

Blue Coat® Systems SG810 Series

Installation Guide

Version: SGOS 4.2.x and 5.1.x



Contact Information

Blue Coat Systems Inc.
420 North Mary Ave
Sunnyvale, CA 94085-4121

<http://www.bluecoat.com/support/index.html>

bcs.info@bluecoat.com

support@bluecoat.com

<http://www.bluecoat.com>

Note This equipment has been tested and found to comply with the limits for a Class A Digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instruction manual, might cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the users are required to correct the interference at their own expense.

Copyright© 1999-2007 Blue Coat Systems, Inc. All rights reserved worldwide. No part of this document may be reproduced by any means nor modified, decompiled, disassembled, published or distributed, in whole or in part, or translated to any electronic medium or other means without the written consent of Blue Coat Systems, Inc. All right, title and interest in and to the Software and documentation are and shall remain the exclusive property of Blue Coat Systems, Inc. and its licensors. ProxySG™, ProxyAV™, CacheOS™, SGOS™, Spyware Interceptor™, Scope™, RA Connector™, RA Manager™, Remote Access™ are trademarks of Blue Coat Systems, Inc. and CacheFlow®, Blue Coat®, Accelerating The Internet®, WinProxy®, AccessNow®, Ositis®, Powering Internet Management®, The Ultimate Internet Sharing Solution®, Permeo®, Permeo Technologies, Inc.®, and the Permeo logo are registered trademarks of Blue Coat Systems, Inc. All other trademarks contained in this document and in the Software are the property of their respective owners.

BLUE COAT SYSTEMS, INC. DISCLAIMS ALL WARRANTIES, CONDITIONS OR OTHER TERMS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, ON SOFTWARE AND DOCUMENTATION FURNISHED HEREUNDER INCLUDING WITHOUT LIMITATION THE WARRANTIES OF DESIGN, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL BLUE COAT SYSTEMS, INC., ITS SUPPLIERS OR ITS LICENSORS BE LIABLE FOR ANY DAMAGES, WHETHER ARISING IN TORT, CONTRACT OR ANY OTHER LEGAL THEORY EVEN IF BLUE COAT SYSTEMS, INC. HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Document Number: 231-02814

Document Revision: A.0 July 2006

Contents

Contact Information

Chapter 1: Unpack and Rack a Blue Coat SG810

Unpacking an SG810	8
SG810 Front Panel Features	8
SG810 Back Panel Features	9
Mounting the SG810 in an Equipment Rack	10
Attaching the Cable Management Support	11
Installing the Disk Drives	12
Connecting the Cables	15
Powering On the SG810	16
Power LED	16

Chapter 2: Configure an SG810

Overview of First-Time Configuration	19
--	----

Section A: Configuring the SG810 with the Front Panel Features

LCD Behavior	21
System LCD and Modes	22
SG810 Control Buttons	24
Using the Front Panel to Configure Basic Network Settings	25

Section B: Placing the SG810 into the Network

Section C: Initial Configuration with a Web Browser

Requirements	29
Where to go next	30

Section D: Initial Configuration Using a Direct Serial Port Connection

Section E: Configuring the SG810 from a Remote Location

Step One—Enter the Configuration Parameters Using a Web Browser	57
---	----

Step Two—Complete the Configuration	61
Section F: Logging on to the SG810	
Logging on to the SG810 Management Console	64
Logging on to the SG810 CLI	66
Section G: Configuring a Front-Panel PIN	
Section H: Configuring the Front-Panel LCD Behavior	
Chapter 3: Hot-Swapping or Installing Disk Drives	
Taking a Disk Offline.....	73
Removing a Disk Drive.....	75
Installing a New Disk Drive	77
Chapter 4: Option Cards	
Dual Gigabit Ethernet 1000B-SX (optical) Card.....	79
Dual Gigabit Ethernet (copper) Pass-Through Card	79
SSL Accelerator Card.....	79
Chapter 5: Troubleshooting	
The SG810 does not power up	81
The Initial Configuration Page is Not Accessible.....	82
Creating a Static Route to the SG810.....	83
You cannot access the serial console	83
You cannot access the Management Console	83
A Security Warning Appears for the Initial Configuration Web Page	84
The SG810 certificate is no longer valid	84
Resetting the SG810 to Factory Defaults.....	85
The SG810 Does Not Come Back Up After Rebooting	87
Appendix A: Specifications	
General Specifications	89
Environmental Specifications.....	90

Appendix B: Regulatory Statements

General System Cautions..... 91

Power Cord Cautions 91

Class A Digital Warning 92

Advertencia Digital Clase A..... 92

EC Community EMC Warning 92

Advertencia EMC de la Comunidad EC 92

Canadian EC EMC Warning 92

Australia/New Zealand EC EMC Warning..... 93

Taiwan BSMI Notification 93

Japan VCCI EMC Notification 93

Battery Warning Notification..... 93

Chinese Battery Warning Notification..... 94

China CCC Notification 94

Lasers 94

Declaration of Conformity..... 98

Appendix C: Apéndice C: Declaraciones Regulatorias

Precauciones generales del sistema..... 99

Conexión del cable de alimentación..... 99

Lasers 100

Appendix D: Anhang D: Regulierende Anweisungen

Allgemeine Systemvorsichtsmassnahmen..... 101

Anschliessen des Stromkabels 101

Lasers 102

Appendix E: Simplified Chinese Regulatory Statements

Appendix F: Traditional Chinese Regulatory Statements

Index

Chapter 1: Unpack and Rack a Blue Coat SG810

This *installation guide* provides general instructions for installing, configuring, and using the Blue Coat SG810.

This *chapter* explains how to unpack the SG810, install it in an equipment rack, insert the disk drives, connect the cables, and power on.

Once you have completed the first-time configuration of the SG810 and have logged in, you should do the following:

- Upgrade the SG810 software by downloading the latest patch release (available at <http://download.bluecoat.com>).
- Fully configure the appliance.

To configure the SG810, you will need to download the *Blue Coat ProxySG Configuration and Management Guide*, (the CMG) available on the Blue Coat Web site at www.bluecoat.com. (Look for *WebPower Login* under *Support*.)

You can also find *tech briefs* (technical briefs) on the Blue Coat Web site.

If you log on to the SG810 using an Internet browser, you can access the online help by clicking the Help button on the Management Console screens. The Management Console is the graphical user interface for the SG810.

See “*Logging on to the SG810*” on page 64 for more information.

***Important:* Follow all warnings and instructions marked on the product and included in this manual.**

Unpacking an SG810

When you receive and unpack the SG810, verify that the package contains the following items:

- | | |
|---|--|
| • Blue Coat SG810 Series Appliance | • AC Power cord |
| • <i>Quick Start Guide</i> | • Disk drives and/or disk drive spacers (up to four) |
| • Null-modem serial cable | • Cable Management Support |
| • License, Warranty, and Safety information | |

SG810 Front Panel Features

The figure below shows the front of an SG810.

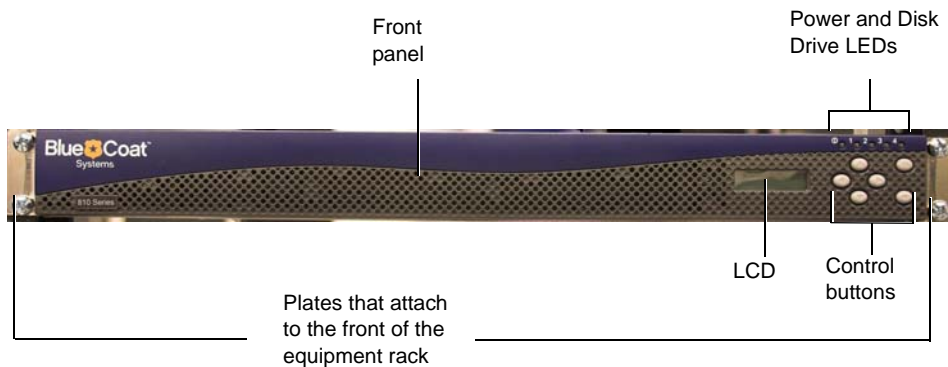


Figure 1-1: The Front of SG810

The SG810 front panel has the following features:

- An LCD and six control buttons to monitor activity and configure basic networking settings.
- Power and Disk Drive LEDs.
- A front panel that pivots downward and pulls outward giving you access to up to four disk drives.
- Mounting brackets that extend from each end of the chassis to secure the SG810 to an equipment rack.

You can mount an SG810 in a standard mounting rack. See *“Mounting the SG810 in an Equipment Rack”* on page 10 for rack mounting instructions.

SG810 Back Panel Features

The figure below shows the back of an SG810.

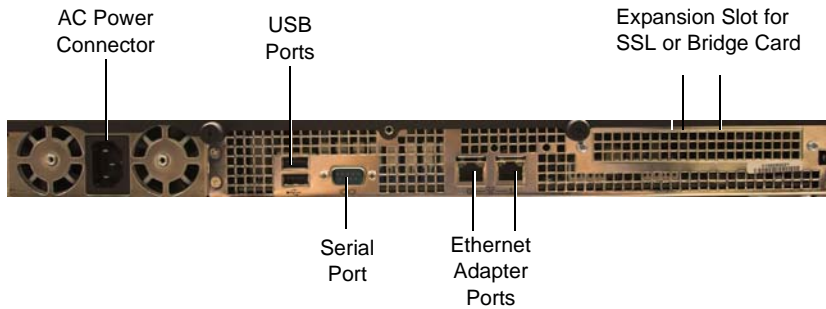


Figure 1-2: The Back of an SG810

The following features are located on the back of the SG810:

- An AC power connector.
- Two USB (Universal Serial Bus) ports.
- A serial port to connect to a PC, to a serial terminal, or to a stand-alone serial console terminal.
- Two full-duplex, auto-sensing Ethernet network adapter ports supporting 10/100/1000 Base-T connections.
- An expansion slot for optional network, bridging, or SSL cards.

See *Chapter 4: “Option Cards”* on page 79 for more information about SG810 option cards.

Mounting the SG810 in an Equipment Rack

The SG810 is designed to fit into a standard telco-style or four-post cabinet style equipment rack.

The SG810 ships with the rack-mounting ears installed.

Rack Mounting Notes

Read the following notes before rack-mounting the SG810:

- **Elevated Operating Temperature**—If installed in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment may be greater than the ambient room temperature. Therefore, consideration should be given to installing the equipment in an environment compatible with the maximum ambient temperature specified by the manufacturer.
- **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.
- **Mechanical Loading**—Mounting of the equipment in the rack should be such that a hazardous condition is not achieved due to uneven mechanical loading.
- **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.
- **Earthing (Grounding)**—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 (for example, use of power strips).

Attach the SG810 to the equipment mounting rack:

- 1** Position the SG810 into the equipment rack so that the ears of the brackets align with the holes in the front of the rack.
- 2** Use equipment-rack screws to mount the SG810 to the equipment rack. Figure 1-3 shows an SG810 flush-mounted on a Telco equipment rack.

Use equipment-rack screws to attach to the SG810 to the rack



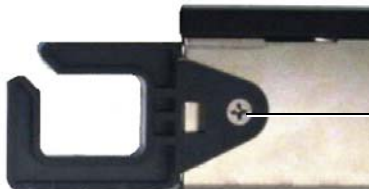
Figure 1-3: SG810 Attached to a Telco Equipment Rack

Attaching the Cable Management Support

The cable management support routes network serial cables to avoid tangling.

Fasten the cable management support to the back of the system as follows:

- 1 Position the cable management support at the back of the system on the right; secure it with a 6-32 x 1/4 flathead screw at the side.



Attach the cable management support with a flathead screw

Figure 1-4: Attach the Cable Management Support

When you attach cables to the system, run them through this clip to keep them from tangling.

Installing the Disk Drives

The following instructions are for a first-time installation of the disk drives that are shipped with the SG810.

Note: For instructions about hot-swapping disk-drives (replacing without powering off the unit) see *"Hot-Swapping or Installing Disk Drives"* on page 73.

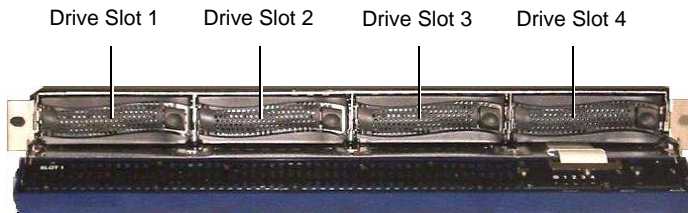


Figure 1-5: Disk-Drive Carriers Installed

Important: Disk drives come inside a disk-drive carrier. Four disk-drive carriers ship with the SG810; if you ordered fewer than four disk drives, the appliance will ship with one or more blank, disk-drive spacers already installed.

- 1 Press the push tabs on each side of the front-panel bezel to release the locked position of the front panel. Pull the front panel forward and down.



Figure 1-6: Access the Disk Drive Slots

If other equipment blocks the front panel from opening all the way, you can pull the front panel forward, sliding out the front-panel tray until you can access the disk drives.



Figure 1-7: Access the Disk Drive Slots

- 2 Position the disk-drive carrier upright, so that the disk-drive button appears on the right; press this button to release the disk-drive lever.



Figure 1-8: Release the Disk-Drive Lever

- 3 Use the lever to slide the disk-drive carrier into the first open slot (Slot 1 on the far left).

Important: Always insert disk drives from left to right. If you have only one disk drive, install it into drive Slot 1 on the far left.



Figure 1-9: Insert the Disk-Drive Carrier

- 4 When the disk-drive carrier meets the SG810 frame, gently push the lever in towards the button until the handle latches on the button.

Note: To remove a disk drive, press the button on the right side of the disk-drive carrier to release the lever. Pull the lever towards you to slide the carrier out of the slot.

Connecting the Cables

Connect the network cables, serial cable, and AC power cord.

