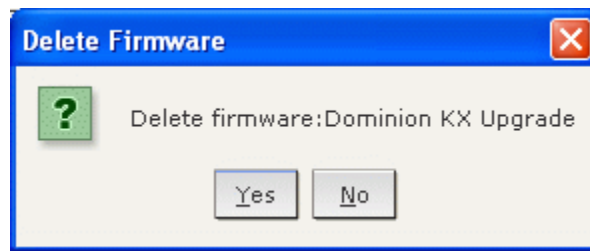


Figure 150 Delete Firmware Window

4. Click **Yes** to delete the firmware or **No** to close the window.
5. Click **Close** to close the **Firmware Manager** screen.

## Configuration Manager

The Configuration Manager is where several of the CC-SG core settings, such as the network configuration, are administered.

### Network Configuration

1. On the **Administration** menu, click **Configuration**. The Configuration Manager screen appears.
2. Click the **Network Setup** tab.

A screenshot of the "Configuration Manager" application window. The title bar says "Configuration Manager" with a close button (X). Below the title bar is a message icon (i) and the text "Please provide general network information." There are several tabs: "Network Setup" (selected), "Logs", "Inactivity Timer", "Time/Date", "Connection Mode", "Device settings", and "SNMP". The "Network Setup" tab contains fields for "Host name:" (DocCC.raritan.com), "Primary DNS:", "Secondary DNS:", and "Domain Suffix:" (raritan.com). Below these are two sections for network configuration. The left section is for "Primary/Backup mode" (selected) and the right is for "Active/Active mode". Both sections have fields for "Configuration:" (Static), "IP address:", "Subnet mask:", and "Default gateway:". At the bottom right, there are "Update Configuration" and "Close" buttons.

Figure 151 Configuration Manager Network Settings Screen

3. Type the CC-SG hostname in the **Host Name** field. Please refer to Chapter 1 of this guide or hostname rules. Once **Update Configuration** is selected, the field will be updated to reflect

the Fully-Qualified Domain Name (FQDN) if a domain server and domain suffix has been configured.

4. Click either **Primary/Backup Mode** or **Active/Active Mode**. A CC-SG provides two Network Interface Controllers (NIC). The NICs on a G1 or V1 unit are labeled left-to-right, on the rear of the unit as follows:

MODEL	LEFT-MOST NIC (PRIMARY INTERFACE)	RIGHT-MOST NIC
G1	LAN1	LAN0
V1	LAN1	LAN2

The NICs on an E1 unit are different, as follows:

MODEL	TOP NIC (PRIMARY INTERFACE)	BOTTOM NIC
E1	LAN1	LAN2

One interface could be used by itself or both could be used simultaneously. For simplicity, the discussion below uses LAN1 as left NIC and LAN2 as right NIC. Some internal diagnostics and messages may refer to these interfaces as “eth0” and “eth1.”

---

**Note:** If both interfaces are disconnected, CC-SG restarts.

---

- A. Choose **Primary/Backup mode** to implement network failover and redundancy. In this mode, only one NIC is active at a given point of time and only one network IP address assignment is possible.

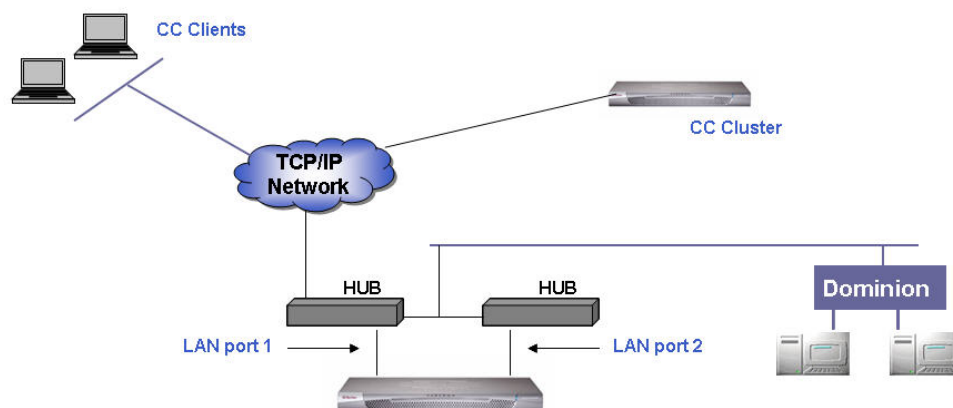


Figure 152 Primary/Backup Network

Typically, both NICs are attached to the same LAN sub-network, but different switches (or hubs) may be used for reliability. When both NICs are used, a level of network redundancy is provided. For example, if LAN1 is connected and is receiving a Link Integrity signal, CC-SG uses this NIC for all communications. In the event of a LAN1 failure, if LAN2 is connected, CC-SG migrates the assigned (possibly by DHCP) IP address to LAN2. LAN2 will be used until LAN1 is repaired and returned to service. When this happens, CC-SG reverts to using LAN1.

As long as one interface is viable, a PC client should not notice any disruption in service during a failure. CC-SG remains at the same logical IP address, but attempts to keep communication channels and existing sessions up in the event of possible network failures. All communication (for example, PC client, Raritan device management, cluster peer, etc.) is carried over this single communication channel that is maintained by both NICs.

- B. Choose **Active/Active mode** if you have special network conditions; particularly if you have two networks where routing may not exist. If network security is important and if you are using proxy-type deployments, you also should choose this mode.

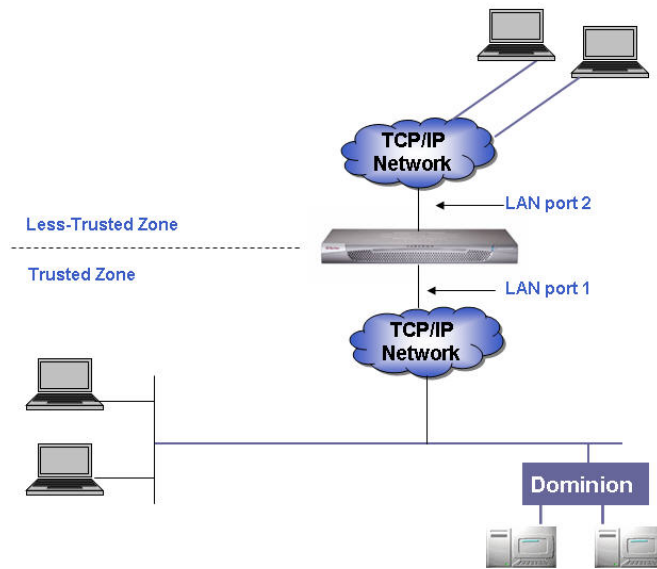


Figure 153 Active/Active Network

In this mode, CC-SG acts as a “router” or “traffic cop” between two separate IP domains; particularly when **Proxy** mode is being used. (Please refer to **Connection Mode**, later in this chapter, for additional information). In Proxy mode, **Active/Active** mode is required so CC-SG routes proxied PC client sessions to their respective nodes. It is recommended that Raritan-controlled devices be connected to LAN1 while proxied PC client connections are connected to LAN2. Both NICs should be on separate sub-networks—however, if you are using DHCP, this may not be possible and therefore it would not be a supported configuration. While configuring both NICs, specify a default gateway address for only one NIC and leave the other blank.

When a NIC fails, CC-SG attempts to route the packet from the other NIC based on the current IP routing table. This routing may not be successful, especially if firewalls are involved. If additional routes are needed, they can be added in Diagnostic Console. Please refer to Editing Static Routes (Network Interfaces), later in this chapter, for additional information.

---

**Note:** Clustering cannot be configured when using Active/Active mode.

---

5. Click the **Configuration** drop-down arrow and select either **DHCP** or **Static** from the list. If you choose **DHCP**, make sure your DHCP server has been configured correctly, and then type a hostname. The DNS information, the domain suffix, IP address, default gateway and subnet mask, will be automatically populated once Update Configuration is selected. With this information, CC-SG registers itself dynamically with the DNS server if it accepts dynamic updates. After a successful registration, CC-SG can be accessed via the hostname since the IP address may not be known when using DHCP.  
If you choose **Static**, type an **IP address**, **subnet mask**, **default gateway**, **Primary DNS** and **Secondary DNS** information in the appropriate fields. Also, type a string for your domain setup in **domain suffix**.
6. Click the **Adapter Speed** drop-down arrow and select a line speed from the list.
7. If you selected **Auto** in the **Adapter Speed** field, the **Adapter Mode** field is disabled, with **Full Duplex** selected automatically. If you specified an Adapter Speed other than Auto, available, click the **Adapter Mode** drop-down arrow and select a duplex mode from the list.

8. If you chose **Active/Active** mode, follow steps 5 through 7 to configure the second network interface.
9. Click **Update Configuration** to update the Network Setup of your system.
10. Click **Close** to close the **Configuration Manager** screen.

## Log Configuration

From the **Logs** tab you can configure CC-SG to report to external logging servers. You can configure what level of messages is reported in each of the logs.

### Configuring Logging Activity:

1. On the **Administration** menu, click **Configuration**. The Configuration Manager screen appears.
2. Click the **Logs** tab.

The screenshot shows the 'Configuration Manager' window with the 'Logs' tab active. The 'Syslog' section is expanded, showing configuration for a 'Primary Server' with the address '192.168.99.101' and a log level of 'INFO'. A 'Secondary Server' section is also present but its log level is set to 'OFF'. The 'CommandCenter Log' section shows a log level of 'DEBUG'. The 'Update Configuration' button is visible at the bottom right.

Figure 154 Configuration Manager Logs Screen

3. To assign an external log server for CC-SG to use, type the IP address into the **Server Address** field under **Primary Server**.
4. Click the **Level to Forward** drop-down arrow and select an event severity level. All events of this level or higher will be sent to the logging server.
5. To configure a second external log server, repeat steps 3 and 4 for the fields under **Secondary Server**.
6. Under **CommandCenter Log**, click the **Level to Forward** drop-down menu and select a severity level. All events of this level or higher will be reported in CC-SG's own internal log.
7. When you are done configuring logs, click **Update Configuration** to save the settings to CC-SG.
8. Click **Close** to close the Configuration Manager screen.

## Purging CC-SG's Internal Log:

The **Logs** tab can also be used to clear CC-SG's log of events. This command only clears CC-SG's log of events, it will not purge events recorded by external logging servers.

1. On the **Administration** menu, click **Configuration**. The Configuration Manager screen appears.
2. Click the **Logs** tab.
3. Click **Purge** at the bottom of the screen. A dialog window will appear asking for confirmation.
4. Click **Yes** to clear CC-SG's log of events.

*Note: The Audit Trail and Error Log reports are based off of CC-SG's internal log. If you purge CC-SG's internal log, these two reports will also purge their data.*

## Inactivity Timer Configuration

Use this screen to configure how long a session can remain active before being logged out.

1. On the **Administration** menu, click **Configuration**. The Configuration Manager screen appears.
2. Click the **Inactivity Timer** tab.

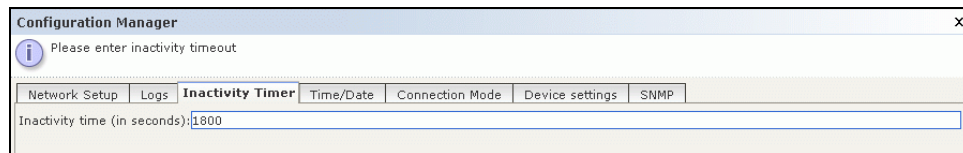


Figure 155 Inactivity Timer Tab

3. Type the desired time limit for inactivity (in seconds) in the **Inactivity Time** field.
4. Click **Update Configuration** to save the settings to CC-SG.



## Time/Date Configuration

CC-SG's Time and Date must be accurately maintained to provide credibility for its device-management capabilities.

Important! The Time/Date configuration is used when scheduling tasks in Task Manager. Please refer to [Chapter 12: Advanced Administration, Task Manager](#) for additional information. The time set on the client may be different than the time set on CC-SG.

Only the CC Super-User and users with similar privileges can configure Time and Date.

1. On the **Administration** menu, click **Configuration** to open the **Configuration Manager** screen.
2. Click the **Time/Date** tab.

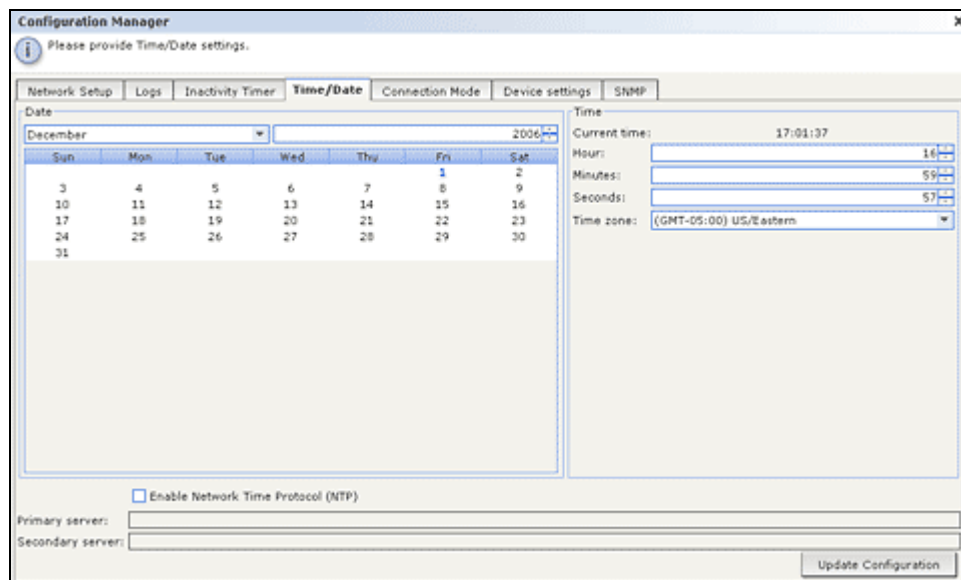


Figure 156 Configuration Manager Time/Date Screen

- a. **To set the date and time manually:** **Date**—click the drop-down arrow to select the **Month**, use the up and down arrows to select the **Year**, and then click the **Day** in the calendar area. **Time**—use the up and down arrows to set the **Hour**, **Minutes**, and **Seconds**, and then click the **Time zone** drop-down arrow to select the time zone in which you are operating CC-SG.
- b. **To set the date and time via NTP:** Check the **Enable Network Time Protocol** checkbox at the bottom of the window, and then type the IP addresses for the **Primary NTP server** and the **Secondary NTP server** in the corresponding fields.

**Note:** Network Time Protocol (NTP) is the protocol used to synchronize the attached computer's date and time data with a referenced NTP server. When CC-SG is configured with NTP, it can synchronize its clock time with the publicly available NTP reference server and maintain correct and consistent time.

3. Click **Update Configuration** to apply the time and date changes to CC-SG.
4. Click **Refresh** to reload the new server time in the **Current Time** field.
5. On the **Maintenance** menu, click **Restart** to restart CC-SG.

**Note:** Changing the time zone is disabled in a cluster configuration.

## Modem Configuration

Use this screen to access a CC-SG G1 from a client machine over a dial-up connection. This method of accessing CC-SG can be used in emergency situations.

**Note:** A modem is not available and cannot be configured on the V1 or E1 platforms.

### Configure CC-SG

1. On the **Administration** menu, click **Configuration**. When the Configuration Manager screen appears, click the **Modem** tab.

Figure 157 Configuration Manager Modem Screen

2. Type the IP address of the CC-SG in the **Server Address** field.
3. Type the IP address of the client that will dial into CC-SG in the **Client Address** field.
4. If you are using call-back dialing, type the call-back number that CC-SG dials to connect to the client in the **Client Phone** field.
5. Click **Update Configuration** to save the modem information.

### Configure the Modem on Client PC

Connect a phone line to the CC-SG G1, which has a built-in modem. Optionally, remove the LAN cables.

On the client that will be dialing in, connect a modem to the client machine, for example, a Windows XP machine. Connect a phone line to the client modem. Restart the client machine and the connected modem is discovered as new hardware. Install the modem on the client as follows, which assumes a Windows XP client machine:

1. Select **Control Panel** → **Phone and Modem Options**.

2. Click the **Modems** tab.

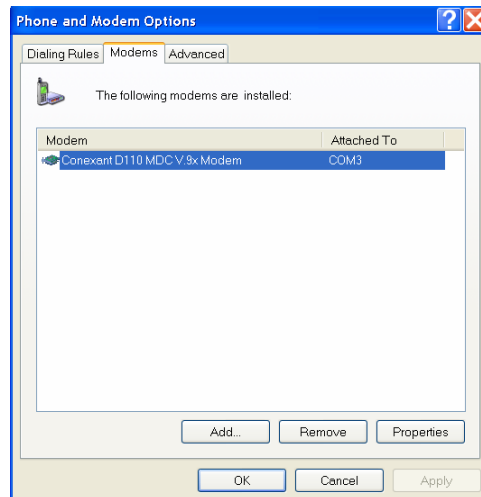


Figure 158 Modems Tab

3. Click **Properties**.
4. Click the **Advanced** tab.

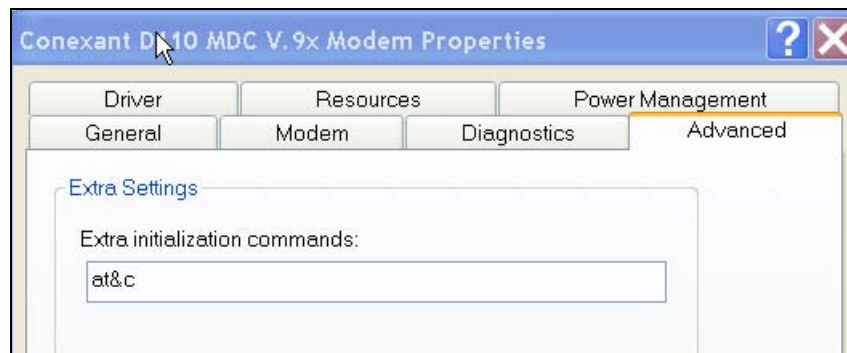


Figure 159 Extra Initialization Commands

5. Type an initialization command in **Extra initialization commands** that will be used by your modem to set the “Carrier detection” flag. For example, type **at&c** for a SoftK56 Data Fax modem. This is necessary to tell Windows not to close the started Modem connection process when the modem connection is closed from the other (dialed-in) side. Click **OK** to save the settings.

### Configure the Dial-Up Connection

The following procedure illustrates creating an inbound dial-up connection to CC-SG from a Windows XP client machine:

1. On the **start** menu, click **My Network Places**.
2. Right-click in the window and select **Properties**.

- Under **Network Tasks** in the **Network Connections** window, click **Create a new connection**.

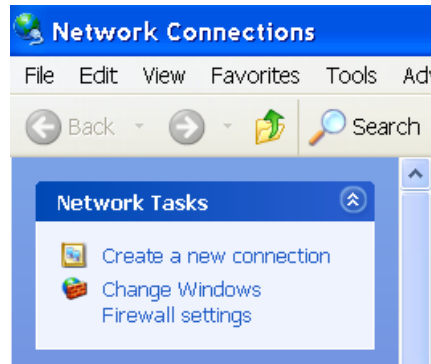


Figure 160 Create a New Connection

- Click **Next, Connect to the network at my workplace, Dial-up connection**.
- Type a name for CC-SG, for example **CommandCenter**.

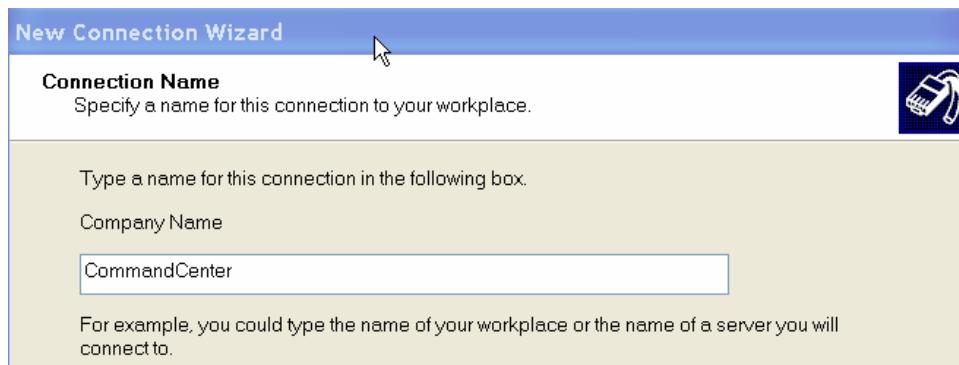


Figure 161 Connection Name

- Type the phone number used to connect to CC-SG, and then click **Next**. This is NOT the dial-back number that was configured as the **Client phone** under the **Modem** tab in **Configuration Manager** on CC-SG.

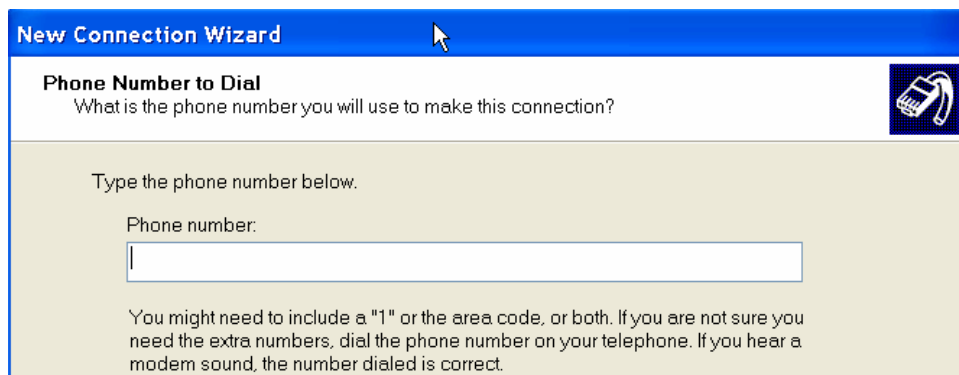


Figure 162 Phone Number to Dial

- A smart card is not necessary to dial into CC-SG. If you are not using one, click **Do not use my smart card** for this connection, and then click **Next**.
- In the next screen, typically click **My use only** in the next screen to make the connection available only to yourself.
- Click **Finish** in the last screen to save the connection settings.

## Configure the Call-back Connection

If the CC-SG uses a call-back connection, you need to use a script file that is described below. To supply the script file for call-back:

1. On the **Start** menu, click **My Network Places**.
2. Click **view network connections** under **Network Tasks**.
3. Right-click the **CommandCenter** connection, and then click **Properties**.
4. Click the **Security** tab.

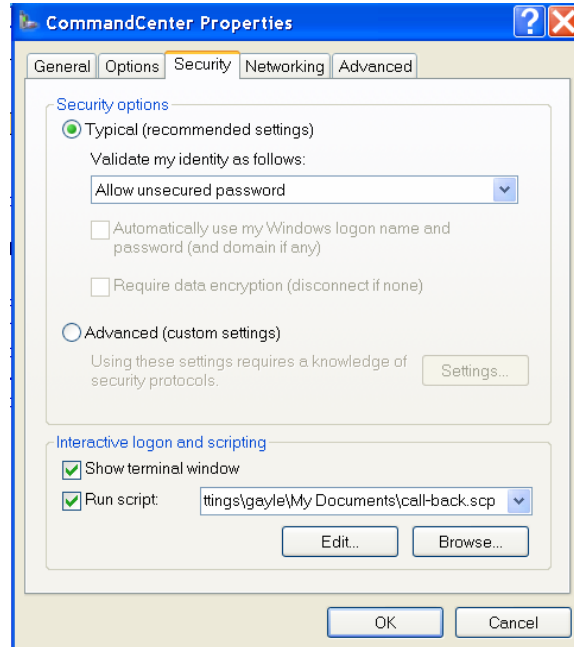


Figure 163 Specify Dial-up Script

5. Click the **Show terminal window**.
6. Click **Run script**, and then click **Browse** to enter the dial-up script, for example, **call-back.scp**.
7. Click **OK**.

