

This Blue Coat Quick Start Guide describes how to rack-mount the Blue Coat SG8100 and explains the initial configuration methods.

## 1. Unpack the Blue Coat appliance.

The Blue Coat SG8100 is shipped with the following components:

- Blue Coat SG8100 appliance
- Disk drives and carriers
- Power cords
- Null-modem serial cable
- Packet: Safety/Conformity
- Packet: Software license sticker card/software license agreement

For initial configuration, you must know the following. Use the back page of this document to record this information.

- IP address, subnet mask, gateway and DNS to be assigned.
- Administration access names and passwords to be assigned to this SG8100.
- Physical location on the network.
- (Optional, 5.x and later) Application Delivery Network (ADN) goals and traffic intercept choices.

## 2. Rack-mount the appliance.



The Blue Coat SG8100 ships with the mounting brackets already attached to the appliance. Slide the appliance into the rack and secure each bracket ear to the front rack posts (two screws each side, not supplied).

**Note:** The mounting brackets are attached in the front position when shipped. If you wish to mount your appliance using the middle mounting points, you must relocate the brackets yourself.

### 3. Insert disk drives.

Push in  
tabs on  
each side

a



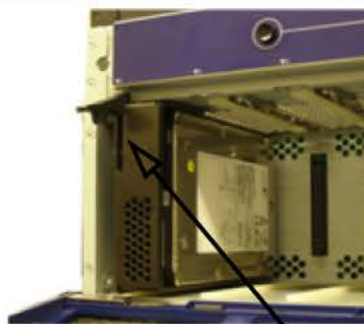
Swing down the front panel to  
expose the empty disk drive slots



b



Ensure drive lever is on  
the top before installing



Push drive in all the way. Then, lock  
the lever to secure the disk drive



Channel A

Channel B

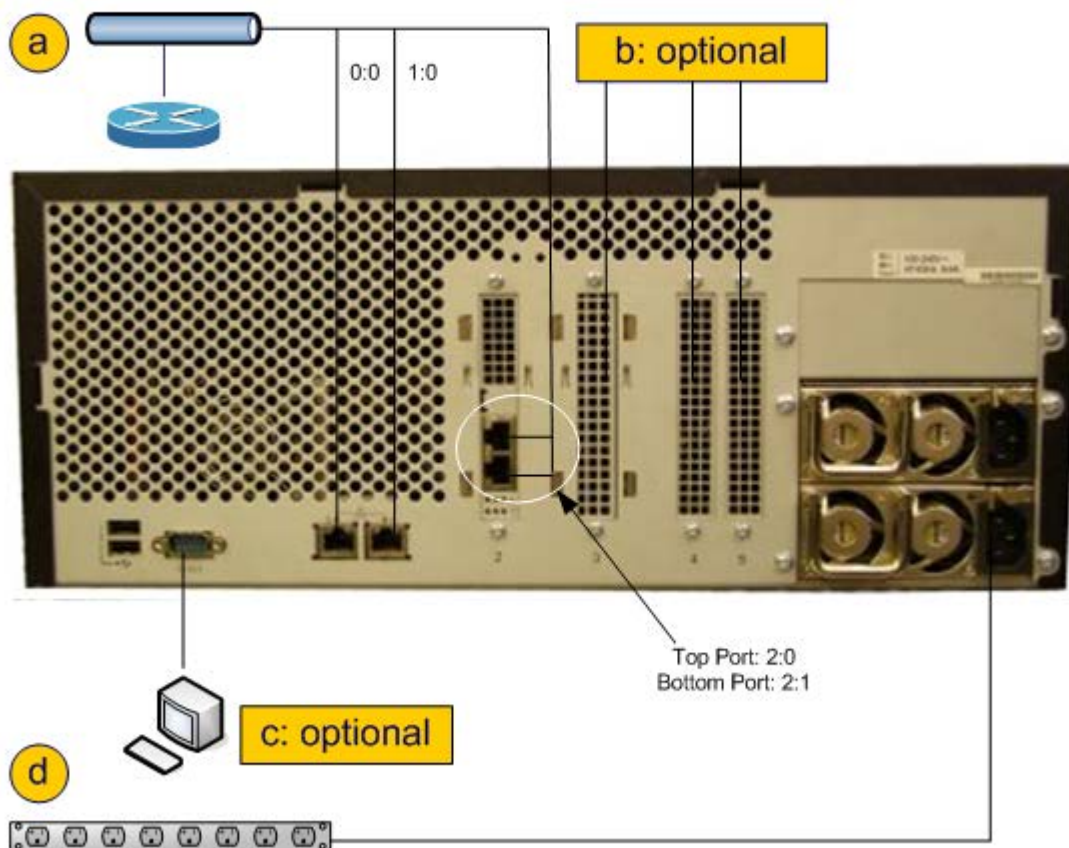
**Note:** For optimal performance,  
ensure that there are equal number  
of drives in each channel.

