

IntraPort Enterprise-8 VPN Access Server Installation Guide

Compatible Systems Corporation
4730 Walnut Street
Suite 102
Boulder, Colorado 80301

303-444-9532
800-356-0283
<http://www.compatible.com>

IntraPort Enterprise-8 VPN Access Server Installation Guide, Version 1
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Part number: A00-1869

FCC Notice: This product has been certified to comply with the limits for a Class A computing device, pursuant to Subpart J of Part 15 of FCC Rules. It is designed to provide reasonable protection against radio or television communication interference in a commercial environment. Operation of this equipment in a residential area could cause interference with radio or television communication.

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Introduction to the IntraPort Enterprise-8

Congratulations on your purchase of the IntraPort Enterprise-8 VPN Access Server. The IntraPort Enterprise-8 supports up to 512 LAN-to-LAN tunnels and up to 40,000 simultaneous remote client connections.

In addition, it offers DES and 3DES encryption using built-in hardware coprocessors.

A Note About Remote Client Connections

In order to create a tunnel to a network over the Internet, remote users must run VPN Client software on a Windows95/98 PC, Windows NT PC, Mac OS, Linux, or Sun Solaris computer which is connected to the Internet via PPP or Ethernet.

The IntraPort VPN Clients are applications which set up the remote access VPN tunnels to the IntraPort Enterprise-8 VPN Access Server and make sure that appropriate data gets sent.

The clients work in conjunction with your communications software. Connections can be made to the Internet via PPP software or over a local intranet via a workstation's LAN adapter. Together, these components provide cost-effective on-demand connections to your corporate network.

IntraPort Enterprise-8 Installation Overview

This manual will help you mount the IntraPort Enterprise-8 VPN Access Server in a rack and install it on your Local Area Network. It also includes general maintenance information and some technical specifications. For the most up-to-date information available on the IntraPort Enterprise-8 VPN Access Server, please visit the Technical Support section of our Web site at: <http://www.compatible.com>.

In short, the installation steps are:

1. **Mount** the IntraPort Enterprise-8 in a rack or other appropriate setting.
2. **Install** the IntraPort Enterprise-8 hardware on your Ethernet LAN and connect the 10/100 twisted-pair Ethernet interfaces to Fast Ethernet or Ethernet hubs.
3. **Select** the management tool you wish to use with the server. If you want to use the CompaView management software, you must install the software on a Windows PC computer which is connected to your network.
4. **Configure** the IntraPort Enterprise-8 LAN and tunnel parameters using the management tool you have chosen.
5. **Install and Configure** the VPN Client software for remote users. (See the *VPN Client Reference Guide*.)

IntraPort Enterprise-8 Manual Overview

The manual is divided into several sections that should provide you with the basic information you will need to use the IntraPort Enterprise-8 on your network. For the latest documentation on Compatible Systems products, including the most current version of this manual, visit the Technical Support section of our Web site.

Chapter 1 - Getting Started

This part of the manual describes the contents of the IntraPort Enterprise-8 package and emphasizes the preparation and equipment you will need to install the server.

Chapter 2 - Mounting Instructions

This part of the manual includes detailed instructions for mounting the IntraPort Enterprise-8 in a variety of equipment racks and instructions on changing the voltage switch settings.

Chapter 3 - Network Installation

This part of the manual includes step-by-step instructions on how to connect the server to your local Ethernet and power it up. Instructions are included for twisted-pair Ethernet environments.

Chapter 4 - CompatiView Software Installation

This part of the manual describes how to install CompatiView, Compatible Systems' GUI (Graphical User Interface) management software which is included with your server.

Chapter 5 - Command Line Preparation

This part of the manual provides basic instructions for using command line management and text-based configuration to configure a server.

Chapter 6 - Basic Configuration Guide

This part of the manual provides a minimal list of parameters that must be entered into a server for proper operation.

Chapter 7 - Shipping Defaults

This part of the manual lists factory defaults.

Chapter 8 - LED Patterns and Switch Settings

This part of the manual describes the LED indicators and the test switch settings.

Appendices

This part of the manual includes additional information that might be of interest to you such as technical specifications, some maintenance procedures and instructions for downloading current software.

Chapter 1 - Getting Started

A Few Notes

Please Read the Manuals

The manuals included with your IntraPort Enterprise-8 VPN Access Server contain very important information about installing and operating the IntraPort Enterprise-8. Please read this manual, and refer to the management reference guides as required. It's worth the few minutes it will take.

Also, please fill out the warranty registration card and return it to us today. This will help us keep you informed about updates to the IntraPort Enterprise-8 and future products available from Compatible Systems.

You can also register on the Web at <http://www.compatible.com>. If you'd like to be notified via e-mail about new products and receive important news from Compatible Systems, please join our e-mail list on the Web.

Warranty and Service

The IntraPort Enterprise-8 is covered by the Compatible Systems Integrated Support Package, which includes a lifetime comprehensive warranty, a twenty-four hour advance replacement program, unlimited phone support and software upgrades for the life of the product. A 24 x 7 support plan is also available.

Compatible Systems maintains copies of current software updates on the Internet. You may download product software from the Internet at any time. For more information on downloading current product software, see [Appendix B](#).

Getting Help with the IntraPort Enterprise-8

If you have a question about the IntraPort Enterprise-8 and can't find the answer in one of the manuals included with the product, please visit the technical support section of our Web site (<http://www.compatible.com>). This site includes extensive technical resources which may answer many of your questions. You can also request technical support by filling out a brief form. Technical support requests received via the Web form will receive expedited treatment. You may also call Compatible Systems Corporation or send support questions via e-mail to support@compatible.com. Compatible Systems' phone number is listed on the front of this guide. We will be happy to help you.

What You Will Need to Get Started

Before connecting the IntraPort Enterprise-8 VPN Access Server, please check the list below to make sure that you have received all of the items that are supplied with the shipping package(s).

You should also make sure you have any additional items that are necessary to connect the server to your network.

Supplied with the IntraPort Enterprise-8

Please check your shipping package(s) for the following items:

- IntraPort Enterprise-8 unit
- 2 power cords
- One left rack-mount bracket
- One right rack-mount bracket
- Two mounting ears
- Two handles
- Two handle spacers
- 14 mounting screws (10-32 undercut flat head)
- One DB-25 male to DB-25 female console cable
- One reusable replacement air filter
- CD-ROM including:
 - ▶ CompatiView software for Windows
 - ▶ Operating software
 - ▶ VPN Client software (Windows and Mac OS versions)
 - ▶ HTML version of product documentation (which can be viewed with your favorite Web browser)
- *VPN Client Reference Guide*
- *CompatiView Management Software Reference Guide*
- *Text-Based Configuration and Command Line Management Reference Guide*
- Warranty registration card

Additional Items Needed for Installation

- If you choose to rack-mount the IntraPort Enterprise-8, you will need to provide your own screws or clips to secure the mounting brackets to the equipment rack. A more detailed list of the items needed for mounting the server is in Chapter 2 - Mounting Instructions.
- Before connecting the IntraPort Enterprise-8 to your network, you need to make sure that you have the necessary interface cabling equipment. See [Chapter 3 - Network Installation](#) for details.

Chapter 2 - Mounting Instructions

The IntraPort Enterprise-8 VPN Access Server is designed to be mounted in a 19-inch equipment rack or in a Telco rack. Compatible Systems provides all the parts necessary for securing the supplied mounting brackets and ears to the device; however, due to the variety of equipment racks and mounting techniques, you will need to provide your own screws or clips to secure the mounting brackets and ears to the equipment rack.

Placement Considerations

There are several things to consider when preparing to install the IntraPort Enterprise-8 VPN Access Server.

- Do not place the server on the floor, since it will more quickly accumulate dust. As alternatives to rack-mounting, it can be placed on a sturdy table or solid platform.
- A clean, air-conditioned environment is ideal.
- An open equipment rack (i.e., one without side enclosures or doors) is recommended for adequate ventilation.
- The chassis requires 13.5 shelf positions (23.5 vertical inches) of rack space.
- While no rear clearance is required, the front of the server needs adequate clearance for air circulation, RIOP card addition or replacement, cable connections, etc. At least two feet of front clearance and one inch of top clearance are recommended.
- Load the equipment rack from the bottom. For stability, it is strongly recommended that the IntraPort Enterprise-8 VPN Access Server be placed in the bottom half of an equipment rack.

❖ **Note:** *When stacking other equipment on the IntraPort Enterprise-8 VPN Access Server, do not exceed 35 pounds of evenly distributed weight on top of the server. Additional weight may bend the case.*

Safety Guidelines

To help ensure your safety and minimize potential damage to equipment, read and follow these guidelines before attempting to move or work on the IntraPort Enterprise-8 VPN Access Server. These guidelines do not encompass all potential hazards. You must use good judgment and due caution when working with this or any other electrical device.

- The default setting for the voltage switch on the power supplies for the Carrier-8 is for a low input voltage (marked 115V on the switch). If your electrical system requires a high input voltage on the power supplies, you must change the settings before plugging in the server (for instructions, see [Changing the Power Supply Voltage Settings](#)).
- Never attempt to move the server using the RIOP card handles or the filter cover opening. They will not support the weight of the device. Use the built-in side handles and either the large mounting handles, if you have installed them, or the very bottom of the chassis to move it (see [Figures 2 and 2.1](#)).
- The IntraPort Enterprise-8 VPN Access Server weighs approximately 110 pounds. Moving the server requires at least two people, able to bear 55 pounds of weight apiece. If your union or company policy outlines a lower maximum weight load per person, use the appropriate number of people.
- Make sure you have a clear path between the server and the equipment rack, platform or table before attempting to move it into place.

⚡ **Warning:** *All power cords and interface cables must be disconnected before you attempt to move or work on the IntraPort Enterprise-8 VPN Access Server. Even the interface cables can deliver lethal doses of electricity.*

Parts and Tools

The following items are needed to install the mounting ears and handles on the IntraPort Enterprise-8 VPN Access Server.