### Call-back Script File Example:

```
proc main
delay 1
waitfor "ogin:"
transmit "ccclient^M"
waitfor "client:"
transmit "dest^M"
waitfor "callback."
transmit "ATH^M"
waitfor "RING"
transmit "ATA^M"
waitfor "CONNECT"
waitfor "ogin:"
transmit "ccclient^M"
endproc
```

## Connect to CC-SG with Modem

To connect to CC-SG:

1. On the **start** menu, click **My Network Places**.
2. Click **view network connections** under **Network Tasks**.
3. Double-click the **CommandCenter** connection.

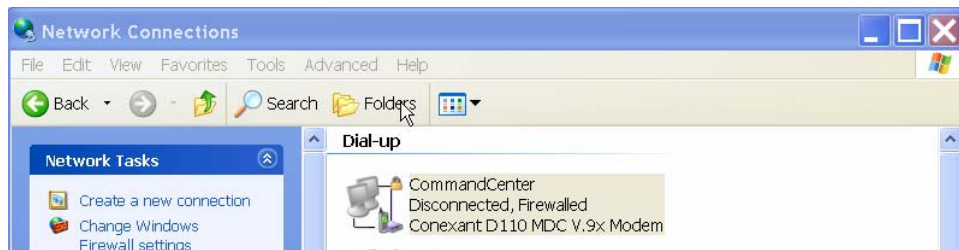


Figure 164 Connecting to CC-SG

4. Type a username of **ccclient** and password of **cbupass**.



Figure 165 Entering username and password

5. If not filled in already, enter the phone number used to connect to CC-SG. This is NOT the dial-back number.
6. Click **Dial**. If using call-back, the modem will dial CC-SG and then CC-SG will dial your client PC.

7. If **Show terminal window** was checked as described in section **Configure the Call-back Connection** earlier in this chapter, then a window similar to the one below will be displayed:

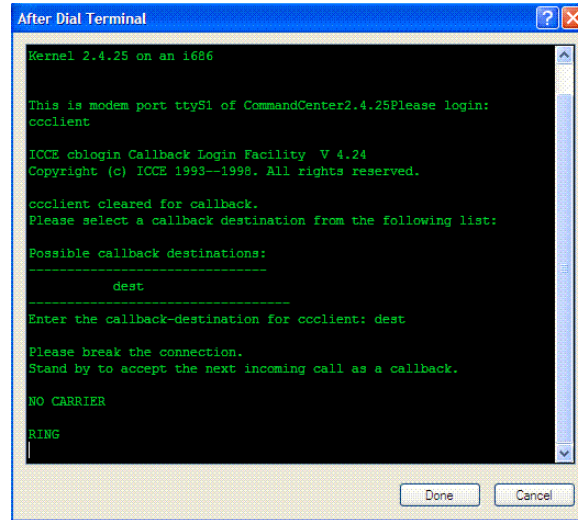


Figure 166 After Dial Terminal

8. Wait 1 or 2 minutes and in a supported browser, enter the IP address of CC-SG that was configured as the **Server address** under the **Modem** tab in **Configuration Manager** on CC-SG and login to CC-SG.

### Connection Mode

When connected to a node you have the option to pass data back and forth directly with that node (**Direct Mode**) or to route all the data through your CC-SG unit (**Proxy Mode**). While **Proxy Mode** increases the bandwidth load on your CC-SG server, you only need to keep the CC-SG TCP ports (80, 443, and 2400) open in your firewall. Please refer to Raritan's **Digital Solution Deployment Guide** for additional information.

1. On the **Administration** menu, click **Configuration**. The **Configuration Manager** screen appears.

2. Click the **Connection Mode** tab.

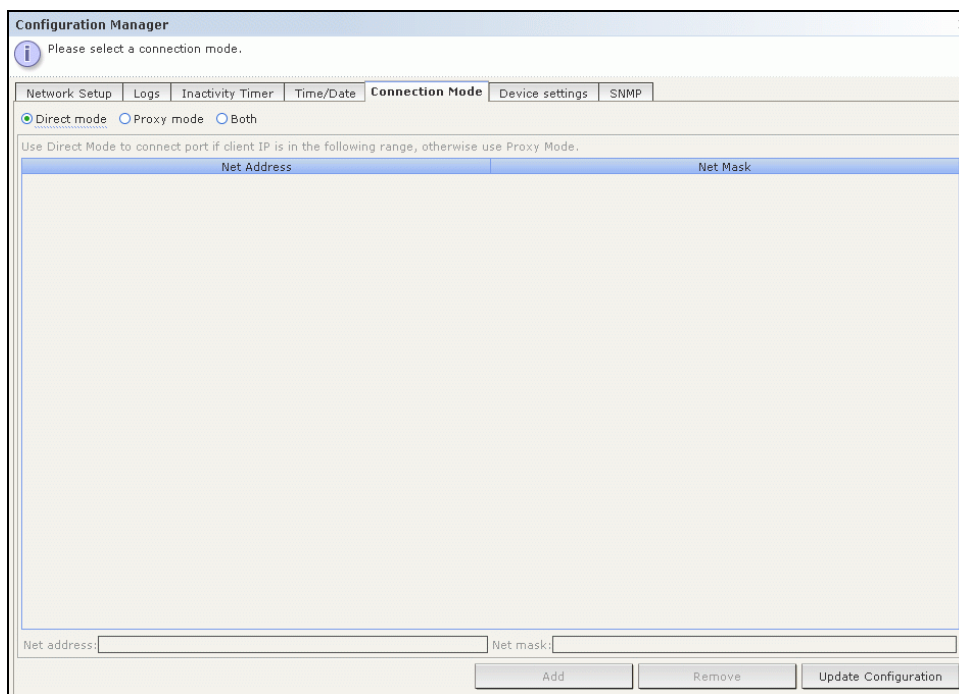


Figure 167 Configuration Manager Connection Screen – Direct Mode

3. Click the radio button for the connection mode you prefer.
- Click the **Direct Mode** radio button to connect to a device directly.
  - Click the **Proxy Mode** radio button to connect to a device via your CC-SG unit.
  - Click the **Both** radio button if you want to connect to some devices directly, but others through **Proxy Mode**. Then specify settings for the devices you wish to connect to directly:
    - Type your client IP Address in the **Net Address** field at the base of the screen.
    - Type your client net mask in the **Net Mask** field.
    - Click the **Add** button to add the Net Address and Mask to the screen. You may have to use the scroll bar on the right side of the screen to view the **Add/Remove/Update** buttons)



## Device Settings

1. On the **Administration** menu, click **Configuration**. The **Configuration Manager** screen appears.
2. Click the **Device Settings** tab.

Configuration Manager

Please provide devices default port and heartbeat information.

Network Setup | Logs | Inactivity Timer | Time/Date | Connection Mode | **Device settings** | SNMP

Device Type	Default Port
Dominion KX	5000
IPMI Server	623
Dominion KSX	5000
IP-Reach	5000
Dominion KX101	5000
Dominion SX	5000
Paragon II System Controller	5000

Heartbeat (sec): 600

Update Configuration

Figure 168 Configuration Settings Device Settings Screen

3. To update device Default Port, select a Device Type in the table and double-click the Default Port value. Type the new Default Port value and press the **Enter** key.
4. To update device timeout duration, double-click the Heartbeat (sec) value at the bottom of the screen. Type new timeout duration for this device.
5. Click **Update Configuration** to save the new device values. A success message will appear to confirm the update of all associated device settings.

## SNMP

Simple Network Management Protocol allows CC-SG to push SNMP traps (event notifications) to an existing SNMP manager on the network. Only a CC-SG Administrator trained in handling an SNMP infrastructure should configure CC-SG to work with SNMP.

CC-SG also supports SNMP GET/SET operations with third-party enterprise Management Solutions, such as HP OpenView. To support the operations, you must provide SNMP agent identifier information such as these MIB-II System Group objects: sysContact, sysName, and sysLocation. Refer to RFC 1213 for details. These identifiers provide contact, administrative, and location information regarding the managed node.

### MIB Files

Because CC-SG pushes its own set of Raritan traps, you must update all SNMP managers with a custom MIB file that contains Raritan SNMP trap definitions. Please refer to **Appendix D: SNMP Traps**. This custom MIB file can be found on the CD included with your CC-SG unit and also under **Firmware Upgrades** on <http://www.raritan.com/support>.

### Configuring SNMP in CC-SG

1. On the **Administration** menu, click **Configuration**. The **Configuration Manager** screen appears.

2. Click the **SNMP** tab.

**Configuration Manager**  
Please, provide SNMP configuration settings

Network Setup | Logs | Inactivity Timer | Time/Date | Connection Mode | Device settings | **SNMP**

**Agent Configuration**

Version: 2  
 IP Address: 192.168.32.58 System Desc: Raritan Computer; CommandCenter Secure Gateway; Version 3.1.0.1.7; CC-SG-V1 HW  
 Port: 161 System Contact:  
 Read-Only Community: public System Name:  
 Read-Write Community: private System Location:

Update Agent Configuration

**Traps Configuration**

☐ Enable SNMP Traps

**Trap Sources**

☒ System Log ☒ Application Log

Selected	Name	Description
<input checked="" type="checkbox"/>	ccDeviceUpgrade	CC SecureGateway has upgraded the firmware o...
<input checked="" type="checkbox"/>	ccImageUpgradeResults	CC Secure Gateway Image Upgrade results
<input checked="" type="checkbox"/>	ccImageUpgradeStarted	CC Secure Gateway Image Upgrade started
<input checked="" type="checkbox"/>	ccIncompatibleDeviceFirmware	CC Secure Gateway detected device with incom...
<input checked="" type="checkbox"/>	ccLeafNodeAvailable	CC Secure Gateway detected leaf node reachable
<input checked="" type="checkbox"/>	ccSoftwareAvailable	CC Secure Gateway detected compatible firm...

Select All Clear All

**Trap Destinations**

Host	Port	Version	Community
Trap Destination Host:	Port: 162	Version: v1	Community:

Add Remove

Update Trap Configuration

Figure 169 Configuration Settings Device Settings Screen

- To identify the SNMP agent running on CC-SG to a third-party enterprise Management Solutions, provide agent information under **Agent Configuration**. Type a **Port** for the agent (default is **161**). Type a **Read-Only Community** string (default is **public**), and **Read-Write Community** string, (default is **private**). Multiple community strings are allowed; separate them with a comma. Type a **System Contact**, **System Name**, and **System Location** to provide information regarding the managed node.
- Click **Update Agent Configuration** to save the SNMP agent identifier information.
- Under **Traps Configuration**, check the box marked **Enable SNMP Traps** to enable sending SNMP traps from CC-SG to a SNMP host.
- Check the checkboxes before the traps you want CC-SG to push to your SNMP hosts: Under **Trap Sources**, there is a list of SNMP traps grouped into two different categories: **System Log** traps, which include notifications for the status of the CC unit itself, such as a hard disk failure, and **Application Log** traps for notifications generated by events in the CC application, such as modifications to a user account. To enable traps by type, check the boxes marked **System Log** and **Application Log**. Individual traps can be enabled or disabled by checking their corresponding checkboxes Use **Select All** and **Clear All** to enable all traps or clear all checkboxes. Refer to the MIB files for the list of SNMP traps that are provided. Please refer to **MIB Files** for additional information.
- Type the **Trap Destination Host** IP address and **Port** number used by SNMP hosts in the **Trap Destinations** panel. Default port is **162**.
- Type the **Community** string and **Version** (**v1** or **v2**) used by SNMP hosts in the **Trap Destinations** panel.
- Click **Add** to add this destination host to the list of configured hosts. To remove a host from the list, select the host, and then click **Remove**. There is no limit to the number of managers that can be set in this list.
- When SNMP traps and their destinations are configured, click **Update Trap Configuration**.

## Cluster Configuration

A CC-SG cluster uses two CC-SG nodes, one Primary node and one Secondary node, for backup security in case of Primary CC-SG node failure. Both nodes share common data for active users and active connections, and all status data is replicated between the two nodes. The primary and secondary nodes in a cluster must be running the same version of software, on the same version of hardware (G1, V1, or E1). Unless defined by the user, CC-SG will assign a default name to each cluster node.

Devices in a CC-SG cluster must be aware of the IP of the Primary CC-SG node in order to be able to notify the Primary node of status change events. If the Primary node fails, the Secondary node immediately assumes all Primary node functionality. This requires initialization of the CC-SG application and user sessions and all existing sessions originating on the Primary CC-SG node will terminate. The devices connected to the Primary CC-SG unit will recognize that the Primary node is not responding and will respond to requests initiated by the Secondary node.

---

***Note:** In a cluster configuration, only the Primary CC-SG communicates with CC-NOC. Whenever a CC-SG becomes primary, it sends its IP address, in addition to the IP address of the Secondary CC-SG, to CC- NOC.*

---

### Create a Cluster

In the event of a failover, the administrator should send an email to all CC-SG users, notifying them to use the IP address of the new Primary CC-SG node.

---

Important: It is recommended to backup your configuration on both nodes before setting up a cluster configuration.

---

---

***Note:** A CC-SG must be running its network ports in **Primary/Backup** mode in order to be used for clustering. Clustering will not work with an Active/Active configuration. Please refer to **Network Configuration** in this chapter for additional information.*

---

### Set Primary CC-SG Node

1. On the **Administration** menu, click **Cluster Configuration**. The Cluster Configuration screen appears.

- Click **Discover CommandCenters** to scan and display all CC-SG appliances on the same subset as the one you are currently using. Alternatively, you can add a CC-SG, perhaps from a different subnet, by specifying an IP address in **CommandCenter address** in the bottom of the window, and then clicking **Add CommandCenter**.

**Cluster Configuration**

*This CommandCenter is not a member of any cluster. To create a cluster with this CommandCenter as the primary node click the Create Cluster button. To create a cluster with another CommandCenter as the primary node click the Discover CommandCenters button, select a CommandCenter to be the primary node (one that is not already part of another cluster), and then click the Create Cluster button.*

Cluster Name	Node Address	Node State	CommandCenter version
	192.168.32.58	Standalone	3.1.0.2.6
cluster192.168.32.56	192.168.32.56	Primary	3.0.2.5.6
	192.168.32.34	Standalone	3.0.2.5.6
	192.168.32.123	Standalone	3.0.0.2.15
	192.168.32.85	Standalone	2.21.5.1
	192.168.32.155	Standalone	3.1.0.2.5

**Cluster Management**

CommandCenter address:

Cluster Name:

Backup username:  Password:

Figure 170 Cluster Configuration Screen

- Type a name for this cluster in **Cluster Name**. If you do not provide a name now, a default name will be provided, such as **cluster192.168.51.124**, when the cluster is created.
- Click **Create Cluster**.
- Click **Yes** when prompted if you want to continue. The CC-SG you are currently using will become the Primary node and a default name will be provided unless you previously entered a name in the Cluster Name field.

**Cluster Configuration**

*This CommandCenter is a member of cluster: NinaTestCluster. To create a new cluster click the Discover CommandCenters button, select a CommandCenter to be the primary node (one that is not already part of another cluster), and then click the Create Cluster button.*

Cluster Name	Node Address	Node State	CommandCenter version
NinaTestCluster	192.168.32.58	Primary	3.1.0.2.6
cluster192.168.32.56	192.168.32.56	Primary	3.0.2.5.6
	192.168.32.34	Standalone	3.0.2.5.6
	192.168.32.123	Standalone	3.0.0.2.15
	192.168.32.85	Standalone	2.21.5.1
	192.168.32.155	Standalone	3.1.0.2.5

**Cluster Management**

CommandCenter address:

Cluster Name:

Backup username:  Password:

Figure 171 Cluster Configuration – Primary Node Set

---

## Set Secondary CC-SG Node

1. Click **Discover CommandCenters** to scan and display all CC-SG appliances on the same subset as your one you are currently using. Alternatively, you can add a CC-SG, perhaps from a different subnet, by specifying an IP address in **CommandCenter address** in the bottom of the window. Click **Add CommandCenter**.

---

***Note:** Adding a backup CC-SG from a different subnet or network may avoid issues affecting a single network or physical location.*

---

2. To add a Secondary Node, or backup CC-SG node, select a CC-SG unit with **Standalone** status from the Cluster Configuration table. The version number must match the primary node's version.
3. Type a valid user name and password for the backup node in the **Backup username** and **Password** fields.
4. Click **Join "Backup" Node**.
5. A confirmation message will appear. Click **Yes** to assign Secondary status to the selected node, or click **No** to cancel.

---

Important! Once you begin the Join process, do not perform any other functions in CC-SG until the Join process has completed as indicated in step 6, below.

---

6. After you click **Yes**, CC-SG will restart the newly selected Secondary node. This process can take several minutes. When restart is complete, a confirmation message appears on your screen.
7. On the **Administration** menu, click **Cluster Configuration** to view the updated Cluster Configuration table.

---

***Note:** If the Primary and Secondary Nodes lose communication with one another, the Secondary Node will assume the role of the Primary Node. When connectivity resumes, you may have two Primary Nodes. You should then remove a Primary Node and reset it as a Secondary Node.*

---

---

## Remove Secondary CC-SG Node

1. To remove Secondary Node status from a CC-SG unit and reassign it to a different unit in your configuration, select the Secondary CC-SG Node in the Cluster Configuration table, and then click **Remove "Backup" Node**.
2. When the confirmation message appears, click **Yes** to remove Secondary Node status, or click **No** to cancel.

---

***Note:** Clicking **Remove "Backup" Node** removes the designation of Secondary Node. It does not delete the Secondary CC-SG unit from your configuration.*

---

---

## Remove Primary CC-SG Node

1. To remove Primary Node status from a CC-SG unit and reassign it to another unit in your configuration, select the Primary CC-SG Node in the Cluster Configuration table, and then click **Remove Cluster**.
2. When the confirmation message appears, click **Yes** to remove Primary Node status, or click **No** to cancel.

---

***Note:** Clicking **Remove Cluster** does not delete the Primary CC-SG unit from your configuration; it simply removes the designation of Primary Node. **Remove Cluster** is only available when no backup nodes exist.*

---

## Recover a Failed CC-SG Node

When a node fails and failover occurs, the failed node will recover in **Waiting** status.

1. Select the Waiting node in the Cluster Configuration table.
2. Add it as a backup node by clicking **Join “Waiting” Node**.
3. A confirmation message will appear. Click **Yes** to assign Secondary status to the selected node, or click **No** to cancel. If you click **Yes**, you will need to wait for the secondary node to restart just as with **Join “Backup” Node**.

---

**Note:** Once a node is in **Waiting** status it can be started in **Standalone** mode or **Backup** mode.

---

## Set Advanced Settings

To configure advanced settings of a cluster configuration:

1. Select the Primary node just created.
2. Click **Advanced**. The **Advanced Settings** window appears.

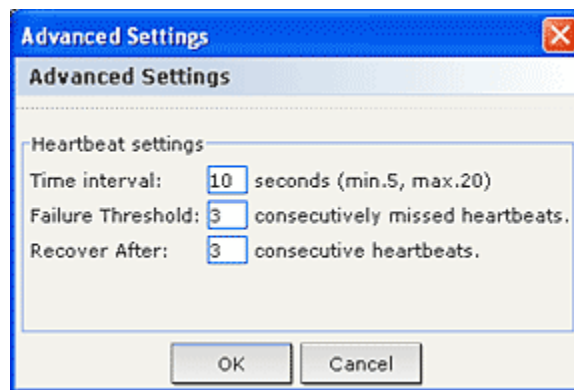


Figure 172 Cluster Configuration Advanced Settings

3. For **Time Interval**, enter how often CC-SG should check its connection with the other node.

---

**Note:** Setting a low Time Interval will increase the network traffic generated by heartbeat checks. Also, clusters with nodes located far apart from each other may want to set higher intervals.

---

4. For **Failure Threshold**, enter the number of consecutive heartbeats that must pass without a response before a CC-SG node is considered failed.
5. For **Recover After**, enter the number of consecutive heartbeats that must successfully be returned before a failed connection is considered recovered.
6. Click **OK** to save the settings.

---

**Note:** Changing the time zone is disabled in a cluster configuration.

---



## Configure Security

The Security Manager is used to manage how CC-SG provides access to users. Within Security Manager you can configure authentication methods, SSL access, strong password rules, lockout rules, the login portal, certificates, and access control lists.

### Remote Authentication

Please refer to **Chapter 9: Configuring Remote Authentication** for detailed instructions on configuring remote authentication servers.

### Secure Client Connections

In Security Manager, you can configure security settings for client connections to CC-SG.

1. On the **Administration** menu, click **Security**. The **Security Manager** screen appears.
2. Click the **General** tab.

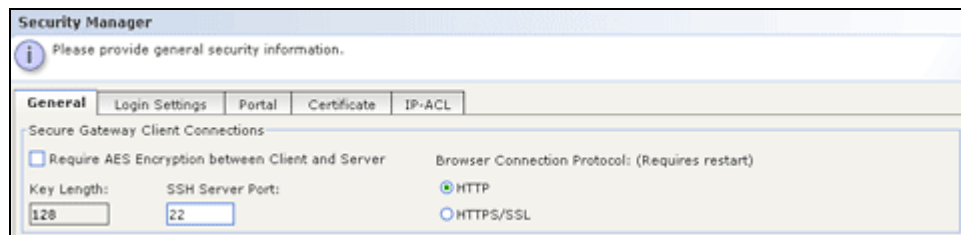


Figure 173 Secure Client Connections

3. Check the **Requires AES Encryption between Client and Server** check box if you want AES encrypted connections to CC-SG. Type the encryption key length you want to use in the **Key Length** field. The default key length is **128**.
4. Type the port number for accessing CC-SG via SSH in the **SSH Server Port** field. Please refer to **SSH Access to CC-SG**, later in this chapter, for additional information.
5. Click the **HTTP** or **HTTPS/SSL** radio button to select the Browser Connection Protocol you want client's to use when connecting to CC-SG. You must restart CC-SG for changes to this setting to take effect.
6. Click **Update** to save your changes.

## Login Settings

The **Login Settings** lets you configure the **Strong Password Settings** and **Lockout Settings**.

1. On the **Administration** menu, click **Security**. The **Security Manager** screen appears.
2. Click the **Login Settings** tab.

Figure 174 Login Settings

### Strong Password Settings

Strong password rules require users to observe strict guidelines when creating passwords, which makes the passwords more difficult to guess and, in theory, more secure. Strong passwords are not enabled in CC-SG by default. In order to use strong passwords, administrators must first check **Strong Passwords Required For All Users**.

**Note:** A strong password that includes all strong password requirements is always required for the CC Super-User.

Once enabled, administrators can edit the fields in the Strong Password Settings area to customize their password rules. At minimum, all strong passwords must be configured with the following criteria:

- **Minimum Password Length** – All passwords must contain a minimum number of characters. Click the drop down menu and select the minimum length of passwords.
- **Password History Depth** – Click the drop down menu and select how many previous passwords are kept in the history. While in the history, users will not be able to reuse a password when asked to choose a new one. For example, if **Password History** is set to 5, users cannot reuse any of their last 5 passwords.
- **Password Expiration Frequency** – All passwords must expire after a set number of days. Click the drop down menu and select the number of days passwords remain valid. After a password expires, users will be asked to choose a new password the next time they log in.

In addition, any four contiguous characters in the user name and the password cannot match.

Under **Strong Password Requirements**, the administrator can configure password rules to require a number of extra items:

- Passwords must contain at least one lower case letter.
- Passwords must contain at least one upper case letter.
- Passwords must contain at least one number.



- Passwords must contain at least one special character (for example, an exclamation point or ampersand).

When you are done configuring strong password rules, click **Update** to save the settings. All selected rules are cumulative, that is all passwords must meet every criteria that the administrator configures. After configuring strong password rules, all future passwords must meet these criteria and all existing users will need to change their passwords at their next logins if the new criteria are stronger than the previous criteria.. Strong password rules apply only to user profiles stored locally. Password rules on an authentication server must be managed by the authentication server itself.

Raritan suggests using the **Message of the Day** feature to provide advanced notice to users when the strong password rules will be changing and what the new criteria are.