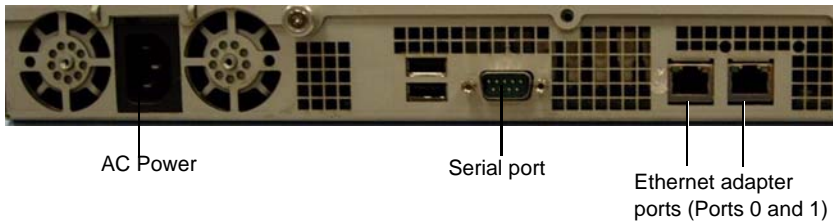


Figure 1-10: Connect the Cables to the Back of the System

- 1 Plug the network cable into adapter 0. Plug a second cable into the other adapter if desired.

The two full-duplex, auto-sensing Ethernet network adapters supporting 10/100/1000 Base-T connections are labeled 0 and 1.

- 2 Plug the serial cable into the serial connector, if necessary.

If you attach the serial cable, you can connect the system to a PC, serial terminal, or stand-alone Serial Console box.

- 3 Plug the enclosed power cord into the power cord receptacle on the back of the appliance.

Powering On the SG810

- 1 After you have connected the power cord to the rear of the system, plug the other end of the power cord into a power receptacle.
- 2 Verify that the system has powered on successfully. See the four system states described below and the corresponding states of the *Power LED*.

Power LED

- **No color:** the SG810 is powered off or non-functional
- **Solid Amber:** the SG810 is powered on but unable to perform tasks (for example, while booting up)
- **Flashing Green to Amber:** the SG810 is powered on but is not configured
- **Green:** the SG810 is powered on and at least minimally configured

3 The three steps below show a typical, first-time, start-up sequence.

- The Power LED lights up and the LCD becomes green and displays the name Blue Coat.
- The Power LED starts of solid amber and then begins flashing green and amber.
- After a moment, the disk drive LEDs corresponding to the disk drives that are installed light up. The LCD displays IP address not configured (if a first-time configuration has not been done) or it cycles between CPU utilization and the hostname.

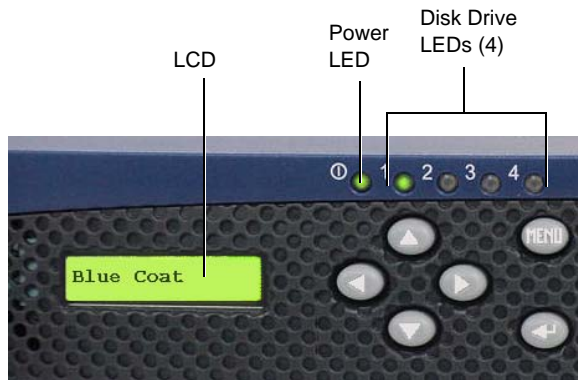


Figure 1-11: Verify Successful Power On

The SG810 comes with all software installed. To configure an SG810 for the first time go to [“Configure an SG810”](#) on page 19.

Chapter 2: Configure an SG810

You need to configure an SG810 the first time you power it on to set the basic network parameters and to make sure that the SG810 hardware and software are working properly.

Overview of First-Time Configuration

There are four ways to configure a SG810 the first time you power it on. Each of these methods of configuring a SG810 let you make the basic network settings required to test the connection and functionality.

Configuration Method	Description
Front Panel	Use the front-panel LCD and buttons. (This is the quickest and easiest way to do a first-time configuration.) To use the front panel method, go to <i>“Configuring the SG810 with the Front Panel Features”</i> on page 21.
Serial Console	Use a direct connection between the system and a PC, or a serial terminal, or a stand-alone serial console terminal. To use the serial console connection, go to <i>“Initial Configuration Using a Direct Serial Port Connection”</i> on page 40.
Web Browser	Use a Web browser. To use this method for SGOS 5.1.1.x and later, you must first configure the IP address of the SG810 using the serial console or front panel. Blue Coat recommends using the Web browser configuration method if you are running SGOS 5.1.1.x or later. To use the Web browser configuration method, go to <i>“Initial Configuration with a Web Browser”</i> on page 29.

Configuration Method	Description
Remote Configuration	<p>You can use this method if your appliance is running SGOS 4.2.2.x or later. The remote configuration method is not supported for appliances running 5.1.1.x or later.</p> <p>This method uses two people to remotely configure the appliance—one who enters the configuration parameters from a remote location and another who places the SG810 into the network and finalizes the configuration by clicking a generated URL.</p> <p>To use the remote configuration method, go to “Configuring the SG810 from a Remote Location” on page 57.</p>

After completing the first-time configuration, you must log on to the system and use the command-line interface (CLI) or the Management Console graphical user interface to fully configure the system. First-time configuration is designed only to make sure that the SG810 hardware and software are working properly.

Refer to the *Blue Coat ProxySG Configuration and Management Guide* for information on how to fully configure the software. Download the *Blue Coat ProxySG Configuration and Management Guide*, available on the Blue Coat Web site at www.bluecoat.com. (Look for *WebPower Login* under *Support*.)

Section A: Configuring the SG810 with the Front Panel Features

You can configure an SG810 the first time you power it on using the front panel LCD and control buttons.

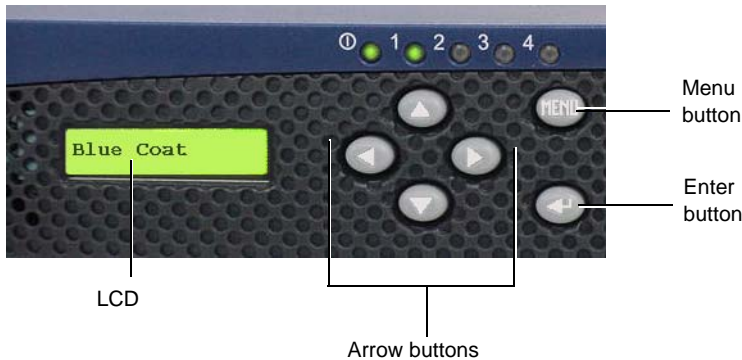


Figure 2-1: Front Panel LCD and Control Buttons

Use the LCD and the buttons to monitor the system and to set the basic networking parameters.

LCD Behavior

The front-panel LCD dims after 30 seconds. Press any button to illuminate it. The front-panel LCD behavior is configurable; see [“Configuring the Front-Panel LCD Behavior”](#) on page 70 for information.

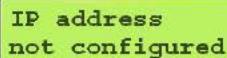
System LCD and Modes

The system has three modes, Status mode, Configuration mode, and Edit mode.

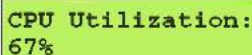
Status Mode

The default mode. Before the system is configured, the LCD in Status mode displays IP address not configured. After initial configuration, the LCD in Status mode displays CPU utilization and freshness statistics.

In Status mode, there is no cursor in the LCD.



IP address
not configured

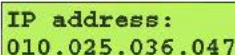


CPU Utilization:
67%

Configuration Mode

From Status mode, push the [Enter](#) button to go to Configuration mode. In Configuration mode, you can use the Up and Down arrow buttons to cycle the LCD through the six networking parameters (IP Address, Subnet mask, Gateway address, DNS address, Console Password, and Enable Password).

In Configuration mode, the cursor is an underscore in the LCD.



IP address:
010.025.036.047

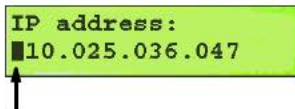
Edit Mode

From Configuration mode, use the **Up** or **Down** arrow button until the parameter you want to configure is displayed, then press the **Enter** button to go to Edit mode for that parameter (for a first-time configuration, you must begin with the first displayed parameter—IP address).

To configure the parameter, use the **Left** and **Right** arrow buttons to position the cursor over a character you want to change, then use the **Up** and **Down** arrow buttons to cycle through the characters. When the entire parameter is configured correctly, press the **Enter** button to save the setting and return to Configuration mode.




Important: The system automatically exits Edit mode, without saving parameter configurations, if no activity is detected for 20 seconds.

In Edit mode, the cursor is a blinking box in the LCD.



SG810 Control Buttons

Use the control buttons in conjunction with the modes as follows:

<div>Enter Button</div> <div></div>	<p>The Enter button functions as follows:</p> <p>Status mode: When you push the Enter button in Status mode, the system enters Configuration mode. In Configuration mode, one of the six configurable parameters displays in the LCD (starting with IP address).</p> <p>Configuration mode: When you push the Enter button in Configuration mode, the system enters Edit mode for the parameter displayed.</p> <p>Edit mode: When you push the Enter button in Edit mode, the system saves any changes you made to the parameter displayed and returns to Configuration mode.</p>
<div>Menu Button</div> <div></div>	<p>The Menu button functions like an Escape key. When you push the Menu button in Edit mode, the system returns to Configuration mode, <i>cancelling any changes you made to the displayed parameter</i>.</p> <p>When you push the Menu button in Configuration mode, the system returns to Status mode. Any changes you made while in Edit mode have already been saved, and are not affected when you push the Menu button in Configuration mode.</p>
<div>Left and Right Arrow Buttons</div> <div></div>	<p>When you push the Left and Right arrow buttons in Edit mode, the cursor moves back and forth over the configurable settings of the parameter displayed.</p>

Up and Down Arrow Buttons



When you push the **Up** and **Down** arrow buttons in Configuration mode, the system cycles through the six configurable parameters.

When you push the **Up** and **Down** arrow buttons in Edit mode, the system cycles through the characters available for the selected setting of the parameter (the selected setting is the character that the cursor is over when you push the arrow buttons).

Using the Front Panel to Configure Basic Network Settings

Use the front panel to do a quick first-time configuration of the following networking parameters on Adapter 0:

- IP address
- Subnet mask
- Gateway address
- DNS address
- Console password
- Enable password

Important: A default username (**admin**) is already set on the SG810. A unique console and enable password are generated automatically. You can configure the passwords now, or write down the auto-generated passwords and use them to log in, changing them later. The enable password is not required if you log in using a browser.

- 1 When the LCD displays “IP address not configured,” press the Enter button to enter Configure mode.

The IP address parameter appears in the LCD, and the cursor appears as an underscore.

- 2 Press the Enter button again to enter Edit mode.

The cursor changes to a blinking box.

- 3** Press the Left or Right arrow buttons to position the cursor over the characters you want to change; press the Up or Down arrow buttons to change them.
- 4** When you have the characters of the parameter entered correctly, press the Enter button to save the changes and return to Configure mode.
- 5** Press the Down arrow button to move to the next parameter; press the Enter button to enter Edit mode.
- 6** Repeat Steps 3 through 5 for the Subnet mask, Gateway address, and DNS address parameters. When the LCD reads, "Console password: Push to set," go to Step 7.
- 7** Press the Enter button to enter Edit mode (if necessary) and complete one of the following steps:
 - To configure the password later (after you log in), write down the auto-generated password and press the Enter button to return to Configure mode.
 - To configure the password now, follow Steps 3 and 4.
- 8** Push the Down arrow button to move to the enable password parameter; repeat Step 7 for the enable password.

The LCD displays "Enable password: Push to configure" when you are back in Configuration mode. Do not push the Enter button again, or a new auto-generated enable password will be created (if that happens, repeat Step 7).
- 9** Push the Down arrow button to move to the secure serial port parameter.

Selecting Yes to secure the serial port means that you are challenged for the administrative username/password when accessing the serial console and challenged for the setup password when accessing the setup console.

To restrict access to the front panel, configure the front panel PIN from the CLI after initial setup is complete (see "[Configuring a Front-Panel PIN](#)" on page 69).
- 10** Press the Enter button to enter Edit mode (if necessary) and follow Steps 3 and 4 to secure the serial port.
- 11** Press the Menu button to return to Status mode.

Initial network configuration is now complete. The LCD cycles between CPU Utilization and Freshness statistics.

Section B: Placing the SG810 into the Network

This procedure describes a typical scenario for placing the SG810 into your network. Use this procedure for the following circumstances:

- You have already completed an initial configuration on the SG810.
- You are going to complete an initial configuration on the SG810 using a direct serial port connection or a remote Web browser setup.

The following instructions are an example of a typical network scenario—placing the SG810 between the LAN and a router or firewall connected to the WAN. If you do not know how to place the SG810 into your own network, consult with your IT administrator. For less common network configurations, such as using WCCP or a Layer 4 switch, refer to the *Blue Coat ProxySG Configuration and Management Guide*.

To Place the SG810 into the Network:

- 1** Connect the SG810 to the WAN—connect one end of an Ethernet cable (straight or crossover depending on your network topology) to one of the SG810's Ethernet ports (either one). Connect the other end to the router or firewall connected to the WAN.
- 2** Connect the SG810 to the LAN—connect one end of an Ethernet cable (straight or crossover depending on your network topology) into the other Ethernet port on the SG810. Connect the other end to the LAN (such as a PC or a hub).
- 3** Verify that the network link is established by checking the network connection LEDs at the back of the SG810. If the network connection is functioning, the left-hand LED on each connection glows green.

Section C: Initial Configuration with a Web Browser

This section describes how to configure the SG810 with a Web browser.

Requirements

To configure your SG810 using a browser, you must meet the following requirements.

- General Requirements
 - The browser must support Javascript and Javascript must be enabled.
 - The browser must not be proxied. For information about proxied browsers, see *"The Initial Configuration Page is Not Accessible"* on page 82.
 - Your SG810 must not already be configured.

- 4.2.2.x Requirements

If the SG810 is running 4.2.2.x or later, you can access the 4.2.2.x initial configuration Web page using one of the following methods:

- Change the IP address of the PC so that it is on one of the subnets the appliance uses for initial configuration. See *"4.2.2.x—To Configure the SG810 Using a Web Browser:"* on page 31 for a list of initial configuration IP addresses.
 - On the PC, create a static route to the SG810. Refer to *"Creating a Static Route to the SG810"* on page 83 for information about creating a static route.
 - Purchase and install the optional bridging card to deploy the SG810 inline.
- 5.1.1.x Requirements

If the SG810 is running 5.1.1.x or later, you must configure the SG810 IP address, subnet mask, gateway, and DNS address using the front panel or serial console before accessing the Setup Wizard.

Where to go next

If your SG810 is running 4.2.2.x, complete the procedure described in [“4.2.2.x—To Configure the SG810 Using a Web Browser:”](#) on page 31.

If your SG810 is running 5.1.1.x, complete the procedure described in [“5.1.1.x—To Configure the SG810 Using the Setup Wizard:”](#) on page 37.