Disk drives are shipped inside disk drive carriers. The SG8100 ships with the number of drives ordered. Install the disk drives left to right, alternating between each channel and beginning with Slot 1.

When properly positioned for insertion, the disk drive lever is on the top.

**Important:** Before you move or transport an 8100 chassis, you must remove all the disk drives from the system, package them separately in ESD protective materials, and place the drives back in the accessory kit or equivalent packaging to prevent damage.

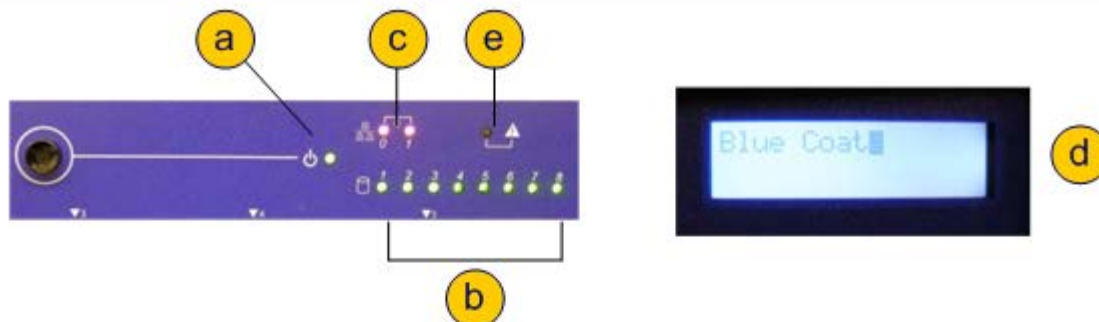
#### 4. Attach cables and power on the appliance.



##### Attach cords:

- The two full-duplex, auto-sensing Ethernet network adapters supporting 10/100/1000 Base-T connections are labeled 00 and 01.
- (Optional) If you ordered an option card (NIC or SSL Accelerator), it arrived in a separate shipment. Follow the installation instructions enclosed with the card.
- (Optional) Attach a serial cable to connect the system to a PC, serial terminal, or stand-alone Serial Console box.
- Plug the enclosed power cords into the power cord receptacles and into power sources. This powers on the Blue Coat SG8100. If it does not power on, use the button on the front panel.