- IntraPort Enterprise-8 unit
- Two mounting ears
- Two handles
- Two handle spacers
- 14 mounting screws (10-32 undercut flat head)
- Phillip's head screwdriver

In addition to the above items, the following items are needed to install the IntraPort Enterprise-8 VPN Access Server in an equipment rack.

- One left rack-mount bracket
- One right rack-mount bracket
- One DB-25 male to DB-25 female console cable
- Tape measure (optional)
- Level (optional)
- Your own screws or clips, for fastening the brackets to the rack
- At least two people to lift the device into place. Do not attempt to move the device into the rack or onto a table or platform by yourself.

Changing the Power Supply Voltage Settings

The default setting for the voltage switches on the server's power supplies is for a low input voltage (marked 115V on the switch). If your electrical system requires a high input voltage on the power supplies, you must change it manually on the device before plugging the device in.

To change the settings:

1. Make sure the server is powered down and not connected to any power source.
2. Using a small screw driver, change the voltage switches to the desired setting (230V for high input voltage, 115V for low input voltage).

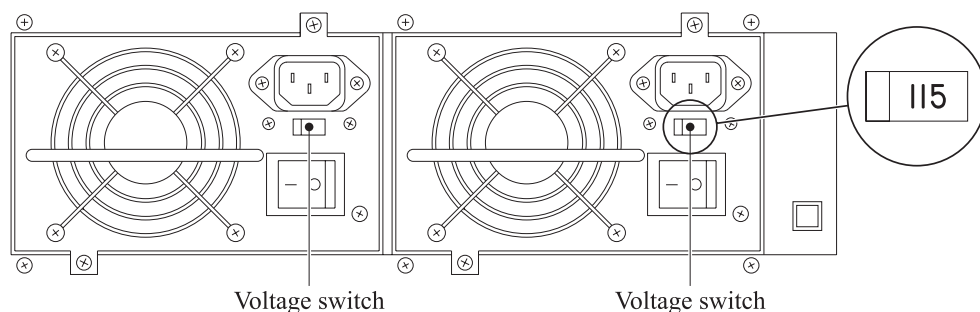


Figure 1. Location of Voltage Switch on the Power Supply

Installing Mounting Ears and Handles

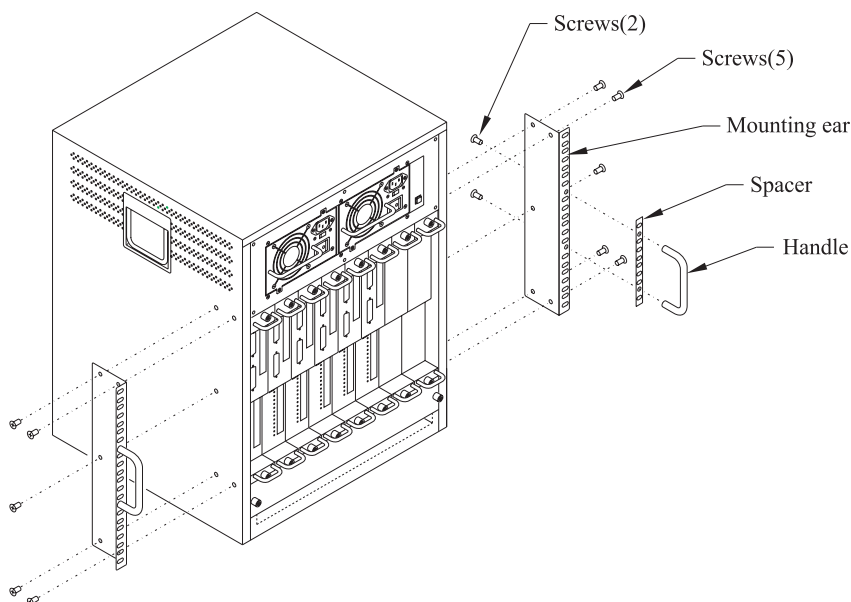


Figure 2. Installing Mounting Ears and Handles for a Standard Equipment Rack

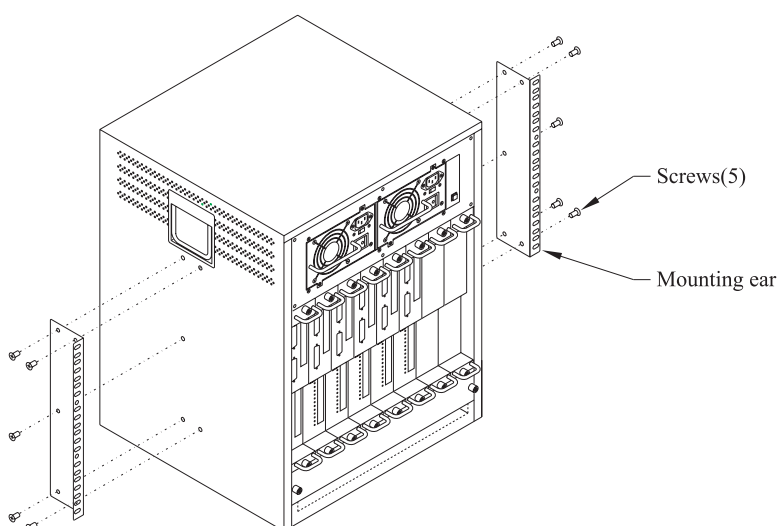


Figure 2.1. Installing Mounting Ears for a Telco Rack

The mounting ears should be installed on the IntraPort Enterprise-8 VPN Access Server whether you are planning to rack-mount it or not. The handles need not be installed for Telco rack mounts because there is not enough finger room to use them, but the handles are recommended for all other installations.

If you are not going to rack-mount the IntraPort Enterprise-8, it is recommended that you install the mounting ears and handles using the Standard Equipment Rack position (as shown in Figure 2).

1. Use the supplied screws and fasten the mounting ears to the sides of the device using 5 screws on each side as shown in Figure 2 (for a standard equipment rack) or in Figure 2.1 (for a Telco rack).
2. Use the supplied screws and fasten the handles and spacers to the center of the mounting ears as shown in Figure 2.

Rack-Mount Brackets

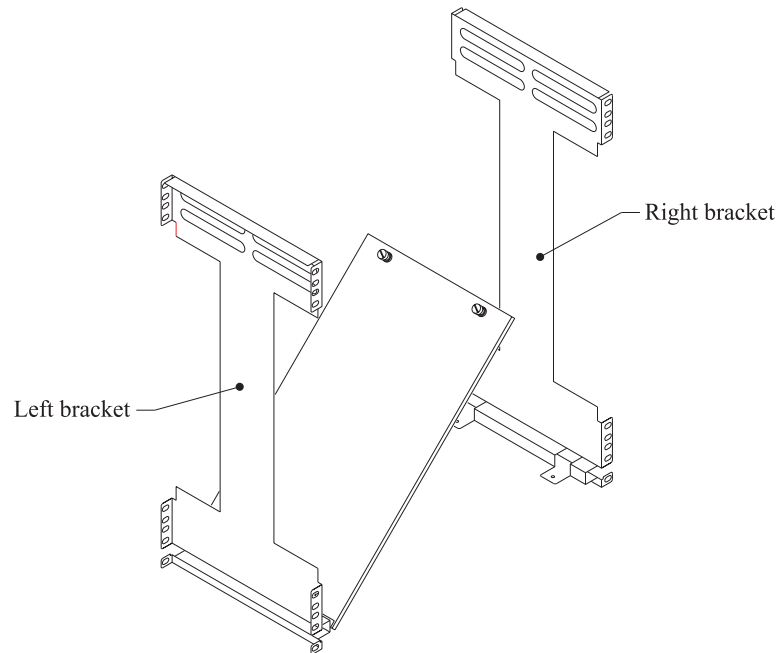


Figure 3. Rack-Mount Brackets

Brackets (shown in Figure 3) are provided for mounting the IntraPort Enterprise-8 in a standard 19-inch equipment rack or a Telco rack. Note that the left bracket features a fold-down shelf which maintains the proper alignment of the brackets in the rack, but does not bear the weight of the unit. The ledges at the bottom of the brackets bear the weight of the unit until it is securely attached to the equipment rack. You will need to provide your own screws or clips to fasten the brackets and mounting ears to the equipment rack.

Right Bracket Installation

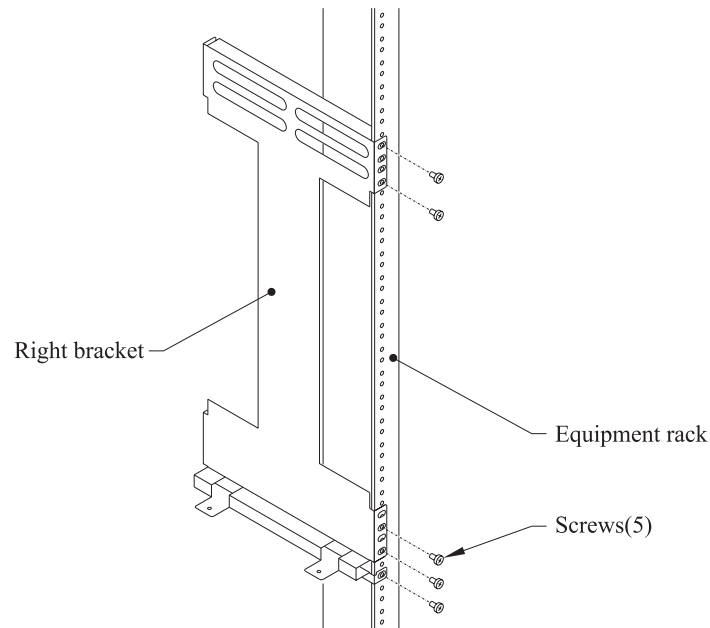


Figure 4. Fastening the Right Bracket to the Rack

1. It is recommended that you mark on the equipment rack exactly where you want the top of the two mounting brackets to go on the device in order to make sure that they are level with each other (using a level if necessary). Once you have determined the desired location, fasten the right bracket to the rack using your own screws or clips, as shown in Figure 4.
 - At least 2 screws must be used to fasten the top of the bracket to the rack (using any two holes on the rack tab).
 - At least 3 screws must be used to fasten the bottom of the bracket to the rack. One of the screws must be used to fasten the very bottom hole in the rack tab.

