

SOPHOS

Security made simple.

Sophos SM2000 Management Appliance Setup Guide



Environmental Warning

Perchlorate Material - special handling may apply. See www.dtsc.ca.gov/hazardouswaste/perchlorate
This notice is required by California Code of Regulations, Title 22, Division 4.5, Chapter 33: Best Management Practices for Perchlorate Materials. This product/part includes a battery that contains Perchlorate material.

この装置は、クラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。 VCCI—A

FCC Notice: This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. No Telecommunications Network Voltage (TNV)-connected PCBs shall be installed. This class A digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada. CE Mark Warning: This is a Class A product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures. VCCI Warning: This is a product of VCCI Class A Compliance.

Ratings
V: 100 - 240 VAC (auto-range)
Hz: 50/60 A: 2.6 Max

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P/N: 509-9601-00



REV: 0B

1. Electrical and General Safety Guidelines

This appliance is intended for installation in restricted areas only. Initial setup and maintenance should be performed by qualified personnel.

Power down the appliance following the operating system's proper power down procedure using the I/O Power Button on the front panel. Unplug the AC power cord before servicing.

To avoid electrical shock, check the power cords as follows:

- This product is to be installed in Restricted Access Location only.
- Use the exact type of power cords required.
- Use power cord(s) that came with safety certifications.
- Power cord(s) must comply with AC voltage requirements in your region.
- The power cord plug cap must have an electrical current rating that is at least 125% of the electrical current rating of this product.
- The power cord plug cap that plugs into the AC receptacle on the power supply must be an IEC 320, sheet C13, type female connector.
- Plug the power cord(s) into a socket that is properly grounded before turning on the power.

Required operating conditions for the appliance are -
Temperature: 10 to 35°C (50 to 95°F).
Humidity, non-condensing: 8 to 90%.

CLASS 1 LASER PRODUCT - APPAREIL À LASER DE CLASSE 1
DISPOSING OF BATTERY BACKUP UNITS - IF APPLICABLE

If the BBU is damaged in any way, toxic chemicals may be released. The material in the battery pack contains heavy metals that can contaminate the environment. Federal, state, and local regulations prohibit the disposal of rechargeable batteries in public landfills. Be sure to recycle the old battery packs properly. Comply with all applicable battery disposal and hazardous material handling laws and regulations in the country or other jurisdiction where you are using the BBU.

Risk of explosion if the battery is installed upside down or is replaced by an incorrect type. Replace it only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the instructions.

Disconnect the power supply at the circuit breaker before accessing any components. Turning off the system power supply switch does not reduce the risk of electrical shock from the power supply terminal block.

- To prevent the unit from overheating, never install the appliance in an enclosed area that is not properly ventilated or cooled. For proper airflow, keep the front and back sides of the appliance clear of obstructions and away from the exhaust of other equipment.
- Be aware of the locations of the power switches on the chassis and in the room, so you can disconnect the power supply if an accident occurs.
- Take extra precautionary measures when working with high voltage components. Do not work alone.
- Before removing or installing main system components, be sure to disconnect the power first. Turn off the system before you disconnect the power supply.
- Use only one hand when working with powered-on electrical equipment to avoid possible electrical shock.
- Use rubber mats specifically designed as electrical insulators when working with computer systems.
- The power supply or power cord must include a grounding plug and must be plugged into grounded outlets.

Electric Static Discharge (ESD) can damage electronic components. To prevent damage to your system board, it is important to handle it very carefully. The following measures can prevent ESD damage to critical components.

- Use a grounded wrist strap designed to prevent static discharge.
- Keep all components and printed circuit boards (PCBs) in their antistatic bags until ready for use.
- Touch a grounded metal object before removing the board from the antistatic bag.
- Do not let components or PCBs come into contact with your clothing, which may retain a charge even if you are wearing a wrist strap.
- Handle a board by its edges only; do not touch its components, peripheral chips, memory modules or contacts.
- When handling chips or modules, avoid touching their pins.
- Put the motherboard and peripherals back into their antistatic bags when not in use.
- For grounding purposes, make sure your computer chassis provides excellent conductivity between the power supply, case, mounting fasteners and motherboard.