4.2.2.x—To Configure the SG810 Using a Web Browser:

Before starting this procedure, ensure that you have met the requirements described in *“Requirements”* on page 29.

- 1 Place the SG810 into the network.

For information on placing the SG810 into the network, see *“Placing the SG810 into the Network”* on page 28.

- 2 Power on the SG810.
- 3 Plug one end of the Ethernet cable into Port 0 on the back of the SG810.
- 4 Plug the other end of the Ethernet cable into your network.
- 5 Enter one of the following URLs into your browser (the browser must be on the same subnet as the SG810 or you must have created a static route to one of these addresses):

`https://10.0.0.254:8083/`

`https://172.16.0.254:8083/`

`https://192.168.0.254:8083/`

`https://192.168.1.254:8083/`

Note: If you are using an inline bridging deployment, enter the following URL into your browser: `https://proxysg.bluecoat.com:8083/`

A security warning dialog appears.

Note: The appearance of the security warning dialog varies with browser type.

- 6 Click Yes (or OK) in the dialog. The SG810 Initial Configuration window opens.

Important: If you do not see the warning dialog or if you cannot connect to the Initial Configuration page, see *“The Initial Configuration Page is Not Accessible”* on page 82.

- 7 Enter the network parameters for your appliance.


The image shows a screenshot of a web-based configuration interface titled "Network Parameters". It contains four text input fields, each preceded by a label: "IP address", "Subnet mask", "Gateway IP address", and "DNS Server IP address". The fields are arranged vertically and are currently empty.

Figure 2-2: Initial Configuration Page—Network Parameters

- 8 Enter the Console Account username and password and the Enable (privileged mode) password. Do not select Password is in hashed format unless the password is already in a valid hashed format.

Note: If you want to have the password hashed for you, use the remote initial configuration method (see Section E: *Configuring the SG810 from a Remote Location*).

Console Account

Access to the ProxySG security appliance via a command line interface or a Web interface is restricted and may be configured only by authorized persons. The Console Account and password defined here can be used by an authorized person.

Console Account name

The Console Account password:

Enter a password in either plain text or hashed format.
Hashed values must be in the BSD MD5 password style format.

Enter password

Re-type password

☐ password is in hashed format

Enable Password

The 'Enable' password is used to access privileged mode commands when using the CLI (command line interface).

The 'Enable' password:

Enter a password in either plain text or hashed format.
Hashed values must be in the BSD MD5 password style format.

Enter password

Re-type password

☐ password is in hashed format

Figure 2-3: Initial Configuration Page—Console Account Username and Password

9 Select the default policy for proxied services:

- Selecting Allow permits all proxied transactions to pass through the SG810; you must then create policies to explicitly deny proxied transactions on a case-by-case basis.
- Selecting Deny prohibits proxied transactions from passing through the SG810; you must then create policies to explicitly grant proxied transactions on a case-by-case basis.

For more information about this option, refer to *Volume 7: The Visual Policy Manager and Advanced Policy Tasks* of the *Blue Coat ProxySG Configuration and Management Guide*.

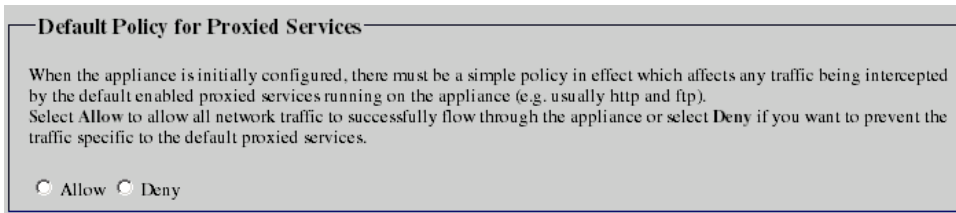


Figure 2-4: Initial Configuration Page—Default Policy for Proxied Services

- 10** (Optional) Secure the serial port: select **Secure the Serial Port** and enter the password. Do not select **Password is in hashed format** unless the password is already in a valid hashed format.

The serial port allows you to configure and access the SG810 using a serial cable. This can pose a security risk, because anyone with access to the appliance can reconfigure the SG810 settings. This step allows you to set a password on the serial console setup, allowing only authorized personnel the ability to reconfigure the appliance.

WARNING! If you set the serial console password and then lose the password, you must restore the appliance to its original factory defaults if you want to access the Management Console or CLI (see *“Resetting the SG810 to Factory Defaults”* on page 85.)

Secure Serial Port

Administration of the ProxySG appliance can be performed via the serial port. The serial port provides access to the ProxySG appliance Serial Console which presents you with two choices: 1) access to the Command Line Interface (CLI) and 2) access to the Setup Console.

Choosing to secure the Serial Port will password protect access to both the CLI and the Setup Console. To access the CLI you will be asked for the credentials of an authorized person (like the Console Account) and to access the Setup Console you will be asked for the Setup Console password.

If you choose to secure the Serial Port, you will be prompted to provide the Setup Console password.

☐ Secure the Serial Port

Figure 2-5: Initial Configuration Page—Secure the Serial Port

11 Click Configure Device.

- If a dialog appears with the message Errors Found, click OK and correct the errors in the Initial Configuration page. Click Configure Device again.
- If a new browser window appears with the message The initial configuration was not established, note the error messages in this window, close it, and fix the appropriate data in the Initial Configuration page. Click Configure Device again. (Continued on next page.)

- If a new browser window appears with the message ProxySG Initial Configuration was successful, you have successfully completed initial configuration. This window provides details about accessing the SG810 Management Console (such as the Management Console SHA1 fingerprint). Save this information for future reference. Close the new browser window and the Initial Configuration page.

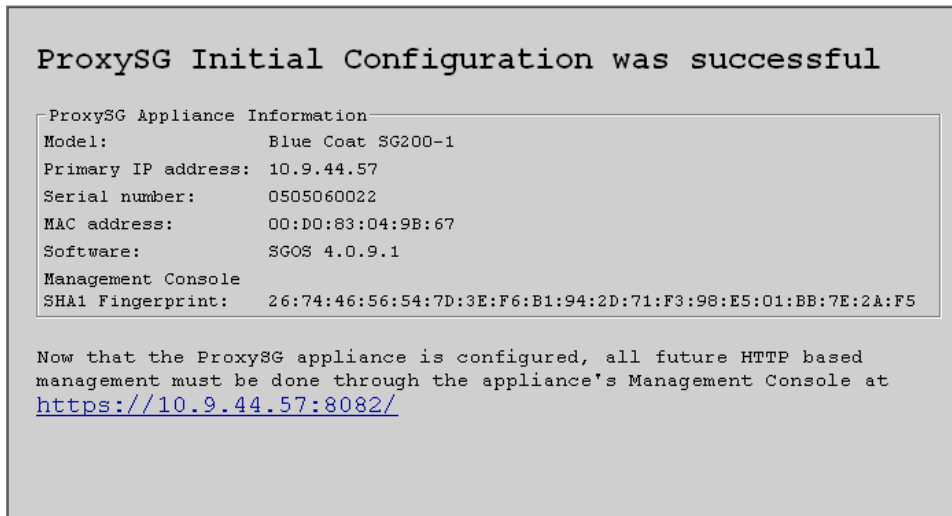


Figure 2-6: Successful Initial Configuration Page

When you have set the basic networking parameters and connected the SG810 to the network, you are ready to fully configure the appliance. For a list of all CLI commands, refer to the *Blue Coat ProxySG Command Line Interface Reference*. For information about configuring and administering the SG810 (including information about setting policies that will explicitly grant or deny proxied transactions), refer to the *Blue Coat ProxySG Configuration and Management Guide*.

5.1.1.x—To Configure the SG810 Using the Setup Wizard:

- 1** Place the SG810 into the network.

For information on placing the SG810 into the network, see *“Placing the SG810 into the Network”* on page 28.

- 2** Power on the SG810.

- 3** Use the front panel or serial console to configure the SG810 IP address.

- 4** Enter the following URL into your browser:

`https://IP_Address:8083/`

In the preceding URL, *IP_Address* is the IP address you configured in Step 3.

A security warning dialog appears.

Note: The appearance of the dialog varies depending on the browser that you use.

- 5** Click Yes (or OK) in the dialog.

Important: If you do not see the warning dialog or if you cannot connect to the Initial Configuration page, see *“The Initial Configuration Page is Not Accessible”* on page 82.

When the appliance connects, the Setup Wizard displays, as shown in the following figure.

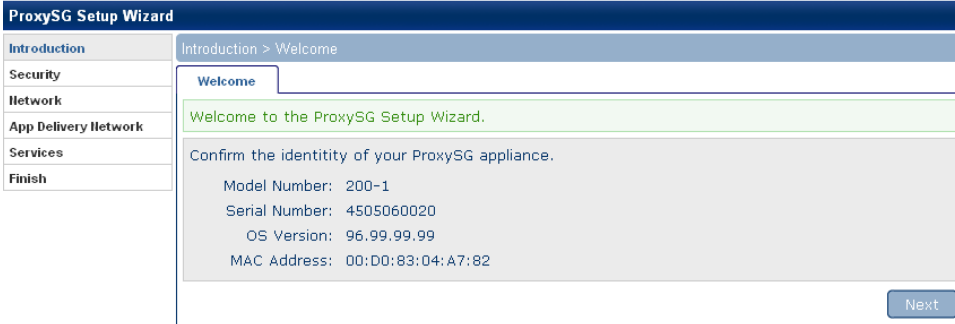


Figure 2-7: ProxySG Setup Wizard

6 Enter information on each screen, as prompted.

Each page is described; some pages include mouse-over help. If you entered network settings from the serial console, they are already filled in. To complete the Setup Wizard you must:

- a.** Enter the console access information.
- b.** Enter the CLI Enable password.
- c.** (Optional but highly recommended) Secure the serial port.
- d.** Enter the network settings:
 - ❖ IP Address (already set)
 - ❖ Subnet Mask
 - ❖ Gateway
 - ❖ DNS Server
- e.** (Optional) Configure the Application Delivery Network (ADN) settings.
The ADN settings optimize the delivery of applications over the WAN.
- f.** Select the traffic types that the appliance should intercept.
- g.** Set the initial policy.

- h.** Confirm the settings and click Configure.

Note: The Web-based wizard is available only for initial appliance configuration (or following a reset to factory defaults). After you click Configure during the final step, the wizard is no longer available.

Section D: Initial Configuration Using a Direct Serial Port Connection

This section describes how to configure the SG810 using a direct serial port connection. Before you can configure the SG810 using the serial port connection, you must place the SG810 into the network as described in *“Placing the SG810 into the Network”* on page 28.

A PC, serial terminal, or a stand-alone serial console terminal can be used to configure an SG810 the first time you power it on. Use the serial console setup to configure the following basic network information:

- IP address
- Subnet mask
- Gateway address
- DNS address
- Console username and password
- Enable password

You can also configure a bridge or a forwarding host, or you can restrict access to the SG810 to a particular IP address or set of IP addresses.

PC Note: If the PC is using standard serial port settings, you should have a problem-free connection. You can run into problems, though, if there are non-standard PC serial port settings.

The serial port connection setup differs by model:

- If your SG810 is running 4.2.2.x, complete the procedure described in *“4.2.2.x—Configuring the SG810 Using a Direct Serial Port Connection:”* on page 41.
- If your SG810 is running 5.1.1.x, complete the procedure described in *“5.1.1.x—Configuring the SG810 Using a Direct Serial Port Connection:”* on page 49.

4.2.2.x—Configuring the SG810 Using a Direct Serial Port Connection:

Do the following procedure by reading on-screen material and entering data where necessary. In the procedure below, places that require you to enter data are illustrated by example entries in bold text.

- 1** Power on and connect (a) a serial terminal or (b) a PC as described below (the SG810 must be powered off):

Serial terminal: Connect the terminal’s serial cable to the SG810’s serial console port; start the terminal and verify that it is set using the RS-232C parameters defined in the following table.

RS-232C Parameters

Parameter	Setting
Baud rate	9600 bps
Data bits	8
Parity	none
Stop bits	1
Flow control	none
Smooth-scroll	disabled
Emulation	VT 100

PC: Connect the serial cable that came with the SG810 to a serial port on the PC and to the SG810’s serial console port; start the PC, open a terminal emulator (such as HyperTerminal), and connect to the serial port to which you attached the cable. Create and name a new connection (either a COM or TCP/IP), and verify that the port is set using the parameters described in the table above.

- 2** Power on the SG810 and wait for the system to finish booting.

The following configuration alert displays:

```
***** CONFIGURATION ALERT *****  
  
System startup cannot continue for one of these  
reasons:  
  
  (a) Need at least one adapter (or bridge) configured  
      with an IP address and subnet.  
  
  (b) Need the console password and enable password.  
  
***** SYSTEM STARTUP TEMPORARILY SUSPENDED *****  
Press "enter" three times to activate the serial console
```

Figure 2-8: Serial Port Setup—Configuration Alert

- 3** Press the computer keyboard <Enter> key three times.

When the `Welcome to the SG810 Appliance Setup Console` prompt appears, the system is ready for the first-time network configuration.

Five screens display, one at a time, as shown in the following steps.

- 4** On page 1, indicate whether you want to configure a bridge; enter an interface number, and enter the values as indicated for the four network settings.

Note: If you enter **YES** to configure a bridge, you must also configure at least one bridge port and associate a network interface with it.

```
Welcome to the ProxySG Appliance Setup Console
----- (page 1 of 5) -----

Press <ESC> at any time to return to the main menu
DIRECTIONS:

This setup console is used to assign IP addresses to
the ProxySG Appliance. After assigning the IP addresses
you can connect to the command line interface or Web
interface to perform additional management tasks.

If you have a pass through card, you can configure it by
using the bridge name passthru-<slot number>. For
example if the pass through card is at slot 2, the
bridge name would be passthru-2.

In order to create a new bridge, you would have to

    1. assign a name to the bridge
    2. associate one or more interfaces to the bridge

Configure bridge? Y/N [No] No
Enter interface number to configure [0:0]:
IP address [0.0.0.0]: 10.25.36.47
IP subnet mask [0.0.0.0]: 255.255.255.0
IP gateway [0.0.0.0]: 10.25.36.1
DNS server [0.0.0.0]: 101.52.23.101

You have entered the following IP addresses:
IP address: 10.25.36.47
IP subnet mask: 255.255.255.0
IP gateway: 10.25.36.1
DNS server: 101.52.23.101

Would you like to change any of them? Y/N [No] No
```

Figure 2-9: Initial Setup—Page One

- 5** On page 2, enter a console username and a console and enable password. A default username (admin) is already in place—you can change it here.

