

r400 appliance

# SETUP GUIDE



# What You'll Need



4 x rack screws for your EIA-standard 19" rack

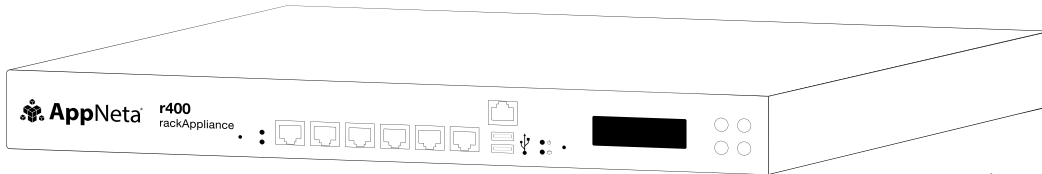


Computer with internet access

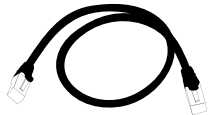


1 x USB stick (blank, FAT32 formatted)

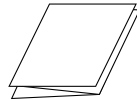
## Included in the box:



1 x r400 appliance



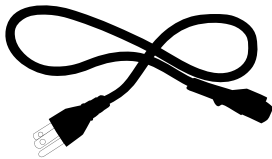
2 x ethernet cable



1 x setup guide



4 x rubber feet



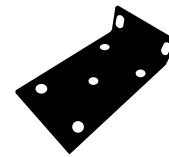
1 x power cable (varies by country)



10 x rack ear screw

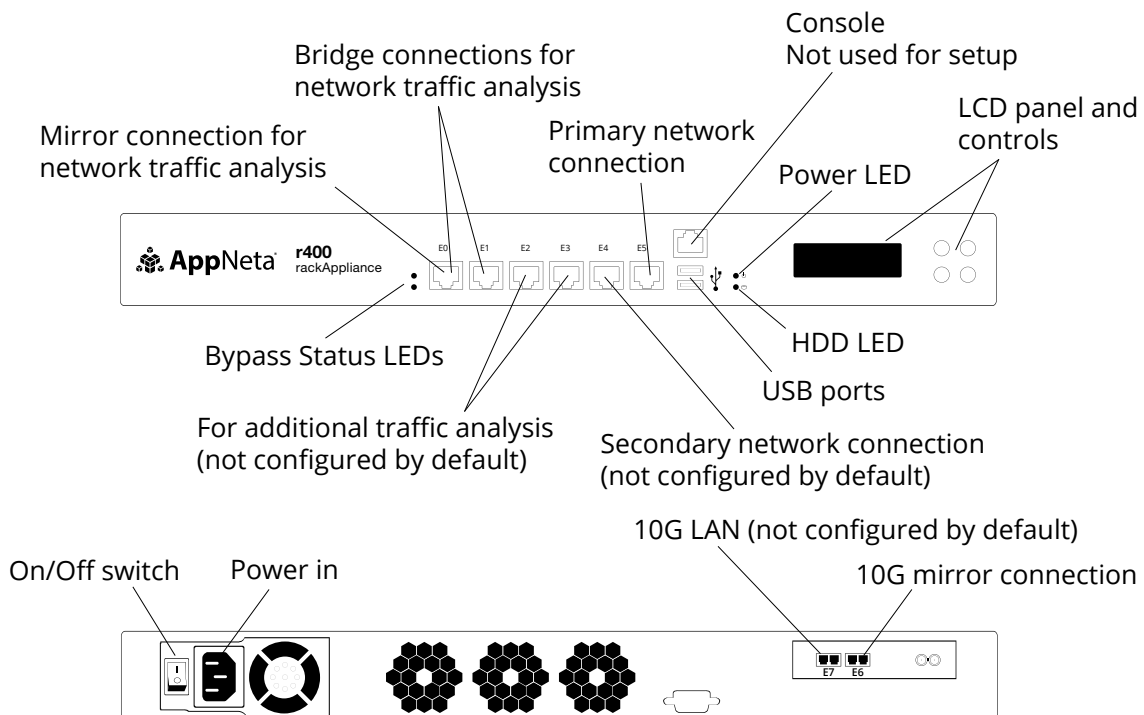


4 x washers









2 x rack ear bracket (1RU)

# Get to Know Your r400



Port	Description
E0	Mirror port for network traffic analysis OR used with E1 for passthrough network traffic analysis (bridge0).
E1	Used with E0 for passthrough network traffic analysis (bridge0).
E2, E3	Not configured by default. Can be configured for additional network traffic analysis (bridge1).
E4	Not configured by default. Can be configured as LAN.
E5	LAN port. DHCP by default. For connection to AppNeta, monitoring application delivery and user experience.
USB (x2)	USB ports, used for appliance configuration.
E6	10G mirror port for network traffic analysis.
E7	Not configured. Can be configured as 10G LAN.