Site Preparation

ELEVATED OPERATING AMBIENT TEMPERATURE - If installed in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment may be greater than room ambient temperature. Therefore, consideration should be given to installing the equipment in an environment compatible with the maximum ambient temperature (T_{ma}) specified by the manufacturer. Always keep the rack's front door and all panels and components on the appliances closed when not servicing to maintain proper cooling.

REDUCED AIR FLOW - Installation of the equipment in a rack should be such

that the amount of air flow required for safe operation of the equipment is not compromised. Leave enough clearance, approximately 25 inches in the front, and 30 inches in the back of the rack to enable you to access appliance components and allow for sufficient air flow.

CIRCUIT OVERLOADING - Consideration should be given to the connection of the equipment to the supply circuit and the effect that overloading of the circuits might have on overcurrent protection and supply wiring. Appropriate consideration of equipment nameplate ratings should be used when

addressing this concern.

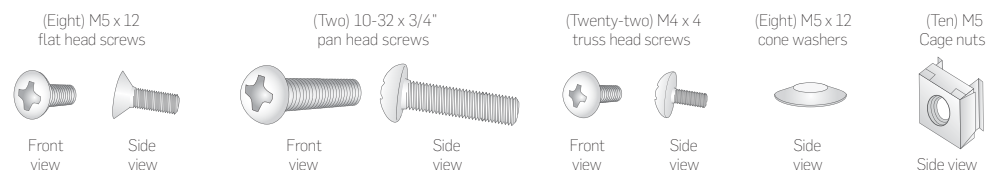
MECHANICAL LOADING - Mounting of the equipment in the rack should be such that a hazardous condition is not achieved due to uneven mechanical loading. **ALL RACKS MUST BE MOUNTED SECURELY.** Ensure that all leveling jacks or stabilizers are properly attached to the rack. If installing multiple appliances in a rack, make sure the overall loading for each branch circuit does not exceed the rated capacity. Do not slide more than one appliance out from the rack at a time. Extending more than one appliance at a time may result in the rack becoming unstable. Install your

appliance in the lower part of the rack because of its weight and also for ease in accessing appliance components.

RELIABLE EARTHING - Reliable earthing of rack-mounted equipment should be maintained. Particular attention should be given to supply connections other than direct connections to the branch circuit (e.g. use of power strips). Install near appropriate AC outlets, and Ethernet hubs or individual jacks. Be sure to install an AC Power Disconnect for the entire rack assembly. The Power Disconnect must be clearly marked. Ground the rack assembly properly to avoid electrical shock.

Unpacking The Appliance

Verify that the ship kit includes a power cord, the screws and the 4-post and /or 2-post rack rail and bracket assemblies that you will need to install the appliance in your rack. Use the hardware supplied with your specific rack if different from the hardware supplied in this kit.



The 4-post rack assembly consists of:

1. A set of long, fixed rack brackets that attach directly to the rack itself.
2. A set of medium-sized adjustable rack brackets that attach to the long, fixed rack brackets.

The 2-post rack assembly consists of:

1. A set of long, fixed rack brackets.
2. Three sets of short rack brackets that attach to the long fixed rack brackets. One of these sets has threaded holes (for placement in the front) to allow the appliance to be secured in the rack.

2a. 4-Post Rack Install

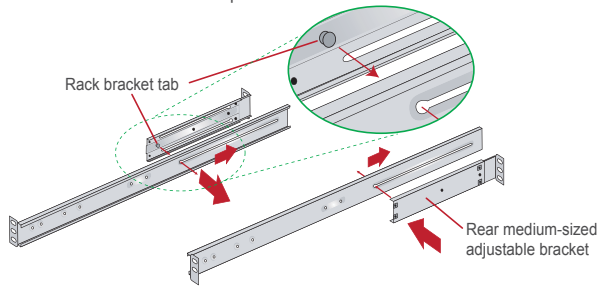
2b. 2-Post Rack Install

NOTE: The following installation procedures for 6A, 4-post rack are for use with the rails and hardware provided in your ship kit. If different style rails are being used, or if your rack requires different hardware, refer to the instructions provided with your rail's or rack's ship kit.

