Blue Coat SG510 Quick Start Guide

This Blue Coat Quick Start Guide describes how to rack-mount the Blue Coat SG510 and explains the initial configuration methods.

1. Unpack the Blue Coat appliance.

The Blue Coat SG510 is shipped with the following components:

- Blue Coat SG510 appliance
- Null-modem serial cable
- Packet: Software license sticker card and software license agreement
- Disk drive
- Null-modem serial cable
- AC power cord
- Packet: Safety/Conformity

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 SG510.
- (Optional, 5.1.x and later only) Application Delivery Network (ADN) goals and traffic intercept choices.

2. Rack-mount the appliance in a 2-post or 4-post rack.
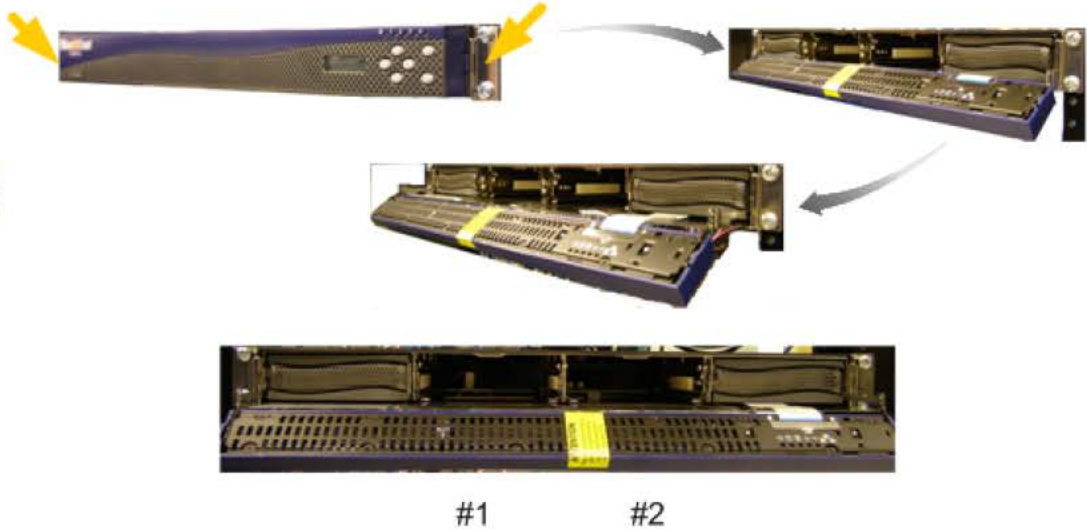

2 people recommended

The Blue Coat SG510 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).
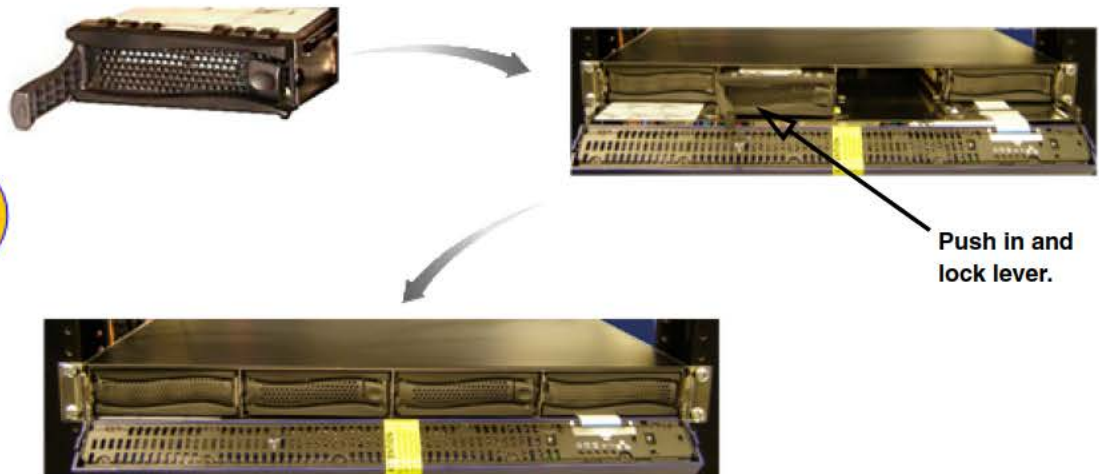
3. Insert disk drives.

Push in tabs on each side.

**a**

#1   #2

b

x 2

Push in and lock lever.

The SG510 ships with two spacer drives installed in the left-most and right-most slots. Disk drives are shipped inside disk drive carriers. If you ordered only one disk drive, another carrier arrives empty. Always insert the drives from left to right (slots 1 and 2, in the middle). If you have only one disk drive, install it into drive slot labeled 1. Insert the empty carrier in slot 2.

Important: Before you move or transport a 510 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. If you do not follow this guideline, hard drive failure might occur.

