Quick Start Guide

Security Analytics SA-S500

Symantec
A Division of Broadcom

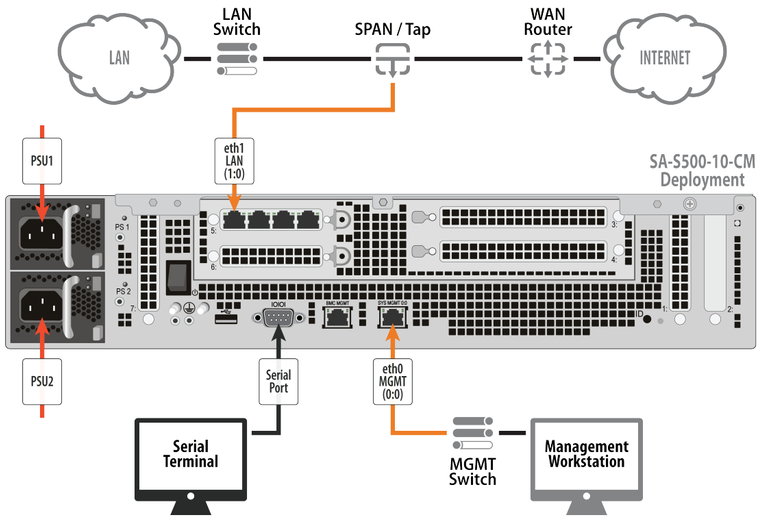
01 Unpack the Appliance

Verify the contents of the shipping package for the Advanced Secure Gateway appliance:

- (2) AC power cords
- Grounding hardware
- (1) Null modem serial cable
- Slide-rail kit
- *Safety and Regulatory Guide*
- *Quick Start Guide* (this document)
- Software License Agreement
- Hardware Warranty Information

02 Connect Cables

Symantec recommends plugging in cables, verifying LEDs, and configuring and licensing the appliance before rack-mounting. Make sure the appliance is on a flat, level surface when performing the initial configuration. If you would rather rack-mount the appliance before performing configuration tasks, skip to **Step 6—Rack-Mount the Appliance**.



The following procedure describes a typical deployment for a single SA-S500-10-CM appliance capturing from a single SPAN/TAP switch (as shown in the above illustration). For information on deployments with other SA-S500 appliances, or configurations with multiple appliances or multiple SPAN/TAP switches, see the Security Analytics documentation at: https://support.symantec.com/us/en/documentation.html

Note: Network cables are not included with the appliance. Make sure to use only straight-through Ethernet cables. Category 5E cables or better are recommended for 1000Base-T operation. Category 6A cables are recommended for 10GBase-T operation.

To deploy the appliance and connect its cables:

a. Connect an Ethernet cable to the appliance's **LAN 1:0** port and connect the other end to the SPAN or TAP switch. The appliance auto-negotiates 100/1000/10GBase-T speed and duplex settings.

b. Connect an Ethernet cable to the appliance's **MGMT 0:0** port and connect the other end to the management network switch.

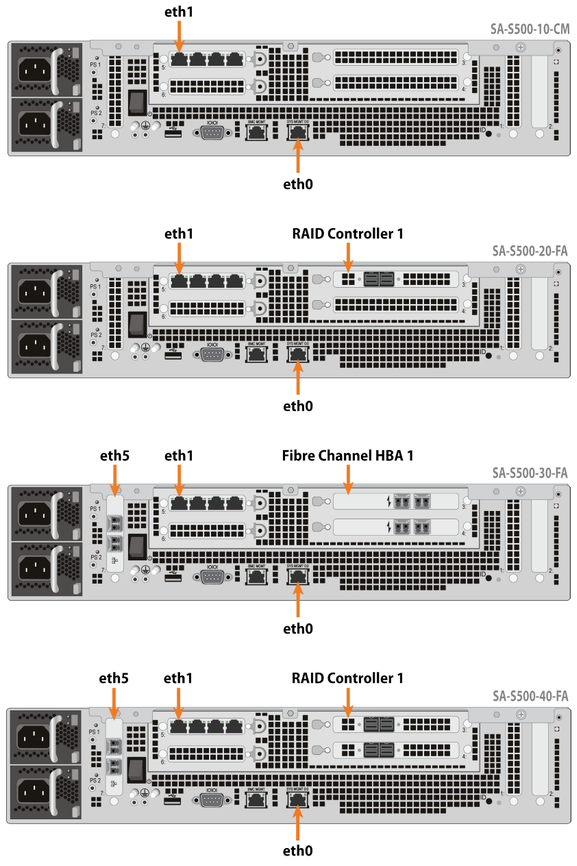
c. Connect the included null-modem cable to the appliance's **DB9 serial** port and connect the other end to a serial terminal or workstation with terminal emulation software. The serial connection is used to perform the appliance's initial configuration.