Left Bracket Installation

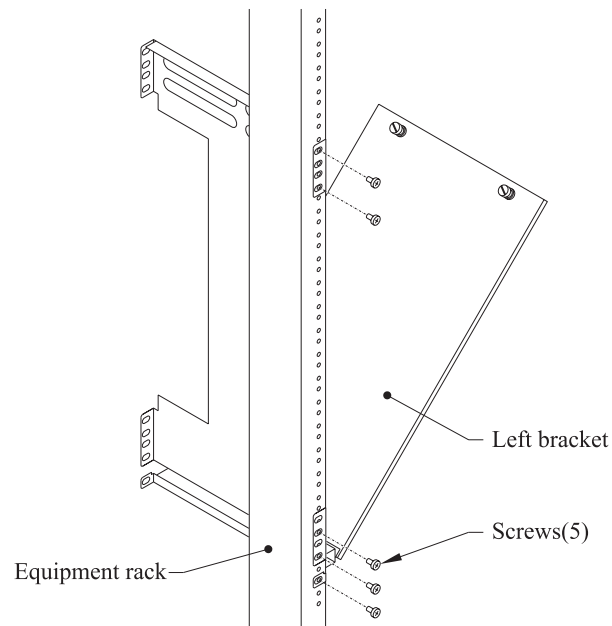


Figure 5. Fastening the Left Bracket to the Rack

1. It is recommended that you mark on the equipment rack exactly where you want the top of the two mounting brackets to go on the device in order to make sure that they are level with each other. Once you have determined the desired location, fasten the left bracket to the rack using your own screws or clips, as shown in Figure 5.
 - 2 screws must be used to fasten the top of the bracket to the rack (using any two holes on the rack tab).
 - At least 3 screws must be used to fasten the bottom of the bracket to the rack. One of the screws must be used to fasten the very bottom hole in the rack tab.

Securing the Shelf

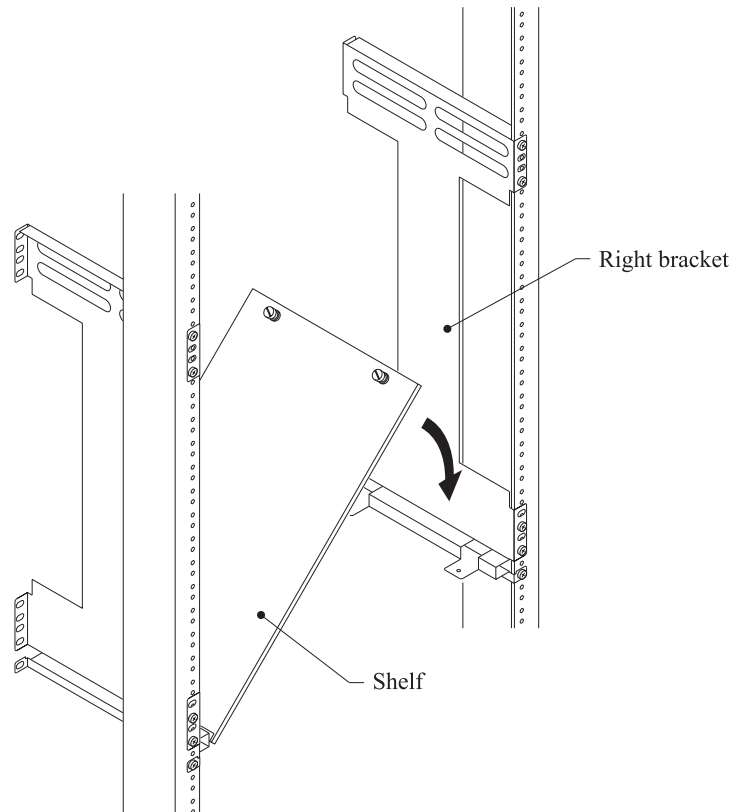


Figure 6. Lowering the Shelf

1. Lower the shelf onto the tabs protruding from the right bracket as shown in Figure 6 and use the thumb screws to fasten the shelf to the bracket. The brackets and shelf should look like Figure 6.1 when fully installed.

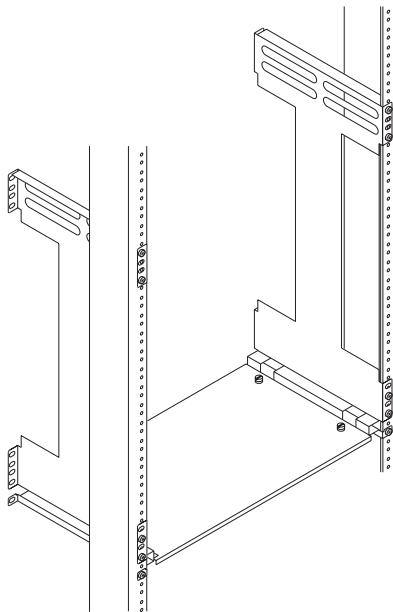


Figure 6.1. Securing the Shelf

Moving the Unit into the Rack

Never attempt to move the server using the RIOP card handles or the filter cover opening. They will not support the weight of the device. Use the built-in side handles and either the large mounting handles, if you have installed them, or the very bottom of the chassis to move it.

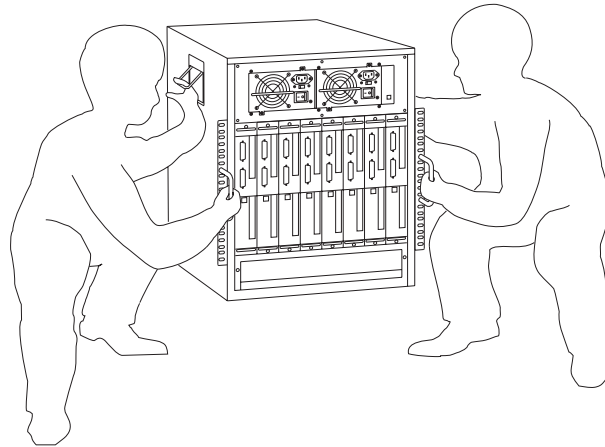


Figure 7. Moving the Unit into a Standard Equipment Rack

1. Two people are needed to move the unit into the rack. Do not attempt to move the unit by yourself. Holding the unit by the front and side handles as shown in Figure 7, carefully lift the unit and place it into the brackets.

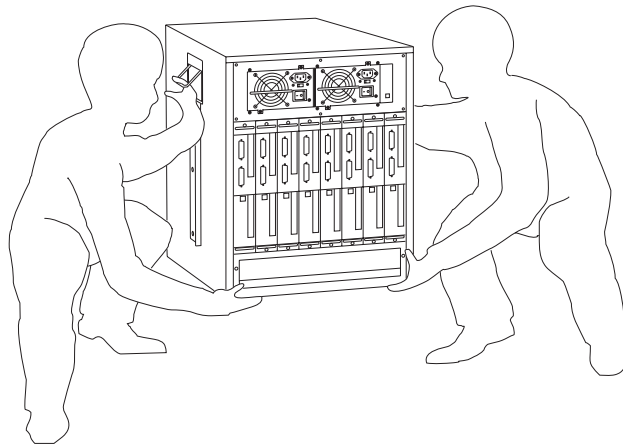


Figure 7.1. Moving the Unit into a Telco Rack

1. Two people are needed to move the unit into the rack. Do not attempt to move the unit by yourself. Holding the unit from the bottom and by the side handles as shown in Figure 7.1, carefully lift the unit and place it into the brackets.

Placing the Unit in an Equipment Rack

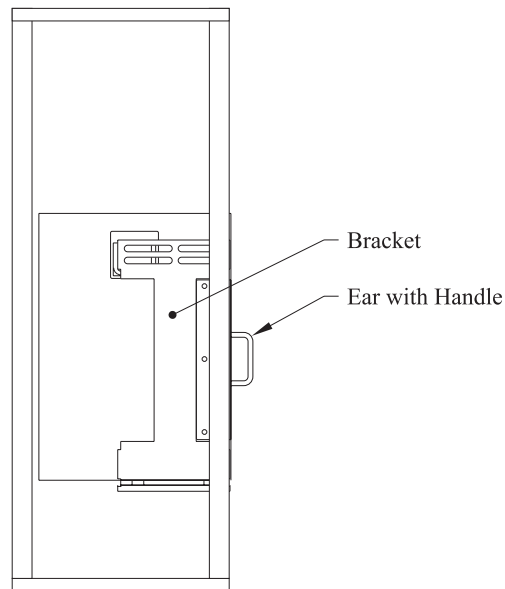


Figure 8. Placing the Unit in a Standard Equipment Rack

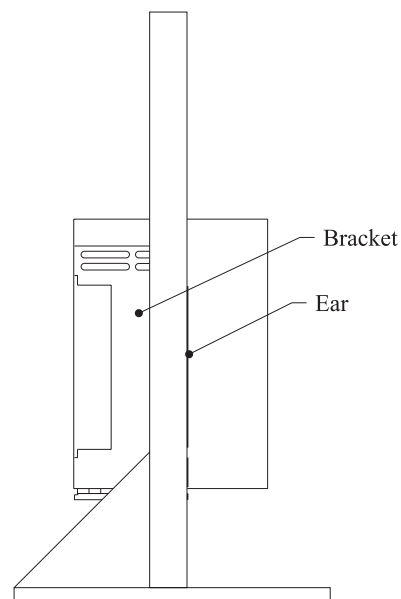


Figure 8.1. Placing the Unit in a Telco Rack

1. Slide the unit back into the rack until the mounting ears are flush with the sides of the rack.

Proper placement in a standard equipment rack should look like Figure 8.