## Lockout Settings

Administrators can lock out CC-SG, CC-NOC users, and SSH users after a specified number of failed login attempts. This feature applies to users who are authenticated and authorized locally by CC-SG and does not apply to users who are remotely authenticated by external servers. Please refer to Chapter 9: Configuring Remote Authentication for additional information. Failed login attempts due to insufficient user licenses also do not apply.

---

***Note:** By default, the **admin** account is locked out for five minutes after three failed login attempts. For **admin**, the number of failed login attempts before lockout and after lockout is not configurable.*

---

To configure user Lockout:

1. Check **Lockout Enabled**.
2. The default number of failed login attempts before a user is locked out is **3**. You can change this value by entering a number from **1** to **10**.
3. Choose a Lockout Strategy:
  - a. If you choose **Lockout for Period**, specify the period of time, in minutes, the user will be locked out before they can login again. The default number is **5** minutes, but you can specify anywhere from **1** minute up to **1440** minutes (24 hours). After the time expires, the user can login again. At any time during the lockout period, an administrator can override this value and allow the user to log back into CC-SG.
  - b. If you choose **Lockout Until Admin Allows Access**, users are locked out until an administrator allows them to log back in. To unlock a user, please refer to **Chapter 10: Generating Reports** for additional information.
4. Type an email address in **Lockout notification email** so notification is sent to the address informing the recipient that lockout has occurred. If the field is blank, notification is not sent.
5. Type a phone number in **Administrator's Phone** if the administrator needs to be contacted.
6. Click **Update** to save configuration settings.

## Allow Concurrent Logins per Username

These settings permit more than one concurrent session on CC-SG with the same Username.

1. Check **Super User** if you want to allow more than one simultaneous connection to CC-SG under the **admin** account.
2. Check **System Administrators** if you want to allow concurrent logins with accounts under the **System Administrators** user group.
3. Check **Other Users** if you want to allow concurrent logins with all other accounts.

## Portal

Portal settings allow administrators to configure a logo and an access agreement to greet users when they access a client. To access the Portal settings:

1. On the **Administration** menu, click **Security**. The **Security Manager** screen appears.
2. Click the **Portal** tab.

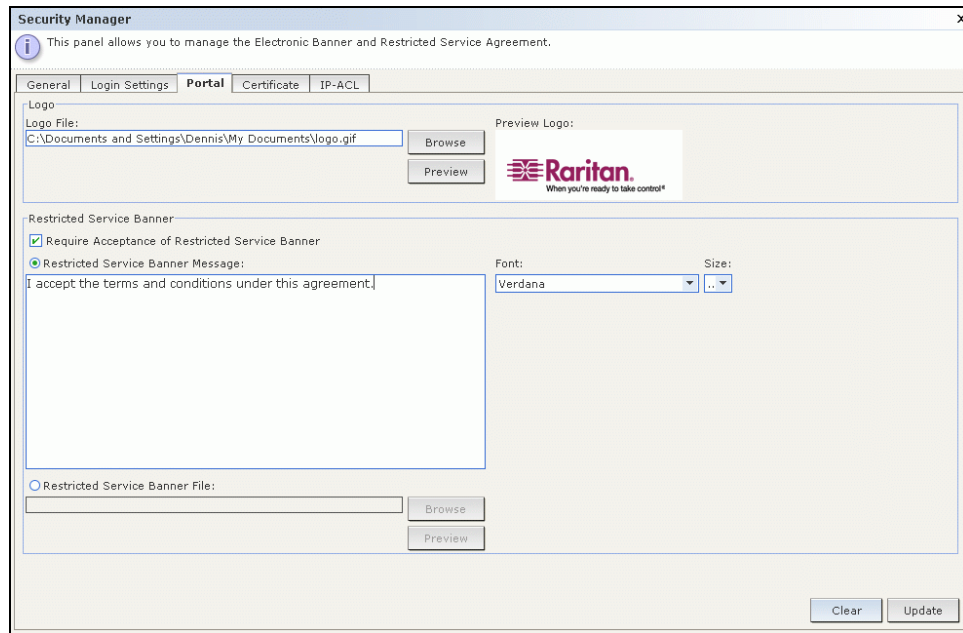


Figure 175 Portal Settings

### Logo

A small graphic file can be uploaded to CC-SG to act as a banner on the login page. The maximum size of the logo is 998 by 170 pixels. To upload logo:

1. Click **Browse** in the **Logo** area of the Portal tab. An Open dialog appears.
2. Select the graphic file you want to use as your logo in the dialog, and then click **Open**.
3. If desired, click **Preview** to preview the logo. The selected graphic file will appear to the right.
4. Click **Update** to save your Logo changes to CC-SG.

### Restricted Service Agreement

A message can be configured to appear to the left of the login fields on the login screen. This is intended for use as a Restricted Service Agreement, or a statement users agree to upon accessing the CC-SG. A user's acceptance of the Restricted Service Agreement is noted in the log files and the audit trail report.

1. Check **Require Acceptance of Restricted Service Agreement** to require users to check an agreement box on the login screen before they are allowed to enter their login information.
2. Select **Restricted Service Agreement Message** if you want to enter the banner text directly.
  - a. Type an agreement message in the text field provided. The maximum length of the text message is 10,000 characters.
  - b. Click the **Font** drop-down menu and select a font to display the message in.
  - c. Click the **Size** drop-down menu and select a font size to display the message in.

Select **Restricted Service Agreement Message File** if you want to load a message from a text (.TXT) file.

- a. Click **Browse**. A dialog window appears.

- b. In the dialog window, select the text file with the message you want to use, and then click **Open**. The maximum length of the text message is 10,000 characters.
    - c. Click **Preview** if you want to preview the text contained in the file. It will appear in the banner message field above.
  3. Click **Update** to save your Restricted Service Banner changes to CC-SG.
- After your Logo and Restricted Service Agreement settings have been updated, they will appear on the login screen the next time a user accesses a client.

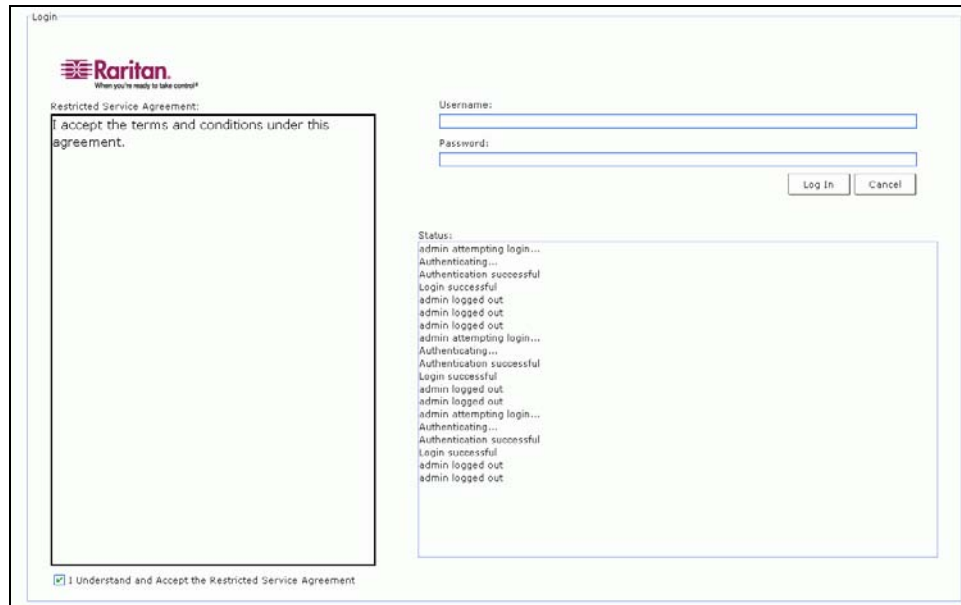


Figure 176 Login Portal With Restricted Service Agreement

## Certificate

Options in this window can be used to generate a certificate signing request (also CSR or certification request). A CSR is a message sent from an applicant to a certificate authority to apply for a digital identity certificate. Before creating a CSR, the applicant first generates a key pair, keeping the private key secret. The CSR contains information identifying the applicant (such as a directory name in the case of an X.509 certificate), and the public key chosen by the applicant.

*Note: The button at the bottom of the screen will change from **Export** to **Import** to **Generate**, depending on which certificate option is selected.*

1. On the **Administration** menu, click **Security**. The **Security Manager** screen appears.

## 2. Click the **Certificate** tab.

Security Manager

This panel allows you to manage certificate.

General Login Settings Portal **Certificate** IP-ACL

☒ Export current certificate and private key  
☐ Import pasted certificate and private key  
☐ Generate certificate signing request  
☐ Generate self signed certificate

Certificate

Private Key

CA file:   Password:

Figure 177 Security Manager Certificate Screen

### Export Current Certificate and Private Key

Click **Export current certificate and private key**. The certificate appears in the **Certificate** panel and the private key appears in **Private Key** panel. Copy the text of the **Certificate** and **Private Key** and submit it by clicking **Export**.

### Generate Certificate Signing Request

The following explains how to generate a CSR and a private key on CC-SG. The CSR will be submitted to the Certificate Server who will issue a signed certificate. A root certificate will also be exported from the Certificate Server and saved in a file. The signed certificate, root certificate, and private key will then be imported.

1. Click **Generate Certificate Signing Request**, and then click **Generate**. The **Generate Certificate Signing Request** window appears.

2. Type the requested data for the CSR into the fields.

Figure 178 Generate Certificate Signing Request Screen

3. Click **OK** to generate the CSR or **Cancel** to exit the window. The CSR and Private Key appear in the corresponding fields of the **Certificate** screen.

Figure 179 Certificate Request Generated

4. Using an ASCII editor such as Notepad, copy and paste the CSR into a file and save it with a **.cer** extension.
5. Using an ASCII editor, for example, Notepad, copy and paste the Private Key into a file and save it as a text file.
6. Submit the CSR file (**.cer**) saved in Step 4. to the Certificate Server to obtain a signed certificate from the Server.
7. Download or export the root certificate from the Certificate Server and save it to a file with a **.cer** extension. This is a different certificate from the signed certificate that will be issued by the Certificate Server in the next step.
8. Once you receive the signed certificate from the Certificate Server, click **Import pasted certificate and private key**.

9. Copy and paste the signed certificate into the Certificate Request field. Paste the Private Key that was saved previously into the Private Key field.
10. Click **Browse** next to **CA file:** and select the root certificate file that was saved in Step 6.
11. Type **raritan** in the **Password** field if the CSR was generated by CC-SG. If a different application generated the CSR, use the password for that application.

---

***Note:** If the imported certificate is signed by a root and subroot CA (certificate authority), using only a root or subroot certificate will fail. To resolve this, copy and paste both root and subroot certificate into one file and then import it.*

---

## Generate Self Signed Certificate Request

Click the **Generate Self Signed Certificate** option button, and then click **Generate**. The **Generate Self Signed Certificate** window appears. Type the data needed for the self-signed Certificate into the fields. Click **OK** to generate the certificate or **Cancel** to exit the window. The Certificate and Private Key will appear encrypted in the corresponding fields of the **Certificate** screen.

Figure 180 Generate Self Signed Certificate Window

## IP-ACL

This feature restricts access to CC-SG based on IP addresses. Specify an IP-access control list (IP-ACL) by entering an IP address range, the group to which it applies, and an Allow/Deny privilege.

1. On the **Administration** menu, click **Security**. The **Security Manager** screen appears.

2. Click the **IP-ACL** tab.

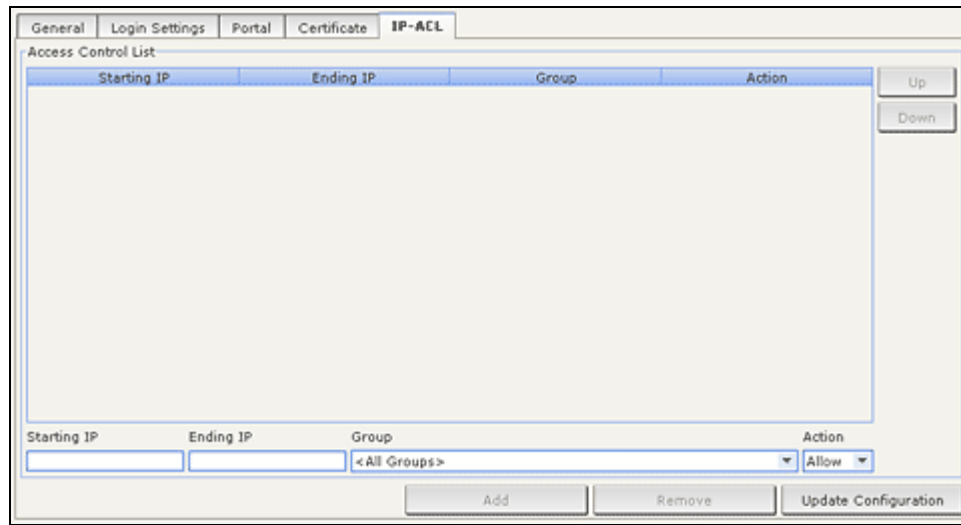


Figure 181 Security Manager IP-ACL Screen

3. To change the order of the line items in the **Access Control List**, select the line item, and then click **Up** or **Down**. Connecting users will be allowed or denied according to the first rule that applies (from top to bottom).
4. To add a new item to the list, specify a range to apply the rule to by typing the starting IP value in the **Starting IP** field, and the ending IP value in the **Ending IP** field.
5. Click the **Group** drop-down arrow to select a group to apply the rule to.
6. Click the **Action** drop-down arrow and choose to **Allow** or **Deny** the group access to the IP range.
7. Click **Add** to add the new rule to the **Access Control List**.
8. To remove any line item, select it, and then click **Remove**.
9. Click **Update Configuration** to update your system with the new access control rules.



## Notification Manager

Use Notification Manager to configure an external SMTP server so notifications can be sent from CC-SG. Notifications are used to email reports that have been scheduled, email reports if users are locked out, and to email status of failed or successful scheduled tasks. Please refer to [Task Manager](#), later in this chapter for additional information. After configuring the SMTP server, you can elect to send a test email to the designated recipient and notify the recipient of the result of the test.

To configure an external SMTP server:

1. On the **Administration** menu, click **Notifications**. The Notification Manager screen appears.

Figure 182 Notification Manager

2. Check the **Enable SMTP Notification** checkbox.
3. Type the SMTP host in the **SMTP host** field. For hostname rules, please refer to **Terminology/Acronyms in Chapter 1: Introduction**.
4. Type a valid SMTP port number in the **SMTP port** field.
5. Type a valid account name that can be used to log in to the SMTP server in the **Account name** field.
6. Type the account name's password in the **Password** and **Re-enter Password** fields.
7. Type a valid email address that will identify messages from CC-SG in the **From** field.
8. Type the number of times emails should be re-sent should the send process fail in the **Sending retries** field.
9. Type the number of minutes, from 1-60, that should elapse between sending retries in the **Sending retry interval (minutes)** field.
10. Check **Use SSL** if you want emails to be sent securely using Secure Sockets Layer (SSL).
11. Click **Test Configuration** to send a test email to the SMTP account specified. You should check to make sure that the email arrives.
12. Click **Update Configuration** to save your changes.



## Task Manager

Use Task Manager to schedule CC-SG tasks on a daily, weekly, monthly, or yearly basis. A task can be scheduled to run only once or periodically on a specified day of the week and at a specified interval, such as, scheduling device backups every three weeks on Fridays or emailing a particular report to one or more recipients every Monday.

---

***Note:** Task Manager uses the Server time that is set on CC-SG for scheduling--not the time on your client PC. The Server time is displayed in the upper right corner of each CC-SG screen.*

---

## Task Types

---

These tasks can be scheduled:

- Backup Device Configuration (individual device or device group)
- Restore Device Configuration (does not apply to device groups)
- Copy Device Configuration (individual device or device group)
- Upgrade Device Firmware (individual device or device group). Note that the firmware should be made available before scheduling this task.
- Backup CC-SG
- Restart Device (does not apply to device groups)
- Outlet Port Power Management (Power On/Off/Recycle Outlet ports)
- Generate all Reports (HTML or CSV format)
- Purge Logs

## Scheduling Sequential Tasks

---

You may want to schedule tasks sequentially to confirm that expected behavior was actually carried out. For example, you may want to schedule an Upgrade Device Firmware task for a given device group, and then schedule an Asset Management Report task immediately after it to confirm that the correct versions of firmware were upgraded.

## Email Notifications

---

Upon completion of a task, an email message can be sent to a specified recipient. You can specify where and how the email is sent, such as if it is sent securely via SSL, in the Notification Manager. Please refer to [Notification Manager](#), earlier in this chapter, for additional information.

## Scheduled Reports

---

Reports that are scheduled are sent via email to the recipients that you specify.

All reports that have a **Finished** status are stored on CC-SG for 30 days and can be viewed in HTML format by selecting **Scheduled Reports** under the **Reports** menu. Please refer to [Chapter 10: Generating Reports, Scheduled Reports](#) for additional information.

## Create a New Task

To schedule a new task:

1. On the **Administration** menu, click **Tasks**. The Task Manager screen appears

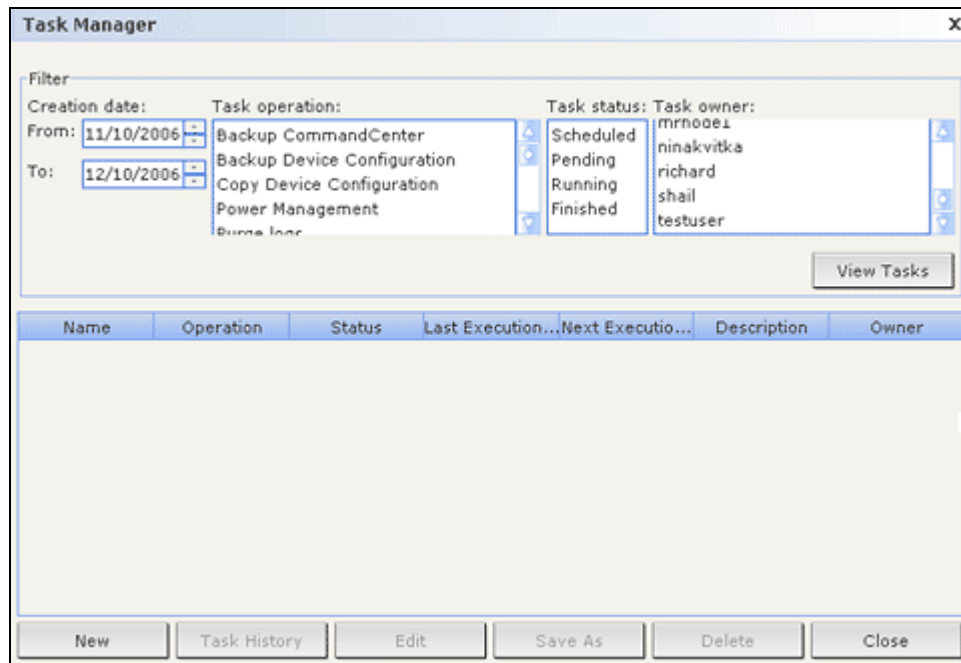


Figure 183 Task Manager

2. Click **New**.
3. In the **Main** tab, type a name (1-32 characters, alphanumeric characters or underscores, no spaces) and description for the task.
4. Click the **Task Data** tab.
5. Click the Task Operation drop-down menu and select the task to be scheduled, such as **Upgrade Device Firmware**, from the list. Note that the fields requiring data will vary according to the task selected.
6. Click the **Recurrence** tab.
7. In the **Period** field, click the radio button that corresponds to the period of time at which you want the scheduled task to recur.
  - **Once:** Use the up and down arrows to select the **Start time** at which the task should begin.
  - **Periodic:** Use the up and down arrows to select the **Start time** at which the task should begin. Type the number of times the task should be executed in the **Repeat Count** field. Type the time that should elapse between repetitions in the **Repeat Interval** field. Click the drop-down menu and select the unit of time from the list.
  - **Daily:** Click the radio button next to **Every day** if you want the task to repeat 7 days per week. Click the radio button next to **Every weekday** if you want the task to repeat each day from Monday through Friday.
  - **Weekly:** Use the up and down arrows to select how many weeks should elapse between task executions, then check the checkbox next to each day on which the task should recur each week that it runs.
  - **Monthly:** Type the date on which the task should execute in the **Days** field, and then check the checkbox next to each month in which the task should recur on the specified date.

- **Yearly:** Click the drop-down menu and select the month in which the task should execute from the list. Use the up and down arrows to select the day in that month on which the task should execute.
8. For **Daily**, **Weekly**, **Monthly**, and **Yearly** tasks, you must add a start and end time for the task in the **Range of recurrence** section. Use the up and down arrows to select the **Start at** time and **Start date**. Click the radio button next to **No end date** if the task should recur as specified indefinitely. Or, click the radio button next to **End date**, and then use the up and down arrows to select the date at which the task should stop recurring.
  9. Click the **Retry** tab.
  10. If a task fails, CC-SG can retry the task at a later time as specified in the **Retry** tab. Type the number of times CC-SG should retry to execute the task in the Retry count field. Type the time that should elapse between retries in the **Retry Interval** field. Click the drop-down menu and select the unit of time from the list.

---

Important: If you are scheduling a task to upgrade SX or KX devices, set the Retry Interval for more than 20 minutes, because it takes approximately 20 minutes to successfully upgrade these devices.

---

11. Click the **Notification** tab.
12. You can specify email addresses to which a notification should be sent upon task success or failure. By default, the email address of the user currently logged in is available. User email addresses configured in the User Profile. Please refer to [Chapter 7: Adding and Managing Users and User Groups](#) for additional information. To add another email address, click **Add**, type the email address in the window that appears, and then click **OK**. By default, email is sent if the task is successful. To notify recipients of failed tasks, check the **On Failure** checkbox.
13. Click **OK** to save the task.

## View a Task, Details of a Task, and Task History

---

To view a task:

1. On the **Administration** menu, click **Tasks**. The Task Manager screen appears.
  2. To search for tasks, use the up and down buttons to select the date range you want to search. You can filter the list further by selecting one or more (**CTRL+click**) tasks, status, or owner from each list. Click **View Tasks** to view the list of tasks.
- To delete a task, select the task, and then click **Delete**.

---

*Note:* You cannot delete a task that is currently running.

---

- To view the history of a task, select the task, and then click **Task History**.
- To view details of a task, double-click a task.
- To change a scheduled task, select the task, and then click **Edit** to open the Edit Task window. Change the task specification as needed, and then click **Update**. Please refer to **Create a New Task**, earlier in this chapter, for tab descriptions.
- To create a new task based on a previously configured task, select the task you want to copy, and then click **Save As** to open the Save As Task window. The tabs are populated with the information from the previously configured task. Change the task specifications as needed, and then click **Update**. Please refer to **Create a New Task**, earlier in this chapter, for tab descriptions.

---

*Note:* If a task is changed or updated, its prior history no longer applies and the “Last Execution Date” will be blank.

---

## CommandCenter NOC

Adding a CommandCenter NOC (CC-NOC) to your setup will expand your target management capabilities by providing monitoring, reporting, and alert services for your serial and KVM target systems. Please refer to Raritan's CommandCenter NOC documentation for additional information on installing and operating your CC-NOC appliance.

---

**Important:** In the following procedure, passcodes are generated. You must provide these passcodes to the CC-NOC administrator, who must configure them in CC-NOC within five minutes. Avoid transmitting the passcodes over email or other electronic means to avoid a possible interception by automated systems. A phone call or exchange of written codes between trusted parties is better protection against automated interception.

---

### Add a CC-NOC

---

**Note:** To create a valid connection, the time settings on both the CC-NOC and CC-SG should be synchronized. The best method of achieving this synchronization is to use a common NTP (Network Time Protocol) server. For this reason, the CC-NOC and CC-SG are required to be configured to use an NTP server.