4. Attach cables and power on the appliance.
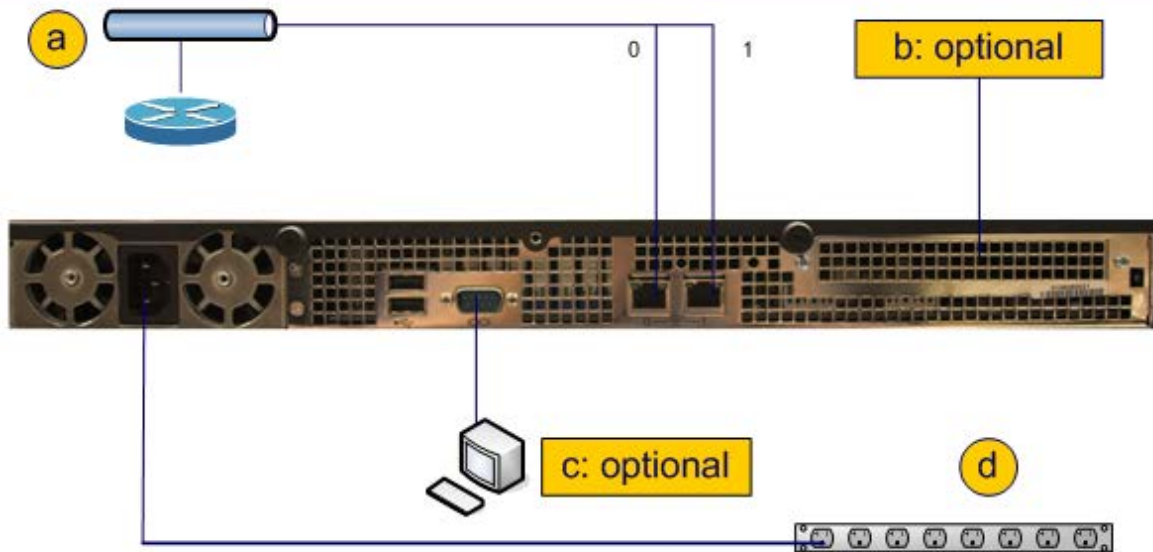
Attach cords:

a. The two full-duplex, auto-sensing Ethernet network adapters supporting 10/100/1000 Base-T connections are labeled 0 and 1. Plug the network cable into adapter 0. (Optional) Interface 1 is used to connect to another proxy (for example, bridging configuration) or network device as determined by your deployment.

b. (Optional) If you ordered an option card (supporting bridging or fiber channel), it arrived in a separate shipment. Follow the installation instructions enclosed with the card.

c. (Optional) Attach a serial cable to connect the system to a PC, serial terminal, or stand-alone Serial Console box.

d. Plug the enclosed power cord into the power cord receptacle and into a power source. This powers on the Blue Coat SG510 (there is no power switch).

e. (Optional) Attach the cable management support bracket.

5. Verify Power, Disk, and LAN LEDs are on.
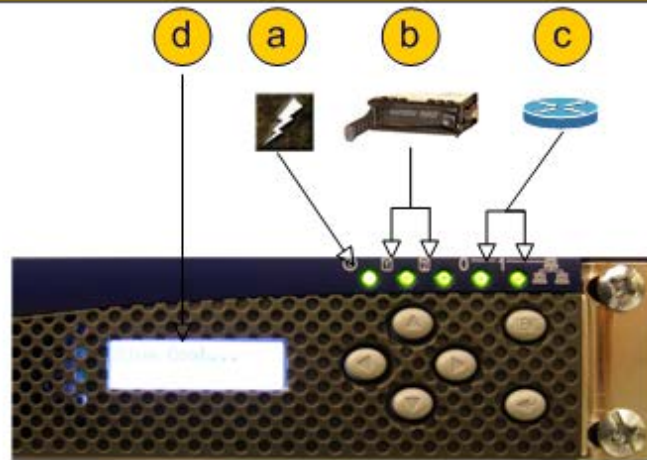
Verify that the Blue Coat SG510 has powered on successfully:

 a. The Power LED lights up amber and remains amber until initial configuration is complete.
 b. After a moment, the two Disk Drive LEDs (or how many you installed, starting with slot 1) corresponding to the disk drives installed light up green.
 c. The LAN LEDs indicate the SG510 is communicating with the network.
 d. The LCD displays `Blue Coat`.

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

6. Select a configuration method.

```
                          ┌─────────────┐
                          │   4.2.x     │
              4.2.x       │    or       │   5.1.x and later
          ┌───────────────│  5.1.x and  │───────────────┐
          │               │   later?    │               │
          │               └─────────────┘               │
    ┌───────────┐                              ┌─────────────┐
    │Front panel,│              Yes            │  Use  Web   │  No
    │Serial      │         ┌──────────────────│Setup Wizard?│──────┐
    │console, or  │         │                  └─────────────┘      │
    │Wizard?     │         │                                       │
    └───────────┘     ┌──────────────┐                   ┌─────────────┐
          │           │Initial network│                  │Front panel or│
          │           │configuration: │                  │Serial console?│
    ┌───────────────┐ │Front panel:   │                  └─────────────┘
    │Front panel: Step│Step 6a        │                        │
    │6a              │ │Serial console:│                   ┌────────┐
    │Serial Console: │ │Step 6b        │                   │Front   │
    │Step 6b         │ │When prompted  │                   │panel:  │
    │Web Setup Wizard:│whether to use  │                   │Step 6a │
    │See the         │ │the Web Setup  │                   └────────┘
    │Blue Coat SG510 │ │Wizard or not, │                         │
    │Installation    │ │select Yes.    │                   ┌─────────┐
    │Guide           │ └──────────────┘                    │Serial   │
    └───────────────┘        │                             │console: │
                     ┌──────────────┐                      │Step 6b  │
                     │Access the     │                     └─────────┘
                     │Wizard to      │
                     │select ADN and │
                     │services       │
                     │options: Step 6c│
                     └──────────────┘
```