## 5. Verify Power and Disk LEDs are on.

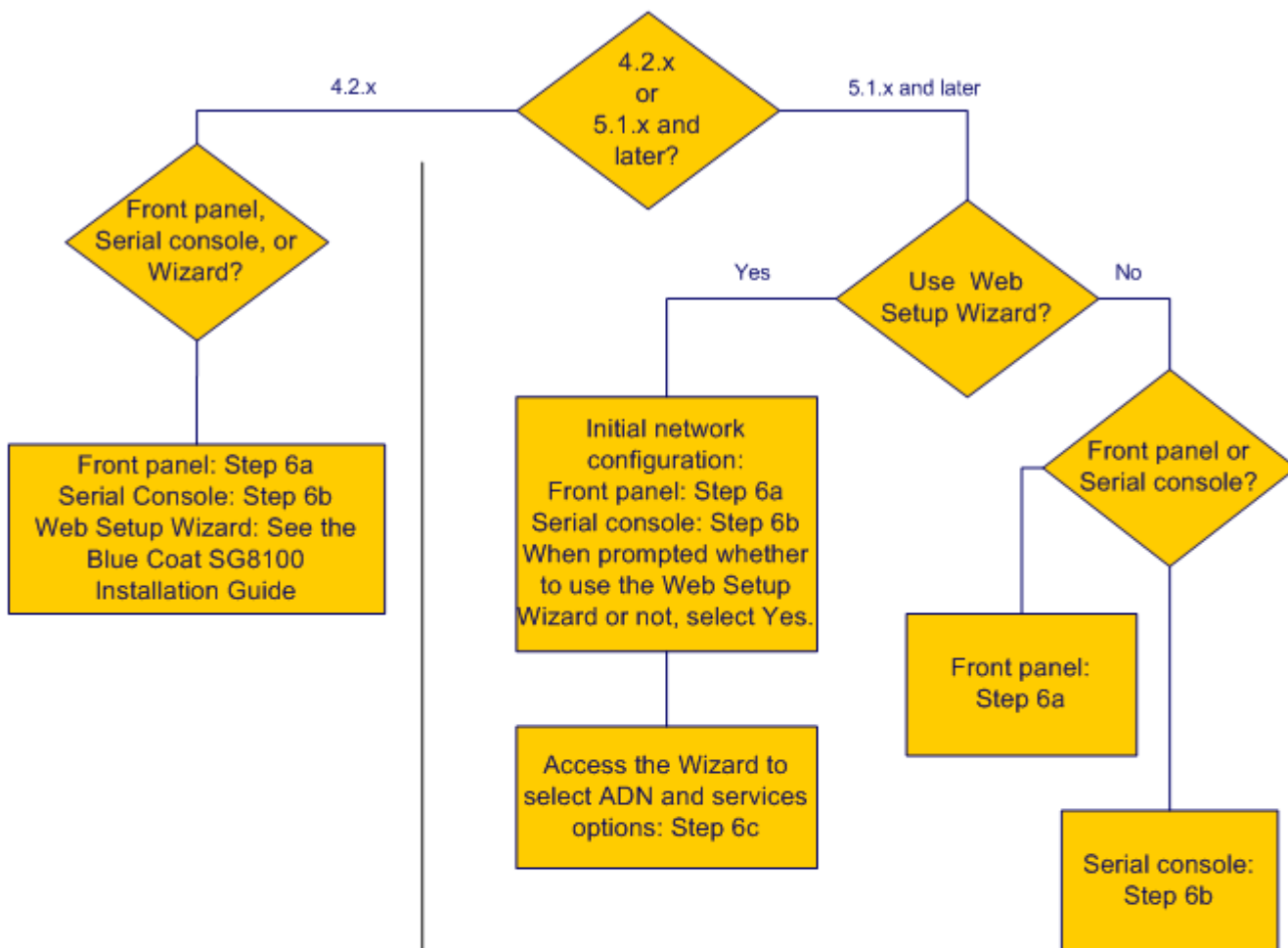


Verify that the Blue Coat SG8100 has powered on successfully:

- a. The Power LED lights up amber while the appliance is booting up. Once booted up, the LED will blink from green to amber while the appliance is not configured. When the appliance is configured, the LED will turn solid green.
- b. The Disk Drive LEDs indicate the following:
  - If the LED is off, no disk is installed.
  - If the LED is solid green, a disk is installed.
  - If the LED randomly blinks from green to amber, there is disk activity.
  - If the LED blinks steadily from green to amber, the disk is bad or ready to be removed.
- c. The LAN LEDs indicate the following:
  - Orange: If solid, there is a 10 BaseT connection. If blinking, there is 10 BaseT activity.
  - Blue: If solid, there is a 100 BaseT connection. If blinking, there is 100 BaseT activity.
  - Pink: If solid, there is a 1000 BaseT connection. If blinking, there is 1000 BaseT activity.
- d. The LCD displays `Blue Coat` when the appliance is powered on. Once booted up, the LCD reads `IP Address not configured` or, if configured, it will scroll through the health statistics of the appliance.
- e. The System Management LED alerts the user to any problems the appliance may be experiencing.
  - If the LED is off, there is no status on the health of the appliance.
  - If the LED is solid green, the system is ok.
  - If the LED is solid amber, there is a minor system problem.
  - If the LED is blinking red, there is a major system problem.