---

1. On the **Access** menu, click **CC-NOC Configuration**. The **CC-NOC Configuration** screen appears.
2. Click **Add**. The **Add CC-NOC Configuration** screen appears.
3. Select a software version of CC-NOC you want to add, and then click **Next**. Version 5.1 has fewer integration features than 5.2 and later, and only requires adding a name and an IP address. For additional information on CC-NOC 5.1, please refer to [www.raritan.com/support](http://www.raritan.com/support). Click **Product Documentation**, and then click **CommandCenter NOC**.

Figure 184 Add CC-NOC Configuration Screen

4. Type a descriptive name for the CC-NOC in the **Name** field. Maximum length is 50 alphanumeric characters.

5. Type the IP address or hostname of the CC-NOC in the **CC-NOC IP/Hostname** field. This is a required field. For hostname rules, please refer to **Terminology/Acronyms** in **Chapter 1: Introduction**.
6. To retrieve daily information on targets in the CC-NOC database, type a discovery range in the **IP Range From** and **IP Range To** fields. This IP range represents the range of addresses CC-SG is interested in and instructs CC-NOC to send events for these devices to CC-SG. This range is related to the discovery range that is configured in the CC-NOC. Please refer to Raritan's **CommandCenter NOC Administrator Guide** for details. Type a range, keeping the following rules in mind:

IP ADDRESS RANGE	DESCRIPTION
If CC-SG range entered here is a <i>subset</i> of the range configured in CC-NOC...	... <b>then</b> , CC-NOC returns all known target device information within this range.
If CC-SG range entered here includes a <i>partial</i> list (non-null intersection) of the range configured in CC-NOC...	... <b>then</b> , CC-NOC returns all known target device information within the intersecting range.
If CC-SG range is a <i>superset</i> of the range configured in CC-NOC...	... <b>then</b> , CC-NOC returns all known target device information within this range. Essentially, CC-NOC returns targets that are defined in the CC-NOC range.
If CC-SG range does not <i>overlap</i> the range configured in CC-NOC...	... <b>then</b> , CC-NOC will not return any target device information at all.

To stop CC-NOC from monitoring a device, it can be *unmanaged*. Please refer to the **CommandCenter NOC Administrator Guide** for additional information.

---

**Note:** Use the *CC-NOC Synchronization Report* to view targets that the CC-SG is subscribing to. The report also displays any new targets that have been discovered by CC-NOC. Please refer to *Chapter 10: Generating Reports, CC-NOC Synchronization Report* for additional information.

---

7. Specify a **Synchronization Time** to schedule when the target information is retrieved from the CC-NOC database. This will refresh the databases as targets are discovered or become unmanaged. The default is the current time as set on the client machine. You may want to schedule synchronization during an off-peak time so synchronization will not affect the performance of other processes.
8. For **Heartbeat Interval**, enter how often, in seconds, CC-SG sends a heartbeat message to CC-NOC. This confirms if CC-NOC is still up and available. Default is **60** seconds. Valid range is **30-120** seconds. Normally, this does not have to be changed.
9. For **Failed Heartbeat Attempts**, enter the number of consecutive heartbeats that must pass without a response before a CC-NOC node is considered unavailable. Default is **2** heartbeats. Valid range is **2-4** heartbeats. Normally, this does not have to be changed.
10. Click **Next**.

11. Either copy and paste the passcodes into CC-NOC fields if you are the CC-NOC administrator, or submit the two passcodes to the CC-NOC administrator. As documented in the **CommandCenter NOC Administrator Guide**, the CC-NOC administrator will then enter the passcodes in CC-NOC, which initiates an exchange of security certificates.

---

Important: To increase security, you must enter the passcodes in CC-NOC within five minutes after they are generated on CC-SG. This will minimize the window of opportunity for intruders to breach the system with a brute-force attack. Avoid transmitting the passcodes over email or other electronic means to avoid a possible interception by automated systems. A phone call or exchange of written codes between trusted parties is better protection against automated interception.

---

12. Once the certificate exchange process is complete, a secure channel has been established between CC-NOC and CC-SG. The CC-NOC data will be copied to CC-SG. Click **OK** to complete the process. If the process does not complete within **5** minutes, it times out and data is not saved in CC-SG and any stored certificates are deleted. Retry the procedure again—go to Step 1. in **Add a CC-NOC** on page 182.

---

**Note:** *CommandCenter NOC can only be added to standalone or primary node CC-SG servers.*

---

## Edit a CC-NOC

---

1. On the **Access** menu, click **CC-NOC Configuration**. The **CC-NOC Configuration** screen appears.
2. Highlight a CC-NOC in the list, and then click **Edit**. The **Edit CC-NOC Configuration** screen appears.
3. Change the configuration as needed. Please refer to the previous section, **Add a CC-NOC**, for additional information fields.

## Launch CC-NOC

---

To launch CC-NOC from CC-SG:

1. On the **Access** menu, click **CC-NOC Configuration**.
2. In the CC-NOC Configuration screen, select an available CC-NOC.
3. Click **Launch**. This will connect you to a configured CC-NOC.

## Delete a CC-NOC

---

To remove and unregister a CC-NOC in CC-SG, do the following.

1. On the **Access** menu, click **CC-NOC Configuration**. The **CC-NOC Configuration** screen appears.
2. Select the CC-NOC you want to delete from CC-SG, and then click **Delete**. You are prompted to confirm the deletion.
3. Click **Yes** to delete the CC-NOC. A **CC-NOC Deleted Successfully** message confirms that CC-NOC has been deleted.

## SSH Access to CC-SG

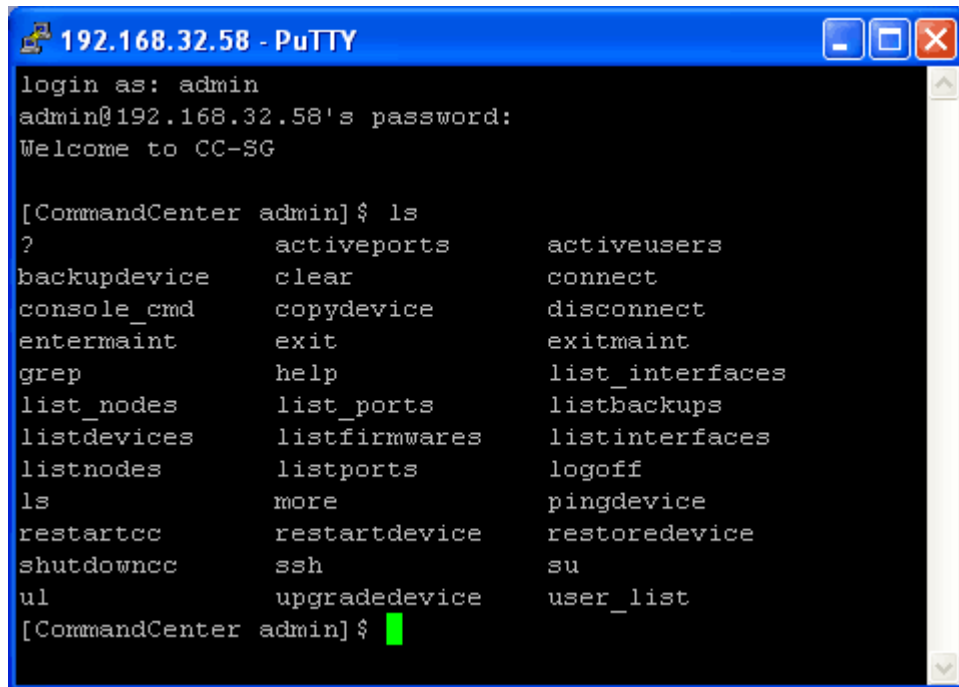
Use Secure Shell (SSH) clients, such as Putty or OpenSSH Client, to access a command line interface to SSH (v2) server on CC-SG. Only a subset of CC-SG commands is provided via SSH to administer devices and CC-SG itself.

The SSH client user is authenticated by the CC-SG in which existing authentication and authorization policies are applied to the SSH client. The commands available to the SSH client are determined by the permissions for the user groups to which the SSH client user belongs.

Administrators who use SSH to access CC-SG cannot logout a CC Super-User SSH user, but are able to log out all other SSH client users, including System Administrators.

To access CC-SG via SSH:

1. Launch an SSH client, such as Putty.
2. Specify the IP address of the CC-SG and specify **22** for the port, and open the connection.  
You can configure the port for SSH access in Security Manager. Please refer to Security Manager earlier in this chapter for additional information.
3. When prompted, log in with your CC-SG username and password.
4. A shell prompt appears. Type **ls** to display all commands available. You can type **?** or **help** to display descriptions and format for typing all commands.



```
192.168.32.58 - PuTTY
login as: admin
admin@192.168.32.58's password:
Welcome to CC-SG

[CommandCenter admin]$ ls
?                activeports      activeusers
backupdevice     clear            connect
console_cmd     copydevice       disconnect
entermaint      exit             exitmaint
grep            help             list_interfaces
list_nodes      list_ports       listbackups
listdevices     listfirmwares    listinterfaces
listnodes       listports        logoff
ls              more             pingdevice
restartcc       restartdevice     restoredevice
shutdowncc      ssh              su
ul              upgradedevice     user_list
[CommandCenter admin]$
```

Figure 185 CC-SG Commands via SSH



## SSH Commands

The following table describes all commands available in SSH. You must be assigned the appropriate privileges in CC-SG to access each command.

COMMAND	DESCRIPTION
<b>activeports</b>	List active ports.
<b>activeusers</b>	List active users.
<b>backup device</b> <[-host <host>]   [-id <device_id>]> backup_name [description]	Backup device configuration.
<b>clear</b>	Clear screen.
<b>connect</b> [-d <device_name>] [-e <escape_char>] <[-i <interface_id>]   [-n <port_name>]   [port_id]>	Establish a connection to a serial port. If <port_name> or <device_name> contains spaces it should be surrounded by quotes.
<b>copydevice</b> <[-b <backup_id>]   [source_device_host]> target_device_host	Copy device configuration
<b>disconnect</b> <[-u <username>] [-p <port_id>] [-id <connection_id>]>	Close port connection.
<b>entermaint</b> minutes [message]	Place CC-SG in maintenance mode.
<b>exitmaint</b>	Remove CommandCenter from maintenance mode.
<b>grep</b> search_term	Search text from piped output stream.
<b>help</b>	View help screen.
<b>listbackups</b> <[-id <device_id>]   [host]>	List available device configuration backups.
<b>listdevices</b>	List available devices.
<b>listfirmwares</b> [[-id <device_id>]   [host]]	List firmware versions available for upgrade.
<b>listinterfaces</b> [-id <node_id>]	List all interfaces.
<b>listnodes</b>	List all nodes.
<b>listports</b> [[-id <device_id>]   [host]]	List all ports.
<b>logout</b> [-u <username>] message	Logout user
<b>ls</b>	List commands



<code>more [-p &lt;page_size&gt;]</code>
Make paging
<code>pingdevice &lt;[-id &lt;device_id&gt;]   [host]&gt;</code>
Ping device
<code>restartcc minutes [message]</code>
Restart CC-SG
<code>restartdevice &lt;[-id &lt;device_id&gt;]   [host]&gt;</code>
Restart device
<code>restoredevice &lt;[-host &lt;host&gt;]   [-id &lt;device_id&gt;] &gt; [backup_id]</code>
Restore device configuration
<code>shutdowncc minutes [message]</code>
Shutdown CC-SG.
<code>ssh [-e &lt;escape_char&gt;] &lt;[-id &lt;device_id&gt;]   [host]&gt;</code>
Open SSH connection to an SX device
<code>su [-u &lt;user_name&gt;]</code>
Change a user.
<code>upgradedevice &lt;[-id &lt;device_id&gt;]   [host]&gt;</code>
Upgrade device firmware
<code>exit</code>
Exit SSH session.

Typing the command followed by the `-h` switch displays help for that command, such as `listfirmwares -h`.

## Command Tips

The following describes several nuances of the SSH commands:

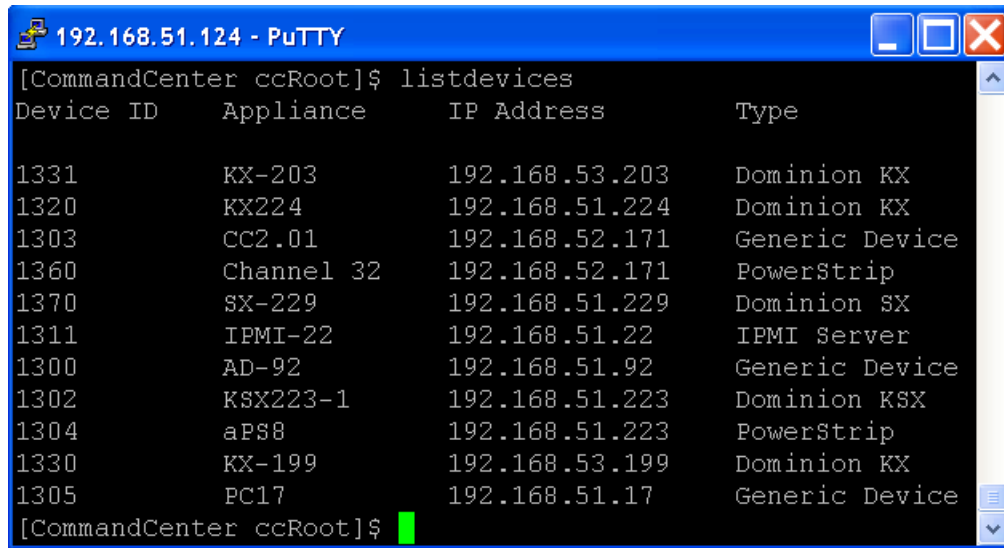
- For commands that pass an IP address, such as `upgradedevice`, you can substitute the hostname for an IP address. For hostname rules, please refer to Terminology/Acronyms in **Chapter 1: Introduction**.
- The `copydevice` and `restartdevice` commands apply only to some Raritan devices, for example, Dominion SX. IPMI servers, generic devices are not supported by these commands.

## Create an SSH Connection to an SX Device

You can create an SSH connection to an SX device to perform administrative operations on the device. Once connected, the administrative commands supported by the SX device are available.

***Note:** Before you connect, ensure that the SX device has been added to the CC-SG.*

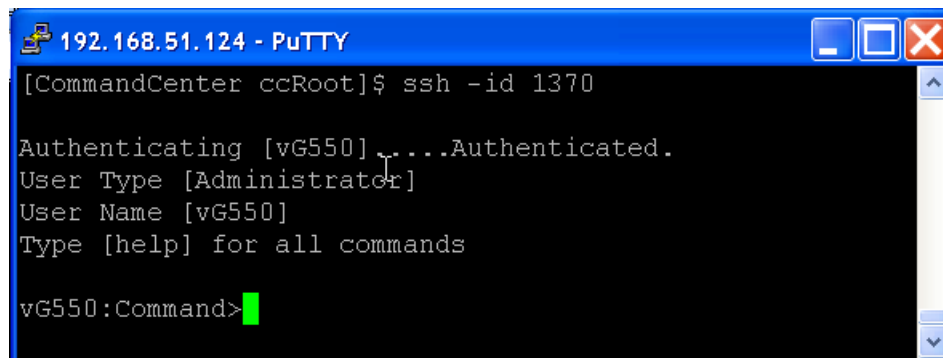
1. Type `listdevices` to ensure the SX has been added to CC-SG.



```
[CommandCenter ccRoot]$ listdevices
Device ID      Appliance      IP Address      Type
-----
1331           KX-203         192.168.53.203  Dominion KX
1320           KX224         192.168.51.224  Dominion KX
1303           CC2.01        192.168.52.171  Generic Device
1360           Channel 32    192.168.52.171  PowerStrip
1370           SX-229        192.168.51.229  Dominion SX
1311           IPMI-22       192.168.51.22   IPMI Server
1300           AD-92         192.168.51.92   Generic Device
1302           KSX223-1     192.168.51.223  Dominion KSX
1304           aPS8         192.168.51.223  PowerStrip
1330           KX-199       192.168.53.199  Dominion KX
1305           PC17         192.168.51.17   Generic Device
[CommandCenter ccRoot]$
```

Figure 186 Listing Devices on CC-SG

2. Connect to the SX device by typing `ssh -id <device id>`. For example, using the figure above as an example, you can connect to SX-229 by typing `ssh -id 1370`.



```
[CommandCenter ccRoot]$ ssh -id 1370
Authenticating [vG550]...Authenticated.
User Type [Administrator]
User Name [vG550]
Type [help] for all commands
vG550:Command>
```

Figure 187 Access SX Device via SSH

## Use SSH to Connect to a Node via a Serial Out of Band Interface

You can use SSH to connect to a node through its associated serial out-of-band interface. The SSH connection is in proxy mode.

1. Type **listinterfaces** to view the node ids and associated interfaces.

```

192.168.32.58 - PuTTY
[CommandCenter admin]$
[CommandCenter admin]$ listinterfaces
Interface ID  Interface name  Interface type  Node ID  Node name
100          Serial Target 1  Serial interface 100    Serial Target 1
136          Admin          Serial interface 100    Serial Target 1
140          Serial Target 4  Serial interface 131    Serial Target 4
104          Serial Target 3  Serial interface 104    Serial Target 3
103          Admin          Serial interface 103    Admin
108          Serial Target 2  Serial interface 108    Serial Target 2
[CommandCenter admin]$

```

Figure 188 Listinterfaces in SSH

2. Type **connect -i <interface\_id>** to connect to the node associated with the interface.

```

192.168.32.58 - PuTTY
100          Serial Target 1  Serial interface 100    Serial Target 1
136          Admin          Serial interface 100    Serial Target 1
140          Serial Target 4  Serial interface 131    Serial Target 4
104          Serial Target 3  Serial interface 104    Serial Target 3
103          Admin          Serial interface 103    Admin
108          Serial Target 2  Serial interface 108    Serial Target 2
[CommandCenter admin]$ connect -i 100
Connecting to port ...

```

Figure 189 Connecting to a Node via a Serial Out-of-Band Interface

3. Once connected to the node, type the default Escape keys of '~' followed by a dot '.' At the prompt that displays, you can enter specific commands or aliases as described below:

COMMAND	ALIAS	DESCRIPTION
<b>quit</b>	<b>q</b>	Terminates connection and returns to SSH prompt.
<b>get_write</b>	<b>gw</b>	Gets Write Access. Allows SSH user to execute commands at target server while browser user can only observe proceedings.
<b>get_history</b>	<b>gh</b>	Gets History. Displays the last few commands and results at target server.
<b>send_break</b>	<b>sb</b>	Sends Break. Breaks the loop in target server initiated by browser user.
<b>help</b>	<b>?,h</b>	Prints help screen.

## Exit a Session

To exit the entire SSH connection to CC-SG, type **exit**.

## Diagnostic Console

The Diagnostic Console is a standard, non-graphical interface that provides local access to CC-SG. It can be accessed from a serial or KVM port, or from Secure Shell (SSH) clients, such as Putty or OpenSSH Client.

Two logins are provided—one is **status**, which gives access to the Status Console, and the other is **admin**, which gives access to the Administrator Console. All login usernames and passwords are case-sensitive.

### About Status Console

---

In the default configuration, the Status Console does not require a password. Typing **status** at the **login** prompt displays the current system information and is useful in ascertaining the health of CC-SG, the various services used by CC-SG, and the attached network.

### About Administrator Console

---

The default username/password for the Administrator Console is **admin/raritan**. The admin account allows you to set some initial parameters, provide initial networking configuration, debug log files, and perform some limited diagnostics and restarting CC-SG. The Diagnostic Console **admin** account is separate and distinct from the **admin** account and password used in the CC-SG administrator's Director Client and the html-based Access Client. The same or different passwords may be used for both accounts. Changing one of these passwords does not affect the other.

---

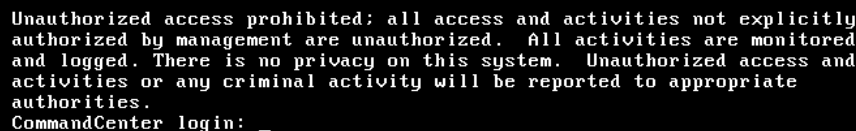
***Note:** If accessing Diagnostic Console via SSH, the Status Console and the Administrator Console inherit the appearance settings that are configured in your SSH client and keyboard bindings, which may not agree in all aspects with this documentation.*

---

### Accessing Diagnostic Console via VGA/Keyboard/Mouse Port

---

1. Attach a VGA monitor plus PS2 keyboard and mouse to the rear of the CC-SG unit.
2. Video monitor should detect a signal and entering <CR> or <Return> on the keyboard should evoke a login prompt on the screen:



```
Unauthorized access prohibited; all access and activities not explicitly
authorized by management are unauthorized. All activities are monitored
and logged. There is no privacy on this system. Unauthorized access and
activities or any criminal activity will be reported to appropriate
authorities.
CommandCenter login: _
```

Figure 190 Login to Diagnostic Console

### Accessing Diagnostic Console via SSH

---

1. Launch a SSH client, such as Putty, on a client PC that has network connectivity to the CC-SG.
2. Specify the IP address, or IP hostname (if CC-SG has been registered with a DNS server) of the CC-SG, and specify 23 for the port.
3. Click the button that allows you to connect. A window opens, prompting you for a login.



password. Please refer to **Diagnostic Console Passwords (Admin)** later in this chapter for additional information on setting password strength.

3. The main Administrator Console screen appears. You can perform initial system network interface configuration, edit Message of the Day in the Status window, and view log files. The File Menu provides a means of leaving the Administrator Console:

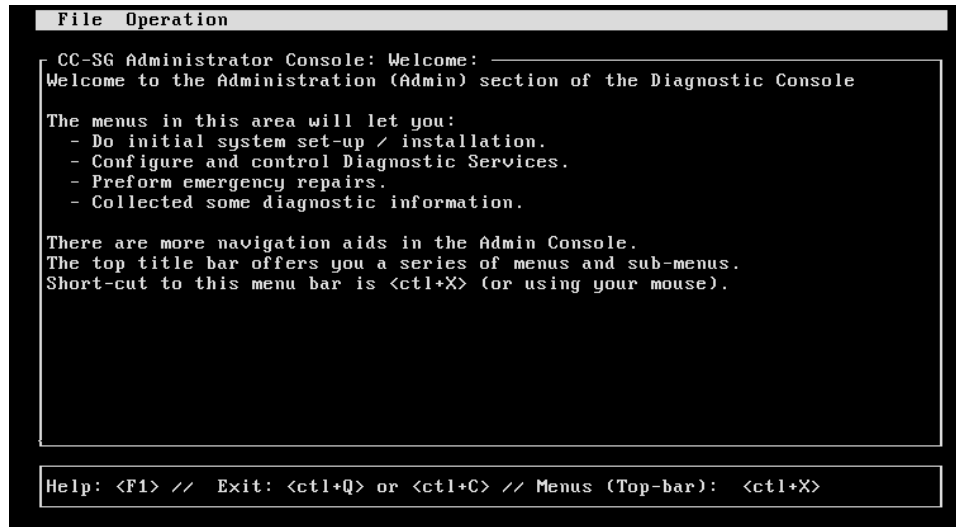


Figure 192 Administrator Console

## Navigating Administrator Console

The following table provides the various navigation means within the Diagnostic Console menus. For some sessions (particularly SSH), the mouse may also be used to navigate around the various forms. However, it may not work in all SSH clients or on the KVM console.

PRESS	To
<b>CTRL+C</b> or <b>CTRL+Q</b>	To exit Diagnostic Console.
<b>CTRL+L</b>	Clear screen and redraw the information (but the information itself is not updated nor refreshed).
<b>TAB</b>	Move to next available option.
<b>SPACE</b>	Select current option.
<b>Arrow Keys</b>	Allows you to move to different fields within an option.
<b>Mouse</b>	Allows you to point and select an option, if available.

## Editing Restricted Service Agreement and Message of the Day in Diagnostic Console

The Restricted Service Agreement (RSA) message appears in the Administrator Console after entering any login username and before entering the password. The Message of the Day (MOTD) appears at the top of the Status Console.

1. To edit the RSA (referred to as the Pre-Login Message in Diagnostic Console) or MOTD message, click **Operation, Diagnostic Console Config**, and then click **Edit Pre-Login Message** or **Edit MOTD**.