d. Attach the lug-equipped end of the included grounding wire (10 AWG) to both grounding studs on the appliance, securing it with the star washers and M5 nuts. Attach the other end of the grounding wire to a proper earth-ground.



e. Connect the included AC power cords to the appliance's power inlets and connect the other ends to a 120V or 220V power source.

Note: The SA-S500 is available in the following appliance configurations with the indicated port enumerations.



03 Power on the Appliance and Verify LEDs

To verify the appliance is operational:

a. Confirm the appliance's power cords are securely connected to a power source.

b. If the appliance does not automatically power on, press the rear soft power switch.

Note: The state of the appliance's soft power switch (on or off) is retained when power is removed. This may necessitate pressing the power switch when reapplying power to the appliance.

c. As the appliance boots, verify the following:

- The LCD panel displays *Symantec* and the Power LED turns amber.
- Near the end of the boot cycle, the Power LED alternates between amber and green, indicating an unconfigured state.
- After the boot cycle has completed, the LCD panel displays the appliance's model, serial number, and IP address.
- Following the initial configuration (see **Step 4**), the Power LED turns green.

The front-panel LEDs indicate the following states:

- Power LED
  - (●) Off: Powered off or no power present
  - (●) Amber: Booting
  - (●) Amber/green alternating: Not yet initialized
  - (●) Green: Powered on and configured
- Sys Status LED
  - (●) Off: Powered off or no power present
  - (●) Green: Normal
  - (●) Amber: System fault (or not yet licensed)
  - (✳) Amber blinking: Critical fault

04 Perform the Initial Configuration

You must have the following network information to initialize the appliance:

- Appliance IP address
- Primary DNS server IP address
- Default Gateway IP address
- Subnet mask
- Link settings (speed and duplex)
- Admin ID and password

To perform the initial configuration for the appliance:

a. Confirm the appliance's **DB9 serial** port is connected to a serial terminal or workstation with terminal emulation software.

b. Open a terminal emulation program, such as Microsoft HyperTerminal®, PuTTY, Tera Term, or ProComm™ and configure it to use the following settings:

- **Baud rate:** 9600 bps
- **Parity:** none
- **Flow control:** none
- **Data bits:** 8
- **Stop bits:** 1

c. Power on the appliance (if it is not already powered on) and log in to the command-line interface (CLI) with default credentials: `admin | Solera`

d. Configure the management IP address, netmask, and gateway with the following CLI command, specifying the netmask in dotted-decimal format (255.255.255.0):

```
sudo cfg_bond_interface.py -i eth0 -n <IP>/<netmask> -g <gateway>
```

e. When prompted, enter the sudo password: `Solera`

f. Open a web browser, navigate to the address just specified, and log in with default credentials: `admin | Solera`

g. When prompted, accept the EULA.

h. On the Initial Configuration page, configure the following: hostname; IP address, mask, and default gateway; up to three DNS servers; date, time, and time zone; interface language; and root and admin passwords.

Note: For more information, see the **Initial Settings** topic in the *Security Analytics WebGuide*, available at: https://support.symantec.com/us/en/documentation.html

i. Click **Save**. If there are no errors, you are prompted to license the appliance.

05 License the Appliance

After completing the initial configuration, to license the appliance:

a. After completing the initial configuration, you are prompted with the *License Details* dialog.

Note: You can also update or change an existing license. To do so, select **Menu > Settings > About** and then click **License Details**.

b. Retrieve your license key from Symantec Support (https://support.symantec.com) as instructed in the eFulfillment message from Symantec.

c. If your appliance has access to the Internet, do the following:

- Under Retrieve License, enter the **License Key** and click **Send Request**.
- If applicable, select the desired license type.