**Note:** See the Troubleshooting section on page 10 if lights are not the correct colors.

## 6. Select a configuration method.



If this SG8100 shipped with SGOS 4.2.x installed, you can use the front panel or a serial console to configure the initial network settings. You can also access a Web-based wizard from a PC residing on the same subnet.

If this SG8100 shipped with SGOS 5.1.x (or later) installed, you have two choices:

- Use the front panel or serial console to assign the appliance IP, DNS, and gateway addresses, then access a Web-based wizard to set access credentials, configure Application Delivery Network (ADN) options, and select what traffic type(s) to intercept.
- Continue with the front panel or serial console connection to set access credentials.

**Note:** Determine your software version by examining the software serial number labels shipped with the system.



## 6a. Use the front panel to configure initial network settings.



- 1 When the LCD displays `IP address not configured`, press the Enter button to enter Select mode. The IP address parameter appears in the LCD, and the cursor appears as an underscore.
- 2 Press the Enter button again to enter Configure 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 Select mode.
- 5 Press the Down arrow button to move to the next parameter; press the Enter button to enter Configure mode.
- 6 Repeat Steps 3 through 5 for the Subnet mask, Gateway address, DNS address parameters, console password, enable password.
 

(**SGOS 4.2.x only**) During initial configuration, the Blue Coat SG8100 generates and displays a complex admin password, which is not displayed again. Record this password. It can be changed after initial configuration is complete.

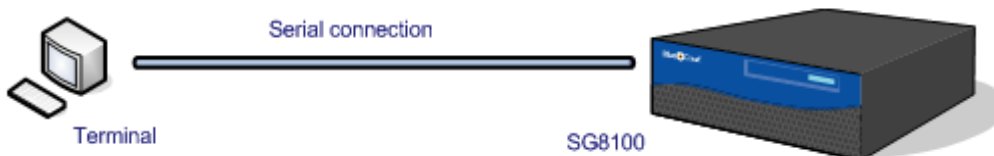
(**SGOS 5.1.x and later only**) After the DNS address parameter, you are asked if you want to continue using the Web Setup Wizard.

  - Select **No** to continue to configure using the front panel.
  - Select **Yes** to finish using the wizard, which allows you to configure ADN and service options. Proceed to Step 6c.
- 7 Optional: Secure the serial port. If you secure the serial port and lose the password, you must restore the appliance to its original factory defaults to access the CLI or Management Console.
- 8 Initial configuration is now complete. Proceed to Installation Step 7, “Log on to the Blue Coat SG8100” on page 9.

For detailed, front-panel configuration instructions, refer to the *Blue Coat SG8100 Series Installation Guide*.

**Note:** By default, the LCD automatically dims after 30 seconds without activity. Press any control button once to relight the LCD. This behavior is configurable—for information, refer to the *Blue Coat SG8100 Series Installation Guide*.

## 6b. Use a serial console to configure initial settings.

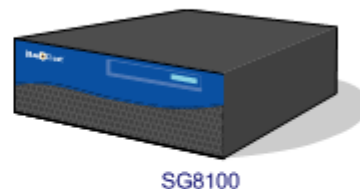


To access the serial console:

1. Configure the terminal or PC terminal emulation software as follows:
  - Baud rate: 9600 bps
  - Parity: none
  - Flow control: none
  - Data bits: 8
  - Stop bits: 1
  - Smooth-scroll: disabled
2. If your console was already configured before powering on the SG8100, you should see the configuration alert. If not, power down the SG8100 and power back up after configuring the terminal. The system prompts you with the following:

```
***** SYSTEM STARTUP TEMPORARILY SUSPENDED *****
Press "enter" three times to activate the serial console
```
3. Press <Enter> three times to begin the initial configuration procedure. Enter basic network information as prompted.
4. (SGOS 5.1.x and later only) After the DNS address parameter, you are asked if you want to continue using the Web-based wizard.
  - a. Press **n** to continue to configure using the serial console. When you complete the procedure, proceed to Step [7](#).
  - b. Press **y** to finish using the wizard, which allows you to configure ADN and service options. Proceed to Step [6c](#).