Step 1

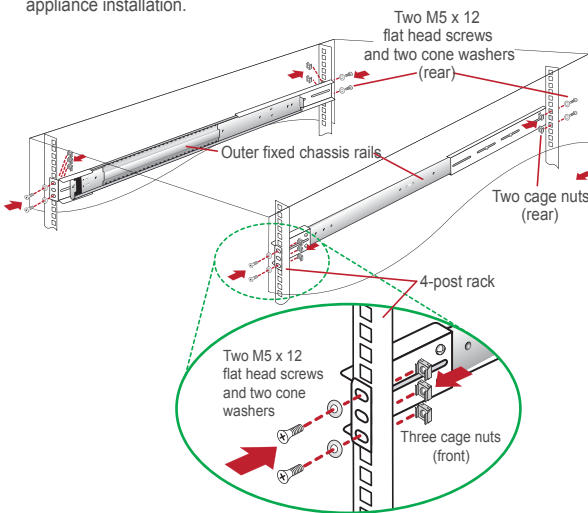
Locate the two rack rail brackets that came in your ship kit.

- Attach the medium-sized adjustable rack bracket to the longer fixed rack bracket as shown.
- Insert the tab on the rear of the medium adjustable rack bracket through the larger round opening on the back end of the long fixed rack bracket and slide the long bracket forward to keep the two brackets from coming apart. These rail brackets slide to accommodate different rack depths.



Step 2

- Insert a cage nut into each of the square holes in the rack you will be using as shown (three in the front and two in the rear). They click into place.
- Attach the rack /rail assemblies to the rack using two M5 x 12 flat head screws* and cone washers in the front and back. The convex side of the cone washers face toward the rack.
- Make sure the rack / rail assemblies and screws are aligned in the rack not only in the front and back, but are level in height on the left and right sides for proper alignment for appliance installation.

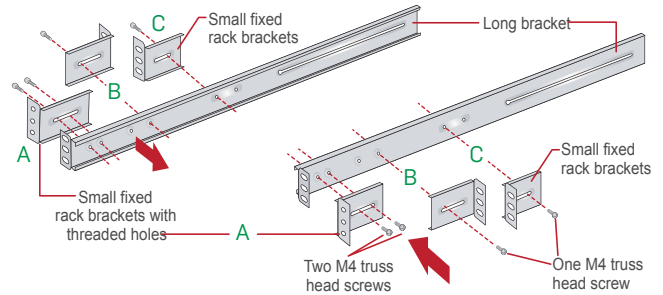


***NOTE:** Refer to your rack's mounting hardware for the proper size and type of screws to secure the appliance in the rack.

Step 1

Locate the two long and six short rack brackets that came in your ship kit.

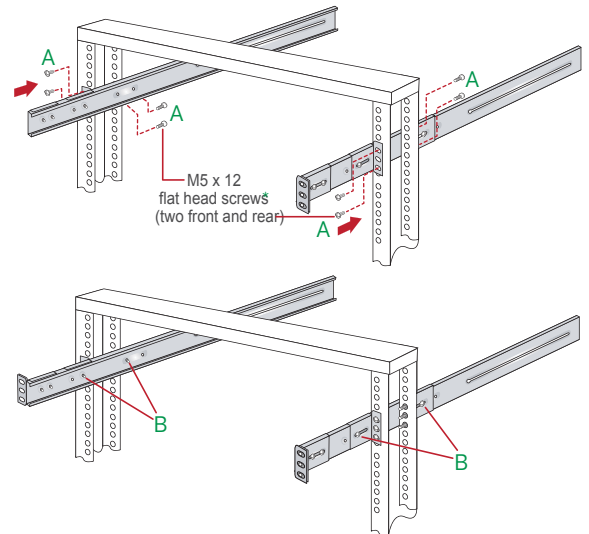
- Securely attach the set of short brackets with the threaded screw holes to the long bracket in the front as shown. Use two M4 truss head screws* for each bracket.
- Loosely attach one set of the other short brackets to the long fixed bracket as shown using one M4 truss head screw on each bracket. The three holes on the flap will face toward the back for later attachment to the 2-post rack.
- Loosely attach the remaining set of short brackets to the long fixed bracket as shown using one M4 truss head screw on each bracket. The three holes on the flap will face toward the front for later attachment to the 2-post rack.
- Once the rails are attached to the rack, securely tighten all the screws installed in steps B and C.



Step 2

Attach the assembled brackets to the 2-post rack.