- The appliance sends the license key and the license seed file to the Symantec license server, which generates the appropriate license file (**license.tgz**) and returns it to the appliance, which then automatically reboots.

d. If your appliance does not have access to the Internet, do the following:

- On a workstation with Internet access, go to: license.soleranetworks.com
- Enter the appliance's license key, upload **dsseed.tgz**, and click **Submit**.
- If applicable, select the desired license type and click **Submit**.
- Save the license file (**license.tgz**) to the workstation.
- Return to the License Details dialog, click **Browse**, and select **license.tgz**. The license is uploaded and the appliance automatically reboots.

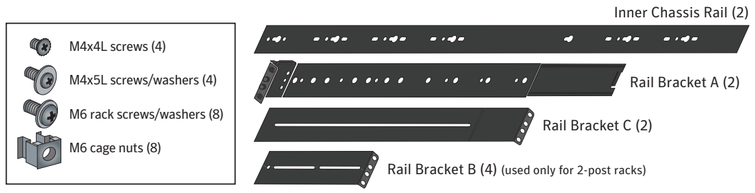
e. Once the appliance has rebooted, select **About> License Details** to verify the license.

f. Click **Download** to save an archive copy of the license file (**solera-license.dat**). Store this file in a secure location that is not on the appliance.

Note: To configure additional appliance settings, select **Maintenance > All Settings**. To configure a Central Manager Console, select **Central Manager > CMC Initial Settings**. For more information, refer to the *Security Analytics WebGuide*, available at: https://support.symantec.com/us/en/documentation.html

06 Rack-Mount the Appliance

The slide-rail mounting kit included with the SA-S500 allows the appliance to be rack-mounted in a 2- or 4-post equipment rack. The slide-rail kit includes the following parts:



Note: To rack-mount the appliance, you may need an M4 nut driver or adjustable wrench and #2 Phillips head screwdriver.

Note: The following procedure documents how to install the appliance in a 4-post equipment rack. For comprehensive information on rack-mounting the appliance, including other configurations, see the S-Series Maintenance and Upgrade Guide at: http://www.symantec.com/docs/DOC9795.

CAUTION:
Before rack-mounting the appliance:

- Power off the appliance and disconnect all cables.
- Verify that the weight of the system does not exceed the rack's fully populated weight limit. For more information, refer to the manufacturer's instructions included with the rack.
- For weight stability, load the rack from the bottom up.
- Read the "Rack Mount Warnings" section of the *Safety and Compliance Guide*.
- Take adequate safety and grounding measures to avoid creating an electrical shock hazard and to prevent bodily injury.
- The SA-S500 appliances is heavy. A two-person lift or mechanical aid is recommended to lift the appliances from the carton and install them in the rack.
- Do not place objects on the appliance or use it as a work surface. Its mounting hardware does not support additional weight.

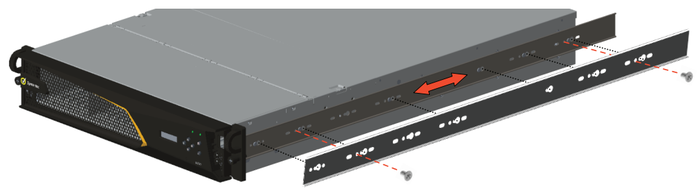
To install the appliance in a 4-post equipment rack:

a. Disassemble the two slide-rail assemblies:

- Fully extend each slide rail by sliding out the inner chassis rails until they reach the stop.
- Release the release tabs on the chassis rails and slide the inner rails all the way out.
- Chassis rails are symmetrical and can be used with either side of the chassis.

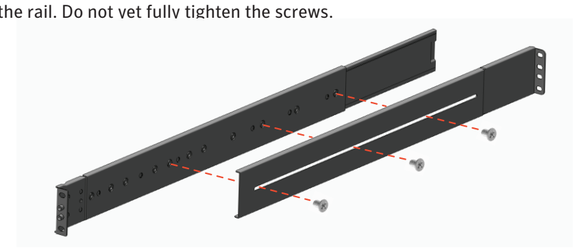
b. Attach the two chassis rails to the appliance:

- Align each chassis rail to the mounting posts on each side of the chassis. Slide the rail toward the rear of the chassis until each of the mounting posts snap into place.
- Secure each chassis rail to the appliance with two M4x4L screws.



