

Quick Installation Guide

# LANDesk® Management Gateway Appliance

The following instructions will help you connect and configure your LANDesk® Management Gateway. For further assistance, consult the *LANDesk Management Gateway User's Guide*.

The LANDesk Management Gateway uses patented technology to provide secure communication and functionality over the Internet. It lets you use LANDesk Management Suite (version 8.6 or later) or LANDesk Server Manager (version 8.6 or later) to manage devices not connected to the local network, without the need to open ports in the firewall.

Connections through the LANDesk® Management Gateway appliance make use of digital certificates and a novel, dual-SSL session architecture, eliminating the need for the appliance to do any decrypting or re-encrypting of data. This increases session security and reduces the resource load on the appliance itself. Data is decrypted only when it arrives at the destination.

**NOTE:** You must complete the following steps in the order listed below. After you have set up and activated the LANDesk Management Gateway, do not make changes to it by any means other than its Web interface.

## 1 Powering the LANDesk Management Gateway Appliance

Locate the power cord that came with the LANDesk Management Gateway. Plug one end into the power socket on the rear of the SP manager and the other end into an appropriate AC wall outlet.

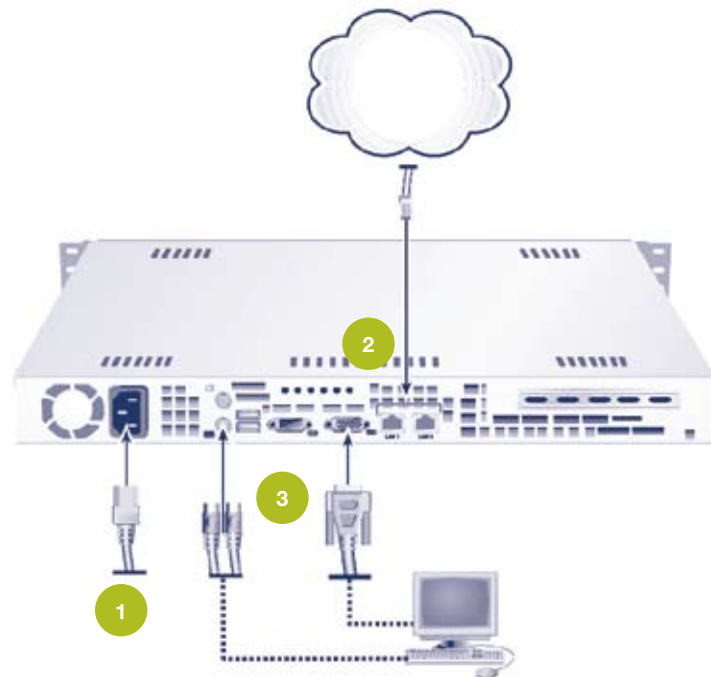
## 2 Connecting the LANDesk Management Gateway to the network

Using ethernet cable, connect the LANDesk Management Gateway appliance to your network. The appliance contains two NICs:

- NIC1 (Eth0) has a default IP address of 192.168.0.1
- NIC2 (Eth1) has a default IP address of 192.168.0.2

The appliance can be configured to use one or both NICs.

## 3 (Optional) Connecting a monitor, keyboard, and mouse



You can configure the LANDesk Management Gateway by browsing to its Web interface from another computer on the same local network. If you prefer, you can also connect a monitor, keyboard, and mouse directly to the appliance.

**NOTE:** If you configure your LANDesk Management Gateway to have public access, it will be accessible from anywhere on the Internet using its static IP address.

#### 4 Selecting a setup configuration

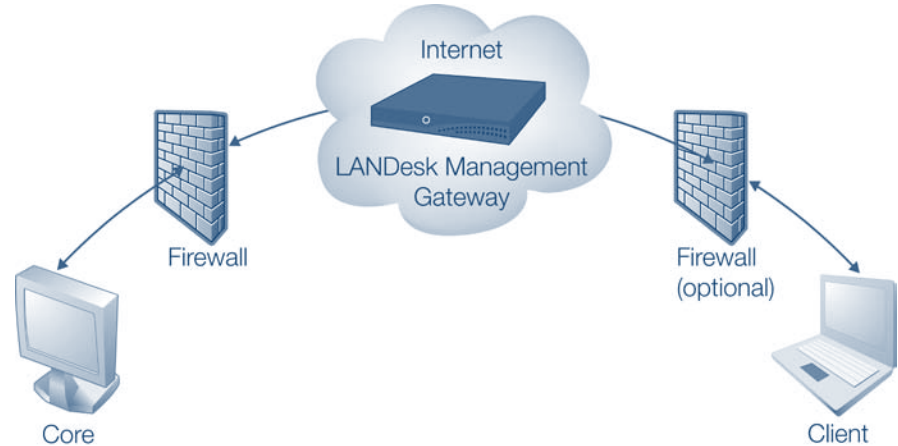
The two most typical setup configurations for the LANDesk Management Gateway are shown in the Setup figures at the right. Connections are initiated from inside the firewall, and data is transmitted through the SSL protocol (port 443).

#### 5 Configuring the network settings

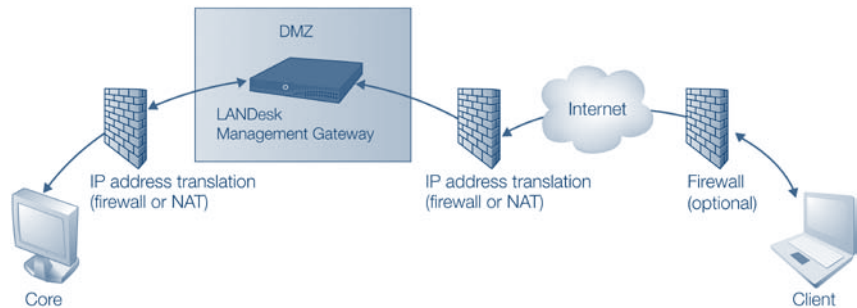
The LANDesk Management Gateway contains two NICs. You will need a static IP address, netmask, and default gateway for each NIC used.