Proper placement in a Telco rack should look like Figure 8.1.

Securing the Unit to the Rack

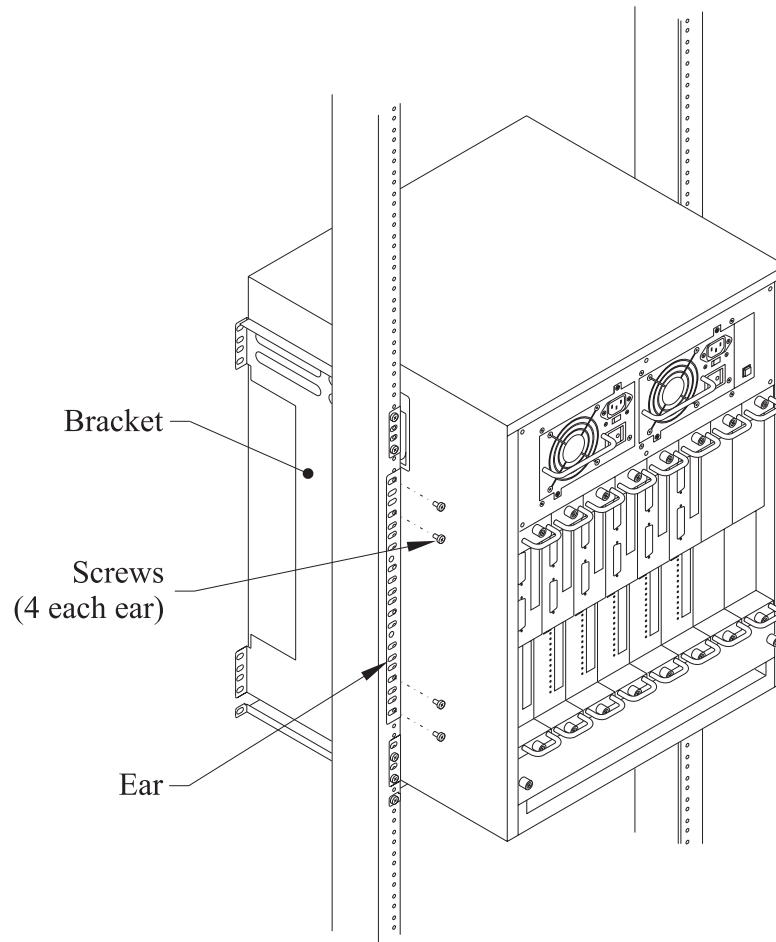


Figure 9. Securing the Unit to the Rack

1. Using your own screws or clips, secure the mounting ears to the rack as shown in Figure 9, using two screws at the top of each mounting ear and two screws at the bottom of each mounting ear.

Chapter 3 - Network Installation

This section of the manual describes how to connect the IntraPort Enterprise-8 VPN Access Server to your Ethernet networks. In summary, the steps for installation are:

1. After mounting the server or placing on a desktop, make sure it is **not connected** to any power source.
2. Connect the server to the Ethernet network(s).
3. Connect a management console to the server (optional).
4. Plug in the power cables and power up the server.



Figure 10. IntraPort Enterprise-8 VPN Access Server

Physical Connection Requirements

To connect each one of the IntraPort Enterprise-8's Ethernet interfaces to twisted-pair Ethernet cabling, you will need one unshielded twisted-pair station cable that is connected to a 10BaseT-compatible twisted-pair hub (for a transmit speed of 10 Mbps) or a 100Mbps Fast Ethernet hub (for a transmit speed of 100 Mbps).

❖ **Note:** *Ethernet cables and cable connectors are not supplied with the IntraPort Enterprise-8. Category 5 cabling is required for 100 BaseT operation. Please contact your reseller or your Compatible Systems representative for information on obtaining the correct Ethernet cabling supplies.*

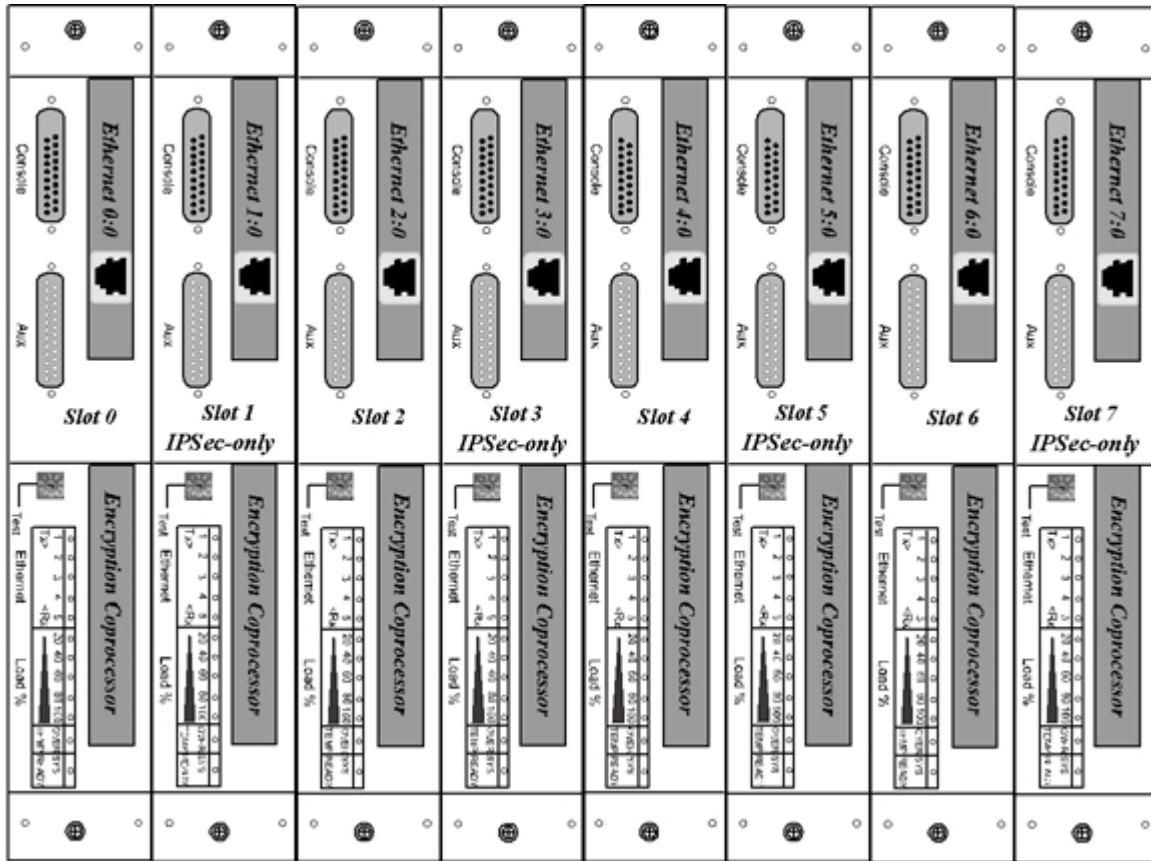


Figure 11. Detail of RIOP Cards

Connecting the Server to the Ethernet

The 10/100 Ethernet interfaces directly support 100BaseTx or 10BaseT twisted-pair Ethernet. The actual hardware is not numbered by slot. The slot numbers are provided in Figure 11 for your reference.

Because slots 1, 3, 5 and 7 have IPSec-only interfaces (meaning they will only handle IPSec packets and will drop all other traffic), you need to pay special attention to your Ethernet connection setup.

The IPSec-only slots should be used only if you are planning to set the IntraPort-8 to operate in parallel with your existing firewall. In this setup, the Ethernet interfaces on slots 1, 3, 5 and 7 can be connected to the same Ethernet segment as your Internet gateway router. The Ethernet interfaces on slots 0, 2, 4 and 6 serve as IP, IPX and AppleTalk router ports for your internal networks.

The other option is to set up the server behind your firewall using the Ethernet interfaces on slots 0, 2, 4, and 6 only. In this scenario, the other slots are not used. You will also have to set up your firewall to allow IPSec traffic through.

If your twisted-pair hub is already in place, you can connect an interface to an active network without interrupting network activity.

Simply plug an unshielded twisted-pair cable (that is already connected to your 10BaseT-compatible or 100BaseTx-compatible twisted-pair hub) into the RJ-45 Ethernet connector on the back of the unit.

Connecting a Management Console

If you wish to connect an out-of-band management console, use the supplied DB-25 male to DB-25 female cable and connect to the Console interface on the leftmost slot (slot 0) on the IntraPort Enterprise-8. You can use a dumb terminal or a computer equipped with VT100 terminal emulation.

❖ **Note:** *If you connect to the console using a slot other than slot 0, all configuration changes will be lost when the box is rebooted.*

The default settings for the Console interface are VT100 terminal emulation, 9600 bps, 8 bits, no parity, 1 stop bit and no Flow Control.