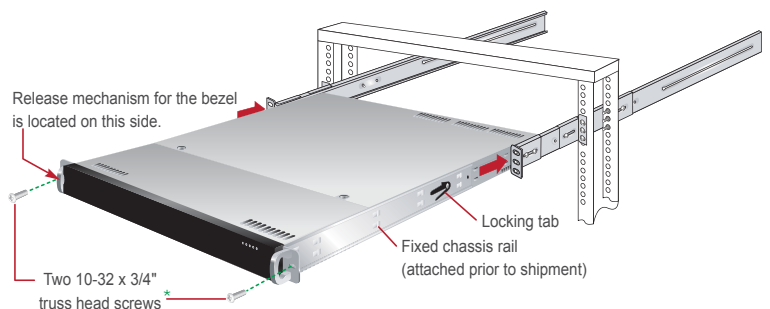
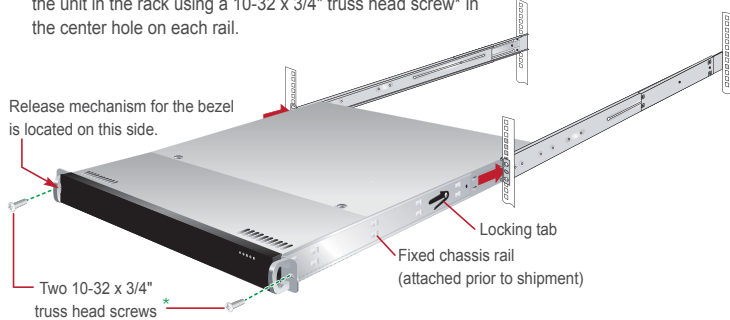
- Insert two M5 x 12 flat head screws* through the short brackets into the 2-post rack (in the front and back of the rack as shown) and tighten. Make sure the brackets are aligned and level in height, not only in the front and back but also on the left and right sides.
- Tighten each of the single screws on the small fixed brackets (located on either side of the rack) to secure the brackets in the rack and ensure appliance stability.




Step 3

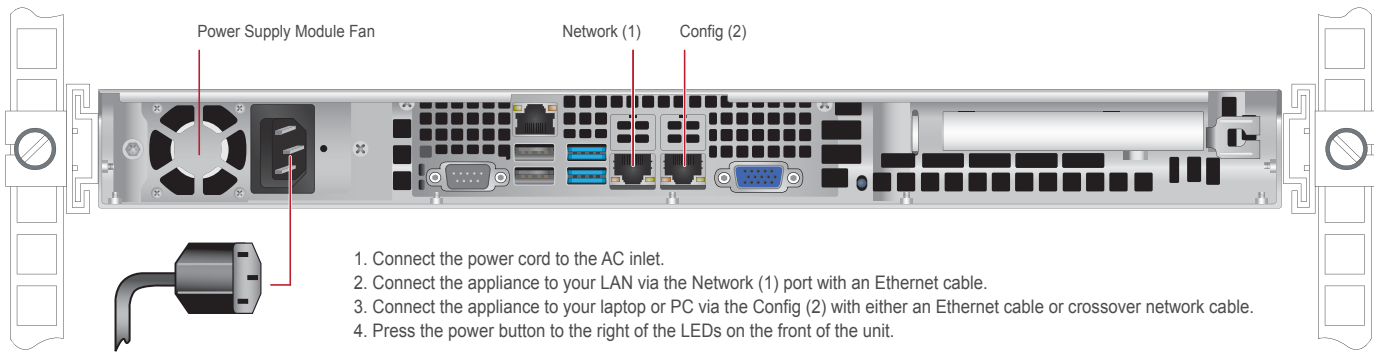
- Align the fixed chassis rails on the appliance with the fixed rack rail brackets installed in the rack.
- Carefully slide the appliance into the rack until you hear the locking tabs on each side of the fixed front rails click into place.
- Push the appliance all the way back into the rack until it stops. Secure the unit in the rack using a 10-32 x 3/4" truss head screw* in the center hole on each rail.

NOTE: When removing the appliance from the rack, you will need to press down on the right locking tab and lift up on the left locking tab in order to release it from the rack. Carefully slide it out supporting the unit on both sides at all times.