## 6C. Complete configuration using the Web-based wizard (SGOS 5.1.x and later only).



Open a Web browser and enter the following URL:

`https://IP_address:8083`

*IP\_address* is the one you specified during the initial configuration in [6a](#) or [6b](#).

When the SG8100 connects, the setup wizard appears. Each page is described and includes mouse-over help. Enter information on each screen, as prompted (the network settings you entered from the front panel or serial console are already filled in):

- Console username and password
- CLI (enable mode) password
- Serial port password
- Front panel PIN
- ADN Manager addresses
- Decision: Intercept traffic types
- Default policy: allow/deny

**Note:** The Web-based wizard is only available the first time the appliance is configured (or following a reset to factory defaults). Once Configure is clicked during the final step, the wizard is no longer available.

When you complete the wizard, proceed to Step [7](#).



## 7. Log on to the Blue Coat SG8100: registration and licensing.



Important: To activate the SG8100 license, you must register your hardware and install the license. To do this, you must have a Blue Coat WebPower account. If you do not yet have an account, go to:

[http://www.bluecoat.com/support/services/webpower\\_form.html](http://www.bluecoat.com/support/services/webpower_form.html)

To activate the SG8100 license:

1. Open a Web browser. Ensure that the pop-up blocker is disabled.
2. Enter the IP address you assigned this appliance during initial setup: `https://ip_address:8082`
3. Enter the access credentials, as specified during initial setup.
4. Click Management Console. The license warning/registration screen appears. Enter your WebPower credentials and click Register Now; this automatically registers the hardware and displays the Configuration page.
5. Enter your WebPower credentials in the Licensing and Configuration Management page.
6. Select the correct serial number.
7. Enter the software serial number in the Add tab and click Apply.
8. From the Management Console, navigate to the License page to begin the retrieval process: Maintenance>Licensing>Install.
9. Click Retrieve. The Request License Key dialog displays. Enter your WebPower credentials and click Send Request.
10. To verify license installation, click the View tab and click Refresh Data.

If you require detailed procedures regarding registration, license retrieval, and installation, refer to the Licensing chapter in the *Blue Coat ProxySG CMG Volume 2: Getting Started* document, or click the Help button to view the contents of this chapter in HTML format.

Blue Coat recommends attaching one of the software license stickers to the chassis and saving the other one for future reference. You can attach it to this document and file it, or attach it to another document as required in your enterprise.

## Troubleshooting

*Problem:*

One or more of my Disk Drive LEDs are not on, but drives are installed.

*Solution:*

The disk might not be set in securely. Open the front panel, lift the latch to release the problem drive, pull drive out a bit, re-insert and secure the latch closed. Check the front panel to see if the Disk Drive light is now on. If it is not, the drive may need to be replaced.

*Problem:*

The Power and Disk Drive LEDs are green, but there is no network connection.

*Solution:*

Check the network connections to verify they are not loose. Otherwise, the problem might be a bad network cable or possibly a problem with your router/switch. Refer to page 4 for a description of what each LED means.

*Problem:*

I cannot access the Web Setup Wizard from my browser.

*Solution:*

Attempt one or more of the following, as required:

- ❑ Attempt to access an external site, such as [www.bluecoat.com](http://www.bluecoat.com), to verify Internet connectivity.
- ❑ Ensure that the IP address you entered begins with `https` and is on port 8083.
- ❑ Verify all SG8100 network connections.
- ❑ Once the appliance is configured, the Web Setup Wizard is not available. If you suspect this SG8100 has already been configured, but you require the configurations to change, you can reset the appliance to its factory defaults from the serial console. Refer to the *Blue Coat SG8100 Series Installation Guide*.

## Service Information

- ❑ **How to Contact Support**—When contacting Blue Coat Systems for technical phone support or to setup an RMA, be prepared to provide Blue Coat your serial number to verify entitlement.