1. Turn on the LANDesk Management Gateway.
2. If you are browsing to the LANDesk Management Gateway from another computer, type **https://192.168.0.1/gsb** into the address bar of your Internet browser and press **Enter**.
3. Login, using the default username (**admin**) and the default password (also **admin**).
4. Read and accept the license agreement.
5. From the LANDesk Management Gateway console, click **System**.
6. Click **Network settings**.
7. Under **Device settings**, specify the IP address, netmask, and gateway for Eth0, then click **Add**.
8. If you will be using a two-NIC configuration, select **Eth1** from the dropdown list, specify the IP address, netmask, and gateway for Eth1, then click **Add**.
9. Under DNS settings, add any DNS servers to the list by specifying

### Setup with direct access to the Internet



### Setup within a DMZ environment



an IP address and clicking **Add**. You can also add and save any DNS suffixes that you want to append to the search.

10. Under **Hostname settings**, enter the hostname and domain and click **Save**.

#### 6 Activating the LANDesk Management Gateway

If the LANDesk Management Gateway has direct Internet access, activate it using the product key code you received when you purchased it. If the LANDesk Management Gateway does not have direct Internet access, activate it manually using e-mail.

#### To activate using the product key code

1. From the LANDesk Management Gateway console, click **Activation**.
2. Click **Activate now**.
3. Enter the **Organization ID** and **Activation key code**.

**NOTE:** You can view the licensing information that will be sent to LANDesk by clicking **View activation information** before sending.

4. Click **Activate online**.

### To activate manually using e-mail

1. From the LANDesk Management Gateway console, click **Activation**.
2. Click **Install activation**.
3. A PGP-encoded text file (ldmg\_activation.req) appears. This is the file required for activation.
4. Click **Save activation request** to save the file.
5. Save the **ldmg\_activation.req** file to your hard drive.
6. Attach the **ldmg\_activation.req** file to an e-mail message and send it to **licensing@landesk.com**. It does not matter what the message subject and body are.

LANDesk will process the message attachment and reply to the mail address from which you sent the message. The reply will include an attached authorization file.

7. Follow the activation steps included in the e-mail reply.

### 7 Checking for product updates

1. From the LANDesk Management Gateway console, click **System**.
2. Click **Updates**.
3. Click **Scan for updates** to check the LANDesk patch server for any available updates.
4. Select any updates that appear in the available updates list and click **Apply**.

### 8 Configuring the core server and managed devices

After you have set up the appliance, you will need to configure the core server and managed devices to connect through it. See the *LANDesk Management Gateway User's Guide* for instructions.

#### For additional information

Visit [www.landesk.com](http://www.landesk.com) for the latest LANDesk Management Gateway updates and the most current product documentation.

You can view the *LANDesk Management Gateway User's Guide* PDF file by navigating to **http://nnn.nnn.nnn.nnn** where *nnn.nnn.nnn.nnn* represents the IP address of the LANDesk Management Gateway (if you have not changed the default IP address, you would type **http://192.168.0.1** into the browser address bar and press **Enter**).

#### To contact LANDesk Technical Support:

Visit [www.landesk.com/support](http://www.landesk.com/support)

# LANDesk Management Gateway safety and EMC information/notifications

## USA notification

**WARNING:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**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, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

## Canadian notification

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

## Safety and EMC standards

This product is certified under a certification model number which is shown on the product's label. The certification model number is CMN: 1043. USA (UL, FCC), Canada (cUL), Germany (TUV), European Union (CE)

## Safety precautions



### Dangerous voltage

This symbol is intended to alert the user to the presence of uninsulated dangerous voltage within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.

**NOTE:** The AC inlet is the main power disconnect



### Instructions

This symbol is intended to alert the user to the presence of important operating and maintenance (servicing) instructions.

**WARNING:** To reduce the risk of electric shock or damage to your equipment:

- Do not disable the power grounding plug. The grounding plug is an important safety feature.
- Plug the power cord into a grounded (earthed) outlet that is easily accessible at all times.
- Disconnect the power from the switch by unplugging the power cord from either the electrical outlet or the appliance.

**CAUTION:** The Management Gateway contains an internal battery that is used for the real time clock. This battery is not a field replaceable item, and replacement should not be attempted by a user. If real time clock errors occur and the battery is suspected, visit <http://www.avocent.com/support> or contact the Avocent Technical Support location nearest you.

**WARNING:** For service personnel only – There is a risk of explosion if battery is replaced with an incorrect type. Dispose of used batteries according to the manufacturer's instructions.

## Rack and wall mount safety considerations

- Elevated ambient temperature: If installed in a closed rack assembly, the operation temperature of the rack environment may be greater than room ambient. Use care not to exceed the rated maximum ambient temperature of the appliance.
- Reduced air flow: Installation of the equipment in a rack should be such that the amount of airflow 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 circuits might have on overcurrent protection and supply wiring. Consider equipment nameplate ratings for maximum current.
- Reliable earthing: Reliable earthing of rack mounted equipment should be maintained. Pay particular attention to supply connections other than direct connections to the branch circuit (for example, use of power strips).