Username and passwords can each be from 1 to 64 characters in length, and that passwords that contain special characters (such as an exclamation point) must be in quotes.

```
----- (page 2 of 5) -----  
  
    Press <ESC> at any time to return to the main menu  
  
DIRECTIONS:  
  
    The console username, password and enable password are  
    special administrative credentials which can be used to  
    log in to the command line interface or web management  
    interface.  
  
    WARNING - The console password and enable password are  
    not defined.  
  
    The system cannot start up until these are defined.  
  
    You must configure the console user account now.  
  
    Enter console username: name123  
    Enter console password: "*****"  
    Verify console password: "*****"  
    Enter enable password: "*****"  
    Verify enable password: "*****"
```

Figure 2-10: Initial Setup—Page Two

Note: For maximum security, you should restrict physical access to the SG810. After initial configuration, you can change the workstation restriction settings through the security commands in the CLI or the Console Access tab in the Management Console. You can add or remove IP addresses or you can enable or disable workstation restrictions. For details, refer to *Volume 5: Securing the ProxySG in the Blue Coat ProxySG Configuration and Management Guide Suite*.

6 (Not recommended) For maximum security, you can secure the serial port.

The serial port allows you to configure and access the SG810 using a serial cable. This can pose a security risk because anyone with access to the appliance can reconfigure the settings. This optional step sets a password on the serial console setup, allowing only authorized personnel the ability to reconfigure the appliance. *This is not recommended.*

Note: If you forget the serial port password for an SG810, you cannot get access to the SG810.

```
Do you want to secure the serial port? Y/N [Yes] Yes
Enter setup password: "*****"
Verify setup password: "*****"

WARNING:

    If you continue and enable the secure serial port it
    will not be possible to enter the setup console
    without the setup password. If the setup password is
    lost, assistance from Blue Coat Systems will be
    required and all system configuration may be lost.
    It is recommended that this password be stored in a
    physically secure location. Access to the CLI on the
    serial port will challenge for credentials.

To enable the secure serial port, re-enter the setup
password: "*****"
```

Figure 2-11: Initial Setup—Secure the Serial Port (Not recommended)

7 (Optional) On page 3, you can restrict access to the SG810.

```
----- (page 3 of 5) -----  
  
    Press <ESC> at any time to return to the main menu  
DIRECTIONS:  
  
    The console username and password are special: they can  
    be used to log in to the CLI or Web Management  
    interface even in circumstances where this is denied by  
    VPM or CPL policy. This makes the console account  
    useful in emergencies, as a way to log in when policy  
    is broken, but it may also create a security hole.  
  
    To close the security hole, we recommend that you  
    restrict the use of the console account to specific  
    workstations, identified by their IP address.  
  
    This dialog allows you to add one IP address to the  
    list of workstations that are authorized to use the  
    console account. (This same list is also used to  
    restrict which workstations can use SSH with RSA  
    authentication.) Additional workstations may be  
    configured later, from the command line interface or  
    the Web interface.  
  
    WARNING: The console account can currently be used to  
    log in from any workstation.  
  
    Would you like to restrict access to an authorized  
    workstation? Y/N [Yes] Yes  
  
    Authorized workstation [0.0.0.0]:10.2.33.1
```

Figure 2-12: Initial Setup—Page Three

- 8** On page 4, press <Enter> or type **No** if you do not want to enter a forwarding host at this time, or type **Yes** to enter a forwarding host.

If you type **Yes**, you must also provide a host alias and a host name or IP address.

Note: You do not need to configure a forwarding host now unless you are configuring multiple systems to point to the same forwarding host.

```
----- (page 4 of 5) -----  
  
Press <ESC> at any time to return to the main menu  
DIRECTIONS:  
  
This setup console is used to configure a proxy  
forwarding host as the forwarding default (a one member  
default fail-over sequence). After assigning a host  
alias and the host name you can connect to the command  
line interface to perform additional management tasks.  
  
Would you like to setup the forwarding host now? Y/N [No]
```

Figure 2-13: Initial Setup—Page Four

Page 5 displays. This page explains how to access the SG810 from an SSH Client or with a Web browser (see *“Logging on to the SG810”* on page 64 for more information).

```
----- (page 5 of 5) -----  
  
DIRECTIONS:  
  
    The ProxySG Appliance has been successfully configured  
    to use IP address: "10.25.36.47"  
  
    You can connect to the command line interface or Web  
    interface to perform additional management tasks.  
  
    To connect to the command line interface, open the  
    following location from your SSH application:  
    10.9.16.85  
  
    To connect to the Web management interface, go to the  
    following location with your web browser:  
    https://10.9.16.85:8082/  
  
----- CONFIGURATION COMPLETE -----  
  
Press "enter" three times to activate the serial console
```

Figure 2-14: Initial Setup—Page Five

- 9** To log in to the serial console right away, press <Enter> three times.

A menu displays offering two choices:

- 1) Command Line Interface
- 2) Setup Console

- 10** Enter 1 to select the CLI (see *“Logging on to the SG810 CLI”* on page 66 for information about using the SG810 CLI). To access the SG810 Management Console, enter the following address into your Web browser:

https://[IP Address]:8082/

where [IP Address] is the IP address that you configured for this SG810 in Step 4.

See *“Logging on to the SG810 Management Console”* on page 64 for more information about accessing the SG810.

5.1.1.x—Configuring the SG810 Using a Direct Serial Port Connection:

Do the following procedure by reading on-screen material and entering data where necessary. In the procedure below, places that require you to enter data are illustrated by example entries in bold text.

- 1** Power on and connect the serial terminal or PC as described below (the SG810 must be powered off):

Serial terminal: Connect the terminal’s serial cable to the SG810’s serial console port; start the terminal and verify that it is set using the parameters described below.

PC: Connect a serial cable to a serial port on the PC and to the SG810’s serial console port; start the PC, open a terminal emulator (such as HyperTerminal), and connect to the serial port to which you attached the cable. Create and name a new connection (either a COM or TCP/IP), and verify that the port is set using the parameters described in the following table.

RS-232C Parameters

Parameter	Setting
Baud rate	9600 bps
Data bits	8
Parity	none
Stop bits	1
Flow control	none
Smooth-scroll	disabled
Emulation	VT 100

If you have set flow control to *none*, and if you have *smooth-scroll* as an option in your terminal settings, you can disable smooth-scroll in your terminal settings to reduce the chance of losing output.

- 2** Power on the SG810 and wait for the system to finish booting.

The following configuration alert displays:

```
***** CONFIGURATION ALERT *****  
  
System startup cannot continue for one of these reasons:  
    (a) Need at least one adapter (or bridge) configured with an  
        address and  
        subnet.  
    (b) Need the console password and enable password.  
***** SYSTEM STARTUP TEMPORARILY SUSPENDED *****  
  
Press "enter" three times to activate the serial console
```

Figure 2-15: Initial Setup—Configuration Alert

- 3** Press <Enter> three times.

When the `Welcome to the ProxySG Appliance Setup Console` prompt appears, the system is ready for the first-time network configuration.

- 4** On page 1, enter the interface number, IP address, IP subnet mask, IP gateway, and DNS server parameters.

```
Welcome to the ProxySG Appliance Setup Console

----- (page 1 of 5) -----

Press <ESC> at any time to return to the main menu

DIRECTIONS:

This setup console is used to assign IP addresses to the ProxySG
Appliance. After assigning the IP addresses you can connect to the
command line interface or Web interface to perform additional
management tasks.

Enter interface number to configure [0:0]:
IP address [0.0.0.0]: 10.25.36.47
IP subnet mask [255.255.255.0]: 255.255.255.0
IP gateway [0.0.0.0]: 10.25.36.1
DNS server [0.0.0.0]: 101.52.23.100

You have entered the following IP addresses:

IP address: 10.25.36.47
IP subnet mask: 255.255.255.0
IP gateway: 10.25.36.1
DNS server: 101.52.23.101

Would you like to change any of them? Y/N [No] N
```

Figure 2-16: Initial Setup—Page One

- 5** On page 2, you are asked if you want to finish configuration using the Setup Wizard.

```
----- (page 2 of 5) -----

A comprehensive Setup Wizard is available if you use your
Web browser. You can either use the Web Setup Wizard or you
can continue the initial configuration using this serial console.
Note that this serial console initial configuration method
contains a subset of the configuration options available in the
Web Setup Wizard.
```

Figure 2-17: Initial Setup—Page Two

If you choose to use the Setup Wizard, go to [“5.1.1.x—To Configure the SG810 Using the Setup Wizard:”](#) on page 37.

- 6** On page 3, enter a console username and a console and enable password. A default username (admin) is already in place—you can change it here.

Username and passwords can each be from 1 to 64 characters in length.

Passwords that contain special characters (such as an exclamation point) must be in quotes.

```
----- (page 3 of 5) -----

Press <ESC> at any time to return to the main menu

DIRECTIONS:

The console username, password and enable password are special
administrative credentials which can be used to log in to the comman
line interface or web management interface.

WARNING - The console password and enable password are not defined
The system cannot start up until these are defined.

You must configure the console user account now.

Enter console username [admin]: name123
Enter console password: "*****"
Verify console password: "*****"
Enter enable password: "*****"
Verify enable password: "*****"
```

Figure 2-18: Initial Setup—Page Three

- 7** *(Not recommended)* For maximum security, secure the serial port.

The serial port allows you to configure and access the SG810 using a serial cable. This can pose a security risk because anyone with access to the appliance can reconfigure the SG810 settings. This optional step sets a password for the serial console setup, allowing only authorized personnel the ability to reconfigure the appliance.

WARNING! If you set the serial console password and then lose the password, you must restore the appliance to its original factory defaults to access the Management Console or CLI (see *"Resetting the SG810 to Factory Defaults"* on page 85).

```
Do you want to secure the serial port? Y/N [Yes] Y
Enter setup password: "*****"
Verify setup password: "*****"

WARNING:

If you continue and enable the secure serial port it
will not be possible to enter the setup console without
the setup password. If the setup password is lost,
assistance from Blue Coat Systems will be required and
all system configuration may be lost. It is recommended
that this password be stored in a physically secure
location. Access to the CLI on the serial port will
challenge for credentials.

To enable the secure serial port, re-enter the setup
password: "*****"
```

Figure 2-19: Initial Setup—Secure the Serial Port (Optional)

8 (Optional) On page 4, you can restrict access to the SG810.

Note: For maximum security, you should restrict physical access to the SG810.

```
----- (page 4 of 5) -----  
  
Press <ESC> at any time to return to the main menu  
  
DIRECTIONS:  
  
The console username and password are special: they can be used to  
log in to the CLI or Web Management interface even in circumstances  
where this is denied by VPM or CPL policy. This makes the console  
account useful in emergencies, as a way to log in when policy is  
broken, but it may also create a security hole.  
  
To close the security hole, we recommend that you restrict the use  
of the console account to specific workstations, identified by their  
IP address.  
  
This dialog allows you to add one IP address to the list of  
workstations that are authorized to use the console account. (This  
same list is also used to restrict which workstations can use SSH  
with RSA authentication.) Additional workstations may be configured  
later, from the command line interface or the Web interface.  
  
WARNING: The console account can currently be used to log in from any  
workstation.  
  
Would you like to restrict access to an authorized workstation? [Y]  
[Yes] Y  
  
Authorized workstation [0.0.0.0]:10.2.33.1
```

Figure 2-20: Initial Setup—Page Four

Page 5 displays. This page explains how to access the SG810 from an SSH Client or with a Web browser. See *“Logging on to the SG810”* on page 64 for more information.

```
----- (page 5 of 5) -----  
  
DIRECTIONS:  
  
    The ProxySG Appliance has been successfully configured to  
    use IP address: "10.25.36.47"  
  
    You can connect to the command line interface or Web  
    interface to perform additional management tasks.  
  
    To connect to the command line interface, open the following  
    location from your SSH application: 10.25.36.47  
  
    To connect to the Web management interface, go to the  
    following location with your web browser:  
    https://10.25.36.47:8082/  
  
----- CONFIGURATION COMPLETE -----  
  
Press "enter" three times to activate the serial console
```

Figure 2-21: Initial Setup—Page Five

- 9** To log in to the serial console right away, press <Enter> three times.

A menu displays offering two choices:

- 1) Command Line Interface
- 2) Setup Console

- 10** Access the CLI or Management Console:

- Enter **1** in the serial console menu to select the CLI.

See *“Logging on to the SG810 CLI”* on page 66 for information about using the SG810 CLI.

- To access the SG810 Management Console, enter the following address into your Web browser:

`https://proxysg_IP:8082/`

where *proxysg_IP* is the IP address that you configured for this SG810.

See *“Logging on to the SG810 Management Console”* on page 64 for more information about accessing the SG810.

When you have set the basic networking parameters and connected the SG810 to the network, you are ready to fully configure the appliance. For a list of all CLI commands, refer to the *Blue Coat ProxySG Command Line Interface Reference*. For

information about configuring and administering the SG810 (including information about setting policies that will explicitly grant or deny proxied transactions), refer to the *Blue Coat ProxySG Configuration and Management Guide*.

Section E: Configuring the SG810 from a Remote Location

Important: The remote configuration procedure pertains only to 4.2.2.x or later. If you are running 5.1.1.x or later, you must configure the SG810 using the Web Setup Wizard or the serial console. See “5.1.1.x—To Configure the SG810 Using the Setup Wizard:” on page 37 and “5.1.1.x—Configuring the SG810 Using a Direct Serial Port Connection:” on page 49 for more information.