- Using the **Delete** and **Backspace** keys, type a new message in the box provided. For MOTD, you can enter up to 76 characters.

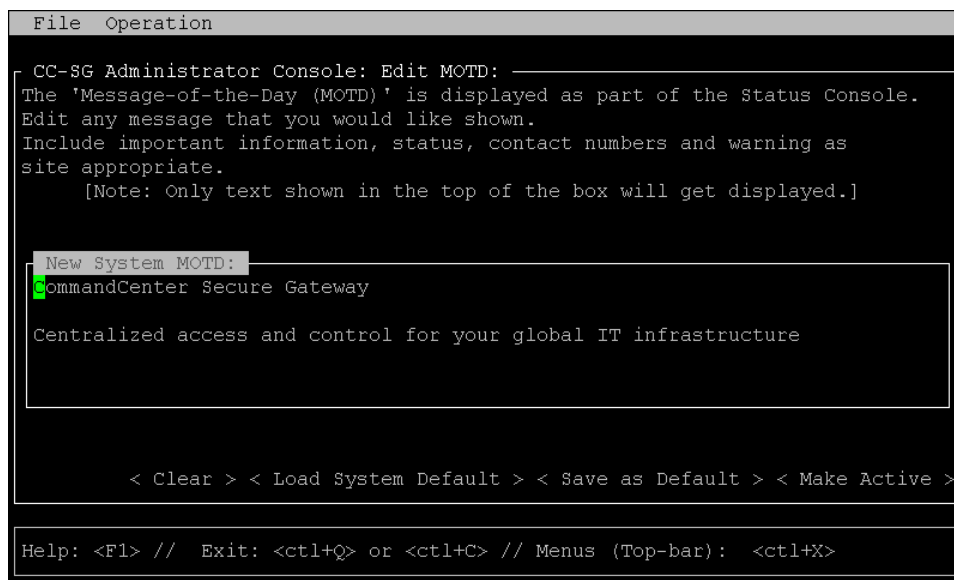


Figure 193 Editing MOTD for Status Console

- Click **Make Active** at the bottom of the screen, or press the **TAB** key until **Make Active** is selected, and then press the **SPACEBAR** once.
- The Pre-Login and Message of the Day have three separate buffers or areas:
  - Admin Console Screen – starts with a copy of the Active Message buffer and can be edited by this user/session.
  - A System Buffer that holds a prototype or model message and is held across system resets.
  - The Active Message buffer (as seen by users when they interact with the system). It is also persistent across system restarts and reboots.

BUTTON	DESCRIPTION
<b>Clear</b>	Removes all text in the currently displayed Admin Console screen. Has no effect on the value used by the system.
<b>Load System Default</b>	Replaces the Admin Console Screen with the contents of the System Buffer.
<b>Save as Default</b>	Puts the current Admin Console Screen into System Buffer. Has no effect on the Active Message display.
<b>Make Active</b>	Replaces the current Active Message with the contents of the Admin Console screen. All new users will see the new message.

### Editing Diagnostic Console Configuration

The Diagnostic Console can be accessed via the serial port (COM1), VGA/Keyboard/Mouse (KVM) port, or from Secure Shell (SSH) clients. For each port type, you can configure whether or not **status** or **admin** logins are allowed, and whether field support can also access Diagnostic Console from the port. For SSH clients, you can also configure which port number should be used, as long as no other CC-SG service is using the desired port.

To edit Diagnostic console configuration:

- Click **Operation, Diagnostic Console Config**, and then click **Diagnostic Console Service**.
- Click or use the **TAB** key, **↓↑** keys, and **Enter** keys to determine how you want the Diagnostic Console configured and accessible. There are three Diagnostic Console Access mechanisms: Serial Port (COM1), KVM Console, SSH (IP network). The Diagnostic Console

offers three services: Status Display, Admin Console, Raritan Field Support. This screen allows the selection of which services are available via the various access mechanisms.

3. Type the port number you want to set for SSH access to Diagnostic Console in the **Port** field. The default port is **23**.

---

Important: Be careful not to completely lockout all Admin or Field Support access.

---

```

File  Operation

CC-SG Administrator Console: Diagnostic Console Configuration:
This screen lets you configure what Diagnostic Console Services
(Status, Admin and Raritan Field Support) are available via what
Access Methods or Ports (Serial Console, KVM port, SSH).
[Note: Be careful not to lock out access to Admin Console.]

Ports:      Status:      Admin:      Raritan Access:
[X] Serial  [X] Status  [X] Admin   [X] Field Support
[X] KVM     [X] Status  [X] Admin   [X] Field Support
[X] SSH     [X] Status  [X] Admin   [ ] Field Support

Port: [23]

< Save >

Help: <F1> // Exit: <ctl+Q> or <ctl+C> // Menus (Top-bar): <ctl+X>
  
```

Figure 194 Edit Diagnostic Console Configuration

4. Click **Save** at the bottom of the screen, or press the **TAB** key until **Save** is selected, and then press **Enter**.

### Editing Network Interfaces Configuration (Network Interfaces)

In Network Interface Configuration, you can perform initial setup tasks, such as setting the hostname and IP address of the CC-SG. Click with the mouse or use the **TAB** and arrow keys to navigate. Press the **Enter** key to select a value.

1. To edit network interface information, click **Operation**, **Network Interfaces**, and then click **Network Interface Config**.



- If the network interfaces have already been configured, you will see a **Warning** message stating that you should use the CC-SG GUI (administrator's Director Client) to configure the interfaces. If you want to continue, click **YES**. The default Network Interface Configuration screen is shown here:

```

File  Operation

CC-SG Administrator Console: Network Interface Configuration:
Hostname: [CommandCenter.localdomain]
Domain Suffix: [localdomain]
Primary DNS: [ ] Secondary DNS: [ ]

Mode: <o> Primary/Backup
      <> Active/Active

Configuration: <> DHCP      Configuration: <> DHCP
               <o> STATIC    <o> STATIC

IP Address: [192.168.0.192] IP Address: [ ]
Netmask: [255.255.255.0] Netmask: [ ]
Gateway: [ ] Gateway: [ ]
Adapter Speed: <o> AUTO Adapter Speed: <o> AUTO
Adapter Duplex: <o> FULL Adapter Duplex: <o> FULL

< Save >

Help: <F1> // Exit: <ctl+Q> or <ctl+C> // Menus (Top-bar): <ctl+X>

```

Figure 195 Editing Network Interfaces

- Type your hostname in the **Host Name** field. After a save, this field will be updated to reflect the Fully-Qualified Domain Name (FQDN), if known. For hostname rules, please refer to **Terminology/Acronyms in Chapter 1: Introduction**.
- In the Mode field, select either **Primary/Backup Mode** or **Active/Active Mode**. Please refer to **Network Configuration** earlier in this chapter for details. Press the **TAB** key to select the field, and then press the arrow keys to select between the two modes. To select a mode, press the **SPACEBAR** key.
- Click or **TAB** to the **Configuration Field** and select either **DHCP** or **Static** from the list.
  - If you choose DHCP and your DHCP server has been configured appropriately, the DNS information, the domain suffix, IP address, default gateway and subnet mask will be automatically populated once you save, and you exit and re-enter Admin Console.
  - If you choose **Static**, type an **IP Address** (required), **Netmask** (required), **Default Gateway** (optional), **Primary DNS** (optional) and **Secondary DNS** (optional), and Domain Name in **Domain Suffix** (optional).
  - Even if DHCP is being used to determine the IP configuration for an interface, a properly formatted **IP address** and **Netmask** must be provided.
- TAB** into or click **Adapter Speed** and use the  $\downarrow\uparrow$  keys to select a line speed from the list. The other values of 10, 100, and 1000 Mbps are on a scrollable list (where only one value is visible at any given time) and the  $\downarrow\uparrow$  keys are used to navigate to them and **<SPACE>** is used to select an alternate value (if so desired).
- If you did not select **AUTO** for **Adapter Speed**, click **Adapter Duplex** and use the  $\downarrow\uparrow$  keys to select a duplex mode (**FULL** or **HALF**) from the list, if applicable. While a duplex mode can be selected at any time, it only has meaning and takes effect when **Adapter Speed** is not **AUTO**.
- Repeat these steps for the second network interface if you selected **Active/Active Mode**.
- Select **Save** to save your changes. CC-SG will restart, logging off all CC-SG GUI users and terminating their sessions. A **Warning** screen will be presented informing of the impending network reconfiguration and associated CC-SG GUI user impact. Select **<YES>** to proceed.

10. System progress can be monitored in a Diagnostic Console Status Screen. On the KVM port, another terminal session can be selected by typing <ALT>+<F2> and logging in as **status**. You may return to the original terminal session by typing <ALT>+<F1>. There are six available terminal sessions on <F1> thorough <F6>. For SSH access, launching another SSH session from the client and logging in as **status** should work as long as the network re-configuration permits connectivity.

### Ping an IP Address (Network Interfaces)

Use ping to check that the connection between CC-SG computer and a particular IP address is working correctly.

---

***Note:** Some sites explicitly block ping requests. Verify that the target and intervening network allow pings before assuming that there is a problem.*

---

1. Click **Operation, Network Interfaces**, and then click **Ping**.
2. Enter the IP address or hostname (if DNS is appropriately configured on the CC-SG) of the target you want to check in the **Ping Target** field.
3. Optionally, select:

OPTION	DESCRIPTION
Show other received ICMP packets	Verbose output, which lists other received ICMP packets in addition to ECHO_RESPONSE packets. Rarely seen.
No DNS Resolution	Does not resolve addresses to host names.
Record Route	Records route. Sets the IP record route option, which will store the route of the packet inside the IP header.
Use Broadcast Address	Allows pinging a broadcast message.
Adaptive Timing	Adaptive ping. Interpacket interval adapts to round-trip time, so that effectively not more than one unanswered probes present in the network. Minimal interval is 200 msec.

4. Optionally, type values for how many seconds the ping command will execute, how many ping requests are sent, and the size for the ping packets (default is 56, which translates into 64 ICMP data bytes when combined with 8 bytes of ICMP header data). If left blank, defaults will be used.
5. Click **Ping** in the bottom right-hand corner of the window. If the results show a series of replies, the connection is working. The time shows you how fast the connection is. If you see a "timed out" error instead of a reply, there is a breakdown somewhere between your computer and the domain. In this case, the next step is to perform a traceroute – see the next section.
6. Press **CTRL+C** to terminate the ping session. The system prompts with a “**Return?**” before returning to the Diagnostic Console (so that any output can be viewed and analyzes as appropriate).

---

***Note:** Pressing **CTRL+Q** displays a statistics summary for the session so far and continues to ping the destination.*

---

### Using Traceroute (Network Interfaces)

Traceroute is often used for network troubleshooting. By showing a list of routers traversed, it allows you to identify the path taken from your computer to reach a particular destination on the network. It will list all the routers it passes through until it reaches its destination, or fails to and is discarded. In addition to this, it will tell you how long each 'hop' from router to router takes. This can help identify routing problems or firewalls that may be blocking access to a site.

To perform a traceroute on an IP address or hostname:

1. Click **Operation, Network Interfaces**, then **Traceroute**.

2. Enter the IP address or hostname of the target you wish to check in the **Traceroute Target** field.
3. Optionally, select:

OPTION	DESCRIPTION
Verbose	Verbose output, which lists received ICMP packets other than TIME_EXCEEDED and UNREACHABLEs.
No DNS Resolution	Does not resolve addresses to host names.
Use ICMP (vs. normal UDP)	Use ICMP ECHO instead of UDP datagrams.

4. Optionally, type values for how many hops the traceroute command will use in outgoing probe packets (default is 30), the UDP destination port to use in probes (default is 33434), and the size for the traceroute packets. If left blank, defaults will be used.
5. Click **Traceroute** in the bottom right-hand corner of the window.
6. Press **CTRL+C** or **CTRL+Q** to terminate the traceroute session. A **Return?** prompt appears; press **ENTER** to return to the Traceroute menu. The **Return?** prompt also appears when Traceroute terminates due to “destination reached” or “hop count exceeded” events occur.

### Editing Static Routes (Network Interfaces)

In Static Routes, you can view the current IP routing table and modify, add, or delete routes. Careful use and placement of static routes may actually improve the performance of your network, allowing you to conserve bandwidth for important business applications and may be useful for Active/Active network settings where each interface is attached to a separate IP domain—see section Network Configuration in Chapter 12: Advanced Administration for additional information. Click with the mouse or use the **TAB**, **↓**/**↑** keys to navigate and press the **Enter** key to select a value.

To view or change static routes:

1. Click **Operation**, **Network Interfaces**, and then click **Static Routes**.
2. The current IP routing table is displayed. You can add a host or network route, or delete a route. The **<Refresh>** button updates the routing information in the above table.

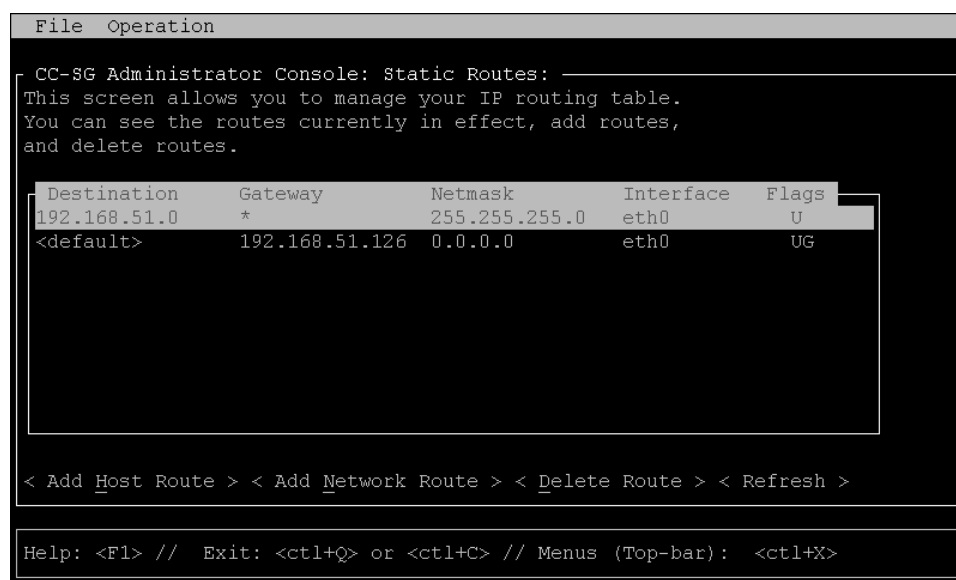


Figure 196 Editing Static Routes

### Viewing Log Files (Admin)

You can view one or more log files simultaneously via LogViewer, which allows browsing through several files at once, to examine system activity.

To view log files:

1. Click **Operation, Admin**, then **System Logfile Viewer**.
2. The Logviewer screen is divided into 4 main areas (see screen below):
  - List of Logfiles currently available on the system. If list is longer than the display window, the list can be scrolled using the arrow keys.
  - Logfile List sort criteria. Logfiles can be shown sort by their Full File Name, the most recently changed logfile or by the largest logfile size.
  - Viewer Display options (details below).
  - Export / View selector.
3. Click with the mouse or use the arrow keys to navigate and press the **SPACEBAR** key to select a log file, marking it with an **X**. You can view more than one log file at a time.

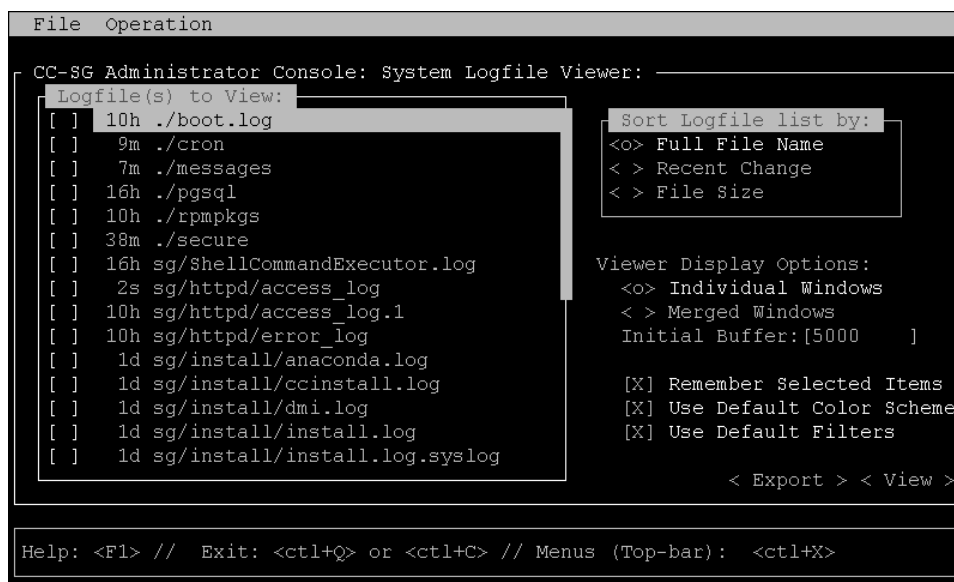


Figure 197 Selecting Log Files to View

The Logfile list is only updated when the associated list becomes active (e.g., user enters the logfile list area) or when a new Sort by option is selected. File names are either preceded by a timestamp indicating how recently the logfile has received new data or the file size of the logfile. Timestamps are s → seconds, m → minutes, h → hours and d → days. File sizes are B → Bytes, K → Kilo (1000) Bytes, M → Mega (1,000,000) Bytes and G → Gigabytes. When the Sort By options is either Full Name or Recent Change, timestamps are used, and file sizes are used for File Sizes.

The “Sort Logfile list by:” window is a set of radio-button (e.g., mutually exclusive) and controls the order of how logfiles are displayed in the “Logfile to View” window.

OPTION	DESCRIPTION
Individual Windows	Display the selected logs in separate sub-windows.
Merged Windows	Merge the selected logs into one display window.
Initial Buffer	Sets initial buffer or history size. <b>5000</b> is default. This system is configured to buffer all the new information that comes along.
Remember Selected Items	If this box is checked, the current logfile selections (if any) will be remembered. Otherwise, selection is reset each time a new Logfile list is generated. This is useful if you want to step thorough files.

Use Default Color Scheme	If this box is checked, some of the logfiles will be viewed with a standard color scheme. Note: multitail commands can be used to change the color scheme once the logfile(s) are being viewed.
Use Default Filters	If this box is checked, some of the logfiles will have automatic filters applied.
Export	This option packages up all the selected logfiles and makes them available via Web access so that they can be retrieved and forwarded to Raritan Technical Support. Access to the contents of this package is not available to customer. Exported logfiles will be available for up to 10 days, and then the system will automatically delete them.
View	View the selected log(s).

When **View** is selected with Individual Windows, the LogViewer displays:

```

15:30:54,366 INFO [ChannelSocket] JK: ajpg13 listening on /0.0.0.0:8009
15:30:54,378 INFO [JkMain] Jk running ID=0 time=0/26 config=null
15:30:54,480 INFO [Http11Protocol] Starting Coyote HTTP/1.1 on http-9443
15:30:54,756 INFO [Http11Protocol] Starting Coyote HTTP/1.1 on http-0.0.0.0-808
0
15:30:54,801 INFO [Server] JBoss (MX MicroKernel) [4.0.3 (build: CVSTag=JBoss_4
0 3 date=200510042324)] Started in 57s:149ms
00] sg/jboss/console.log Fl/<CTRL>+<h>: help 118KB - 2006/12/13 15:32:54
3/bin ; USER=root ; COMMAND=/data/raritan/jboss/ccscripts/root-scripts/iptables_
ports.sh
Dec 13 15:30:55 CommandCenter httpd: httpd startup succeeded
Dec 13 15:30:55 CommandCenter MonitorCC[14617]: Starting httpd: ^{(60G[ ^{[0:32
mOK^{[0:39m
Dec 13 15:30:56 CommandCenter MonitorCC[14617]: startAll: Done -- JBoss:47 HTTP
D:1
01] ./messages *Press Fl/<CTRL>+<h> for help* 935KB - 2006/12/13 15:32:54
02] sg/httpd/access_log Fl/<CTRL>+<h>: help 538KB - 2006/12/13 15:32:54

```

Figure 198 Selecting Log Files to View

- While viewing log files, type **q**, **CTRL-Q** or **CTRL+C** to return to the previous screen.
- If desired, you can change colors in a log file to highlight what is important. Type **c** to change colors of a log file and select a log from the list if you have chosen to view several.

```

Toggle colors: select window
00 sg/jboss/console.log
01 ./messages
02 sg/httpd/access_log
Press ^G to abort

```

Figure 199 Changing Colors in Log Files

6. Type **i** for info to display system information.

**Note:** System load is static as of the start of this Admin Console session – use the *TOP* utility to dynamically monitor system resources.

```
--* MultiTail 4.2.0 *--  
  
Written by folkert@vanheusden.com  
Website: http://www.vanheusden.com/multitail/  
  
Current load of system: 0.130000 0.280000 0.230000  
  
Running on:  
CommandCenter.raritan.com/Linux i686  
2.6.9-22.0.1.EL #1 Thu Oct 27 12:26:11 CDT 2005  
  
colors: 8, colorpairs: 64, can change colors: no  
Terminal size: 80x24, terminal: xterm  
Runtime: 00:02:43, average processor usage: 0.28%  
  
Press any key to exit this screen
```

Figure 200 Displaying Information

7. If desired, you can filter the log file with a regular expression. Type **e** to add or edit a regular expression and select a log from the list if you have chosen to view several.

```
Select window (reg.exp. editi  
)00 sg/jboss/console.log  
01 ./messages  
02 sg/httpd/access_log  
Press ^G to abort
```

Figure 201 Adding Expressions in Log Files

8. Type **a** to add a regular expression. For example, if you want to display information on the **WARN** messages in **sg/jboss/console.log** log file, enter **WARN** and select **match**.

***Note:** This screen also shows the Default Filter Scheme for console.log, which removes most of the Java heap messages.*

```

50064K->45311K(324096K), 0.4177820 secs]
Edit reg.exp.
sg/jboss/console.log
add, edit, delete, quit, move Down, move Up, reset counter
nv Unloading class |Full GC |\\[GC 601
00] s
Dec 1
D:1
46:02
HTTP
01] .
46:02
46:02
Edit regular expression:
WARN
Usage of regexp? (match, v do not match
Color, Bell, bell + colorize, execute)
02] s
46:02

```

Figure 202 Specifying a Regular Expression for a Log File

9. Select **F1** to get help on all LogViewer options. Pressing **CTRL+C** and **CTRL+Q** terminates this LogViewer session.

### Restarting CC-SG (Admin)

You can restart CC-SG, which will log off all current CC-SG users and terminate their sessions to remote target servers.

**Important:** It is **HIGHLY** recommended to restart CC-SG in the CC-SG GUI instead, unless it is absolutely necessary to restart it here. Please refer to **Restart CC-SG in Chapter 11: System Maintenance** for additional information. Restarting CC-SG in Diagnostic Console will **NOT** notify CC-SG GUI users that it is being restarted.

To restart CC-SG:

1. Click **Operation**, **Admin**, and then click **CC-SG Restart**.
2. Either click **Restart CC-SG Application** or press **ENTER**. Confirm the restart in the next screen to proceed.