❖ **Note:** *Each RIOP card in the IntraPort Enterprise-8 also has an AUX interface. These are modem connections which should only be used in consultation with Compatible Systems' Technical Support staff, who will provide instruction on their use.*

❖ **Note:** *If you want to use Telnet as a management method, you must first configure an IP address into the server using an out-of-band console, or reconfigure the IP address on an IP host or workstation on the same Ethernet segment as the server. See [Chapter 5 - Command Line Management](#) for more information.*

Powering Up the Server

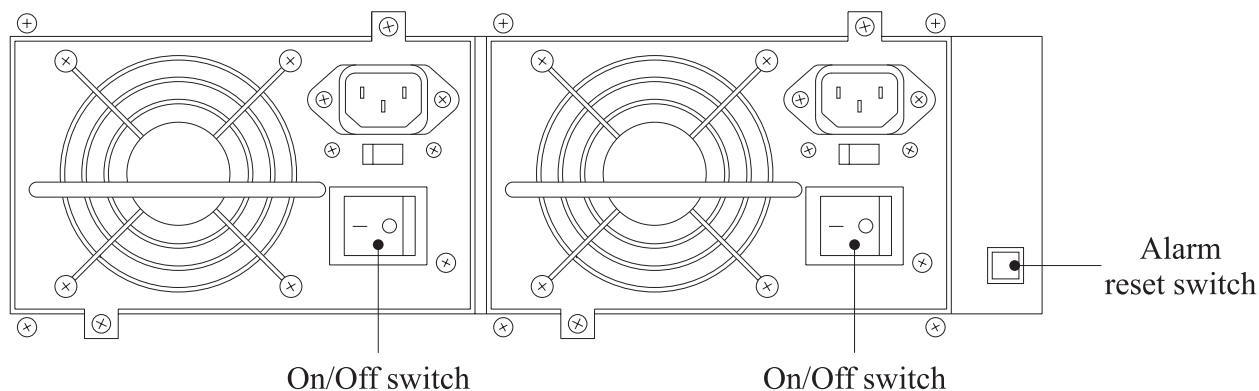


Figure 12. Detail of Power Units

❖ **Note:** *The default setting for the voltage switch on the power supplies for the IntraPort Enterprise-8 is for a low input voltage (marked 115V on the switch). If your electrical system requires a high input voltage on the power supplies, you must change the settings before plugging in the server (for instructions, see [Changing the Power Supply Voltage Settings](#)).*

The IntraPort Enterprise-8 VPN Access Server features dual redundant 400 Watt power supplies. Operation using both power supplies is recommended, but not required.

1. Make sure the power switches are set to the “Off” position.
2. Connect the supplied power cords to the plug on each power unit on the front of the IntraPort Enterprise-8.
3. Set each power switch to “On.”

At power-up, the server will take approximately one minute to become visible to CompaView (see [Chapter 4 - CompaView Software Installation](#) for more information).

Power Alarm Information

The power unit alarm will sound whenever a unit is unplugged or turned off. To reset the alarm, simply press the alarm reset switch.

Chapter 4 - CompatiView Software Installation

All of the products in Compatible Systems' internetworking and VPN families, including the IntraPort Enterprise-8, can be managed from a single GUI management platform called CompatiView. CompatiView for Windows is included on the CD-ROM which was shipped with your IntraPort Enterprise-8 VPN Access Server.

❖ **Note:** *An older version of CompatiView for Mac OS is also included on the CD-ROM shipped with your server. The Mac OS version can be used with other Compatible products such as MicroRouters and RISC Routers; however, it is not compatible with the IntraPort Enterprise-8 VPN Access Server software. You must use CompatiView for Windows, versions 5.2.1 or later, to manage your server with CompatiView.*

CompatiView for Windows

CompatiView for Windows allows you to manage the server from an IBM-compatible PC running Windows 95/98 or Windows NT. The PC can either be configured as an IPX client on a Novell NetWare internet, or as an IP WinSock client on an IP internet.

System Requirements

In order to successfully run CompatiView for Windows, you need:

- IBM PC or compatible w/ 486 or later processor
- Microsoft Windows 95/98 or Windows NT installed
- VGA or better monitor
- IP - A WinSock-compatible transport stack
and/or
- IPX - A Netware or Microsoft Client installation

❖ **Note:** *To choose the active transport protocol on a Windows machine which has both IPX and IP installed, select "Options" from the Database menu and click the General tab. Then select the appropriate radio button under "Transport."*

Installation and Operation

The Windows version of the CompatiView program can be found in the Network Management/CompatiView/Windows directory on the CD-ROM that was included with your IntraPort Enterprise-8 VPN Access Server.

Run the auto-installation program (CV5x file) by double-clicking on it. The installation program will ask you to select (or create) a directory in which it should locate CompatiView and its associated files and database subdirectory.

Once the installation is complete, double click on the CompatiView icon to open the program. For further information on using CompatiView, see the *CompatiView Management Software Reference Guide* included with your server.

❖ **Note:** *For an up-to-date description of the changes (if any) made to Windows system files by the installation program, see the README.TXT file located in the CompatiView installation directory.*

Transport Protocols and CompatiView

CompatiView will be able to use the transport protocol (IP or IPX) you have selected to access Compatible Systems products anywhere on your internetwork. Depending on your security setup, you may also be able to use the IP transport option to manage devices across the Internet.

The IP protocol does not provide a method for CompatiView to automatically discover the IntraPort Enterprise-8 VPN Access Server. To initially contact the server over IP using CompatiView, you must first enter a valid IP address into the server. You can do this either on a console directly connected to the server or by setting a workstation's IP address to 198.41.12.2 with a Class C subnet mask (255.255.255.0) so that it can communicate over Ethernet with 198.41.12.1 (the shipping default of Ethernet 0:0). After setting the server's IP address, be sure to change the workstation's configuration back to its original settings.

The IPX protocol does allow CompatiView to automatically discover the server. Compatible Systems devices are configured to autoseed the two most common IPX frame types upon startup (802.2 and 802.3 (raw)). If CompatiView has the IPX/SPX protocol selected as its transport, it will be necessary to either powerup the server before powering up the workstation, or reboot the workstation after the server has completed its boot sequence. This process will ensure that the workstation and the server have the proper IPX network bindings for communication.

Chapter 5 - Command Line Management

The command line interface allows you to configure and monitor the IntraPort Enterprise-8 VPN Access Server in-band via Telnet or out-of-band with a terminal connected to the server's Console interface.

❖ **Note:** *Proper syntax is vital to effective operation of command line management. Case is not significant – you may enter commands in upper case, lower case, or a combination of the two.*

Out-of-Band Command Line Management

You can use command line management and text-based configuration out-of-band as a permanent management tool, or only temporarily in order to set the server's IP parameters to allow in-band Telnet access.

In order to access the command line out-of-band, do the following:

1. Set a terminal or a PC equipped with VT100 terminal emulation to a baud rate of 9600, 8 bits, no parity, 1 stop bit and no Flow Control.
2. Connect it to the server's Console interface using the cable which was supplied with the IntraPort Enterprise-8.
3. Press the <Return> key one or two times.
4. Enter the default password *letmein* at the password prompt. The command line interface prompt will appear on the screen.

If you plan to use out-of-band access for ongoing management of your server, you can find further information on configuring your server in [Chapter 6 - Basic Configuration Guide](#). Otherwise, see the section later in this chapter on [Setting Up Telnet Operation](#) for information on setting the server to allow Telnet access from hosts on its network.

Temporarily Reconfiguring a Host for Command Line Management

You can temporarily reconfigure an IP host in order to set the server's IP parameters to allow in-band Telnet access.

If you wish to set the server's basic IP parameters in this fashion, the host must be on the same Ethernet segment as one of the server's Ethernet interfaces. You can then do the following:

1. Set the host's IP address to 198.41.12.2, with a Class C subnet mask (255.255.255.0) and then Telnet to 198.41.12.1.
2. Enter the default password *letmein* at the password prompt. The command line interface prompt will appear on the screen.
3. Use the **configure** command and set the **IPAddress**, **SubnetMask**, and **IPBroadcast** keywords in the **IP Ethernet 0:0** section.
4. Use the **save** command to save the changes to the device's Flash ROM.
5. Change the host's configuration back to its original settings.

See the next section ([Setting Up Telnet Operation](#)) for information on setting the server to allow Telnet access from hosts on its network.

Setting Up Telnet Operation

Telnet is a remote terminal communications protocol based on TCP/IP. With Telnet you can log into and manage the IntraPort Enterprise-8 from anywhere on your IP internetwork, including across the Internet if your security setup allows it. To manage the server with Telnet, you must:

1. Run Telnet client software on your local computer, which will communicate with the Telnet server built into the IntraPort Enterprise-8.
2. You must also set some basic IP parameters in the server. The required parameters for Telnet access to an interface are the IP address, IP subnet mask, and IP broadcast address. There are several ways to set them.
 - You may set them using text-based configuration either out-of-band via the Console interface or in-band via a reconfigured IP host. Instructions for setting up these two methods were given earlier in this chapter. Once you have set up the command line interface, do the following:
 - A. Use the **configure** command and set the **IPAddress**, **SubnetMask**, and **IPBroadcast** keywords in the **IP Ethernet 0:0** section.
 - B. Use the **save** command to save the changes to the device's Flash ROM.
 - You may also use CompatiView from a reconfigured IP host (if using the IP transport protocol), or anywhere on your network (if using the IPX transport protocol). Instructions for these two methods are given in Chapter 4 - CompatiView Software Installation.

With CompatiView, basic IP parameters can be set using the TCP/IP Routing: Ethernet 0:0 Dialog Box. Use the Save to/Device option under the File menu to save the changes.

After you have set these IP parameters and saved the changes, you can use Telnet to access the server from any node on your IP network. Invoke the Telnet client on your local host with the IP address of the server you wish to manage.

Chapter 6 - Basic Configuration Guide

This chapter briefly discusses the major parameters that must be set in order to use the IntraPort Enterprise-8 VPN Access Server.

Detailed information on the meaning of the server's parameters is provided in the *CompatiView Management Software Reference Guide* and the *Text-Based Configuration and Command Line Management Reference Guide*. You should use this list as a starting point to look up more specific information in the other documents.

There are a number of parameter settings which are optional, in the sense that they are not required for all installations. These settings are not covered in this chapter.