The goal of the remote configuration method is to allow an administrator to provide the initial configuration settings of an appliance *before* the physical installation of the system. Using the remote configuration method, an administrator uses an HTML page to specify the initial configuration settings, which are then embedded into a URL. To configure the appliance, a remote installer only has to place the appliance into the network and click the generated URL. After the appliance has its initial configuration, the administrator can finish configuring the appliance—either remotely or locally.

The remote configuration method is useful in the following circumstances:

- You have appliances destined for multiple locations but do not want to have to first ship them to a single location for initial configuration.
- The personnel at the remote locations are not technical and cannot be trusted to properly configure the appliance.

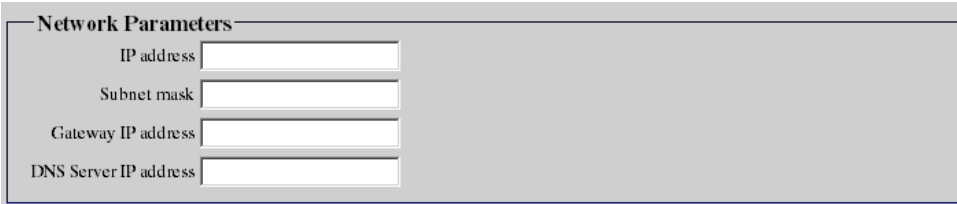
Configuring the SG810 remotely is a two-step process—use the following procedures if you want to enter the SG810 configuration parameters from a remote location (Step 1), and then have an on-site administrator place the SG810 into the network and complete the configuration (Step 2).

Step One—Enter the Configuration Parameters Using a Web Browser

Perform this procedure if you plan to enter configuration parameters for the SG810 from a remote location and then have an on-site administrator place the SG810 into the network and complete the configuration.

To Enter Configuration Parameters from a Remote Location:

- 1** Enter the following URL into your browser:
`http://download.bluecoat.com/initial-remote/initial-remote.html`
- 2** The SG810 Initial Configuration Setup for Remote Appliances window opens.
- 3** Enter the network parameters for the remote appliance.



Network Parameters

IP address	<input type="text"/>
Subnet mask	<input type="text"/>
Gateway IP address	<input type="text"/>
DNS Server IP address	<input type="text"/>

Figure 2-22: Remote Initial Configuration Page—Network Parameters

- 4 Enter the Console Account username and password; enter the Enable (privileged mode) password.
- If you enter the passwords in plain text, click hash the password for each password.
 - If you enter the passwords in hashed format, select password is in hashed format for each password. A hashed password must be in the BSD MD5 password format.

Console Account

Access to the ProxySG security appliance via a command line interface or a Web interface is restricted and may be configured only by authorized persons. The Console Account and password defined here can be used by an authorized person.

Console Account name

The Console Account password:

Enter a password in either plain text or hashed format.
Hashed values must be in the BSD MD5 password style format.
If entering a plain text password, use the [hash the password] button to hash it.

Enter password

Re-type password

☐ password is in hashed format

hash the password

Enable Password

The 'Enable' password is used to access privileged mode commands when using the CLI (command line interface).

The 'Enable' password:

Enter a password in either plain text or hashed format.
Hashed values must be in the BSD MD5 password style format.
If entering a plain text password, use the [hash the password] button to hash it.

Enter password

Re-type password

☐ password is in hashed format

hash the password

Figure 2-23: Remote Initial Configuration Page—Console Account Username and Password

5 Select the default policy for proxied services:

- Selecting **Allow** permits any and all proxy-types access to the SG810; you must then create policies to explicitly deny access on a case-by-case basis.
- Selecting **Deny** prohibits proxy-type access to the SG810; you must then create policies to explicitly grant access on a case-by-case basis.

For more information about this option, refer to *Volume 5: Securing the ProxySG* of the *Blue Coat ProxySG Configuration and Management Guide*.

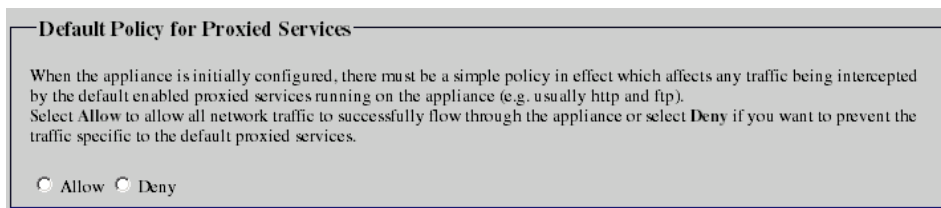


Figure 2-24: Remote Initial Configuration Page—Default Policy for Proxied Services

6 (Optional) Secure the serial port: select **Secure the Serial Port** and enter the password.

- If you enter the password in plain text, click **hash the password**.
- If you enter the password in hashed format, select **password is in hashed format**. A hashed password must be in the BSD MD5 password format

The serial port allows you to configure and access the SG810 using a serial cable. This can pose a security risk, because anyone with access to the appliance can reconfigure the SG810 settings. This optional step allows you to set a password on the serial console setup, allowing only authorized personnel the ability to reconfigure the appliance.

WARNING! If you set the serial console password and then lose the password, you must restore the appliance to its original factory defaults to access the Management Console or CLI (see *“Resetting the SG810 to Factory Defaults”* on page 85).

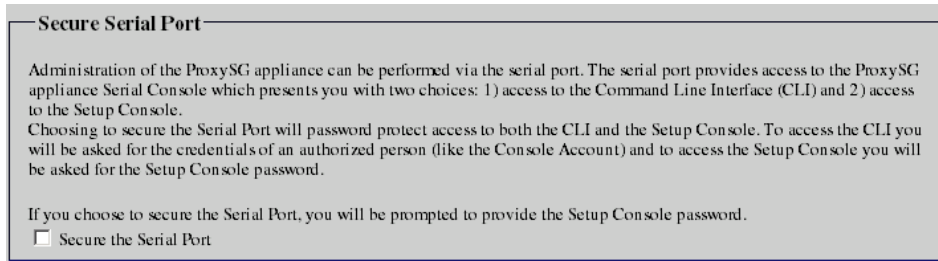


Figure 2-25: Remote Initial Configuration Page—Secure the Serial Port

7 Click Generate URLs.

- If a dialog appears with the message Errors Found, click OK and correct the errors in the Initial Configuration page. Click Generate URLs again.
- If all the fields in the form are correct, a section called Configuration URLs appears at the bottom of the page. A list of URLs are provided in this section—one for each of the five potential network addresses to which the SG810 might respond. Which URL works best depends on the network topology into which the SG810 is placed. At least one of the URLs should work in your network environment.

- ## 8
- Copy and send one or more of the URLs to the local administrator who will be completing the configuration. Verify that the local administrator has all required information, such as how to properly place the SG810 into the network and, if necessary, how to modify the network parameters on his or her PC so that the generated URL works to configure the appliance.

Step Two—Complete the Configuration

Perform the following procedure if you are at the same location as the SG810 and you are planning to complete the initial configuration using a URL provided to you by a remote administrator.

To Configure the SG810 Using a Remotely Generated URL:

- ## 1
- Place the SG810 into your network using one of the following methods:

- Change the IP address of the PC so that it is on one of the subnets the appliance uses for initial configuration:

`https://10.0.0.254:8083/`

<https://172.16.0.254:8083/>

<https://192.168.0.254:8083/>

<https://192.168.1.254:8083/>

- On the PC, create a static route to the SG200. Refer to *“Creating a Static Route to the SG810”* on page 83 for information about creating a static route.
- Deploy the SG200 inline using the bridging feature.

Refer to *Volume 2: Getting Started of the Blue Coat ProxySG Configuration and Management Guide* for more information about these deployments.

- 2 On your PC, open a Web browser using the Initial Configuration URL that you received from the remote administrator. If the URL is a link in an e-mail, click the link.
 - If a new browser window appears with the message ProxySG Initial Configuration was successful, you have successfully completed initial configuration. This window provides details about accessing the SG810 Management Console, including the Management Console SHA1 fingerprint (see Figure 2-6 on page 36). Save this information for future reference. Close the new browser window and the Initial Configuration page.
 - If the URL was not entered correctly or was corrupted, an error page displays. Fix the problem indicated and click Configure Device again.
 - If the SG810 is unavailable (for example, it is not connected to the network properly or is already configured), you either fail to connect to the Web page (and see a browser error page), or you see a Blue Coat Web page that describes some of the potential problems you might have. Fix

the problem, if possible, and click Configure Device again. If you cannot fix the problem, contact the remote administrator for assistance.

Note: You might need to modify the network parameters on your PC so that the URL works to configure the SG810. Consult the remote administrator if you suspect that this is required.

When you have set the basic networking parameters and connected the SG810 to the network, you are ready to fully configure the appliance. For a list of all CLI commands, refer to the *Blue Coat ProxySG Command Line Interface Reference*. For information about configuring and administering the SG810 (including information about setting policies that will explicitly grant or deny proxied transactions), refer to the *Blue Coat ProxySG Configuration and Management Guide*.

Section F: Logging on to the SG810

Once the SG810 is configured, the LCD will begin to cycle through and display various messages, such as CPU Utilization and Freshness.

After you have completed the initial configuration and connected the SG810 to the network, you must log on to the SG810 to fully configure the appliance. There are two ways to do this.

- Use a browser to access the SG810 Management Console Web interface.
- Use a direct serial connection or an SSH Client to access the SG810 command-line interface (CLI).

Important: Blue Coat recommends that you set up a secure SSL connection for greater security. For instructions, refer to the *Volume 5: Securing the ProxySG in the Blue Coat ProxySG Configuration and Management Guide*.

Logging on to the SG810 Management Console

The Management Console is a graphical interface for configuring and managing all aspects of the SG810. You can log on to the Management Console using a browser.

To Log on to the Management Console Using a Browser:

- 1** Start the SG810.
- 2** Open a browser. The SG810 supports Microsoft® Internet Explorer 6.0, Netscape® Communicator 7.2, and Firefox 1.0.
- 3** Enter the IP address configured during initial configuration, followed by the port number 8082. For example, enter: `https://10.25.36.47:8082`.
- 4** Click Yes in the Security Alert dialog; enter a username and password in the Enter Network Password dialog that displays. If the username has not been changed, the default is **admin**. The password is the one you wrote down or configured during initial configuration.

The SG810 home page displays.

- 5 Click the Management Console link from the top of the list on the left.

The Management Console page displays.

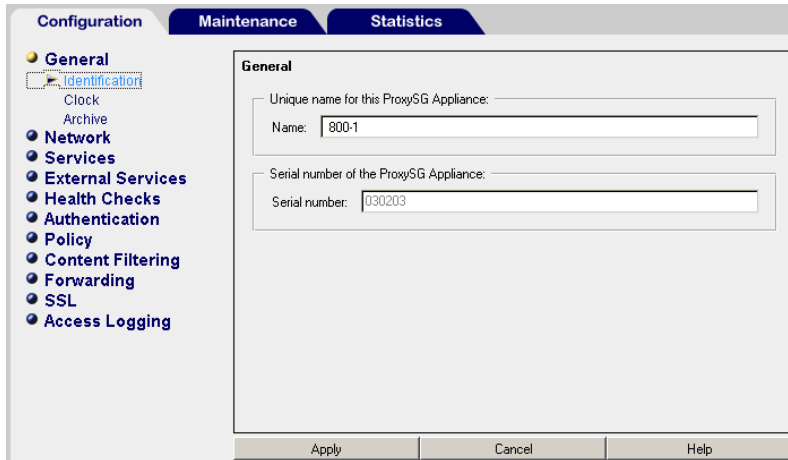


Figure 2-26: The Management Console Page

- 6 Navigate among Configuration, Maintenance, and Statistics by clicking one of the three tabs near the top of the screen; click the links on the left to select a configurable component. Click the Help button on any screen to display information for that screen.

The online Help contains the complete text of the *Blue Coat ProxySG Configuration and Management Guide*. Once you are in the online Help, use the Contents and Index links to navigate through the manual.

When you have set the basic networking parameters and connected the SG810 to the network, you are ready to fully configure the appliance. Refer to the *Blue Coat ProxySG Configuration and Management Guide Suite* for information about configuring and administering the SG810. For information about configuring explicit or transparent proxies for the SG810, refer to *Volume 3: Proxies and Proxy Services* of the *Blue Coat ProxySG Configuration and Management Guide*. For a list of all CLI commands, refer to the *Blue Coat ProxySG Command Line Interface Reference*.

Logging on to the SG810 CLI

You can connect to the SG810 CLI (a) by using a direct serial connection or (b) by using an SSH client, such as PuTTY or F-Secure. To connect to the SG810 CLI using Telnet, you must first enable the Telnet-Console. Refer to the “Managing Port Services” section of the *Blue Coat ProxySG Configuration and Management Guide*.

Note: The CLI uses two passwords: The console password is required to establish a connection to the interface, and the enable password can be set to restrict access to the privileged mode configuration options. If you forget the username or password, you can reset them using either the front panel control buttons and LCD or a serial terminal or PC.

Using a Direct Serial Connection to Connect to the SG810 CLI

- 1 To set up the serial connection, complete steps 1 and 2 in the section “*Initial Configuration Using a Direct Serial Port Connection*” on page 40.
- 2 After the system has finished booting, press the computer keyboard Enter key three times. The following text displays:

```
Welcome to the Appliance Serial Console

      Version: SGOS 4.1.0.0, Release id: 12345

----- MENU-----
1) Command Line Interface
2) Setup Console
-----

Enter option:
```

- 3 Enter 1 to select the Command Line Interface option.
- 4 Enter the username and password when prompted. If the username has not been changed, the default is **admin**. The password is the one you wrote down or configured during initial configuration.

- 5 At the command prompt, enter **enable**, then enter the enable password that you wrote down or configured during initial configuration:

```
SGOS>enable
Enable Password:
SGOS#
```

You are now in privileged mode.

- 6 At the privileged-mode command prompt, enter **configure terminal** to configure SG810 settings:

```
SGOS# configure terminal
Enter configuration commands, one per line. End with CTRL-Z.
SGOS#(config)
```

Refer to the *Blue Coat ProxySG Configuration and Management Guide* for information about configuring and administering the ProxySG.