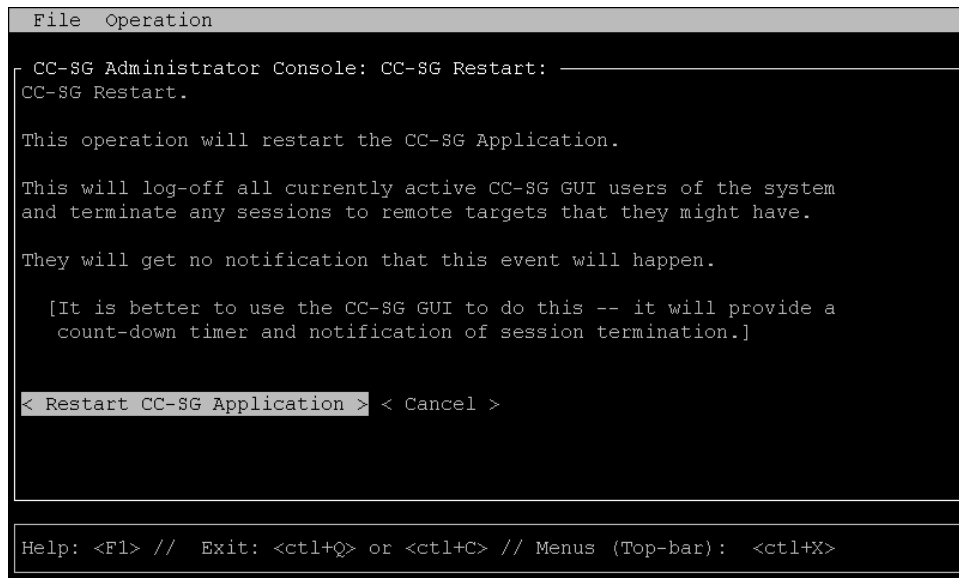


Figure 203 Restarting CC-SG in Diagnostic Console

## Rebooting CC-SG (Admin)

This option will reboot the entire CC-SG, which simulates a power cycle. Users will not receive a notification. CC-SG, SSH, and Diagnostic Console users (including this session) will be logged off. Any connections to remote target servers will also be terminated.

To reboot CC-SG,

1. Click **Operation**, **Admin**, and then click **CC-SG System Reboot**.
2. Either click **REBOOT System** or press **ENTER** to reboot CC-SG. Confirm the reboot in the next screen to proceed.

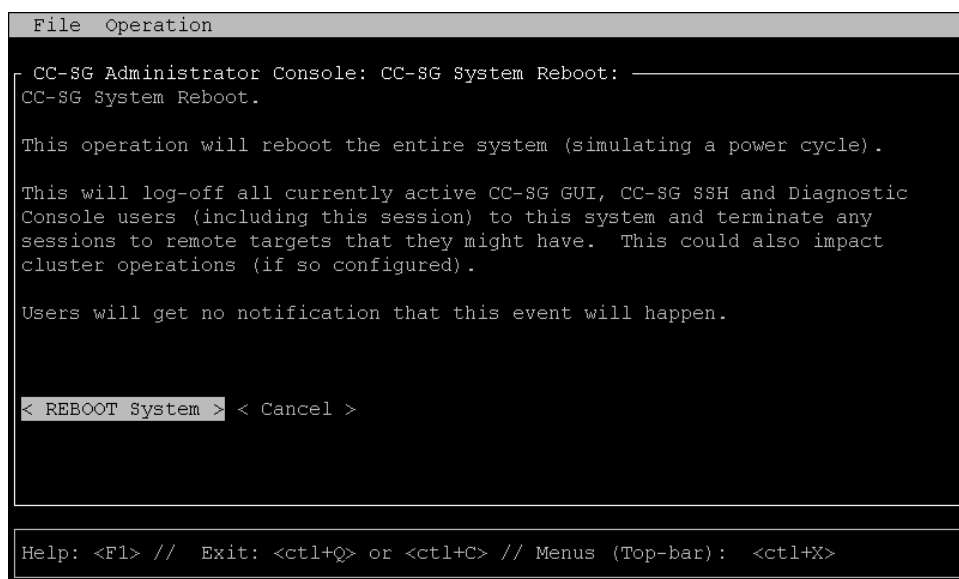


Figure 204 Rebooting CC-SG in Diagnostic Console



### Powering Off the CC-SG System (Admin)

This option will power down the entire CC-SG. Users will not receive a notification. CC-SG, SSH, and Diagnostic Console users (including this session) will be logged off. Any connections to remote target servers will also be terminated. The only way to power the CC-SG unit back on is to press the power button on the front panel of the unit.

To power off the CC-SG:

1. Click **Operation**, **Admin**, and then click **CC-SG System Power OFF**.
2. Either click **Power OFF the CC-SG** or press **ENTER** to remove AC power from the CC-SG. Confirm the power down operation in the next screen to proceed.

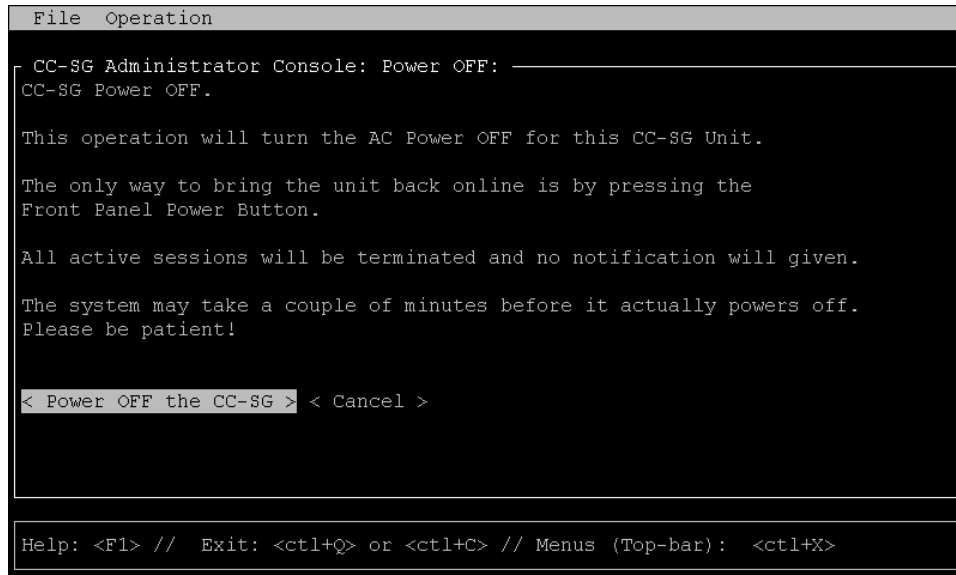


Figure 205 Power Down CC-SG in Diagnostic Console

### Resetting CC-SG (GUI) Admin Password (Admin)

This option will reset the password for the admin account CC-SG GUI user to the documented factory default value.

---

**Note:** This is not the password for the Diagnostic Console admin user. Please refer to *DiagCon Passwords* below for information about changing this account's password.

---

To reset the CC-SG GUI admin password:

1. Click **Operation**, **Admin**, and then click **CC-SG ADMIN Password Reset**.
2. Either click **Reset CC-SG GUI Admin Password** or press **ENTER** to change the admin password back to factory default. Confirm the password reset in the next screen to proceed.

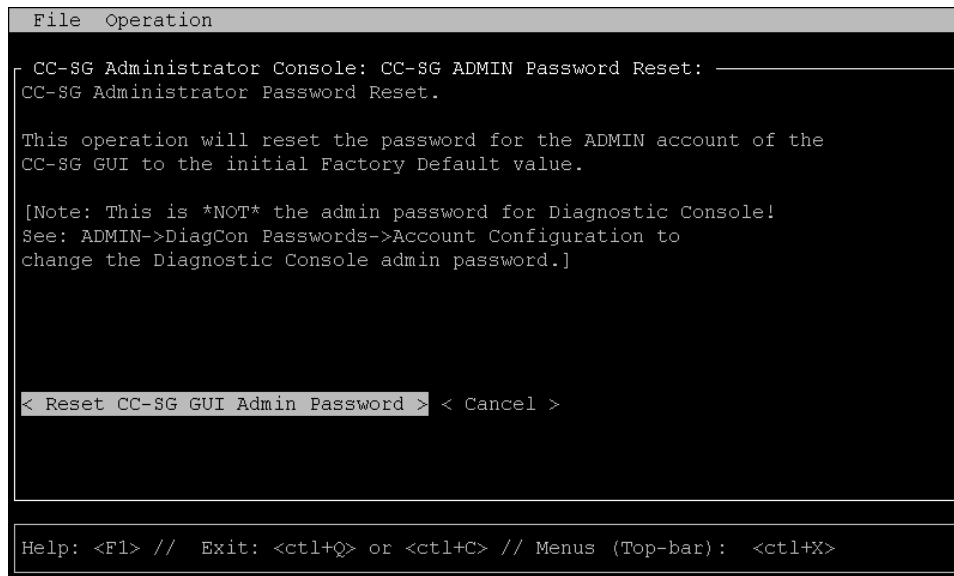


Figure 206 Admin Password Reset for CC-SG GUI in Diagnostic Console

## Resetting CC-SG Factory Configuration (Admin)

This option will reset all or parts of the CC-SG system back to their factory default values. All active CC-SG users will be logged off without notification, and SNMP processing will stop. It is highly recommended that CC-SG be placed in **Maintenance Mode** prior to initiating this operation. If possible, reset CC-SG from within the administrator's Director Client, rather than from the Diagnostic Console. The Director Client Reset option can perform all functions listed here, except for resetting Network values.

1. On the **Operation** menu, click **Admin**, and then click **Factory Reset**. The following screen with seven **Reset Options** appears.

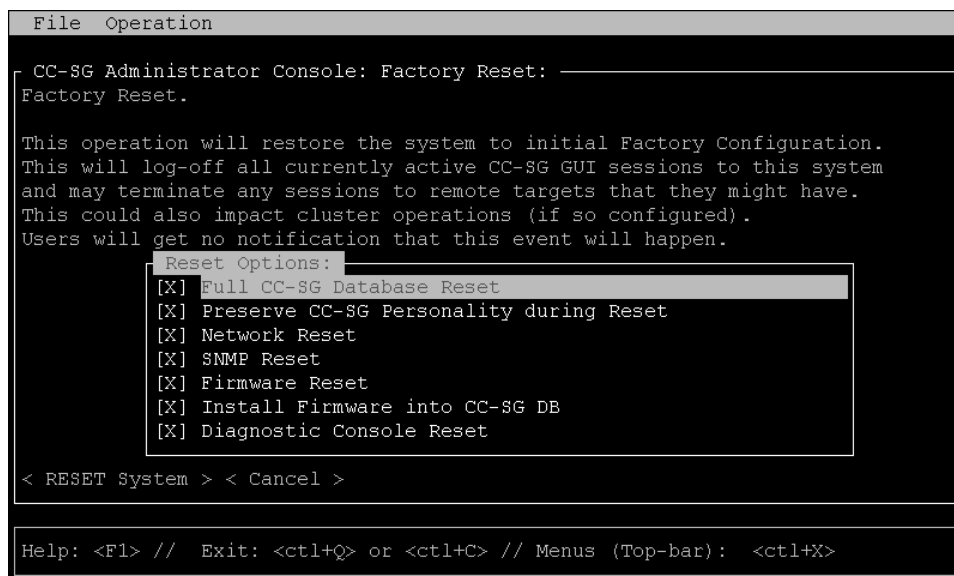


Figure 207 Reset CC-SG Factory Configuration

OPTION	DESCRIPTION
Full CC-SG Database Reset	Selecting this option completes removes the existing CC-SG Database and builds a new version from scratch loading it with all the Factory Default values.
Preserve CC-SG Personality during Reset	<p>This option is only valid and effective if the previous option is also selected. As the CC-SG Database is being rebuilt (in the previous option), the following values will be migrated to the new version of the Database (if they can be read and are available; otherwise default values will be used). An attempt to keep the following information is made. Default value shown in brackets.</p> <ul style="list-style-type: none"> <li>▪ Secure Communication [unsecured] between PC Clients and CC-SG</li> <li>▪ Strong Password Check [off] select whether strong password enforcement is enabled.</li> <li>▪ Direct vs. Proxy Connections [Direct] selects if direct or proxy connections are used by PC Clients to Out-of-Band nodes</li> <li>▪ Inactivity Timer [1800] the time before idle sessions are logged out</li> <li>▪ Modem Setting [10.0.0.1/10.0.0.2/&lt;none&gt;] the setting for the modem Server IP Address, Client IP Address, and callback phone number.</li> </ul>
Network Reset	<p>This option sets the networking back to Factory Defaults:</p> <ul style="list-style-type: none"> <li>▪ Host name = CommandCenter</li> <li>▪ Domain name = localdomain</li> <li>▪ Mode = Primary / Backup</li> <li>▪ Configuration = Static</li> <li>▪ IP Address = 192.168.0.192</li> <li>▪ Netmask = 255.255.255.0</li> <li>▪ Gateway = &lt;none&gt;</li> <li>▪ Primary DNS = &lt;none&gt;</li> <li>▪ Secondary DNS = &lt;none&gt;</li> <li>▪ Adapter Speed = Auto</li> </ul>
SNMP Reset	<p>Resets SNMP configuration to Factory Defaults</p> <ul style="list-style-type: none"> <li>▪ Port: 161</li> <li>▪ Read-only Community: public</li> <li>▪ Read-write Community: private</li> <li>▪ System Contact, Name, Location: &lt;empty&gt;</li> <li>▪ SNMP Trap Configuration</li> <li>▪ SNMP Trap Destinations</li> </ul>
Firmware Reset	Removes uploaded Firmware files and restores the default versions into filesystem repository, but does not make any changes to CC-SG DB.
Install Firmware into CC-SG DB	Loads Firmware files found in the filesystem-based repository into the CC-SG DB.
Diagnostic Console Reset	Restores the Diagnostic Console to original Factory Configuration, Account Settings and Defaults

## Diagnostic Console Passwords (Admin)

This option provides the ability to configure the strength of passwords (status and admin) and allows you to configure password attributes, such as, the setting maximum number of days that must lapse before you need to change the password, which should be done via the Account Configuration menu. The operation in these menus only applies to Diagnostic Console accounts (status and admin) and passwords – it has no effect on the regular CC-SG GUI accounts or passwords.

### Password Configuration

1. Click **Operation**, **Admin**, **DiagCon Passwords**, and then click **Password Configuration**.
2. In the Password History Depth field, type the number of passwords that will be remembered. The default setting is **5**.

```

File  Operation

CC-SG Administrator Console: Password Settings:
Use this screen to update how all subsequent Diagnostic Console (only!)
password operations will work.  You can set the type of passwords (regular,
strong or random) that the system will let the user use on any subsequent
password change operation.  Also, the number of passwords henceforth that
the system will remember and not let the user duplicate or reuse.

Password Configuration:

Password History Depth: [5 ]

Password Type & Parameters:
<O> Regular
< > Random  Size:[20 ] Retries:[10 ]
< > Strong  Retries:[3  ] DiffOK:[4  ] MinLEN:[9  ]
                Digits: [-1 ] Upper: [-1 ] Lower: [-1 ] Other:[-1 ]

                                < Update >

Help: <F1> // Exit: <ctl+Q> or <ctl+C> // Menus (Top-bar): <ctl+X>
  
```

Figure 208 Configuring Password Settings

3. Select either **Regular**, **Random**, or **Strong** for the **admin** and **status** (if enabled) passwords.

PASSWORD SETTING	DESCRIPTION
<b>Regular</b>	These are standard. Passwords must be longer than 4 characters with few restrictions. This is the system default password configuration.
<b>Random</b>	Provides randomly generated passwords. Configure the maximum password size in bits (minimum is 14, maximum is 70, default is 20) and number of retries (default is 10), which is the number of times you will be asked if you want to accept the new password. You can either accept (by typing in the new password twice) or reject the random password. You cannot select your own password.
<b>Strong</b>	Enforce strong passwords. <b>Retries</b> is the number of times you are prompted before an error message is issued. <b>DiffOK</b> is how many characters can be the same in the new password relative to the old. <b>MinLEN</b> is the minimum length of characters required in the password. Specify how many Digits, Upper-case letters, Lower-case letters, and Other (special) characters are required in the password. Positive numbers indicate the maximum amount of “credit” of this character class can be accrued towards the “simplicity” count. Negative numbers implies that the password <b>MUST</b> have at least that many characters from this given class. Thus, numbers of -1 means that every password must have at least one digit in it.

#### Account Configuration

By default, the **status** account does not require a password, but you can configure it to require one. Other aspects of the **admin** password can be configured and the Field Support accounts can be enabled or disabled.

- To configure accounts, click **Operation**, **Admin**, **DiagCon Passwords**, and then click **Account Configuration**.
- In the screen that appears, you can view the settings for each account, **Status**, **Admin**, **FS1** and **FS2**.

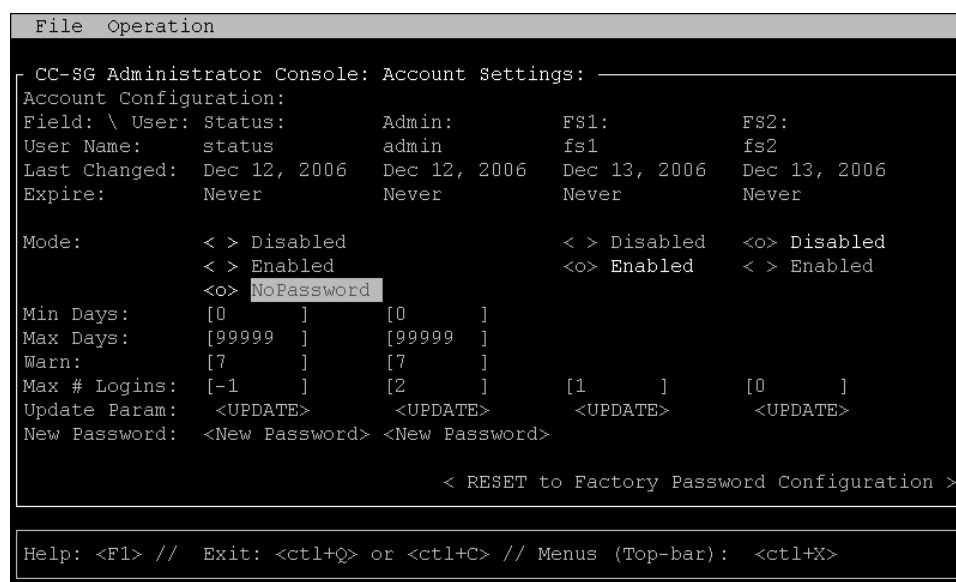


Figure 209 Configuring Accounts

This screen is split into three main areas:

- The top displays read-only information about the accounts on the system.
  - The middle section displays the various parameters related and pertinent to each ID, along with a set of buttons, to allow the parameters to be updated or new passwords provided for the accounts.
  - The final area restores the password configuration to Factory Defaults (or how the system was initially shipped).
3. If you want to require a password for the **Status** account, select **Enabled** underneath it.
  4. For the **Admin** and **Status** accounts, you can configure:

SETTING	DESCRIPTION
<b>User \ User Name</b>	(Read-only). This is the current user name or ID for this account.
<b>Last Changed</b>	(Read-only). This is the date of the last password change for this account.
<b>Expire</b>	(Read-only). Tells the day that this account must change its password.
<b>Mode</b>	A configurable option if the account is disabled (no login allowed), or enabled (authentication token required), or access is allowed and no password is required. (Do not lock out both the Admin and FS1 accounts at the same time, or you cannot use Diagnostic Console.)
<b>Min Days</b>	The minimum number of days after a password has been changed before it can be changed again. Default is <b>0</b> .
<b>Max Days</b>	The maximum number of days the password will stay in affect. Default is <b>99999</b> .
<b>Warning</b>	The number of days that warning messages are issued before the password expires.
<b>Max # of Logins</b>	The maximum number of concurrent logins the account will allow. Negative numbers indicate no restrictions ( <b>-1</b> is the default for status login). <b>0</b> means no one can log in. A positive number defines the number of concurrent users who can be logged in ( <b>2</b> is the default for admin login).
<b>UPDATE</b>	Saves any changes that have been made for this ID.
<b>New Password</b>	Enter a new password for the account.

### Displaying Disk Status (Utilities)

This option displays status of CC-SG disks, such as size of disks, if they are active and up, state of the RAID-1, and amount of space currently used by various file systems.

To display disk status of the CC-SG:

1. Click **Operation, Utilities**, and then click **Disk Status**.

2. Either click **Refresh** or press **Enter** to refresh the display. Refreshing the display is especially useful when upgrading or installing, and you want to see the progress of the RAID disks as they are being rebuilt and synchronized.

```

File Operation
CC-SG Administrator Console: Disk Status:
Personalities : [raid1]
md1 : active raid1 sdb2[1] sda2[0]
      78043648 blocks [2/2] [UU]

md0 : active raid1 sdb1[1] sda1[0]
      104320 blocks [2/2] [UU]

Filesystem      Size  Used Avail Use% Mounted on
/dev/mapper/svg-root  4.9G  115M   4.5G   3% /
/dev/md0         99M    9.0M    85M  10% /boot
/dev/mapper/svg-opt  5.8G  334M   5.2G   6% /opt
/dev/mapper/svg-sg   2.9G  195M   2.6G   7% /sg
/dev/mapper/svg-DB   8.7G  286M   8.0G   4% /sg/DB
/dev/mapper/svg-tmp  2.0G  339M   1.6G  18% /tmp
/dev/mapper/svg-usr  2.0G  580M   1.3G  31% /usr
/dev/mapper/svg-var  7.7G  133M   7.2G   2% /var

```

< Refresh >

Help: <F1> // Exit: <ctl+Q> or <ctl+C> // Menus (Top-bar): <ctl+X>

Figure 210 Displaying Disk Status of CC-SG in Diagnostic Console

**Note:** The disk drives are fully synchronized and full RAID-1 protection is available when you see a screen as shown above. The status of both **md0** and **md1** arrays are [UU]).

## Displaying Top Display (Utilities)

This option displays the list of processes and their attributes that are currently running on CC-SG, as well as overall system health.

1. To display the processes running on the CC-SG, click **Operation**, **Utilities**, and then click **Top Display**.
2. View the total running, sleeping, total number, and processes that have stopped.

```

top - 20:19:27 up 1 day, 23:33,  6 users,  load average: 0.55, 0.27, 0.20
Tasks: 117 total,  1 running, 116 sleeping,  0 stopped,  0 zombie
Cpu(s):  5.6% us,  8.6% sy,  0.0% ni, 85.7% id,  0.0% wa,  0.0% hi,  0.0% si
Mem:   2076088k total, 1351804k used,  724284k free,  245720k buffers
Swap:  2031608k total,    0k used,  2031608k free,  795588k cached

```

PID	USER	PR	NI	VIRT	RES	SHR	S	%CPU	%MEM	TIME+	COMMAND
20271	sg	16	0	275m	26m	11m	S	1.7	1.3	0:14.09	jsvc
4990	root	23	0	5452	3460	1780	S	0.3	0.2	4:30.55	status-poller.p
12634	admin	16	0	2584	960	748	R	0.3	0.0	0:00.01	top
1	root	16	0	2280	544	468	S	0.0	0.0	0:00.79	init
2	root	34	19	0	0	0	S	0.0	0.0	0:00.24	ksoftirqd/0
3	root	5	-10	0	0	0	S	0.0	0.0	0:00.68	events/0
4	root	5	-10	0	0	0	S	0.0	0.0	0:00.00	khelper
5	root	15	-10	0	0	0	S	0.0	0.0	0:00.00	kacpid
25	root	5	-10	0	0	0	S	0.0	0.0	0:00.00	kblockd/0
35	root	15	0	0	0	0	S	0.0	0.0	0:00.12	pdflush
36	root	15	0	0	0	0	S	0.0	0.0	0:01.13	pdflush
38	root	13	-10	0	0	0	S	0.0	0.0	0:00.00	aio/0
26	root	15	0	0	0	0	S	0.0	0.0	0:00.00	khudb
37	root	15	0	0	0	0	S	0.0	0.0	0:00.02	kswapd0
111	root	25	0	0	0	0	S	0.0	0.0	0:00.00	kseriod
181	root	5	-10	0	0	0	S	0.0	0.0	0:00.00	ata/0
183	root	22	0	0	0	0	S	0.0	0.0	0:00.00	scsi_eh_0

Figure 211 Displaying CC-SG Processes in Diagnostic Console

3. Type **h** to bring up an extensive help screen for the top command. The standard **F1** help key is not operational here. To return to the Admin Console, type **CTL+Q** or **CTL+C**.