In this chapter:

CV = CompatiView

TB = Text-Based Configuration

❖ **Note:** *This Basic Configuration Guide does not include information on setting up packet filters. See the **CompatiView Management Software Reference Guide** or **Text-Based Configuration and Command Line Management Reference Guide** regarding IP, IPX and AppleTalk packet filters for more information.*

Ethernet Interface Configuration

As shown in [Figure 11: Detail of RIOP Cards](#), the IntraPort Enterprise-8's RIOP cards have specialized functions. The even-numbered slots (0, 2, 4 and 6) feature full IP, IPX and AppleTalk router ports, while the odd-numbered slots (1, 3, 5 and 7) feature IPSec-only interfaces. These ports can only send and receive IPSec packets. All other traffic is dropped. Thus, Ethernet 0:0, 2:0, 4:0, and 6:0 can be thought of as internal/private ports and Ethernet 1:0, 3:0, 5:0 and 7:0 can be thought of as external/public ports.

If you have physically installed your IntraPort Enterprise-8 using both types of ports, then you should follow the IP Settings for Setups in Parallel with a Firewall.

If you have physically installed your IntraPort Enterprise-8 behind your firewall using the Ethernet interfaces on slots 0, 2, 4, and 6 only, then you should follow the IP Settings for Setups Behind a Firewall. Remember that you will also have to set up your firewall to allow IPSec traffic through.

IP Protocol

IP Settings for Setups in Parallel with a Firewall

If setting up the IntraPort-8 in parallel with a firewall, you need to set some basic IP parameters for each of the Ethernet interfaces.

- IP address (default = 198.41.12.1)
- IP subnet mask (default = 255.255.255.0)
- IP broadcast address (default = 198.41.12.255)
- RIP 1, RIP 2 or OSPF (Open Shortest Path First) for Ethernet 0:0, 2:0, 4:0, and 6:0 only
- IPSec Gateway which is the equivalent of a default gateway for the IPSec interfaces (Ethernet 1:0, 3:0, 5:0 and 7:0)

CV: Use the TCP/IP Routing: Ethernet Dialog Box to set the IP address, subnet mask, broadcast address and IP routing protocol for Ethernet 0:0, 2:0, 4:0 and 6:0. OSPF can only be configured using text-based configuration.

Use the IP Connection Dialog Box to set address parameters for Ethernet 1:0, 3:0, 5:0 and 7:0. These Ethernet interfaces do not have any other settings available because they only handle IPSec traffic and do not do routing.

Use the IPSec Gateway Dialog Box (under Global/IPSec Gateway) to set the IPSec Gateway address. The IPSec Gateway must be on the same IP network as Ethernet 1:0, 3:0, 5:0 and 7:0.

TB: Use the **configure** command and set the **IPAddress**, **SubnetMask** and **IPBroadcast** keywords, and either the **RIPVersion** keyword or the **OSPFEnabled** keyword, in the **IP Ethernet 0:0**, **IP Ethernet 2:0**, **IP Ethernet 4:0** and **IP Ethernet 6:0** sections.

Use the **configure** command and set the **IPAddress**, **SubnetMask** and **IPBroadcast** keywords in the **IP Ethernet 1:0**, **IP Ethernet 3:0**, **IP Ethernet 5:0** and **IP Ethernet 7:0** sections. No other keywords should be configured for these sections.

Use the **configure** command and set the **IPSecGateway** keyword in the **General** section.

IP Settings for Setups Behind a Firewall

If setting up the IntraPort-8 behind a firewall, you need to set some basic IP parameters for Ethernet 0:0, 2:0, 4:0, and 6:0. Ethernet 1:0, 3:0, 5:0 and 7:0 are not used and should not be connected to anything.

- IP address (default = 198.41.12.1)
- IP subnet mask (default = 255.255.255.0)
- IP broadcast address (default = 198.41.12.255)
- RIP 1, RIP 2 or OSPF (Open Shortest Path First) for Ethernet 0:0 only
- IP gateway for Ethernet 0:0, 2:0, 4:0, and 6:0.

CV: Use the TCP/IP Routing: Ethernet Dialog Box to set the IP address, subnet mask, broadcast address and IP routing protocol for Ethernet 0:0, 2:0, 4:0, and 6:0. OSPF can only be configured using text-based configuration.

Use the IP Static Routing Dialog Box (under Global/IP Static Routes) to set an IP gateway.

TB: Use the **configure** command and the **IPAddress**, **SubnetMask**, and **IPBroadcast** keywords in the **IP Ethernet 0:0**, **IP Ethernet 2:0**, **IP Ethernet 4:0** and **IP Ethernet 6:0** section.

Use the **edit config** command and set an IP gateway, in the **IP Static** section.

❖ **Note:** *The gateway address would typically be an interface on a firewall. It must be on the same TCP/IP network as Ethernet 0:0, IP Ethernet 2:0, IP Ethernet 4:0 and IP Ethernet 6:0. With this setup, you must configure the firewall to allow:*

- UDP port 500 (ISAKMP)
- Protocol number 50, which is the AH (Authentication Header) protocol packet type
- and/or -
- Protocol number 51, which is the ESP (Encapsulating Security Payload) protocol packet type

IPX Protocol

Required for IPX

Generally, there are no required changes from the shipping Ethernet configuration for IPX. The Ethernet interface will autoconfigure to use the two most common IPX frame types, and will automatically adapt to conditions on the Ethernet.

Suggested for IPX

You may want to set your own network numbers, rather than using the autoconfigured values. You may also want to turn off unused frame types.

CV: Use the IPX Routing: Ethernet Dialog Box for Ethernet 0:0, 2:0, 4:0, and 6:0.

TB: Use **configure** and set keywords in the **IPX Ethernet 0:0**, **IPX Ethernet 2:0**, **IPX Ethernet 4:0** and **IPX Ethernet 6:0** sections.

AppleTalk Protocol

Required for AppleTalk

Generally, there are no required changes from the shipping Ethernet configuration for AppleTalk. The Ethernet interface will autoconfigure to use AppleTalk Phase 2, and will adapt to conditions on the Ethernet.

Suggested for AppleTalk

You may want to set your own network numbers, rather than using the autoconfigured values. You may also want to use more meaningful zone names.

CV: Use the AppleTalk Routing: Ethernet Dialog Box for Ethernet 0:0, 2:0, 4:0, and 6:0.

TB: Use **configure** and set keywords in the **AppleTalk Phase 2 Ethernet 0:0**, **AppleTalk Phase 2 Ethernet 2:0**, **AppleTalk Phase 2 Ethernet 4:0** and **AppleTalk Phase 2 Ethernet 6:0** sections.

Configuring the Server for LAN-to-LAN Tunnels

Required for LAN-to-LAN Tunnel Configurations

LAN-to-LAN tunneling requires that you set parameters for a VPN port on each end of a tunnel, so you must repeat this setup on the remote end.

- Partner IP address
- Bind To interface

CV: Add a VPN Port using the File menu and selecting VPN Port/Add VPN Port. Then use the Tunnel Partner: VPN *port number* Dialog Box for the port(s) you created to set these parameters.

TB: Use **configure** and set the **Partner** and **BindTo** keywords in the **Tunnel Partner VPN *port number*** section.

Suggested for LAN-to-LAN Tunnel Configurations

It is recommended that you also set authentication and encryption parameters for each tunnel.

CV: Use the Tunnel Partner: VPN *port number* Dialog Box for the port you created to set these parameters.

TB: Use **configure** and set keywords in the **Tunnel Partner VPN *port number*** section.

Configuring the Server for IP and IPX Client Tunnels

To configure the IntraPort Enterprise-8 for IP and IPX client tunnels, each user must be entered into the VPN user database or a RADIUS server database and assigned a tunnel configuration.

Required for Client Tunnel Configurations

These are the basic parameters for a tunnel configuration:

- Name of configuration
- Bind To port
- Local IP Net and/or Local IPX Net Number
- Reachable IP networks

CV: Use the VPN Group Configuration Dialog Box to create and name a tunnel configuration. Use the General tab to set the Bind To port. Use the IP Connection tab to set the Local IP Net and add IP network numbers and masks which will be reachable via the tunnel configuration. Use the IPX Connection tab to set the Local IPX Net Number.

TB: Use the **configure** command and create and name a **VPN Group Name** section. Then set the **BindTo**, **LocalIPNet** and/or **LocalIPXNet**, and **IPNet** keywords in that section.

❖ **Note:** *The IP network or subnet specified as the Local IP Network or subnet must not conflict with networks specified in other VPN Group configurations/VPN Groups or with any other IP address within the server.*

Suggested for Client Tunnel Configurations

You may want to change authentication and encryption parameters, set up filters for the tunnel, set a backup device, etc.

CV: Use the General, IPX Filters, IP Filters and/or Rollover tabs in the VPN Group Configuration Dialog Box.

TB: Use the **configure** command and set keywords in the **VPN Group Name** section.

VPN User Database

If you are using a RADIUS server for user authentication (either alone or through an ACE/Server), you will need to set up VPN users on those servers. If not, then you must enter the following information for each user into the VPN user database:

- User name
- Configuration name
- Shared key

CV: Use the VPN User Dialog Box.

TB: Use the **edit config** command and set parameters in the **VPN Users** section.

Setting up RADIUS Authentication

If you are using a RADIUS server for user authentication, you must set up the IntraPort Enterprise-8 to communicate with a RADIUS server and also set some special parameters in the RADIUS server itself

Setting the IntraPort Enterprise-8 for a RADIUS Server

Just a few basic settings are required for the IntraPort Enterprise-8 to communicate with a RADIUS server:

- Primary server IP address
- Secret
- VPN password attribute number
- VPN group attribute number

CV: Use the RADIUS Configuration Dialog Box.

TB: Use the **configure** command and set the **PrimAddress**, **Secret**, **VPNPassword** and **VPNGroupInfo** keywords in the **RADIUS** section.

RADIUS Server User Authentication Settings

In order for client authentication and accounting to be done on a RADIUS server, the RADIUS server must be configured with four pieces of data for each user.