Using an SSH Client to Connect to the SG810 CLI

- 1 Start the ProxySG.

Note: You must already have an SSH Client installed before you proceed with the steps below.

- 2 Launch your SSH Client—enter the following settings as necessary:
 - The IP address that you configured during initial configuration.
 - A port number, if necessary. (Port 22 is the default.)
 - The username and password. If the username has not been changed, the default is admin. The password is the one you wrote down or configured during initial configuration.
- 3 At the command prompt, enter **enable**, then enter the enable password that you wrote down or configured during initial configuration:

```
SGOS>enable
Enable Password:
SGOS#
```

You are now in privileged mode.

- 4 At the privileged-mode command prompt, enter **configure terminal** to configure ProxySG settings:

```
SGOS#configure terminal
```

```
[Enter configuration commands, one per line. End with CTRL-Z.]
```

```
SGOS#(config)
```

Refer to the *Blue Coat ProxySG Configuration and Management Guide* for information about configuring and administering the ProxySG.

Section G: Configuring a Front-Panel PIN

The front panel allows you to reconfigure the initial settings of the SG810, which can represent a security risk. Setting a front-panel PIN limits access to authorized personnel only.

This procedure is only available through the CLI—you cannot set a front-panel PIN through the Management Console.

To Configure a Front-Panel PIN:

- 1 Connect to the SG810 CLI and access the privileged-mode configure commands (see *“Logging on to the SG810”* on page 64).
- 2 From the privileged mode command prompt, change the SG810 front panel PIN by entering one of the following commands:

```
SGOS#(config) security front-panel-pin PIN
```

-or-

```
SGOS#(config) security hashed-front-panel-pin hashed_PIN
```

where *PIN* is an unhashed PIN and *hashed_PIN* is a PIN in hashed format. After entering one of these commands, anyone who attempts to configure the SG810 through the front panel will be prompted to enter the PIN.

Note: The front-panel PIN commands are hidden commands. If you enter the commands listed above and receive an unrecognized command message, enter the following command and try again:

```
SGOS#(config) reveal-advanced all
```

Section H: Configuring the Front-Panel LCD Behavior

The front-panel LCD turns off after 30 seconds by default. This behavior is configurable—you can set the LCD to remain on at all times, to turn off after a specified length of time, or to flash (the flash setting can be helpful if you need to find one SG810 in a room full of them).

The front-panel LCD cannot be configured through the Management Console—you must use the CLI.

To Configure the Front-Panel LCD through the CLI:

- 1 Open a terminal session with the SG810; at the standard-mode command prompt, enter **enable** and your privileged-mode password.

```
SGOS>enable  
Enable Password: *****  
SGOS#
```

- 2 At the privileged-mode command prompt, enter the **configure terminal** command to access the privileged mode configure commands:

```
SGOS#configure terminal  
SGOS#(config)
```

- 3 At the (config) prompt, enter the **front-panel** command to access the front-panel mode commands and to configure the front-panel LCD behavior.

```
SGOS#(config) front-panel  
SGOS#(config front-panel)  
SGOS#(config front-panel) backlight flash  
SGOS#(config front-panel) backlight state {off | on | timeout}  
SGOS#(config front-panel) backlight timeout seconds
```

where:

flash		Configures the LCD to flash. When set, the LCD continues to flash until the user presses a front panel button or the setting is changed through the CLI command <code>no backlight flash</code> . The flash setting can overwrite the backlight state setting.
state	off	Configures the LCD to always remain off when the ProxySG is powered on. This is the default behavior.
	on	Configures the LCD to always remain on when the SG810 is powered on.
	timeout	Configures the LCD to turn off after a specified number of seconds. Use the <code>backlight timeout seconds</code> command (described below) to specify the number of seconds.
timeout	<i>seconds</i>	Specifies the number of seconds that the LCD remains on without activity. The <code>backlight state timeout</code> command specifies an LCD timeout; this command specifies the number of seconds before timeout occurs.

Chapter 3: Hot-Swapping or Installing Disk Drives

This chapter describes how to remove and install disk drives.

***Important:* The SG810 only supports disk-drive upgrade packages obtained from Blue Coat Systems, Inc.**

- Adding drives

An SG810 Appliance has slots for four disk drives. If your original appliance came with less than four disk drives, upgrade options are available from Blue Coat.

If you are upgrading your SG810 by adding (not replacing) disk drives, you can skip to [“Installing a New Disk Drive”](#) on page 77.

- Hot-swapping drives

Each of the disk drives (including Disk 1) can be removed and replaced independently, without powering off the SG810.

The SG810 will boot from any disk. When you have installed or hot-swapped a new disk drive, the SG810 recognizes it, initializes it, and starts using it immediately.

For initial installation of disk drives into a new SG810, see [“Installing the Disk Drives”](#) on page 12.

There are three steps to follow when you hot-swap a disk drive.

- *Taking a Disk Offline*
- *Removing a Disk Drive*
- *Installing a New Disk Drive*

Taking a Disk Offline

You can take a disk offline through either the Management Console or the CLI.

To Take a Disk Offline Using the Management Console:

- 1 Go to the SG810 home page. In a browser enter the IP address followed by a colon and the port number 8082; for example, enter:
`https://10.25.36.47:8082`.
- 2 Click the Management Console link.
- 3 Select Statistics > General, and then select either Disks 1-2 or Disks 3-4, depending on the number of the disk you are taking offline (the disks are numbered according to the drive slot they occupy: from number 1 through 4 starting on the left).

The Disks 1-2 (or 3-4) tab displays, providing information about the disk in slot 1.

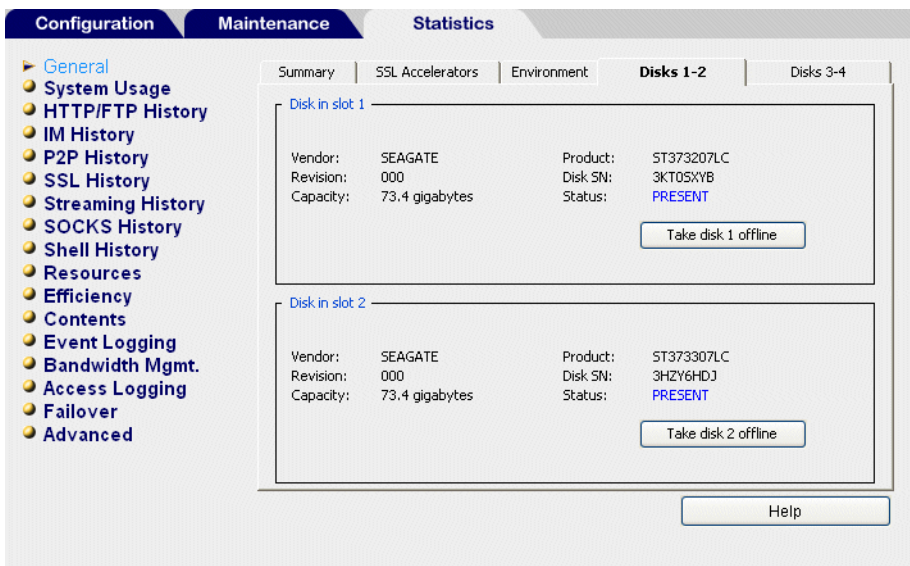


Figure 3-1: Taking a Disk Offline Through the Management Console (SGOS 4.2.x shown)

- 4 Click the Take disk # offline button of the disk that you want to take offline, (# indicates the number of the disk). The disk status changes to offline.
- 5 Click OK in the Take disk offline dialog that displays.
- 6 Close the Management Console.

- 7 Check the front panel Disk Drive LEDs: wait for the corresponding Disk Drive LED to flash before you remove the disk.

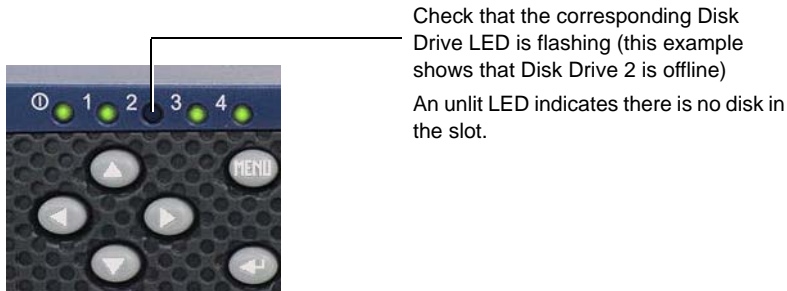


Figure 3-2: Check the Disk Drive LED

See *“Removing a Disk Drive”* on page 75 for removal instructions.

To Take a Disk Offline Using the CLI:

- 1 Open a terminal session with the SG810 and enter the password when prompted.
- 2 At the command prompt, type **enable** and enter your privileged-mode password when prompted.
- 3 At the privileged-mode command prompt, enter the following command:

```
SGOS#disk offline disk_number
```

where *disk_number* is the number of the disk going offline, a number from 2 to 4.

- 4 Check the front panel Disk Drive LEDs: wait for the corresponding Disk Drive LED to go off before you remove the disk (see Figure 3-2).

See *Removing a Disk Drive*, below, for removal instructions.

Removing a Disk Drive

WARNING! Always take a disk drive offline before removing it (see *Taking a Disk Offline* on page 73).

- 1 Press the push tabs on each side of the front-panel bezel to release the locked position of the SG810 front panel. Pull the front panel forward and down.

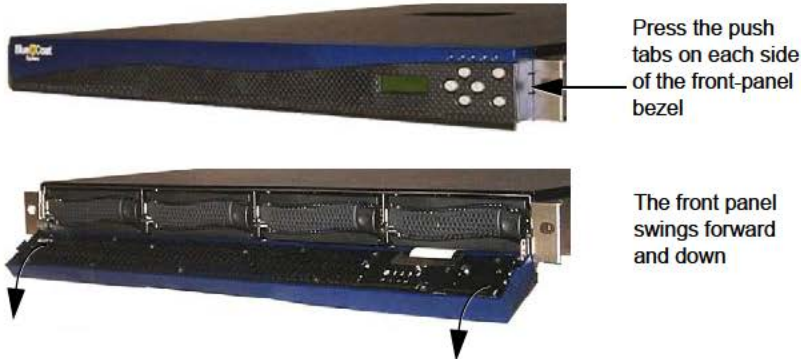


Figure 3-3: Access the Disk Drive Slots

- 2 If other equipment blocks the front panel from opening all the way, you can pull the front-panel forward, sliding out the front-panel tray until you can access the disk drives.

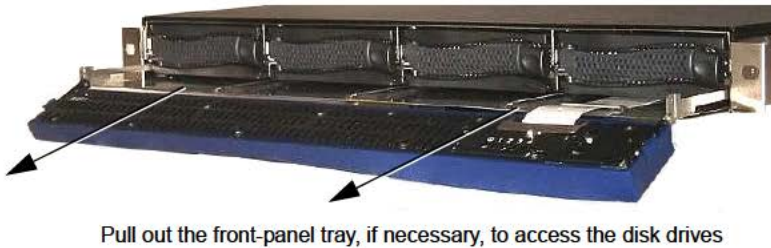


Figure 3-4: Access the Disk Drive Slots

- 3 On the disk drive to be removed, gently press the button on the right side of the disk-drive carrier to release the disk lever.

- 4 Carefully pull the lever towards you to slide the disk drive out.

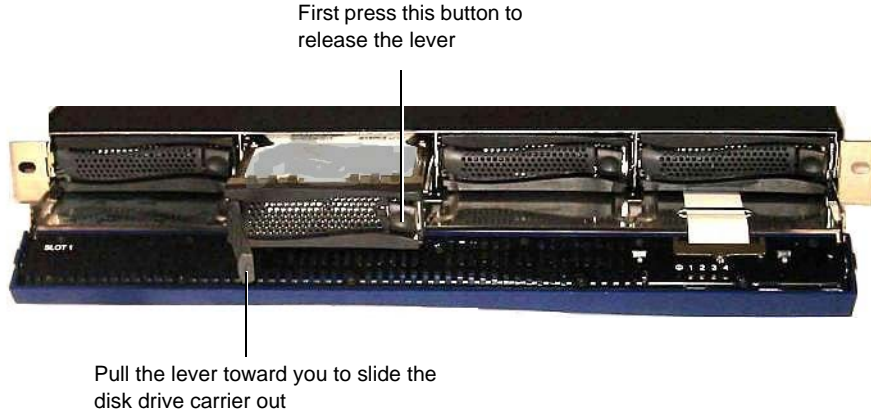


Figure 3-5: Slide the Disk Drive Out

Installing a New Disk Drive

Follow these steps to install a new disk drive.

Note: You do not need to power off the SG810 before installing a new disk drive.

- 1 Take the new disk drive and press the button to release the lever.
- 2 Align the drive carrier with the guide rails of the drive slot. Using the lever, carefully insert the drive carrier into the slot.
- 3 When the disk meets the drive slot wall, gently rotate the lever towards the button until it latches, seating the drive firmly in place.

- 4 Slide in the front panel tray, if necessary, and close the front panel.

The SG810 recognizes and initializes the disk; no configuration is necessary. When the new disk is plugged in, the corresponding Disk Drive LED flashes amber while the disk drive initializes. When it comes online, the LED lights up solidly to show that the drive is online.

Chapter 4: Option Cards

The Blue Coat SG810 Series comes with a number of expansion slots; three option cards are available.

Dual Gigabit Ethernet 1000B-SX (optical) Card

This card provides one gigabit of throughput to the network.

Dual Gigabit Ethernet (copper) Pass-Through Card

This card is a two-port, PCI network interface card (NIC). The Pass- Through Card has three separate functions:

- It works as a standard NIC to move data in and out of the SG810.
- It provides a hardware failover mechanism in case of a power loss to or hardware or software failure in the SG810. In the event of any of the above, the Pass-Through card will physically bypass Ethernet traffic around the SG810.
- It does away with the need for a router or Layer 4 switch when the SG810 is configured for transparent proxy by working with Layer 4 redirection software in the SGOS operating system.