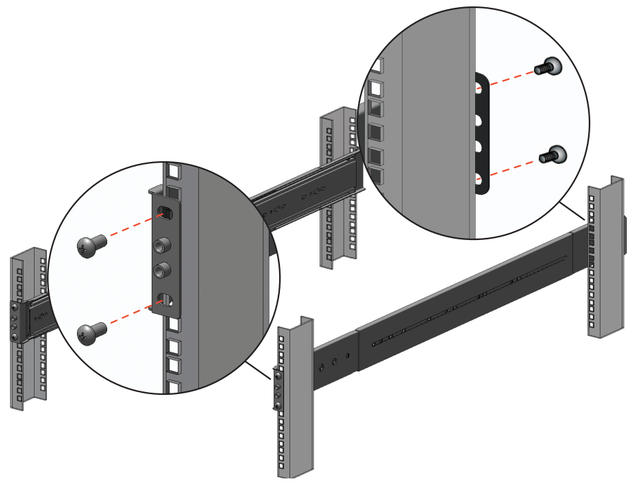
c. Assemble the two slide rails and install them in the rack:

- Loosely attach Bracket_C to Bracket_A. Secure the rails with three M4x5L screws inserted through the slot in Bracket_C and screwed into three holes in Bracket_A. Make sure the screws are equidistant from each other so the load will be evenly distributed on the rail. Do not yet fully tighten the screws.



Note: The precise attachment location of the screws will depend on how far Bracket_C will extend or retract to fit the rack. It may be necessary to remove Bracket_C from Bracket_A to determine the proper installation length.

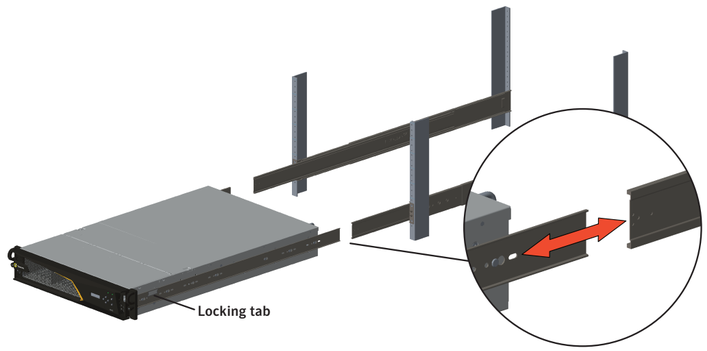
- Secure Bracket_A to the outside front of the rack using two M6 rack screws. Do not yet fully tighten the screws. You will do so after the appliance is installed in the rack.
- Extend or retract Bracket_C to align it with the outside rear of the rack. Secure the bracket with two M6 rack screws. Do not yet fully tighten the screws. You will do so after the appliance is installed in the rack.



- Tighten the three side-mounting M4x5L screws, securing Bracket_C to Bracket_A, for each slide rail.
- Verify the slide-rail assemblies are installed at the same rack height.

d. Install the appliance in the rack:

- Align the chassis rails attached to the appliance with the slide rails in the rack and slide the appliance half-way into the track.
- Press the release tabs on the chassis rails to slide the appliance all the way into the rack.



- Slide the appliance out of the rack, far enough to access the rack screws. Fully tighten the M6 rack screws securing the slide rails to the rack.
- Gently push the appliance all the way to the back of the rack and tighten the thumbscrews on the retaining ears to prevent the appliance from sliding out.

e. Reconnect the cables as documented in **Step 2—Connect Cables** and verify the appliance is functioning as in **Step 3—Power On the Appliance and Verify LEDs**.

Technical Support

- Contact Information
  https://support.symantec.com/us/en/contact-us.html
- MySymantec
  https://www.mysymantec.com

Documentation

Security Analytics Help

- In the web UI select **Settings > Help >** *[language]*.
- Go to: https://support.symantec.com/us/en/Documentation.html
  - Set the **Product** to *Security Analytics* and select the latest version.
  - Select **Administration Guide** as the document type.
  - Click the link for the *Security Analytics WebGuide*.

Appliance Documentation

- S-Series Maintenance and Upgrade Guide
  http://www.symantec.com/docs/DOC9795
- S500 Series Safety and Compliance Guide
  http://www.symantec.com/docs/DOC10248

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