- User name
- Login password
- Group configuration
- Tunnel secret

The user name is kept in the User-Name attribute in the RADIUS server and the login password is kept in the Password attribute. The group configuration is kept in attribute number 77 of the RADIUS database, and the tunnel secret is kept in attribute number 69. These two attribute numbers must be configured in the RADIUS server's dictionary file.

The RADIUS server will also log the real IP address of the client and the IP address assigned to the client by the IntraPort Enterprise-8 as it begins to account for the client. To use this feature, the two attribute numbers for these two IP address strings must also be configured in the RADIUS server's dictionary file and in the **RADIUS** section of the IntraPort's configuration.

The following is an example for a Livingston RADIUS server dictionary file:

```
ATTRIBUTEClient-Real-IP66      string
ATTRIBUTEClient-Assigned-IP67  string
ATTRIBUTEVPN-Password69       string
ATTRIBUTEVPN-GroupInfo77      string
```

The following is a sample RADIUS user database entry from a Livingston RADIUS server:

```
User-Name = corpauser
Password = "radiuslogin"
VPN-Password = "abc"
VPN-GroupInfo = "CorporateA"
```

After making and saving these changes, you must restart the RADIUS server in order for it to recognize the new settings.

❖ **Note:** Refer to the user manual for your RADIUS server for the exact format of dictionary and user database entries.

❖ **Note:** Although MacRADIUS servers offer a GUI, the custom attribute settings will require that you enter users in the Users text file. See the user manual for your server for more information on exporting, editing and importing the Users text file.

In addition to the RADIUS server settings, the user name, login password and tunnel secret must match the settings for each user in the User Properties window of the VPN Client. The group configuration must match one of the VPN group configurations in the IntraPort Enterprise-8's configuration.

Setting up SecurID Authentication

If you are using Security Dynamic's ACE/Server software for user authentication, you must set up the IntraPort Enterprise-8 to communicate with the ACE/Server.

The Security Dynamics ACE/Server software performs dynamic two-factor SecurID authentication. Dynamic two-factor authentication combines something the user knows – a memorized personal identification number (PIN) – with something the user possesses – a SecurID token which generates an unpredictable code every 60 seconds. This combination of PIN and SecurID tokencode represents a one-time PASSCODE and is transmitted to the ACE/Server software for verification. See [Appendix C](#) for information on how to obtain ACE/Server software and SecurID tokens.

To use ACE/Server software with the IntraPort Enterprise-8, you will need the following:

- ACE/Server software running on a supported platform (see the *ACE/Server Installation Guide* or README document for a current list of ACE/Server-supported platforms and other server requirements)
- The VPN Client software, which functions as an ACE/Agent, running on a supported platform
- SecurID tokens, distributed to appropriate personnel who will use them to access the ACE/Server-protected ACE Agents, including the VPN Client

Setting the IntraPort Enterprise-8 for an ACE/Server

Just a few basic settings are required for the IntraPort Enterprise-8 to communicate with an ACE/Server.

- SecurID on
- Encryption method
- ACE/Server IP address
- Enable SecurID for a group of IntraPort users

CV: Use the SecurID Configuration Dialog Box (under Global/SecurID) to enable SecurID and set the encryption method and server address.

Use the SecurID tab in the VPN Group Configuration Dialog Box to enable SecurID for a group of users.

TB: Use the **configure** command and set the **Enabled**, **EncryptMeth** and **PrimaryServer** keywords in the **SecurID** section, then set the **SecurIDRequired** keyword in a **VPN Group Name** section.

ACE/Server Settings

To configure the ACE/Server for communication with the IntraPort Enterprise-8, consult the *ACE/Server Installation Guide*. You should consult the *ACE/Server Administration Manual* on the ACE/Server CD-ROM for instructions on adding and removing users in the ACE/Server database.

❖ **Note:** *The IntraPort Enterprise-8 should be configured as a communication server in the Client Type pull-down menu in the ACE/Server's Add Client dialog box (under Client/Add Client).*

❖ **Note:** *The first time the IntraPort Enterprise-8 contacts the ACE/Server, they exchange a secret based in part on the IntraPort's IP address. After the first exchange, the Sent Node Secret checkbox in the ACE/Server's Add Client dialog box (which can be accessed using the Add Client option under the Client menu) will be checked. The checkbox will be grayed out until this initial exchange has taken place. Any major changes to the IntraPort Enterprise-8's configuration (such as changing its IP address) will mean that the IntraPort and the ACE/Server will no longer be able to communicate. To get around this, simply uncheck the Sent Node Secret checkbox on the ACE/Server and issue the **reset securid secret** command in the IntraPort. Remember to save the changes to both devices. The two devices will do a new secret exchange and will be able to communicate again.*

Saving a Configuration File to Flash ROM

Once a configuration is complete, you can save it to the server's Flash ROM. Until saved, all changes are made in a separate buffer and the server's interfaces continue to run as before the changes were made.

CV: Use the Save to/Device option from the File menu.

TB: Use the **save** command.

Chapter 7 - Shipping Defaults

Default Password

- letmein

Ethernet Interfaces

IP Defaults

- Ethernet 0:0 is on
- Address: 198.41.12.1
- Subnet mask: 255.255.255.0
- Broadcast address: 198.41.12.255
- Mode: Routed
- All other Ethernet interfaces are off

IPX Defaults

- Ethernet 0:0 is on
- Mode: Routed
- 802.3 on, autoseeding
- 802.2 on, autoseeding
- Type II off
- 802.2 SNAP off
- All other Ethernet interfaces are off

AppleTalk Defaults

- Ethernet 0:0 is on
- Mode: Routed
- Phase II on, autoseeding
- All other Ethernet interfaces are off

Chapter 8 - LED Patterns and Test Switch Settings

IntraPort Enterprise-8 LED Patterns

The IntraPort Enterprise-8 VPN Access Server uses a number of light patterns on its front LED bars to indicate operating conditions.

❖ **Note:** *Any continuous flashing pattern not noted in this chapter may be caused by a hardware failure. Please call Compatible Systems' Technical Support if your server shows a hardware failure.*

Over Temp

The server is above the proper operating temperature. The filter needs changing. See Appendix E for instructions.

Sys Ready

The server booted properly without detecting any failures.

General Indicators

Ethernet Lights	Load Lights	Indication
5 flashing	20 flashing	Server stacks starting up.
3&4 flashing	40&60 flashing	No OS loaded. Running from ROM.
1&4 flashing	40&100 flashing	Erasing OS in Flash ROM.
5 flashing	20,40&60 flashing	Erasing config in Flash ROM.
Scanning from the outside toward the center		Flash ROM erase due to switch setting five or six is complete. Set switch to zero and cycle power.

Ethernet Traffic Indicators

TX: Ethernet transmit packet

RX: Ethernet receive packet

Load % Indicators

These lights indicate the load on the encryption coprocessor card.

IntraPort Enterprise-8 Switch Settings

The switch for Ethernet 0:0 controls the entire device. For example, if you set the switch for Ethernet 0:0 to “3” and download new software to the device, the other interfaces will automatically receive the software update from Ethernet 0:0 via the backplane. In general, the only time you should use an individual RIOP card’s switch is when the card is unable to communicate with the backplane for some reason.

0	Normal Operation
1	Unused*
2	Unused*
3	Run Boot ROM Downloader
4	Unused*
5	Erase Flash ROM (OS and Configuration)
6	Erase Flash ROM (Configuration Only)
7	Unused*
8	Unused*
9	Allow letmein password for 5 minutes after powerup

⚠ **Caution:** Settings marked with an asterisk may erase your Flash ROM. Please do not use these settings without first contacting Compatible Systems’ Technical Support.

Appendix A - Connector and Cable Pin Outs

Pin Outs for DB-25 Male to DB-25 Female Console Cable

The cable supplied with the IntraPort Enterprise-8 is twenty-five conductors, straight through. Connections on the console interface follow the standard RS-232C pin outs.

Appendix B - Downloading Software From Compatible Systems

The latest versions of operating software for all Compatible Systems products are available at our Web site. The latest version of CompaView management software is also available.

To download software, follow the instructions below:

1. Use your browser to access <http://www.compatible.com/>, and find the link on our home page to “Software Downloads.”
2. Select the product and software version you want, and click on the appropriate file to download it.

❖ **Note:** *These files are also accessible directly via Anonymous FTP at <ftp.compatible.com/files/>.*

Appendix C - Security Dynamics ACE/Server Information

ACE/Server software and SecurID tokens can be purchased directly from Security Dynamics Technologies, Inc. Use the following information to contact Security Dynamics for more information:

Security Dynamics Technologies, Inc.
20 Crosby Drive
Bedford, MA 01730, U.S.A.
800-SECURID (800-732-8743 or 888-732-8743)

To telephone from outside the U.S.: 781-687-7000

E-mail: info@securitydynamics.com

Web site: <http://www.securitydynamics.com>

Appendix D - Adding or Replacing RIOP Cards

The modular design of the IntraPort Enterprise-8 VPN Access Server allows you to add, remove or replace the RIOP cards without disconnecting the device. Be sure to keep a cover plate over any empty slots to maintain proper air ventilation and minimize dust accumulation. The following instructions apply to adding or removing an RIOP card or cover plate.