SSL Accelerator Card

This PCI card enables the SSL proxy service to intercept HTTPS traffic (in explicit and transparent modes) so that security measures such as authentication, virus scanning and URL filtering, and performance enhancements such as HTTP caching can be applied to HTTPS content. Additionally, the SSL proxy allows you to validate server certificates presented by various HTTPS sites at the gateway and offers information about the HTTPS traffic in the access log.

Chapter 5: Troubleshooting

This chapter describes how to isolate and solve common problems during the installation of the SG810.

The SG810 does not power up

If the SG810 does not power up, check the following:

- The power cord is fully inserted into the back of the SG810.
- The power cord is plugged into a working outlet or power supply.

When the SG810 is powered up and running, the Power LED on the front panel of the SG810 is on, the Disk Drive LEDs (for as many disks as are installed) are on, and the LCD displays Blue Coat when starting up and then the LCD cycles between CPU utilization and proxied traffic statistics when the SG810 is running.



Figure 5-1: SG810 Powering Up

The Initial Configuration Page is Not Accessible

This is a networking problem or you entered an incorrect network address. Attempt the following:

- Verify that the SG810 is powered on.
- Verify that both interfaces have established a network link.
- Verify that you entered the correct initial configuration URL:
`https://proxysg.bluecoat.com:8083/`.
- Try one of the following URLs to access the Initial Configuration page:

`https://10.0.0.254:8083/`

`https://172.16.0.254:8083/`

`https://192.168.0.254:8083/`

`https://192.168.1.254:8083/`

`https://204.94.89.100:8083/`

To use the preceding URLs, the host client has to be in the same subnet as one of the IP addresses. Or, you can add a static route on the host client.

- Verify that the browser is not proxied. To change or check the browser settings, complete one of the following steps:
 - In a Windows browser, select Tools>Internet Options>Connections. Click LAN Settings and deselect Proxy server if it is selected.
 - In a Firefox browser, select Tools>Options>General. Click the Connection Settings button and deselect Manual or Automatic Proxy Configuration if one of them is selected (select Direct Connection to the Internet).
 - In a Netscape Communicator browser, select Edit>Preferences>Advanced>Proxies and deselect Manual or Automatic Proxy Configuration if one of them is selected (select Direct Connection to the Internet).
- Restore the appliance to its factory defaults (the Initial Configuration page is not accessible to an appliance that has already been configured). See *[“Resetting the SG810 to Factory Defaults”](#)* on page 85.

Creating a Static Route to the SG810

If your SG810 is running 4.2.2.x or later and you want to use the Web-based initial configuration method, you might need to create a static route from your PC to one of the “soft” initial configuration IP addresses.

To create a static route to the SG810

- 1 Access the Windows command prompt.
- 2 Enter the following command:

```
C:\>route add proxySG_ip_address mask subnet_mask client_ip_address
```

In the preceding command, *soft_ip_address* is one of the “soft” IP addresses the SG810 listens for and *client_ip_address* is the address of the PC.

For example:

```
C:\>route add 10.0.0.254 mask 255.255.255.255 10.2.11.155
```

- 3 Verify the static route by entering the following command:

```
C:\>route print
```

You cannot access the serial console

If you have connected a serial cable to the SG810 but you cannot open the serial console, do the following:

- Check cable connections.
- Check configuration information at the terminal emulator for the correct settings (see *“Initial Configuration Using a Direct Serial Port Connection”* on page 40 for information).
- Verify that the serial cable is a Null Modem type cable. The cable pin outs can be found at <http://www.bluecoat.com/support/self-service/1/pinouts.html>
- Use a different cable.

You cannot access the Management Console

If the browser fails to connect to the SG810 successfully, complete the following steps to identify the problem.

- Verify that you have the correct IP address and port for the SG810 in your Web browser (the default port is 8082).

Verify the address and port using the CLI through the Serial Console, and display the network configuration. For information on how to do this, see [“Initial Configuration Using a Direct Serial Port Connection”](#) on page 40.

- Verify that the workstation is configured and working properly by connecting to other Web sites. This test might fail if your browser is configured to use the SG810 as a proxy server and there is a problem with the SG810.
- If accessing an SG810 located on a remote network (any segment other than the segment to which the workstation is attached), verify that other servers on that network are accessible.
- Ping the IP address to verify that the SG810 is accessible from the workstation. If the SG810 does not respond to the ping, verify that the SG810 is operational (as described earlier).

A Security Warning Appears for the Initial Configuration Web Page

When you open the Initial Configuration page, a security warning dialog appears. This warning indicates that the SG810 credentials could not be verified by a known certificate authority (such as VeriSign®). This is because the SG810 dynamically generated the self-signed credentials at the time of the last factory reset—they are not registered with a known certificate authority.

Normally, accepting such a credential represents a security risk because of the possibility of a man-in-the-middle attack. However, when you have connected your PC directly to the SG810, as described in this guide, a man-in-the-middle attack is impossible. The SG810 has not yet been configured and is connected directly to your PC. The Initial Configuration Web page is accessible only through an SG810 that has not yet been configured.

You can verify that the serial number in the credential matches the serial number printed on the SG810 if you want to be absolutely certain that you have connected to the correct device.

The SG810 certificate is no longer valid

If you move the SG810 from its original location or change the IP address for any reason, the SG810's security certificate might not be accepted the next time you open the Management Console.

This is because the hostname no longer matches the hostname on the certificate. You must create a new certificate and then edit the HTTPS-Console service to use it.

For information about creating a new certificate and editing the HTTPS-Console service, refer to *Volume 5: Securing the ProxySG of the Blue Coat ProxySG Configuration and Management Guide*.

Resetting the SG810 to Factory Defaults

When the SG810 is powered on and has booted up, but an initial configuration has not yet been performed, the Power LED flashes green and amber. If the Power LED is solid green, the initial configuration has already been performed. If you did not perform an initial configuration, but the Power LED is solid green, reset the appliance to its factory defaults. Also reset the appliance if you cannot connect to the Initial Configuration page through your browser. The initial configuration Web page is accessible only to an appliance that has not been configured.

You can reset the SG810 to factory defaults using the Management Console or the CLI.

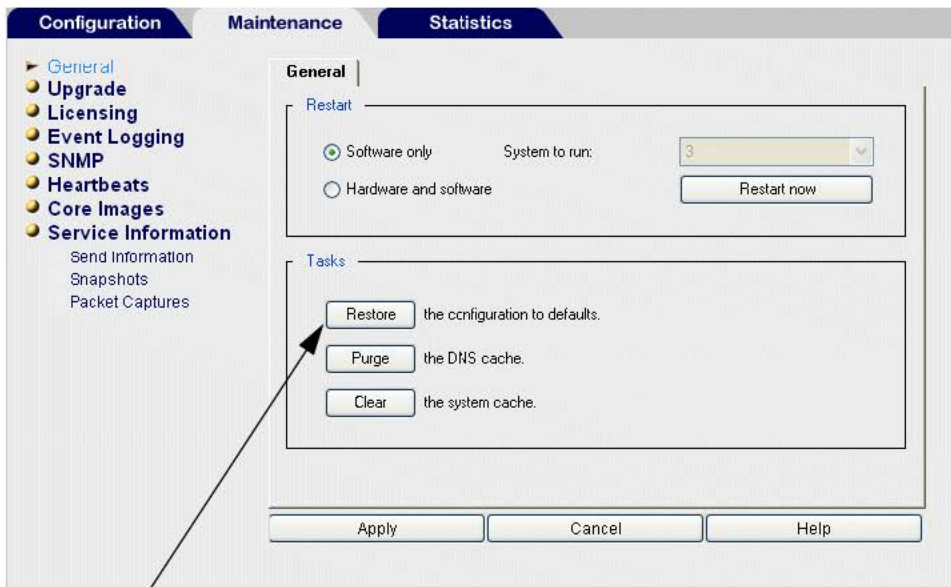
To reset the SG810 to Factory Defaults

- 1 Access the SG810 Management Console.

`https://IP_Address:8082`

Where *IP_Address* is the IP address of the SG810.

- 2 Select Maintenance>General.



3

Figure 5-2: Restore button on the Maintenance>General page

3 In the Tasks field, click Restore the configuration to defaults.

4 Click Apply.

The appliance performs a soft restart. The power LED turns amber during the restart. Wait until the reset is complete (about one minute) before trying to complete the initial configuration.

Related CLI commands

```
SGOS# restore-defaults factory-defaults
```

The SG810 Does Not Come Back Up After Rebooting

If the appliance is not coming back up after rebooting and the serial port is connected to terminal server (terminal concentrator) try the following:

- 1** Open an active session on the terminal server, noting any traffic being outputted.
- 2** Unplug the terminal server from the appliance.

Appendix A: Specifications

General Specifications

Important: Any modifications to the unit, unless expressly approved by Blue Coat, could void the user’s warranty.

Dimensions (Abmessungen) (L x W x H)	58 cm x 44 cm x 4.4 cm 22.8 in. x 17.4 in. x 2.7 in.
Weight (Gewicht)	15.4 kilograms maximum 34 pounds maximum
Power Input, AC (Stromversorgung)	100 - 240 VAC 50 - 60 Hz 6.3 - 3.0A
Processor (Prozessor)	Intel® X86
Memory (Speicher)	SDRAM DDR 333 Up to 4GB
Hard Drives (Festplatte)	SCSI Ultra 320
Network (Netzwerk)	Two, on-board 10/100/1000 Base-T NICs (Network Interface Cards) Optional cards include the 1000B-SX
MTBF	100,000 Hours

Environmental Specifications

Specification	Operating (Betrieb)	Non-Operating (Lagerung)
Temperature (Betriebstemperatur)	5°C to 35°C (41°F to 95°F)	-40°C to 70°C (-40°F to 158°F)
Relative Humidity (non-condensing) (Relative Luftfeuchte)	15% to 95% at 35°C (95°F)	15% to 90% at 65°C (149°F)
Maximum altitude (Hohe)	up to 3000 meters (up to 10,000 feet)	4.6 Km (15,000 ft)

Appendix B: Regulatory Statements

Any modification to this product, unless expressly approved by Blue Coat Systems, Inc., could void the user's authority to operate the equipment.

Do not service the proxy yourself. If you have any questions, please contact Blue Coat.

Blue Coat Corporate
420 North Mary Avenue
Sunnyvale, CA 94085-4121 \\
408.220.2200

General System Cautions

To ensure normal operation, follow these guidelines:

Top cover removal—Before removing the top cover, turn off the power.

Ventilation guidelines—Be Careful! Do not block any openings in the system to avoid overheating the system.

Water caution—Be Careful! Do not get any water on the system.

System use and installation—The system is intended for use in a server room only. It is not intended be installed in individual employee work areas.

Power Cord Cautions

Caution—This product is designed to work with power systems having a grounded neutral. To reduce the risk of electric shock, do not plug this product into any other type of power system. Contact a qualified electrician if you are not sure what type of power is supplied to your building.

Caution—Not all power cords have the same current ratings. Do not use the power cord provided with your equipment for any other products or use.

Caution—there is no power switch equipped on this device. The power cord serves as the primary disconnect device for the system. Be sure to plug the power cord into a grounded power outlet that is nearby the system and is readily

accessible. Do not connect the power cord when the power supply has been removed from the system chassis.

Class A Digital Warning

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instruction manual, might cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the users are required to correct the interference at their own expense.

Advertencia Digital Clase A

Este equipo ha sido probado y se ha visto que se mantiene dentro de los límites de un dispositivo digital Clase A según la parte 15 de las normas de la FCC. Estos límites están designados para proveer una protección razonable contra interferencias dañinas cuando el equipo es usado en un ambiente comercial. Este equipo genera, usa y puede irradiar energía de radiofrecuencia; si no es instalado y usado de acuerdo al manual de instrucciones, puede causar interferencias perjudiciales para las comunicaciones de radio. El uso de este equipo en un área residencial puede causar interferencia perjudicial; en este caso los usuarios deberán corregir la interferencia cubriendo los gastos por ellos mismos.

EC Community EMC Warning

This is a Class A product. In a domestic environment, this product might cause radio interference in which case the user might be required to take adequate measures.

Advertencia EMC de la Comunidad EC

Este es un producto Clase A. En un ambiente doméstico, este producto puede causar interferencia de radio, en cuyo caso el usuario podría verse obligado a tomar medidas adecuadas.

Canadian EC EMC Warning

This Class A digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la class A est conforme à la norme NMB-003 du Canada.

Australia/New Zealand EC EMC Warning

This is a Class A product. In a domestic environment, this product might cause radio interference, in which case the user might be required to take adequate measures.

Taiwan BSMI Notification

警告使用者：
這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

Japan VCCI EMC Notification

この装置は、情報処理装置等電波障害自主規制協議会（V C C I）の基準に基づくクラス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。

Battery Warning Notification

CAUTION: Danger of explosion if battery is incorrectly placed. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.

Connection to ports not defined for normal operation, according to this manual, might result in excessive radiated emissions. The user is then responsible for all corrective action in the event of any problem.

PRECAUCION: Peligro de explosión si la batería es colocada incorrectamente. Sustituya sólo con el con el modelo original o la recomendación del fabricante. Elimine las baterías usadas según las instrucciones del fabricante.

La conexión a puertos no definidos para operación normal, de acuerdo a este manual, puede producir emisiones excesivas de radiación. El usuario es responsable de corregir esto en caso de cualquier problema.

ATTENTION: Il y a danger d'explosion s'il y a remplacement incorrect de la batterie. Remplacer uniquement avec une batterie de meme type ou d'un type

equivalent recommande par le constructeur. Metter au rebut less batteries usagees conformement aux instructions du fabricant.

VORSICHT! Explosionsgefahr bei unsachgemäßem Austausch der Batterie. Ersatz nur durch denselben oder einen vom Hersteller empfohlenen gleichwertigen Typ.

Entsorgung gebrauchter Batterien nach Angaben des Herstellers.

Chinese Battery Warning Notification

電池警示認證

注意事項：如果電池未正確安裝，可能有爆炸的危險。請選用與製造商所推薦相同或相等型式的電池來進行替換。請依據製造商的指示處理使用過的電池。

China CCC Notification

声 明

此为 A 级产品, 在生活环境中, 该产品可能会造成无线电干扰。在这种情况下, 可能需要用户对其干扰采取切实可行的措施。

Lasers

Location of the laser apertures if any (Par. 6.1 3). Example: connectors for fiber optic component.