## Displaying NTP (Network Time Protocol) Status (Utilities)

This option displays the status of the NTP time daemon if it is configured and running on CC-SG.

To display status of the NTP daemon on the CC-SG:

1. Click **Operation**, **Utilities**, and then click **NTP Status Display**.
2. The NTP Daemon can only be configured in the CC-SG administrator's Director Client. If NTP is not enabled and configured properly, the following will be displayed:

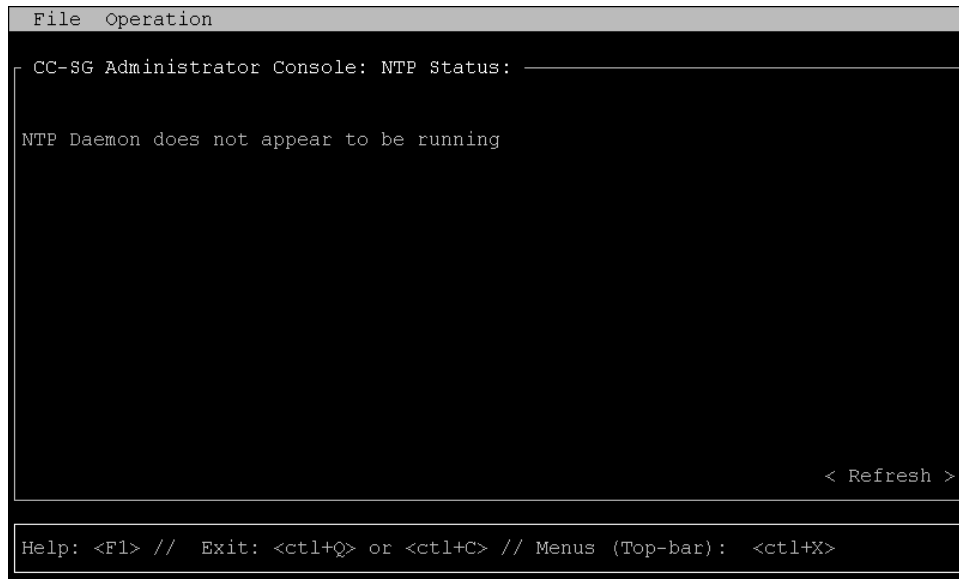


Figure 212 NTP not configured in CC-SG GUI

3. If NTP is properly configured and running on the CC-SG, a display similar to this should be generated:

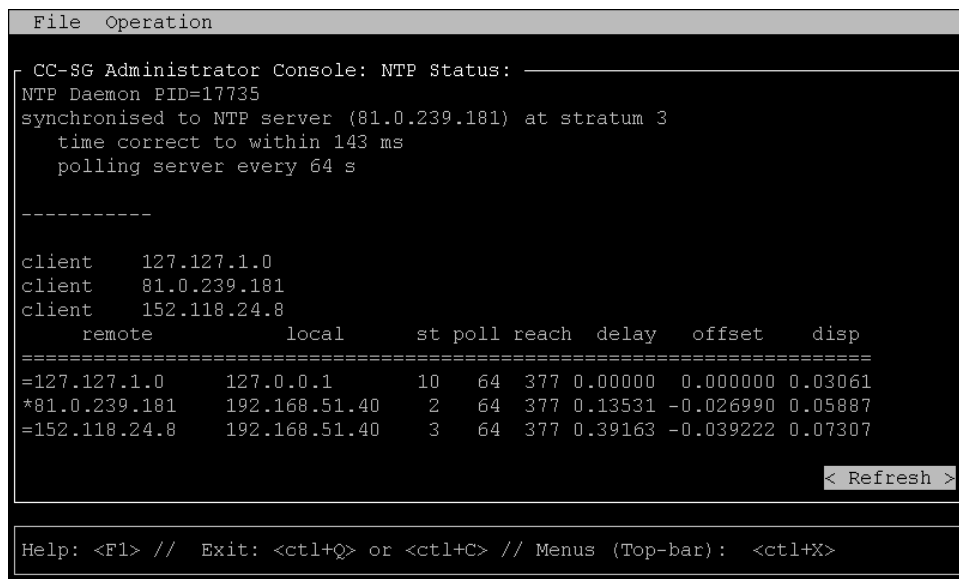


Figure 213 NTP running on the CC-SG GUI

4. Selecting **Refresh** will update the information on this page.



## Appendix A: Specifications (G1, V1, and E1)

### G1 Platform

#### General Specifications

<b>Form Factor</b>	1U
<b>Dimensions (DxWxH)</b>	22.1"x 17.32" x 1.75" 563mm x 440mm x 44mm
<b>Weight</b>	24.07lb (10.92kg)
<b>Power</b>	Redundant, hot-swappable power supplies, auto-sensing 110/220 V – 2.0A
<b>Mean Time Between Failure (MTBF)</b>	38,269 hours
<b>KVM Admin Port</b>	(DB15 + PS2 Keyboard/Mouse)
<b>Serial Admin Port</b>	DB9
<b>Console Port</b>	N/A

#### Hardware Specifications

<b>Processor</b>	Intel® Pentium® III 1 GHz
<b>Memory</b>	512 MB
<b>Network Interfaces</b>	(2) 10/100 Ethernet (RJ45)
<b>Hard Disk &amp; Controller</b>	(2) 40-GB IDE @7200 rpm, RAID 1
<b>CD-ROM Drive</b>	CD-ROM 40x Read Only

#### Environmental Requirements

OPERATING	
<b>Humidity</b>	20% - 85% RH
<b>Altitude</b>	Operate properly at any altitude between 0 to 10,000 feet, storage 40,000 feet (est.)
<b>Vibration</b>	5-55-5 HZ, 0.38mm, 1 minutes per cycle; 30 minutes for each axis (X, Y, Z)
<b>Shock</b>	N/A
NON-OPERATING	
<b>Temperature</b>	0 - 30 deg C; 32 – 104 deg F
<b>Humidity</b>	10% - 90% RH
<b>Altitude</b>	Operate properly at any altitude between 0 to 10,000 feet, storage 40,000 feet (est.)
<b>Vibration</b>	5-55-5 HZ, 0.38mm, 1 minutes per cycle; 30 minutes for each axis (X, Y, Z)
<b>Shock</b>	N/A

## V1 Platform

### General Specifications

<b>Form Factor</b>	1U
<b>Dimensions (DxWxH)</b>	24.21"x 19.09" x 1.75" 615mm x 485mm x 44mm
<b>Weight</b>	23.80lb (10.80kg)
<b>Power</b>	Single Supply (1 x 300 watt)
<b>Operating Temperature</b>	10 - 35 (50 - 95 )
<b>Mean Time Between Failure (MTBF)</b>	36,354 hours
<b>KVM Admin Port</b>	(DB15 + PS2 or USB Keyboard/Mouse)
<b>Serial Admin Port</b>	DB9
<b>Console Port</b>	(2) USB 2.0 Ports

### Hardware Specifications

<b>Processor</b>	AMD Opteron 146
<b>Memory</b>	2 GB
<b>Network Interfaces</b>	(2) 10/100/1000 Ethernet (RJ45)
<b>Hard Disk &amp; Controller</b>	(2) 80-GB SATA @ 7200 rpm, RAID 1
<b>CD-ROM Drive</b>	DVD-ROM

### Environmental Requirements

OPERATING	
<b>Humidity</b>	8% - 90% RH
<b>Altitude</b>	Operate properly at any altitude between 0 to 10,000 feet, storage 40,000 feet (Estimated)
<b>Vibration</b>	5-55-5 HZ, 0.38mm, 1 minutes per cycle; 30 minutes for each axis(X,Y,Z)
<b>Shock</b>	N/A
NON-OPERATING	
<b>Temperature</b>	-40 - +60 (-40 -140 )
<b>Humidity</b>	5% - 95% RH
<b>Altitude</b>	Operate properly at any altitude between 0 to 10,000 feet, storage 40,000 feet (Estimated)
<b>Vibration</b>	5-55-5 HZ, 0.38mm, 1 minutes per cycle; 30 minutes for each axis (X,Y,Z)
<b>Shock</b>	N/A

## E1 Platform

### General Specifications

<b>Form Factor</b>	2U
<b>Dimensions (DxWxH)</b>	27.05"x 18.7" x 3.46"—687 mm x 475 mm x 88 mm
<b>Weight</b>	44.09 lbs—20 kg
<b>Power</b>	SP502-2S Hot-Swappable 500W 2U power supply
<b>Operating Temperature</b>	0~50 degree C
<b>Mean Time Between Failure (MTBF)</b>	53,564 hours
<b>KVM Admin Port</b>	PS/2 keyboard and mouse ports, 1 VGA port
<b>Serial Admin Port</b>	Fast UART 16550 serial port
<b>Console Port</b>	(2) USB 2.0 Ports

### Hardware Specifications

<b>Processor</b>	(2) AMD Opteron 250 2.4G 1MB processors
<b>Memory</b>	4 GB
<b>Network Interfaces</b>	Intel PRO/1000 PT Dual Port Server Adapter
<b>Hard Disk &amp; Controller</b>	(2) WD740ADFD SATA 74GB 10K RPM 16MB cache
<b>CD-ROM Drive</b>	DVD-ROM

### Environmental Requirements

OPERATING	
<b>Humidity</b>	5-90%, non-condensing
<b>Altitude</b>	Sea level to 7,000 feet
<b>Vibration</b>	10 Hz to 500 Hz sweep at 0.5 g constant acceleration for one hour on each of the perpendicular axes X, Y, and Z
<b>Shock</b>	5 g for 11 ms with a ½ sine wave for each of the perpendicular axes X, Y, and Z
NON-OPERATING	
<b>Temperature</b>	-40-70 degree C
<b>Humidity</b>	5-90%, non-condensing
<b>Altitude</b>	Sea level to 40,000 feet
<b>Vibration</b>	10 Hz to 300 Hz sweep at 2 g constant acceleration for one hour on each of the perpendicular axes X, Y, and Z
<b>Shock</b>	30 g for 11 ms with a ½ sine wave for each of the perpendicular axes X, Y, and Z

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## Appendix B: CC-SG and Network Configuration

### Introduction

This appendix discloses network requirements (addresses, protocols and ports) of a typical CC-SG (CC-SG) deployment. It includes information about how to configure your network for both external access (if desired) and internal security and routing policy enforcement (if used). Details are provided for the benefit of a TCP/IP network administrator, whose role and responsibilities may extend beyond that of a CC-SG administrator and who may wish to incorporate CC-SG and its components into a site's security access and routing policies.

As depicted in the diagram below, a typical CC-SG deployment may have none, some, or all of the features, for example, a firewall or a Virtual Private Network (VPN). The tables that follow disclose the protocols and ports that are needed by CC-SG and its associated components, which are essential to understand especially if firewalls or VPNs are present in your network and access and security policies are to be enforced by the network.

### Executive Summary

In the sections below, a very complete and thorough analysis of the communications and port usage by CC-SG and its associated components is provided. For those customers who just want to know what ports to open on a firewall to allow access to CC-SG and the targets that it controls, the following ports should be opened:

Port Number	Protocol	Purpose
80	TCP	HTTP Access to CC-SG
443	TCP	HTTPS (SSL) Access to CC-SG
8080	TCP	CC-SG <-> PC Client
2400	TCP	Node Access (Proxy Mode & In-Band Access)
5000 <sup>1</sup>	TCP	Node Access (Direct Mode)
51000 <sup>1</sup>	TCP	SX Target Access (Direct Mode)

This list can be further trimmed:

- Port 80 can be dropped if all access to the CC-SG is via HTTPS addresses.
- Ports 5000 and 51000 can be dropped if CC-SG Proxy mode is used for any connections from the firewall(s).

Thus, a minimum configuration only requires three (3) ports [443, 8080, and 2400] to be opened to allow external access to CC-SG.

In the sections below, the details about these access methods and ports are provided along with configuration controls and options.

---

<sup>1</sup> These ports need to be opened per Raritan device that will be externally accessed. The other ports in the table need to be opened only for accessing CC-SG.

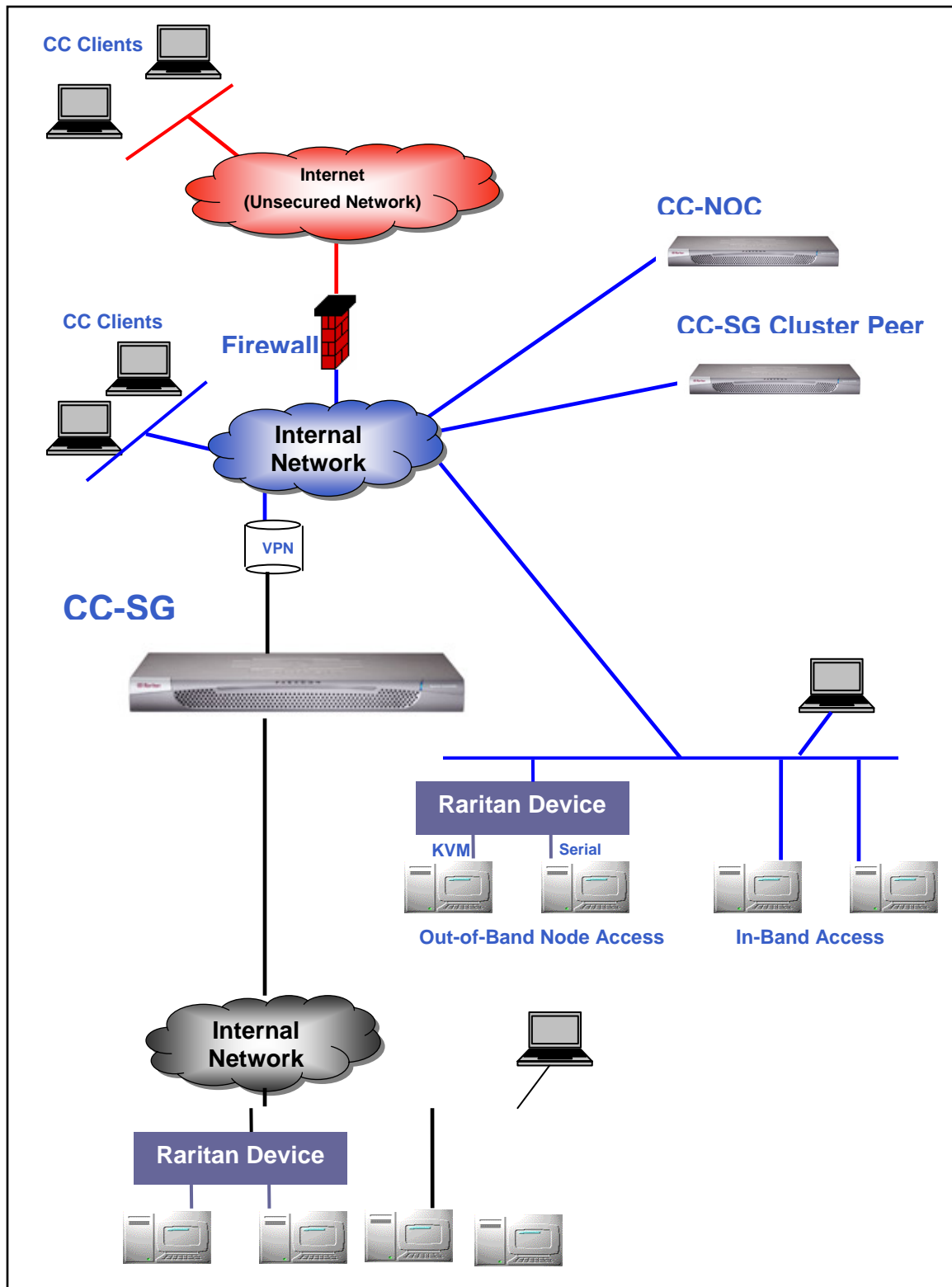


Figure 214 CC-SG Deployment Elements

## CC-SG Communication Channels

The communication channels are partitioned as follows:

- CC-SG ↔ Raritan Devices
- CC-SG ↔ CC-SG Clustering (optional)
- CC-SG ↔ Infrastructure Services
- Clients ↔ CC-SG
- Clients ↔ Targets (Direct Mode)
- Clients ↔ Targets (Proxy Mode)
- Clients ↔ Targets (In-Band)
- CC-SG ↔ CC-NOC

For each communication channel, the tables in the sections that follow:

- Represents the symbolic **IP Addresses** used by the communicating parties. These addresses have to be allowed over any communication path between the entities.
- Indicates the **Direction** in which the communication is initiated. This may be important for your particular site policies. For a given CC-SG role, the path between the corresponding communicating parties must be available and for any alternate re-route paths that might be used in the case of a network outage.
- Provides the **Port Number** and **Protocol** used by CC-SG.
- Indicates if the port is **Configurable**, which means the GUI or Diagnostic Console provides a field where you can change the port number to a different value from the default listed due to conflicts with other applications on the network or for security reasons.

### CC-SG and Raritan Devices

A main role of CC-SG is to manage and control Raritan devices (for example, Dominion KX, KSX, etc.). Typically, CC-SG communicates with these devices over a TCP/IP network (local, WAN, or VPN) and both TCP and UDP protocols are used as follows:

Communication Direction	Port Number	Protocol	Configurable?
CC-SG → Local Broadcast	5000	UDP	yes
CC-SG → Remote LAN IP	5000	UDP	yes
CC-SG → Raritan Device	5000	TCP	yes
Raritan Device → CC-SG	5001	UDP	no

### CC-SG Clustering

When the optional CC-SG clustering feature is used (that is, two CC-SG units are inter-connected and function as one unit), the following ports must be available for the inter-connecting sub-networks. {If the optional clustering feature is not used, none of these ports need to be made available in the network.}

Each CC-SG in the cluster may be on a separate LAN. However, the inter-connection between the units should be very reliable and not prone to periods of congestion.

Communication Direction	Port Number	Protocol	Configurable?
CC-SG → Local Broadcast	10000	UDP	no
CC-SG → Remote LAN IP	10000	UDP	no
CC-SG ↔ CC-SG	5432	TCP	no
CC-SG ↔ CC-SG	8732	TCP	no
CC-SG ↔ CC-SG	3232	TCP	no

## Access to Infrastructure Services

---

The CC-SG can be configured to use several industry-standard services like DHCP, DNS, and NTP. In order for CC-SG to communicate with these optional servers, these ports and protocols are used:

Communication Direction	Port Number	Protocol	Configurable?
DHCP Server → CC-SG	68	UDP	no
CC-SG → DHCP Server	67	UDP	no
NTP Time Server ↔ CC-SG	123	UDP	no
CC-SG → DNS	53	UDP	no

## PC Clients to CC-SG

---

PC Clients connect to the CC-SG in one of these three modes:

- Web / Java Applet CC-SG GUI interface
- CC-SG Command Line Interface via SSH
- CC-SG Diagnostic Console



The first mode is the primary means for users and administrators to connect to CC-SG. The other two modes are less frequently used. These modes require the following networking configuration:

Communication Direction	Port Number	Protocol	Configurable?
Client → CC-SG GUI	443	TCP	no
Client → CC-SG GUI	80	TCP	no
Client → CC-SG GUI	8080	TCP	no
Client → CC-CLI SSH	22	TCP	yes
Client → CC Diagnostic Console	23	TCP	yes

## PC Clients to Nodes

Another significant role of CC-SG is to connect PC clients to various targets (or nodes). These targets can be serial or KVM console connections to Raritan devices (called Out-of-Band connections). Another mode is to use In-Band access (IBA) methods, for example, Virtual Network Computer (VNC), Windows Remote Desktop (RDP), or Secure Shell (SSH).

Another facet of PC client to target communication is whether:

- The PC client connects directly to the target (either via a Raritan device or In-Band access), which is called **Direct Mode**.
- Or, if the PC client connects to the target through CC-SG, which acts as an application firewall and is called **Proxy Mode**.

Communication Direction	Port Number	Protocol	Configurable?
Client → CC-SG via Proxy → Target	2400 (on CC-SG)	TCP	no
Client → Raritan Target (Direct Mode)	5000 (on device)	TCP	yes
Client → Dominion SX → (Direct Mode)	51000	TCP	yes

## CC-SG & Client for IPMI, iLO/RILOE, DRAC, RSA

Another significant role of CC-SG is to manage third-party devices, such as iLO/RILOE, Hewlett Packard's Integrated Lights Out/Remote Insight Lights Out servers. Targets of an iLO/RILOE device are powered on/off and recycled directly. Intelligent Platform Management Interface (IPMI) servers can also be controlled by CC-SG. Dell DRAC and RSA targets can also be managed by CC-SG.

Communication Direction	Port Number	Protocol	Configurable
CC-SG → IPMI	623	UDP	no
CC-SG → iLO/RILOE (uses HTTP ports)	80 or 443	UDP	no
CC-SG → DRAC	80 or 443	UDP	no
CC-SG → RSA	80 or 443	UDP	no

## CC-SG & SNMP

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Simple Network Management Protocol (SNMP) allows CC-SG to push SNMP traps (event notifications) to an existing SNMP manager on the network. CC-SG also supports SNMP GET/SET operations with third-party Enterprise Management Solutions, such as HP OpenView.

Communication Direction	Port Number	Protocol	Configurable?
SNMP Manager → CC-SG	161	UDP	yes
CC-SG → SNMP Manager	162	UDP	yes

## CC-SG & CC-NOC

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CC-NOC can optional appliance that can be deployed in conjunction with CC-SG. CC-NOC is a Raritan network-monitoring appliance that audits and monitors the status of servers, equipment, and Raritan devices that CC-SG manages.

Communication Direction	Port Number	Protocol	Configurable?
CC-SG ↔ CC-NOC	9443	TCP	no

## CC-SG Internal Ports

---

CC-SG uses several ports for internal functions and its local firewall function blocks access to these ports. However, some external scanners may detect these as “blocked” or “filtered”. External access to these ports is not required and can be further blocked. The ports currently in use are:

1088, 1098, 2222, 4444, 4445, 8009, 8083 and 8093

In addition to these ports, CC-SG may have a couple of TCP and UDP ports in the 32xxx (or higher) range open. External access to these ports is not required and can be blocked.

## CC-SG Access via NAT-enabled Firewall

If the firewall is using NAT (Network Address Translation) along with possibly Port Address Translation (PAT), then Proxy mode should be used for all connections that use this firewall. Moreover, the firewall must be configured for external connections to Ports 80(non-SSL)/443(SSL)<sup>2</sup>, 8080 and 2400 to be forwarded to CC-SG (since the PC Client will initiate sessions on these ports).

All In-Band Access (IBA) connections use the CC-SG as the Proxy connection and no additional configuration is required. Out-of-Band Access (OBA) connections using the firewall must be configured on the **Setup → Configuration Manager → Connection Mode** menu to use Proxy mode. This way, CC-SG will connect to the various targets (either IBA or OBA) on behalf of the PC Client requests. However, the CC-SG will terminate the PC Client to Target TCP/IP connection that comes through the firewall.

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<sup>2</sup> It is not recommended to run non-SSL traffic through a firewall.

## Security and Open Port Scans

As part of the CC-SG Quality Assurance process, several open port scanners are applied to the product and Raritan makes certain that its product is not vulnerable to these known attacks. All the open or filtered/blocked ports are listed in the above sections. Some of the more common exposures are:

Issue ID <sup>3</sup>	Synopsis	Comment
CVE-1999-0517 CVE-1999-0186 CVE-1999-0254 CVE-1999-0516	snmp (161/UDP) - the community name of the remote SNMP server can be guessed.	Default CC-SG SNMP community name is "public". Users are encouraged to change this to the site-specific value ( <b>Setup → Configuration Manager → SNMP</b> menu). Please refer to the <b>CC-SG Administrator Guide</b> for more additional information.
CVE-2000-0843	The remote telnet server shut the connection abruptly when given a long username followed by a password.	Traditionally, port 23 is used for telnet services. However, CC-SG uses this port for SSH V2 Diagnostic Console sessions. Users may change the port and/or completely disable Diagnostic Console from using the SSH Access method. Please refer to the <b>CC-SG Administrator Guide</b> for more additional information.
CVE-2004-0230	The remote host might be vulnerable to a sequence number approximation bug, which may allow an attacker to send spoofed RST packets to the remote host and close established connections.	The underlying TCP/IP protocol stack used by CC-SG has not been shown to be susceptible to this exposure.
CVE-2004-0079 CVE-2004-0081 CVE-2004-0112	The remote host is using a version of OpenSSL which is older than 0.9.6m or 0.9.7d.	The following patches have been applied to OpenSSL, therefore removing this exposure: <ul style="list-style-type: none"> <li>• RHSA-2004:120</li> <li>• RHSA-2005:830.</li> <li>• RHSA-2003:101-01</li> </ul>

<sup>3</sup> CVEs can be found on <http://cve.mitre.org>.