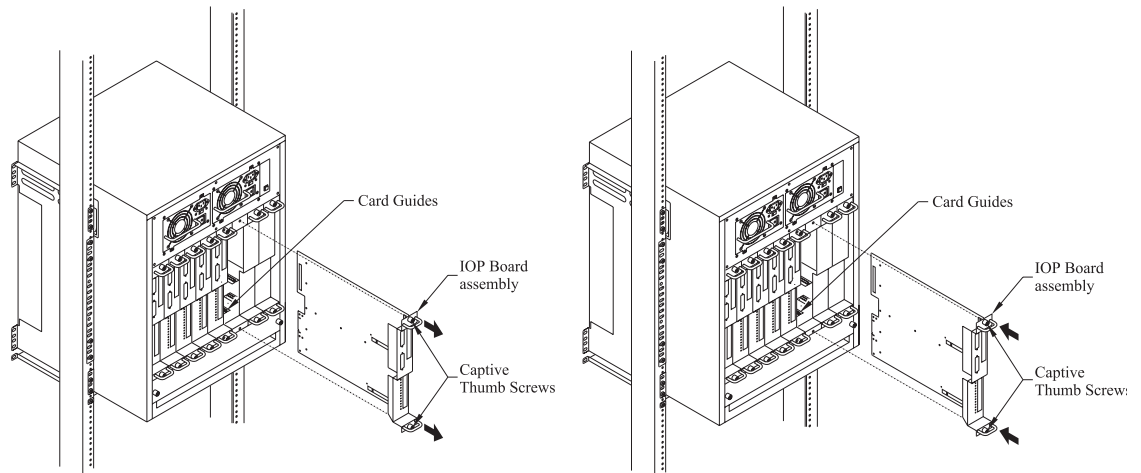


Figure 13. Removing and Replacing an RIOP Card or Cover Plate

1. Loosen the captive thumb screws on either end of the RIOP card you wish to remove.
2. Grasping only the handles on either end of the card, gently remove it from its slot. Place the card in a board rack or other safe place.
3. To add a card to an empty slot, grasp only the handles of the RIOP card and gently move the card along the guides into the slot.
4. Securely tighten the thumb screws.

Warning: Do not place your hand or any object other than an RIOP card into a slot. Contact with any interior part could lead to a potentially fatal shock of electricity.

Appendix E - When the “Over Temp” Light Comes On

The Intraport Enterprise-8 is designed to operate reliably in a normal computer room, and requires no special environmental control. If operating within its published temperature and humidity specifications (0° to 45° C, up to 95% relative humidity, non-condensing, at 40° C) in a normal computer room, no periodic maintenance is required. If, however, an “Over Temp” light illuminates, it indicates that the internal circuitry is operating above its specified temperature range. If this happens, perform the following check sequence:

1. Verify that the server is installed properly in an environment in which the air temperature around the server is within the specified limits.
2. Verify that air flow to the front of the server is unrestricted.
3. If the above checks do not indicate a problem, it is probable that the air filter inside the chassis is clogged and must be cleaned or replaced. Follow the procedure outlined next to clean and replace the dust filter.

Replacing or Cleaning the Intraport Enterprise-8 Air Filter

Under normal operation, the air filter does not require periodic maintenance. The filter should be replaced only when an excessive amount of dirt and dust has collected over an extended period of time. A replacement filter is supplied with the unit to minimize the unit’s down time when the filter is replaced.

Before attempting to change or clean the filter, the unit must be removed from its mounting in an equipment rack or on a wall. Changing or cleaning the filter is a simple process.

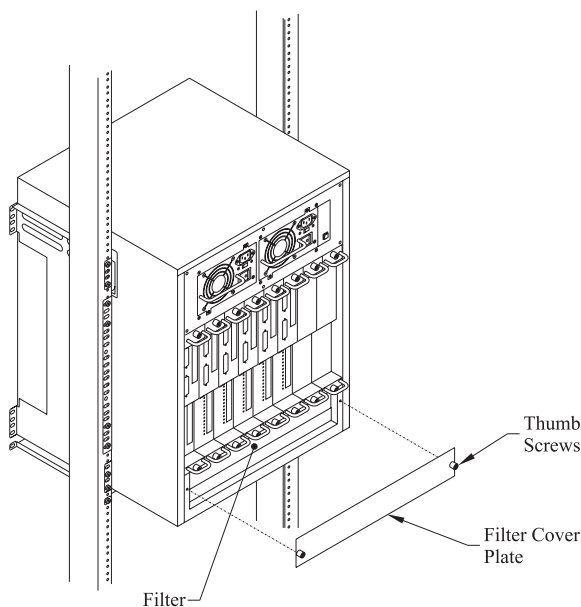


Figure 14. Removing the Filter Cover Plate

1. Remove the filter cover plate by loosening the two captive thumb screws.
2. Remove the filter from its slot.
3. Put the supplied replacement filter in the slot. The used filter may be washed in warm, soapy water and used again once it is completely dry.
4. Replace the filter cover plate and securely tighten the captive thumb screws.

❖ **Note:** *If either of the supplied filters is worn out or cannot be thoroughly cleaned, you may order a replacement filter from Compatible Systems Corporation at the number in the front of this manual.*

Appendix F - Terms and Conditions

Compatible Systems Corporation (Compatible Systems) offers to sell only on the condition that Customer's acceptance is expressly limited to Compatible Systems' terms and conditions of sale. Compatible Systems' acceptance of any order from Customer is expressly made conditional on assent to these terms and conditions of sale unless otherwise specifically agreed to in writing by Compatible Systems. In the absence of such an agreement, commencement of performance or delivery shall be for Customer's convenience only and shall not be construed as an acceptance of Compatible Systems' terms and conditions. If a contract is not earlier formed by mutual agreement in writing, Customer's acceptance of any goods or services shall be deemed acceptance of the terms and conditions stated herein.

1. Warranty. Compatible Systems warrants to the Customer and to all persons who purchase Products from the Customer during the Warranty terms ("subsequent purchasers"), that, for an unlimited period from the date (the "shipping date") on which Compatible Systems ships the Products to the Customer: (a) the Product meets, in all material respects, all specifications published by Compatible Systems for such Products as of the shipping date; (b) the Products are free from all material defects in materials and workmanship under normal use and service; and (c) that as a result of the purchase of the Products from Compatible Systems, the Customer will have good title to the Products, free and clear of all liens and encumbrances.

Compatible Systems' obligations pursuant to this Warranty, and the sole remedies of the Customer and of any subsequent purchaser, shall be limited to the repair or replacement, in Compatible Systems' sole discretion, of any of the Products that do not conform to this Warranty.

This Warranty shall be invalidated if the Products (a) have not been installed, handled, or used in accordance with Compatible Systems' recommended procedures; (b) have been damaged through the negligence or abuse of the Customer or of any subsequent purchasers; (c) are damaged by causes external to the Products, including (without limitation) shipping damage, power or air conditioning failure, or accident or catastrophe of any nature; and (d) have been subjected to repairs or attempted repairs by any person other than Compatible Systems (or an authorized Compatible Systems service technician).

To obtain service under this Warranty, the Customer (or subsequent purchaser, if applicable) must follow the procedures outlined below, under "Product Return Policy."

THE WARRANTIES SET FORTH IN THESE TERMS AND CONDITIONS ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED. WITHOUT LIMITATION ON THE GENERALITY OF THE FOREGOING SENTENCE, COMPATIBLE SYSTEMS EXPRESSLY DISCLAIMS AND EXCLUDES ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS (GENERALLY OR FOR A PARTICULAR PURPOSE).

2. Shipments. All delivery indications are estimated and are dependent in part upon prompt receipt of all necessary information to service an order. Compatible Systems shall not be liable for any premium transportation or other costs or losses incurred by Customer as a result of Compatible Systems' inability to deliver Product in accordance with Customer's requested delivery dates. All shipments by Compatible Systems are made F.O.B. factory (Boulder, Colorado); risk of loss shall pass to Customer at point of shipment. Unless specified by the Customer, Compatible Systems will select the mode of transportation for each order. Compatible Systems reserves the right to make deliveries in installments. Partial shipments are subject to the terms of payment noted below. Compatible Systems reserves the right to allocate inventory and production if such allocation becomes necessary.

3. Payment Terms. Payment shall be made prior to shipment or upon delivery, unless otherwise agreed to in writing. Payment shall not constitute acceptance of the goods.

4. Force Majeure. All orders accepted by Compatible Systems are subject to postponement or cancellation for any cause beyond the reasonable control of Compatible Systems, including without limitation: inability to obtain necessary materials and components; strikes, labor disturbances, and other unavailability of workers; fire, flood, and other acts of God; war, riot, civil insurrection, and other disturbances; production or engineering difficulties; and governmental regulations, orders, directives, and restrictions.

5. Product Return Policy. Prior to shipping any Product to Compatible Systems, the Customer must contact Compatible Systems Technical Support (by letter or telephone) with the following information: (a) reason for return; (b) quantity, description, and model number, and (if applicable) serial number of each item being returned; (c) original Compatible Systems Sales Agreement number; and (d) any special instructions. Upon receipt of this information, Compatible Systems will issue an RMA ("Return Material Authorization") number and any required U.S. Customs identification to assure correct identification of the Customer and to insure prompt and accurate processing.

6. Limitation of Remedies. Compatible Systems' liability for all claims brought pursuant to or in connection with this agreement, including the purported breach hereof, shall be limited: (a) in the case of claims for breach of warranty, to compliance with the repair or replacement provisions of the warranty, and (b) in all other cases (including any claim that the warranty failed of its essential purpose), to actual damages of the Customer (or, if appropriate, of the subsequent purchaser). IN NO EVENT SHALL COMPATIBLE SYSTEMS BE LIABLE FOR ANY SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES ARISING OUT OF THE SALE, USE, INSTALLATION OR OPERATION OF THE PRODUCTS, WHETHER A CLAIM IS BASED ON STRICT LIABILITY, BREACH OF WARRANTY, NEGLIGENCE, OR ANY OTHER CAUSE WHATSOEVER, WHETHER OR NOT SIMILAR. This limitation on remedies shall apply even if Compatible Systems is advised of the possibility and nature of any special, consequential, or incidental damages.

7. Governing Law; Merger. This agreement and all Terms and Conditions hereof shall be governed by, and construed in accordance with the internal laws of the State of Colorado. Except as superseded by a separate written contract signed by both Compatible Systems and the Customer, superseding all prior negotiations or offers, written or oral, this agreement may be amended only in writing, signed by an authorized officer of Compatible Systems.