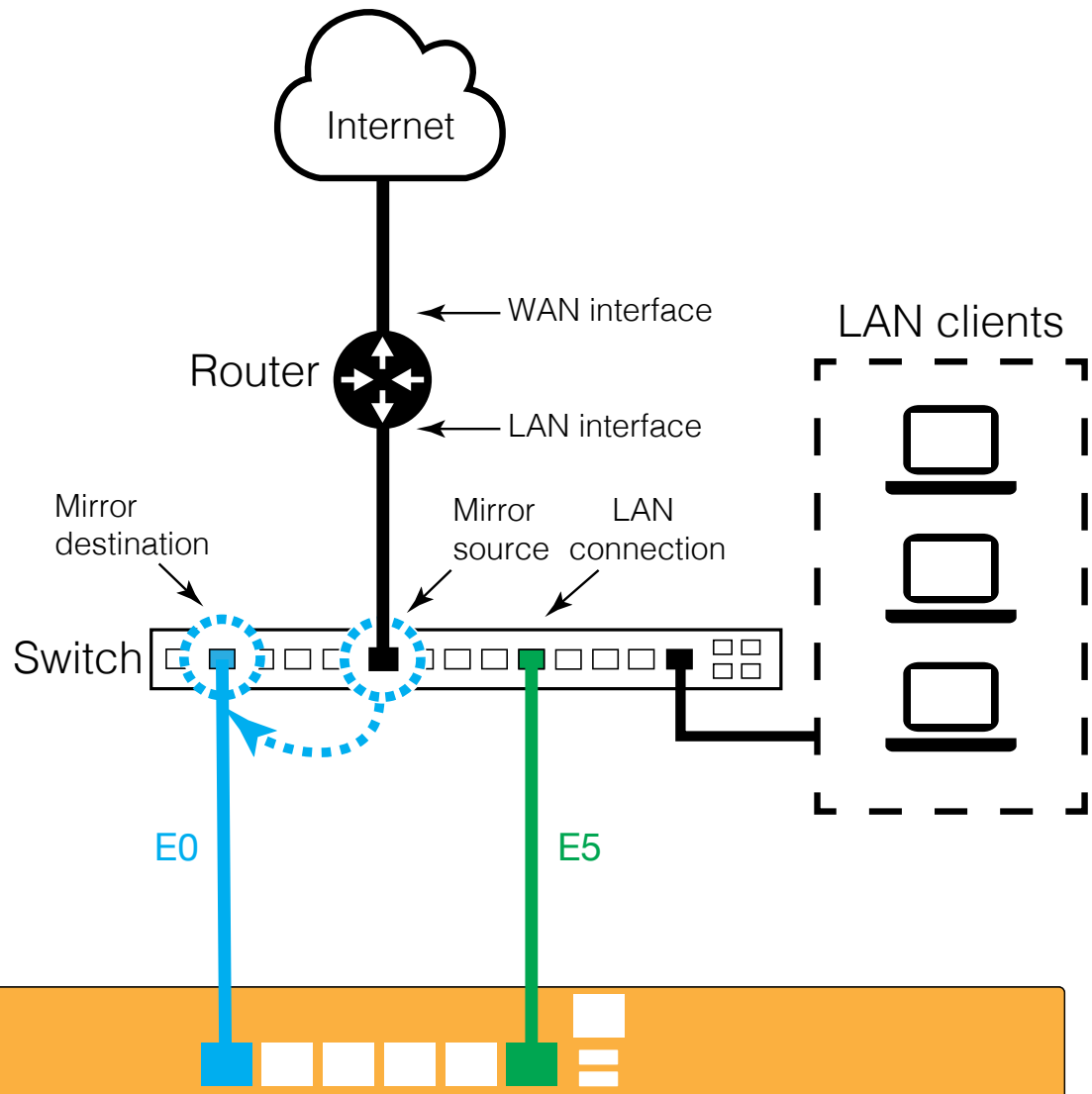
LED	Pattern	Meaning
Power 	 green solid	Appliance is powered on
HDD 	 red flashing	Data access activity
Bypass	 red solid	Bypass mode on
	 green solid	Bypass mode off

## Quick Setup

- 1 Power on**  
 Mount your appliance. Turn it on. Wait until the default hostname appears on the LCD.
- 2 Download config file**  
 Get a blank, FAT32 formatted USB stick. Log in at <https://login.appneta.com> and follow the instructions at: **\* > Manage Monitoring Points > Add Monitoring Points> Physical Monitoring Point > USB Configuration.**
- 3 Configure appliance**  
 Insert the USB stick and wait until the LCD tells you to remove it (<2 mins).
- 4 Connect to network**  
 See next panel for cabling. If the appliance is correctly configured, the LCD displays your AppNeta service instance.