台灣BSMI認證

警告使用者：

這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

日本VCCI EMC認證

この装置は、情報処理装置等電波障害自主規制協議会（V C C I）の基準に基づくクラス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。

中國CCC認證

声 明

此为 A 级产品，在生活环境中，该产品可能会造成无线电干扰。在这种情况下，可能需要用户对其干扰采取切实可行的措施。

電池警示認證

注意事項：如果電池未正確安裝，可能有爆炸的危險。請選用與製造商所推薦相同或相等型式的電池來進行替換。請依據製造商的指示處理使用過的電池。

Declaration of Conformity



Declaration of Conformity

We, Blue Coat Systems
420 North Mary Avenue
Sunnyvale, CA 94085

Declare under our sole responsibility that the products

Blue Coat Systems model 810

to which this declaration relates is in conformity with the following
standards:

EN 60950: 2001+A11
EN 55022: 1994+A1:1995+A2:1997
EN 50024: 1998+A1:2000+A2:2003

Following the provisions of the 73/23/EEC and 89/336/EEC Directives,
including the Amending Directive 93/68/EEC.

Blue Coat Systems model 810 is also in conformity with the following
standard:

Directive 2002/95/EC, Restriction of Hazardous Substances (RoHS).

Sunnyvale, CA 94085
Date: January 1, 2006

420 North Mary Avenue
Sunnyvale, CA 94085-4121
USA
866.30.BCOAT Toll Free
408.220.2200 Direct
408.220.2250 Fax
www.bluecoat.com

Tim Redjaian
Director of Engineering

Appendix C: Apéndice C: Declaraciones Regulatorias

Cualquier modificación hecha a este producto, excepto con aprobación explícita de Blue Coat Systems, Inc., puede anular la autoridad del usuario para usar el equipo.

No repare el proxy por su cuenta. Si tiene alguna pregunta, contacte a Blue Coat.

Azul Coat Corporate
420 North Mary Avenue
Sunnyvale, CA 94085-4121 \\
408.220.2200

Precauciones generales del sistema

Para asegurar una operación normal, siga estas líneas directivas:

Remoción de la cubierta superior—Antes de remover la cubierta superior, apague el equipo.

Líneas directivas sobre la ventilación—¡Tenga cuidado! Para evitar el sobrecalentamiento del sistema, no bloquee las aberturas del sistema.

Tenga precaución con el agua—¡Tenga cuidado! No deje que el agua moje el sistema

Uso e instalación del sistema—El sistema está diseñado para ser usado sólo en una sala de servidores. No está diseñado para ser instalado en las áreas de trabajo de los empleados.

Conexión del cable de alimentación

Para conectar el cable de alimentación:

1Enchufe el cable de alimentación en la conexión para el cable de alimentación.

2Mueva hacia abajo el retenedor del cable de alimentación para asegurar el cable de alimentación.

Para más información, vea la Guía rápida de comienzo.

Precaución—Este producto está diseñado para funcionar con sistemas de alimentación con conexión a tierra. Para reducir el riesgo de electrocución, no enchufe este producto en ningún otro tipo de sistema. Contacte un electricista competente si no está seguro de qué tipo de alimentación es suministrado a su edificio.

Precaución—No todos los cables de alimentación tienen la misma categorización de corriente. No use el cable de alimentación provisto con su equipo para otros productos u otro uso.

Precaución—este dispositivo no está equipado con una perilla de encendido. El cable de alimentación sirve de dispositivo primario de desconexión del sistema.

Asegúrese de enchufar el cable de alimentación a un tomacorriente con conexión a tierra que esté cerca del sistema y esté accesible. No conecte el cable de alimentación si la fuente de alimentación ha sido removida del chasis del sistema.

Lasers

Ubicación de las aberturas láser, si existen (Párr. 6.1 3). Ejemplo: conectores para componente de fibra óptica.



Appendix D: Anhang D: Regulierende Anweisungen

Jede Veränderung dieses Produktes, welche nicht ausdrücklich von Blue Coat Systems, Inc genehmigt wurde, kann die Nutzungserlaubnis des Benutzers vernichten.

Üben Sie die Bevollmächtigung nicht selbst aus. Wenn Sie Fragen haben, wenden Sie sich bitte an Blue Coat.

Blue Coat Corporate
420 North Mary Avenue
Sunnyvale, CA 94085-4121
408.220.2200

Allgemeine Systemvorsichtsmassnahmen

Um eine normale Funktionsweise zu garantieren, befolgen Sie bitte folgende Richtlinien:

Entfernen der oberen Abdeckung—Bevor Sie die obere Abdeckung entfernen, schalten Sie den Strom ab.

Belüftungsrichtlinie—Seien Sie vorsichtig! Blockieren Sie keine Öffnung am System, um eine Überhitzung des Systems zu vermeiden.

Feuchtigkeitsschutzmassnahmen—Seien Sie vorsichtig! Lassen Sie kein Wasser in das System gelangen.

Systembenutzung und Installation—Das System ist nur für die Benutzung in einem Serverraum ausgerichtet. Es ist nicht zur Installation an einzelnen Arbeitsplätzen gedacht.

Anschliessen des Stromkabels

Schliessen Sie das Stromkabel wie folgt an:

- 1 Stecken Sie das Stromkabel in den Stromkabelanschluss.

- 2 Drehen Sie die Stromkabelhalterung nach unten, um das Stromkabel zu sichern.

Für weitere Informationen wenden Sie sich an die Schnellstartanweisung.

Achtung—Dieses Produkt ist zum Betrieb mit Stromsystemen, welche einen geerdeten Nulleiter haben, ausgerichtet. Um das Risiko eines Stromschlages zu verringern, stecken Sie das Produkt nicht in andere Stromsysteme ein.

Wenn Sie nicht sicher sind, welche Art von Strom in Ihrem Haus verwendet wird, setzen Sie sich mit einem qualifizierten Elektriker in Verbindung.

Vorsicht—Nicht alle Stromkabel haben die gleiche Stromstärkeleistung. Verwenden Sie das mitgelieferte Stromkabel nicht mit anderen Geräten.

Vorsicht—das Gerät hat keinen Stromschalter. Das Stromkabel dient als das Hauptabschaltgerät. Stellen Sie sicher, dass Sie das Stromkabel in eine geerdete Steckdose in der Nähe des Geräts stecken. Schliessen Sie das Stromkabel nicht an, wenn das Netzteil vom Gehäuse des Systems entfernt wurde.

VORSICHT! Explosionsgefahr bei unsachgemäßem Austausch der Batterie. Ersatz nur durch denselben oder einen vom Hersteller empfohlenen gleichwertigen Typ.

Entsorgung gebrauchter Batterien nach Angaben des Herstellers.

Lasers

Lage der Laseröffnungen, falls vorhanden (Par. 6.1 3). Beispiel: Anschlüsse für Fiber Optic Komponenten.



Appendix E: Simplified Chinese Regulatory Statements

附录 B：法规声明

对本设备的任何改装，除非事先得到 Blue Coat Systems 公司的明确同意，否则用户将丧失使用本设备的权利。

I
请勿自行维护代理服务器。如果您有任何问题，请与 Blue Coat 联系。

Blue Coat 公司
420 North Mary Avenue
Sunnyvale, CA 94085-4121\
408.220.2200

系统一般注意事项

为了确保正常操作，请务必遵循如下说明：

拆卸顶盖—拆卸顶盖前，请关闭电源。

通风说明—小心！请勿堵塞系统的任何开口，以避免系统过热。

防水—小心！注意不得有任何水进入系统。

系统的使用与安装—该系统仅供用于服务器机房。请勿安装在员工个人工作区。

电源线连接

连接电源线的步骤：

- 1 将电源线插入电源线连接装置。
- 2 将电源线定位器摆动到下方，固定住电源线。

有关更多信息，请参阅《快速入门指南》。

注意—本产品设计使用具有中线接地的电源系统进行工作。为了降低电击危险，请勿将本品插头插入任何其它类型的电源系统上。如果您不确定所在建筑物供应的电源类型，请与有资历的电工联系。

注意—并非所有电源线具有相同的额定电流。请勿将随设备提供的电源线用于任何其它产品或移作他用。

注意—该设备上没有配备电源开关。电源线用作系统的断电装

置。注意将电源线插入系统附近的接地电源插座上，且应注意便于接近。在电源从系统底架上拆除后，请勿连接电源线。

激光

激光辐射孔径(如有)的位置(第 6.1 3 条)示例：光纤元件连接器



Appendix F: Traditional Chinese Regulatory Statements

若未經 Blue Coat Systems 公司明確核准即對本產品進行任何修改，可能導致使

用者操作此儀器的權限失效。

請勿自行維修 Proxy，若有任何問題，請洽詢 Blue Coat：

Blue Coat 公司

420 North Mary Avenue
Sunnyvale, CA 94085-4121
408.220.2200

一般系統注意事項

為確保正常運作，請遵照下列指示：

打開機殼上蓋 - 打開機殼上蓋之前，請先關閉電源。

通風原則 - 注意！為避免系統過熱，請勿堵塞系統的任何開口。

液體警告 - 注意！請勿讓任何液體滲入系統中。

系統使用與安裝 - 本系統僅供伺服器室使用，不適合單獨安裝於員工的工作區域。

連接電源線

若要連接電源線：

- 1 將電源線插入電源線排插(hookup)
- 2 將電源線固定器往下旋緊以固定電源線

詳情請參閱「快速安裝指南」。

警告 - 本產品所使用的電源系統需具中性點接地，為避免觸電的危險，請勿將本產品插入任何其他種類的電源系統。若不確定所在大樓的供電類型，請與合格的電工聯絡。

警告 - 並非所有電源線的電流額定值都相同，請勿將本產品所提供的電源線用於其他產品或是另作他用。

警告 - 本設備並未配備電源開關，其電源線的主要功能是作為該系統的斷電裝置，請務必將電源線接到位於系統附近且隨時可用的接地電源插座上，當系統機箱已無電源供應時，請勿將電源線插入。

雷射光出口(laser apertures) (如適用)的位置(Par. 6.1 3)，例如：光纖元件的連接頭。



Index

A

AC power cord, *see* power cord
automatic exit warning 23

B

back panel of SG810 9
bridge, configuring 42
buttons, *see* control buttons 21

C

cable management for the ProxySG 11
cards, *see* option cards 79
certificate
 invalid if SG810 moves or changes IP
 address 84

CLI

 logging on to using a direct serial
 connection 55
 logging on to using an SSH client 66–??
configuration mode 22
configuring the SG810
 configuring network settings 25–48
 from a remote location ??–63
 using a serial terminal or PC 40–48, 49–55
 using a Web browser ??–36
 using front panel LCD and buttons 21–27
 using the Setup Wizard 37
 viewing modes in the LCD 22–23
connecting the SG810
 into a network 28
control buttons 21
copyrights
 document ii

D

default proxy policy
 configuring 33, 60
disk drives
 inserting into the SG810 13

 lever on 14, 76
 release button for lever 14, 76
 removing 14
disk-drive LEDs 17, 78
DNS server, setting and changing 25

E

edit mode 23
ethernet cables
 attaching to the SG810 15

F

first-time configuration
 from a remote location 57–62
 completing the configuration 61
 entering parameters 57–61
 security warning dialog 31, 84
 using a direct serial connection ??–55
 restricting workstation access 53
 using a Web browser 29–36
 conditions required 29
 placing the SG810 into a network
 28
 problems with first-time config-
 uration page 82
forwarding host, configuring during initial
 configuration 47
front panel
 control buttons, LEDs and LCD 21
front panel of SG810
 disk-drive LEDs 78
 opening 13
front panel of SG810, description of 8
front-panel PIN
 configuring 69

H

hot-swapping disk drives

- taking a disk offline with the CLI 73
- taking a disk offline with the Management Console 73

I

- IP address, setting and changing 25
- IP gateway, setting and changing 25
- IP subnet mask, setting and changing 25

L

- LCD
 - behavior, configuring 70
 - behavior, turning back on 21
 - cursor in 22–23
 - modes reflected in 22–23
- LEDs
 - disk-drive 17, 78
 - power 17
- LEDs, *see* front-panel LEDs or network LEDs
- logging on
 - using a direct serial connection 55

M

- Management Console
 - logging on to 64–65
- modes
 - configuration 22
 - edit 23
 - status 22
- mounting, *see* rack mounting

N

- network
 - placing the SG810 in 28
- network settings, configuring 25

O

- on/off switch, *see* power switch
- option cards
 - pass-through 79

P

- password
 - auto-configuration of 25
 - CLI 66

- configuring remotely 59
- configuring using a serial terminal or PC 44, 52
- configuring using a Web browser 32
- configuring using the front panel 26

PC

- using with the SG810 40–48
- PC, connection problems 40
- power cord
- power LED
 - description of 16
- power switch 15
- ProxySG
 - cable management for 11
 - configuring 19
 - direct serial connection to ??–48

R

- rack mounting the SG810 10

S

- security
 - configuring a front-panel PIN 69
- security warning dialog
 - at first-time configuration 31, 84
- serial cable
 - connector for the SG810 15
- serial port
 - securing with a password 45
- serial port password
 - securing 34–35, 52, 60
- serial terminal
 - using with the SG810 40–48, ??–55
- setting up the ProxySG, *see* configuring the ProxySG
- SG810
 - back panel 9
 - CLI passwords for 66
 - CLI username for 66
 - direct serial connection to 40–??
 - front panel features 8, 21
 - inserting disk drives 13
 - invalid certificate 84
 - logging on to 64–66

- modes in 22–23
- opening the front panel 13
- option cards for 79
- package contents 8
- placing into the network 28
- power cord 15
- power switch 15
- rack mounting 10
- troubleshooting 81
- status mode 22

T

- terminal emulator 41
 - direct serial connection parameters 49
- troubleshooting 81

U

- username
 - CLI 66
 - configuring remotely 59
 - configuring using a serial terminal or PC 44, 52
 - configuring using a Web browser 32
 - default 25

W

- warnings, automatic exit 23