If this SG510 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 SG510 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 and the default allow/deny policy.

- Continue with the front panel or serial console connection to set access credentials.

Note: The back panel provides a table of settings. Use this to record configuration values.

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

Modes | **Buttons**

IP address not configured ←→ IP address: 010.025.036.047
Status — Select (underline cursor)

IP address: 10.025.036.047
Configure (blinking cursor)

MENU — Menu
↵ — Enter
▲▼ — Cycle parameters/ Change values
◀▶ — Move cursor

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, DNS address parameters, console password, enable password.

   (**SGOS 4.2.x only**) During initial configuration, the Blue Coat SG510 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 SG510*" on page 9.

   For detailed, front-panel configuration instructions, refer to the *Blue Coat SG510 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 SG510 Series Installation Guide*.

6b. Use a serial console to configure initial settings.
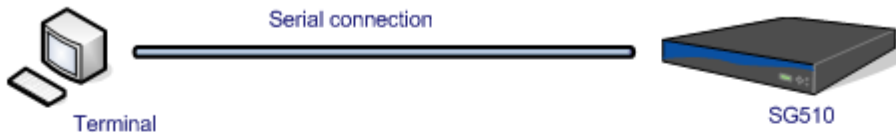
To access the serial console:

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 SG510, you should see the configuration alert. If not, power down the SG510 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. As instructed, 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).

PC with Web browser

SG510

Open a browser and enter the following URL:

`https://IP_address:8083`

where `IP_address` is the one you specified during the initial configuration in 6a or 6b.

When the SG510 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
- Serial port password
- ADN Manager addresses
- Default policy: allow/deny

- CLI (enable mode) password
- Front panel PIN
- Decision: Intercept traffic types

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 SG510: registration and licensing.

`https://ip_address:8082`

Important: To activate the SG510 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

To activate the SG510 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 License Configuration and Management page.

5. Enter using your WebPower credentials. Select the correct serial number; enter software serial number; click Apply.

6. From the Management Console, navigate to the License page to begin the retrieval process: Maintenance>Licensing>Install.

7. Click Retrieve. The Request License Key dialog displays. Enter your WebPower credentials and click Send Request.

8. 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.

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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, press latch release for 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 might be bad and must be replaced.

Problem:

The Power and Disk Drive LEDs are green, but I apparently do not have a 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.

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, to verify Internet connectivity.

❏ Verify the browser is not proxied.

❏ Verify all SG510 hardware connections.

❏ Ping the SG510 or have the SG510 ping other devices on the network, such as its gateway.

❏ Once the appliance is configured, the Web Setup Wizard is not available. If you suspect this SG510 has already be configured, but you require the configurations to change, you can reset the appliance to its factory defaults. Refer to the *Blue Coat SG510 Series Installation Guide*.

Use another method, such as the serial console.

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, 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, 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 or service.quotes@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

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

For concerns or feedback about the documentation: documentation@bluecoat.com

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
❏	**Unpack appliance package and check for all included parts.**	
❏	**Review all safety notices.**	This Quick Start Guide and the Safety/Conformity document.
❏	**Connect the SG510 to your network (Interface 0).**	
❏	(Optional) Interface 1 is for connecting to another proxy or network device.	CMG: *Volume 2: Getting Started*
❏	(Optional) Connect a serial console or PC with terminal emulation software.	
❏	**Power on the appliance.**	
❏	**Perform initial configuration:** **(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.**	*The Blue Coat SG510 Series Installation Guide.*
❏	**License the appliance.**	CMG: *Volume 2: Getting Started.*
❏	**Upgrade the OS to the latest version.**	CMG: *Volume 10: Managing the ProxySG.*
❏	Set the appliance name. Blue Coat recommends the following convention: *customer_name-state/country_abbreviation-model.* For example: BlueCoat-CA-Sunnyvale-510-1.	CMG: *Volume 2: Getting Started.*
❏	Set the system time.	CMG: *Volume 2: Getting Started.*
❏	Employ a filter list to restrict access to the SG510.	
❏	Configure the appliance as transparent or explicit.	

Notes

Notes

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Settings For This Appliance

Use this table to record the network settings for this SG510. 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			
The following parameters are only configurable through the Web-based Wizard			
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		