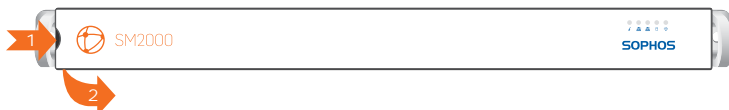
3. Rear Connections & Cabling

 Slide rail/mounted equipment is not to be used as a shelf or a work space.

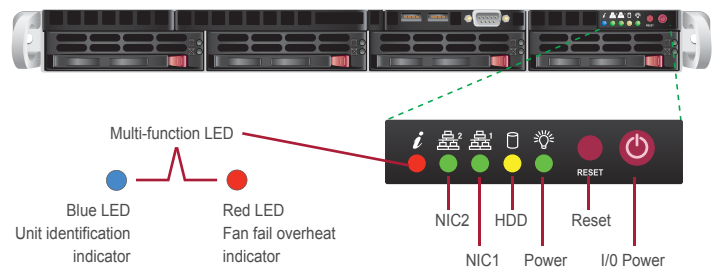


1. Connect the power cord to the AC inlet.
2. Connect the appliance to your LAN via the Network (1) port with an Ethernet cable.
3. Connect the appliance to your laptop or PC via the Config (2) with either an Ethernet cable or crossover network cable.
4. Press the power button to the right of the LEDs on the front of the unit.

4. Front Panel Operation




- Remove the front bezel if it is installed on the appliance.
1. Press in on the left side of the bezel to release the tabs from the ears.
 2. Swing the bezel forward to remove it.
 3. Press the I/O Power Button located on the far right on the front panel.
 4. Once the appliance has been powered on, replace the bezel.



5. Software/Network Setup

Step 1 - Configure Port Access

 Do not interrupt the installer once it begins. Doing so can damage the system to a point that it may require return to the factory to be re-imaged.

This Sophos Appliance uses specific ports for internal and external connections. Configure your network to allow access on the ports listed below. Some ports are required only for specific situations, such as when you enable directory services, or when the appliance is part of a cluster.

Port	Connection	Service	Purpose
22	Appliance to sophos.com	SSH	Remote assistance
22	Web Appliance to Management Appliance	SSH	Central configuration, status and reporting if not collocated
25	Appliance to sophos.com	SMTP	Remote assistance notification
80	Appliance to internet	HTTP	Outbound network web traffic
123	Appliance to internet	NTP	Network time synchronization
443	Appliance to internet	HTTPS	Outbound network web traffic
Internal Connections			
21	Appliance to FTP	FTP	Backups using passive FTP (if collocated)
22	Web Appliance to Management Appliance	SSH	Central configuration, status and reporting (if collocated)
53	Appliance to LAN	DNS	DNS queries
80	LAN to Appliance	HTTP	Administration Web Interface
88	Bidirectional between appliance and AD server	KERBEROS	Kerberos authentication
139	Appliance to AD server	NETBIOS-SSN	MS NetBIOS session
389	Bidirectional between appliance and AD server	LDAP	Directory services synchronization
443	LAN to Appliance	HTTPS	Administration Web Interface
445	Appliance to AD server	SMB	MS server message block
636	Appliance to eDirectory server	LDAPS	LDAP synchronization
3268	Bidirectional between appliance and AD server	MSGC	MS AD Global catalog synchronization
8080	LAN to appliance	HTTP/HTTPS	Proxy (end user web browsing)

Step 2 - Configure the Sophos Appliance

To configure the Appliance you will need the following:	
✓	Required activation code emailed to you by Sophos
✓	IP address for the Sophos Appliance
✓	Network mask for the Sophos Appliance
✓	Fully qualified domain name for the Sophos Appliance
✓	IP address of the default gateway
✓	IP address of the DNS servers

To launch the Sophos Appliance configuration wizard:

- On your laptop or PC, set the subnet mask to 255.255.255.0 and the IP address to 172.24.24.1
- Using a supported browser, connect to <https://172.24.24.173>

You may need to add this address to your browser's Trusted Sites. When prompted, accept the certificate. Once you have completed the setup wizard, you may disconnect your laptop or PC.

- Disconnect your laptop from the "Config" port. Do not connect the "Config" port to your LAN.

You can view the online documentation at <http://swa.sophos.com/docs/swa>