## Appendix C: User Group Privileges

MENU > SUB-MENU	MENU ITEM	REQUIRED PRIVILEGE	DESCRIPTION
<b>Secure Gateway</b>	<b>This menu is available for all users.</b>		
	My Profile	None*	
	Message of the Day	None*	
	Print	None*	
	Logout	None*	
	Exit	None*	
<b>Users</b>	<b>This menu and the User tree are available only for users with the User Management privilege.</b>		
> User Manager	> Add User	User Management	
	(Editing users)	User Management	Via User Profile
	> Delete User	User Management	
	> Delete User from Group	User Management	
	> Logout User(s)	User Management	
	> Bulk Copy	User Management	
> User Group Manager	> Add User Group	User Management	
	(Editing user groups)	User Management	Via User Group Profile
	> Delete User Group	User Management	
	> Assign Users to Group	User Management	
	> Logout Users	User Management	
<b>Devices</b>	<b>This menu and the Devices tree is available only for users with any one of the following privileges: Device, Port and Node Management Device Configuration and Upgrade Management</b>		
	Discover Devices	Device, Port and Node Management	
> Device Manager	> Add Device	Device, Port and Node Management	
	(Editing devices)	Device, Port and Node Management	Via Device Profile
	> Delete Device	Device, Port and Node Management	
	> Bulk Copy	Device, Port and Node Management	
	> Upgrade Device	Device Configuration and	

MENU > SUB-MENU	MENU ITEM	REQUIRED PRIVILEGE	DESCRIPTION
		Upgrade Management	
>> Configuration	>> Backup	Device Configuration and Upgrade Management	
	>> Restore	Device Configuration and Upgrade Management	
	>> Copy Configuration	Device Configuration and Upgrade Management	
	> Restart Device	Device, Port and Node Management or Device Configuration and Upgrade Management	
	> Ping Device	Device, Port and Node Management or Device Configuration and Upgrade Management	
	> Pause Management	Device, Port and Node Management or Device Configuration and Upgrade Management	
	> Device Power Manager	Device, Port and Node Management	
	> Launch Admin	Device, Port and Node Management or Device Configuration and Upgrade Management	
	> Launch User Station Admin		
	> Disconnect Users	Device, Port and Node Management or Device	

MENU > SUB-MENU	MENU ITEM	REQUIRED PRIVILEGE	DESCRIPTION
		Configuration and Upgrade Management	
	> Topological View	Device, Port and Node Management	
> Change View	> Create Custom View	Device, Port and Node Management or Device Configuration and Upgrade Management	
	> Tree View	Device, Port and Node Management or Device Configuration and Upgrade Management	
> Port Manager	> Connect	Device, Port and Node Management	
	> Configure Ports	Device, Port and Node Management	
	> Bookmark Port	Device, Port and Node Management	
	> Disconnect Port	Device, Port and Node Management	
	> Bulk Copy	Device, Port and Node Management	
	> Delete Ports	Device, Port and Node Management	
> Port Sorting Options	> By Port Name	Device, Port and Node Management or Device Configuration and Upgrade Management	
	> By Port Status	Device, Port and Node Management or Device Configuration and	

MENU > SUB-MENU	MENU ITEM	REQUIRED PRIVILEGE	DESCRIPTION
		Upgrade Management	
<b>Nodes</b>	<b>This menu and the Nodes tree is available only for users with any one of the following privileges:</b> <b>Device, Port and Node Management</b> <b>Node In-Band Access</b> <b>Node Out-of-Band Access</b> <b>Node Power Control</b>		
	Add Node	Device, Port and Node Management	
	(Editing Nodes)	Device, Port and Node Management	Via the Node Profile
	Delete Node	Device, Port and Node Management	
	<interfaceName>	In-Band Access or Out-of-Band Access	
	Disconnect	In-Band Access or Out-of-Band Access	
	Power Control	Power Control	
	Group Power Control	Power Control	
> Node Sorting Options	> By Node Name	Any of the following: Device, Port and Node Management or In-Band Access or Out-of-Band Access or Power Control	
	> By Node Status	Any of the following: Device, Port and Node Management or Node In-Band Access or Node Out-of-Band Access or Node Power Control	
> Chat	> Start Chat	Node In-Band Access or	



MENU > SUB-MENU	MENU ITEM	REQUIRED PRIVILEGE	DESCRIPTION
		Node Out-of-Band Access or Node Power Control	
	> Show Chat Session	Node In-Band Access or Node Out-of-Band Access or Node Power Control	
	> End Chat Session	Node In-Band Access or Node Out-of-Band Access or Node Power Control	
> Change View	> Create Custom View	Any of the following: Device, Port and Node Management or Node In-Band Access or Node Out-of-Band Access or Node Power Control	
	> Tree View	Any of the following: Device, Port and Node Management or Node In-Band Access or Node Out-of-Band Access or Node Power Control	
<b>Associations</b>	<b>This menu is available only for users with the User Security Management privilege</b>		
	> Associations	User Security Management	Includes ability to add, modify and delete.
	> Device Group	User Security Management	Includes ability to add, modify and delete.
	> Node Group	User Security Management	Includes ability to add, modify and delete.
	> Policies	User Security Management	Includes ability to add, modify and delete.

MENU > SUB-MENU	MENU ITEM	REQUIRED PRIVILEGE	DESCRIPTION
<b>Reports</b>	<b>This menu is available for all users.</b>		
	Audit Trail	CC Setup and Control	
	Error Log	CC Setup and Control	
	Access Report	Only available to users in the System Administrators group	
	Availability Report	Device, Port and Node Management or Device Configuration and Upgrade Management	
> Users	> Active Users	User Management	
	> Locked Out Users	CC Setup and Control	
	> User Data	To view all user data: User Management To view your own user data: None	
	> Users in Groups	User Management	
	> Group Data	User Security Management	
	> AD Users Group Report	CC Setup and Control or User Management	
> Devices	Asset Management	Device, Port and Node Management	
> Nodes	> Node Asset Report	Device, Port and Node Management	
	> Active Nodes	Device, Port and Node Management	
	> Node Creation	Device, Port and Node Management	
> Ports	> Query Port	Device, Port and Node Management	
	> Active Ports	Device, Port and Node Management	
	Scheduled Reports	CC Setup and Control	

MENU > SUB-MENU	MENU ITEM	REQUIRED PRIVILEGE	DESCRIPTION
	CC-NOC Synchronization	CC Setup and Control	
<b>Access</b>			
	CC-NOC Configuration	CC Setup and Control	
<b>Administration</b>	<b>This menu is available only for users with one of the following privilege(s):</b> <b>CC Setup and Control</b> <b>Combination of Device, Port and Node Management, User Management, and User Security Management</b>		
	Guided Setup	All of the following: Device, Port and Node Management, User Management, and User Security Management	
	Message of the Day Setup	CC Setup and Control	
	Applications	CC Setup and Control	
	Firmware	CC Setup and Control	
	Configuration	CC Setup and Control	
	Security	CC Setup and Control	
	Notifications	CC Setup and Control	
	Tasks	CC Setup and Control	
	Compatibility Matrix	Device Configuration and Upgrade Management	
<b>System Maintenance</b>			
	Backup	CC Setup and Control	
	Restore	CC Setup and Control	
	Reset	CC Setup and Control	
	Restart	CC Setup and Control	
	Upgrade	CC Setup and Control	
	Shutdown	CC Setup and Control	
> Maintenance Mode	> Enter Maintenance Mode	CC Setup and Control	

MENU > SUB-MENU	MENU ITEM	REQUIRED PRIVILEGE	DESCRIPTION
	> Exit Maintenance Mode	CC Setup and Control	
View		None*	
Window		None*	
Help		None*	

\*None means that no particular privilege is required. Any user who has access to CC-SG will be able to view and access these menus and commands.

## Appendix D: SNMP Traps

CC-SG provides the following traps:

SNMP TRAP	DESCRIPTION
ccUnavailable	CC-SG application is unavailable
ccAvailable	CC-SG application is available
ccUserLogin	CC-SG user logged in
ccUserLogout	CC-SG user logged out
ccPortConnectionStarted	CC-SG session started
ccPortConnectionStopped	CC-SG session stopped
ccPortConnectionTerminated	CC-SG session terminated
ccImageUpgradeStarted	CC-SG image upgrade started
ccImageUpgradeResults	CC-SG image upgrade results
ccUserAdded	New user added to CC-SG
ccUserDeleted	User deleted from CC-SG
ccUserModified	CC-SG user has been modified
ccUserAuthenticationFailure	CC-SG user authentication failure
ccLanCardFailure	CC-SG detected a LAN Card Failure
ccHardDiskFailure	CC-SG detected a hard disk failure
ccLeafNodeUnavailable	CC-SG detected a connection failure to a leaf node
ccLeafNodeAvailable	CC-SG detected a leaf node that is reachable
ccIncompatibleDeviceFirmware	CC-SG detected a device with incompatible firmware
ccDeviceUpgrade	CC-SG has upgraded the firmware on a device
ccEnterMaintenanceMode	CC-SG entered Maintenance Mode
ccExitMaintenanceMode	CC-SG exited Maintenance Mode
ccUserLockedOut	CC-SG user has been locked out
ccDeviceAddedAfterCCNOCNotification	CC-SG has added a device after receiving a notification from CC-NOC
ccScheduledTaskExecutionFailure	The reason why the execution of a scheduled task failed
ccDiagnosticConsoleLogin	User has logged into the CC-SG Diagnostic Console
ccDiagnosticConsoleLogout	User has logged out of the CC-SG Diagnostic Console
ccNOCAvailable	CC-SG has detected that CC-NOC is available
ccNOCUnavailable	CC-SG has detected that CC-NOC is unavailable
ccUserGroupAdded	A new user group has been added to CC-SG
ccUserGroupDeleted	CC-SG user group has been deleted
ccUserGroupModified	CC-SG user group has been modified
ccSuperuserNameChanged	CC-SG Superuser password has changed
ccSuperuserPasswordChanged	CC-SG Superuser password has changed
ccLoginBannerChanged	CC-SG login banner has changed
ccMOTDChanged	CC-SG Message of the Day (MOTD) has changed



## Appendix E: Troubleshooting

- To launch CC-SG from your web browser, it requires a Java plug-in. If your machine has an incorrect version, CC-SG will guide you through the installation steps. If your machine does not have a Java plug-in, CC-SG cannot automatically launch. In this case, you must uninstall or disable your old Java version and provide serial port connectivity to CC-SG to ensure proper operation.
- If the CC-SG applet does not load, check your web browser settings.
  - In Internet Explorer: Ensure Java (Sun) is enabled.
  - Open Java Plug-in in Control Panel, and adjust the settings for your browser.
- If you have problems adding devices, ensure the devices have the correct firmware versions.
- If the network interface cable is disconnected between the device and CC-SG, wait for the configured heartbeat minutes, and then plug the network interface cable back in. During the configured heartbeat period, the device operates in standalone mode and can be accessed through RRC, MPC, or RC.
- If you receive an error message that states your client version is different from the server version and that behavior may be unpredictable, you should restart and empty the cache of your browser.

### Client Browser Requirements

For a complete list of supported browsers and platforms, please refer to the **Compatibility Matrix** on <http://www.raritan.com/support>. On the **Support** page, click **Firmware Upgrades**, and then click **CommandCenter Secure Gateway**.





## Appendix F: Two-Factor Authentication

As part of CC-SG RADIUS based remote authentication, CC-SG can be configured to point to a RSA RADIUS Server which supports two-factor authentication via an associated RSA Authentication Manager. CC-SG acts as a RADIUS client and sends user authentication requests to RSA RADIUS Server. The authentication request includes user id, a fixed password, and a dynamic token code.

### Supported Environments

The following RSA Two-Factor Authentication components are known to work with CC-SG.

- RSA RADIUS Server 6.1 on Windows Server 2003
- RSA Authentication Manager 6.1 on Windows Server 2003
- RSA Secure ID SID700 hardware token.

Earlier RSA product versions should also work with CC-SG, but they have not been verified.

### Setup Requirements

Proper configuration of an RSA RADIUS Server and RSA Authentication manager is beyond the scope of this guide. Please consult the RSA documentation for additional information.

Note, however, that the following procedures must be completed:

1. Import Tokens
2. Create a CC-SG user and assign a token to the user.
3. Generate a user password.
4. Create an Agent Host for the RADIUS server.
5. Create an Agent Host (type: Communication Server) for CC-SG.
6. Create a RADIUS CC-SG client.

### Known Issues

The RSA RADIUS “New PIN” mode that requires a challenge password/PIN will not work. Instead, all users in this scheme must be assigned fixed passwords.



## Appendix G: FAQs

QUESTION	ANSWER
<b>General</b>	
What is CC-SG?	CC-SG is a network management device for aggregating and integrating multiple servers and network equipment typically deployed in a datacenter and which are connected to a Raritan IP-enabled product.
Why would I need CC-SG?	As you deploy more and more datacenter servers and devices, their management becomes exponentially complex. CC-SG allows a systems administrator or manager to access and manage all servers, equipment, and users from a single device.
What is CommandCenter NOC?	CommandCenter NOC is a network monitoring device for auditing and monitoring the status of servers, equipment and Raritan devices that CC-SG provides access to.
Which Raritan products does CC-SG support?	CC-SG supports all Dominion products - Raritan's KVM over IP products - Dominion KX - Raritan's Secure Console Server products - Dominion SX - Raritan's Remote office management products - Dominion KSX CC-SG also supports Paragon II when used with the optional IP user stations.
How does CC-SG integrate with other Raritan Products?	CC-SG uses a unique and proprietary search and discovery technology that identifies and connects to selected Raritan devices with a known network address. Once CC-SG is connected and configured, the devices connected to CC-SG are transparent, and operation and administration is extremely simple.
Is PDA access possible?	Generic answer: Yes, as long as PDA has a Java-enabled browser and supports 128-bit (or lower strength for some geographies) SSL encryption. Call Raritan Tech Support for further information. No testing has been done in this area.
Is the status of CC-SG limited by the status of the devices which it proxies?	No. Because CC-SG software resides on a dedicated server, even if a device being proxied by the CC-SG is turned off, you will still be able to access CC-SG.
Can I upgrade to newer versions of CC-SG software as they become available?	Yes. Contact your authorized Raritan sales representative or Raritan, Inc. directly.
How many nodes and/or Dominion units and/or IP-Reach units can be connected to CC-SG?	There is no specified limit to the number of nodes and/or Dominion and/or IP-Reach units that can be connected, but the number is not limitless: the performance of the processor and the amount of memory on the hosting server will determine how many ports can actually be connected.
Is there any way to optimize the performance of Microsoft Internet Explorer if it is my preferred web browser?	To improve the performance of Microsoft IE when accessing the console, disable the "JIT compiler for virtual machine enabled," "Java logging enabled," and "Java console enabled" options. On the main menu bar, select <b>Tools &gt; Internet Options &gt; Advanced</b> . Scroll down until you see the above items and make sure that they are <b>not</b> checked.
What do I do if I am unable to add a console/serial port	Assuming the console/serial device is a Dominion, ensure that the following conditions are met:

QUESTION	ANSWER
to CC-SG?	<ul style="list-style-type: none"> <li>- The Dominion unit is active.</li> <li>- The Dominion unit has not reached the maximum number of configured user accounts.</li> </ul>
Which version of Java will Raritan's CC-SG be supporting?	For server and client side minimum Java requirements, please refer to the Compatibility Matrix on <a href="http://www.raritan.com/support">http://www.raritan.com/support</a> . Click <b>Firmware Upgrades</b> and then <b>CommandCenter Secure Gateway</b> .
An administrator added a new node to the CC-SG database and assigned it to me, how can I see it in my Nodes tree?	To update the tree and see the newly assigned node, click the <b>Refresh</b> shortcut button on the toolbar. Remember that refreshing CC-SG will close all of your current console sessions.
How will the Windows desktop be supported in the future?	<p>Accessing CC-SG from outside the firewall can be achieved by configuring the right ports on the firewall. The following ports are standard ports:</p> <p>80: for HTTP access via web browser  443: for HTTPS access via web browser  8080: for CC-SG server operations  2400: for Proxy mode connections</p> <p>5001: for IPR/DKSX/DKX/ P2-SC event notification</p> <p>If there is firewall between two cluster nodes, the following ports should be opened for cluster to be worked properly:</p> <p>8732: for cluster nodes heartbeat  5432: for cluster nodes DB replication</p>
What are some design guidelines for large-scale systems? Any constraints or assumptions?	<p>Raritan provides two models for server scalability: the datacenter model and the network model.</p> <p>The datacenter model uses Paragon to scale to thousands of systems in a single datacenter. This is the most effective and cost-efficient way to scale a single location. It also supports the network model with IP-Reach and the IP User Station (UST-IP).</p> <p>The network model scales through use of the TCP/IP network and aggregates access through CC-SG, so users don't have to know IP addresses or the topology of access devices. It also provides the convenience of single sign-on.</p>
<b>Authentication</b>	
How many user accounts can be created for CC-SG?	Check your licensing restrictions. There is no specified limit to the number of user accounts that can be created for CC-SG, but the number is not limitless. The size of the database, the performance of the processor, and the amount of memory on the hosting server will determine how many user accounts can actually be created.
Can I assign specific node access to a specific user?	Yes, if you have Administrator permissions. Administrators have the ability to assign specific nodes per user.
If we had more than 1,000 users, how would this be managed? Do you support Active Directory?	CC-SG works with Microsoft Active Directory, Sun iPlanet or Novell eDirectory. If a user account already exists in an authentication server, then CC-SG supports remote authentication using <b>AD/TACACS+ /RADIUS/LDAP</b> authentication.

QUESTION	ANSWER
What options are available for authentication with directory services and security tools such as LDAP, AD, RADIUS, etc.	CC-SG permits local authentication as well remote authentication.  Remote authentication servers supported include: AD, TACACS+, RADIUS, and LDAP.
<b>Security</b>	
Sometimes when I try to log on, I receive a message that states my “login is incorrect” even though I am sure I am entering the correct username and password. Why is this?	There is a session-specific ID that is sent out each time you begin to log on to CC-SG. This ID has a time-out feature, so if you do not log on to the unit before the time-out occurs, the session ID becomes invalid. Performing a <b>Shift-Reload</b> refreshes the page from CC-SG. Or, you may close the current browser, open a new browser, and log on again. This provides an additional security feature so that no one can recall information stored in the web cache to access the unit.
How is a password secure?	Passwords are encrypted using MD5 encryption, which is a one-way hash. This provides additional security to prevent unauthorized users from accessing the password list.
Sometimes I receive a “No longer logged in” message when I click any menu in CC-SG, after leaving my workstation idle for a period of time. Why?	CC-SG times each user session. If no activity happens for a pre-defined period of time, CC-SG logs the user out. The length of the time period is pre-set to 60 minutes, but it can be reconfigured. It is recommended that users <b>exit</b> CC-SG when they finish a session.
As Raritan has root access to server, this may potentially cause issue with government bodies. Can customers also have root access or can Raritan provide a method of auditability / accountability?	No party will have root access to server once the unit is shipped out of Raritan, Inc.
Is SSL encryption internal as well as external (not just WAN, but LAN, too)?	Both. The session is encrypted regardless of source, LAN or WAN.
Does CC-SG support CRL List, that is, LDAP list of invalid certificates?	No.
Does CC-SG support Client Certificate Request?	No.
<b>Accounting</b>	
The event times in the Audit Trail report seem incorrect. Why?	Log event times are logged according to the time settings of the client computer. You can adjust the computer’s time and date settings.
Can audit/logging abilities track down who switched on or off a power plug?	Direct power switch-off is not logged, but power control through CC-SG can be logged to audit logs.

<b>Performance</b>	
As a CC-SG Administrator, I added over 500 nodes and assigned all of them to me. Now it takes a long time to log on to CC-SG.	When you, as Administrator, have many nodes assigned to you, CC-SG downloads all information for all nodes during the logging process, which slows the process considerably. It is recommended that Administrator accounts used primarily to manage CC-SG configuration/settings do not have many nodes assigned to them.
What is the bandwidth usage per client?	<p>Remote access to a serial console over TCP/IP is about the same level of network activity as a telnet session. However, it is limited to the RS232 bandwidth of the console port itself, plus SSL/TCP/IP overhead.</p> <p>The Raritan Remote Client (RRC) controls remote access to a KVM console. This application provides tunable bandwidth from LAN levels down to something suitable for a remote dial-up user.</p>
<b>Grouping</b>	
Is it possible to put a given server in more than one group?	<p>Yes. Just as one user can belong to multiple groups, one device can belong to multiple groups.</p> <p>For example, a Sun in NYC could be part of Group Sun: "Ostype = Solaris" and Group New York: "location = NYC"</p>
What impact to other usage that would be blocked through the active usage of the console port, for example, some UNIX variants not allowing admin over network interfaces?	<p>A console is generally considered a secure and reliable access path of last resort. Some UNIX systems allow root login only on the console. For security reasons, other systems might prevent multiple logins, so that if the administrator is logged in on the console, other access is denied. Finally, from the console, the administrator can also disable the network interfaces when/if necessary to block all other access.</p> <p>Normal command activity on the console has no greater impact than the equivalent command run from any other interface. However, since it is not dependent upon the network, a system that is too overloaded to be able to respond to a network login may still support console login. So, another benefit of console access is the ability to troubleshoot and diagnose system and network problems.</p>
How do you recommend the issue of CIMs being moved / swapped at the physical level with changes to the logical database?	Each CIM includes a serial number and target system name. Our systems assume that a CIM remains connected to its named target when its connection is moved between switches. This movement is automatically reflected in the system configuration and is propagated to CC-SG. If, instead, the CIM is moved to another server, an administrator must rename it.
<b>Interoperability</b>	
How does CC-SG integrate with Blade Chassis products?	CC-SG can support any device with a KVM or serial interface as a transparent pass-through.
To what level is CC-SG able to integrate with 3rd party KVM tools, down to 3rd party KVM port level or simply box level?	3 <sup>rd</sup> party KVM switch integration is typically done through keyboard macros when the 3 <sup>rd</sup> party KVM vendors do not publicize the communications protocols for the 3 <sup>rd</sup> party KVM switches. Depending on the capability of the 3 <sup>rd</sup> party KVM switches, the tightness of integration will vary.
How would I mitigate the restriction of four	Currently, the best possible implementation is to aggregate IP-Reach boxes with CC-SG. In the future, Raritan plans to

simultaneous paths through any IP-Reach box, including the roadmap for the potential 8-path box?	increase simultaneous access paths per box. These plans have yet to complete development as other projects have taken priority, but we welcome comments about the market demand and use cases of an 8-path solution.
<b>Authorization</b>	
Can authorization be achieved via RADIUS/TACACS/LDAP?	LDAP and TACACS are used for remote authentication only, not authorization.
<b>User Experience</b>	
Regarding console management via network port or local serial port (for example, COM2): What happens to the logging, does CC-SG capture local management or is this lost?	Logging on to CC-SG through the CC-SG console itself is the same as gaining the root privilege of the operating system (Linux) upon with CC-SG is running. Syslog will record such event, but what the user types at the CC-SG console itself will be lost.





## Appendix H: Keyboard Shortcuts

The following keyboard shortcuts can be used in the Director Client.

OPERATION	KEYBOARD SHORTCUT
Refresh	F5
Print panel	Ctrl + P
Help	F1
Insert row in Associations table	Ctrl + I

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