# Cabling Instructions

These instructions use port mirroring. Inline cabling instructions are available at <https://docs.appneta.com/cabling>



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# Detailed Setup

## 0 Decide where to deploy

Generally speaking, your appliance LAN port should be connected in the same network segment as your users and the mirror/bridge port should have access to your traffic ingress/egress point.

## 1 Mount and power on

Rack mount the appliance if desired.

Connect the cable to the appliance's power-in connection.

Plug the appliance into power.

Wait until the appliance is ready before continuing. The appliance is ready when the LCD cycles through appliance information beginning with the hostname.

## 2 Download configuration file

Log into AppNeta at <https://login.appneta.com>

→ *Contact your administrator if you do not have credentials. Contact [support@appneta.com](mailto:support@appneta.com) if you don't know who your administrator is.*

→ If you have access to more than one AppNeta organization, select the organization your appliance should connect to.

→ If this is your first monitoring point, you will be directed automatically to the setup wizard.

To access the setup wizard:

**Go to: \* > Manage Monitoring Points > Add Monitoring Points**

**Select: Physical Monitoring Point > USB Configuration > Continue**

Follow the in-app instructions and download the .zip file.

Extract the .zip file to the root directory of a blank, FAT32-formatted USB stick.

## 3 Configure your appliance

Ensure the appliance is powered on and insert USB stick into either USB port.

The LCD indicates when the appliance detects the USB. Follow the prompts to execute the configuration script.

Wait until the LCD indicates configuration is complete (<2 minutes).

Remove the USB stick and insert it into your computer.

A file named **applianceConfigResults.html** was saved to the USB stick. Open it and verify that the Status field shows "Success".

## 4 Connect to your network

Connect E5 to your network.

If you will be doing Usage monitoring, connect E0 to a span/mirror port or use E0/E1 as a bridge. Contact your IT Department for assistance if you are unfamiliar with span ports and mirroring traffic.

## 5 License your appliance

With the AppNeta user interface, assign licenses to your appliance as the last step in the setup wizard.

Enter your appliance's geographic location and upgrade to latest software version if prompted.

## 6 Configure advanced settings if required (see page 6)

## 7 Next steps

See <https://docs.appneta.com/get-started> for instructions to set up monitoring.

# Troubleshoot

## Check your appliance configuration

1. Turn on the appliance and wait for it to fully boot, then insert a blank, FAT32 formatted, USB stick.
2. Remove the USB stick when the LCD panel instructs.
3. A file named **profile-<appliance hostname>/out/<appliance hostname>.profile.html** was saved to the USB stick; open it and verify your appliance is configured correctly.
  - Are your network settings accurate?
  - Is an internet connection available?

See <https://docs.appneta.com/troubleshoot> for more detail.

## Check server reachability

1. If your appliance uses DHCP, check the appliance configuration (see above) to learn the current IP address.
2. Log into Monitoring Point Admin at: **https://<appliance IP>**  
**User name: root | Password: (defined in the setup wizard)**
3. Navigate to: **Monitoring Point Health > Server Reachability**
4. Make sure **Server Instance** is reachable.

## Check that your firewall permits required traffic

See requirements at <https://docs.appneta.com/firewall>

Ask for help at [support@appneta.com](mailto:support@appneta.com) and include the appliance configuration file.

# Customize Advanced Settings

Set up VLAN tagging, configure unused ports, change NTP settings, reset the appliance password, and more via one of the following methods:

**Monitoring Point Admin** | <https://<appliance IP>>  
User name: root | Password: (defined in the setup wizard)

**USB** | <https://docs.appneta.com/appliance-files>  
Download config file, open in a text editor and fill in any <parameters>

**API** | <https://<appliance IP>/swagger/index.html>  
User name: root | Password: (defined in the setup wizard)

## Need More Help?

**Troubleshooting guide:** <https://docs.appneta.com/troubleshoot>

**Ask for help:** [support@appneta.com](mailto:support@appneta.com)

**Compliance information:** <https://appneta.com/certifications>