If you have purchased a Support Contract but have not received a Support Contract Certificate, send an e-mail to [support.services@bluecoat.com](mailto:support.services@bluecoat.com), and provide your product model, serial number(s) and contact information.

For the current list of regional customer support phone numbers, see:

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

- ❑ **WebPower**—Customers who have an active Blue Coat Support Contract will be provided access to WebPower, Blue Coat's online Case Management Tool. WebPower allows you to create new technical support cases, review open cases, and add comments to existing cases online at any time. Web Power also provides you with access to exclusive Blue Coat support materials, installation notes, and OS updates. To obtain a Web Power Login, navigate to: [http://www.bluecoat.com/support/services/webpower\\_form.html](http://www.bluecoat.com/support/services/webpower_form.html), and provide your name, company name, e-mail address, telephone number, product model and serial number.
- ❑ **How to Purchase Support**—When acquiring a Blue Coat product, the company recommends that you purchase a Blue Coat Support Contract which are available from any Blue Coat Reseller. Information about Blue Coat Support Services can be found at: <http://www.bluecoat.com/support/services/index.html>.

For more information about purchasing a Support Contract, contact Blue Coat Sales:

E-mail: [sales@bluecoat.com](mailto:sales@bluecoat.com).

Telephone: Toll Free in North America at 1-866-982-2628 (1-866-38-BCOAT), or North America Direct at 1-408-220-2299.

## About Blue Coat

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### **Contact Information**

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420 North Mary Ave  
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<http://www.bluecoat.com/support/index.html>

[bcs.info@bluecoat.com](mailto:bcs.info@bluecoat.com)

<http://www.bluecoat.com>

For concerns or feedback about the documentation: [documentation@bluecoat.com](mailto:documentation@bluecoat.com)

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## Installation Checklist

You can photocopy this page and use it as you install Blue Coat appliances.

Conventions:

- ❑ **Bold**—Required.
- ❑ Regular font—Recommended/optional.

	Task	Reference
❑	<b>Unpack appliance package and check for all included parts.</b>	
❑	<b>Connect the SG8100 to your network (Interface 0).</b>	
❑	(Optional) Interface 1 is for connecting to another proxy or network device.	CMG: <i>Volume 2: Getting Started</i>
❑	(Optional) Connect a serial console or PC with terminal emulation software.	
❑	<b>Power on the appliance.</b>	
❑	<b>Perform initial configuration:</b> (4.2.x) Front panel, serial console, or Web-based wizard. (5.1.x >) Front panel or serial console for initial IP information; complete with the wizard.	<i>The Blue Coat SG8100 Installation Guide.</i>
❑	<b>License the appliance.</b>	CMG: <i>Volume 2: Getting Started.</i>
❑	<b>Upgrade the OS to the latest version.</b>	CMG: <i>Volume 10: Managing the ProxySG.</i>
❑	Verify that the system time is accurate.	CMG: <i>Volume 2: Getting Started.</i>
❑	Employ a filter list to restrict access to the SG8100.	





# Blue Coat SG8100 Quick Start

Notes



# Blue Coat SG8100 Quick Start

Notes

## Settings For This Appliance

Use this table to record the network settings for this SG8100. If you are unaware of what these settings are to be, contact your network manager. Use caution if you record passwords here. Store in a secure location.

Parameter	Setting	Parameter	Setting
IP address		Subnet mask	
Gateway address		DNS server	
Console username		Console password	
Enable (CLI) password		Serial port password	
Front panel pin			
<b>The following parameters are only configurable through the Web-based Wizard</b>			
Primary ADN Manager IP address		Backup ADN Manager IP address	
Server subnet 1 (IP/Mask)		Server subnet 2 (IP/Mask)	
Server subnet 3 (IP/Mask)		Server subnet 4 (IP/Mask)	
Intercept traffic? (5.1.x or later only)	Circle: Yes / No	Traffic to intercept (5.1.x or later only)	Circle: CIFS / FTP / HTTP / IM / Exchange-Outlook / Streaming / Optimize other TCP traffic
Initial policy	Circle: Allow / Deny		