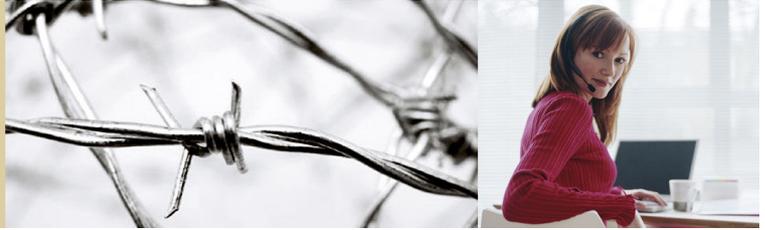


TrustGate 5/20, 5/21, 5/31

Getting Started – v 3.0



Emission Notices and Agency Compliance

- **EMI/EMC:** All interfaces intended for external connections are protected against emissions.
- **EU:** CE Marking EN 55022 Class A, CE Marking EN55024
- **USA:** FCC Part 15 Class A

Package contents

- The package includes the firewall/VPN appliance, an AC/DC adapter (with EU wall plug), a cross-over CAT 5 (10/100 Base-T) cable, and this guide. Additional materials are available on our web site – www.secomea.com.
- **Note:** The serial number of the appliance is the MAC address of the LAN interface. This is printed on the appliance, as well as on the packaging label.

System requirements

- You must be able to connect your PC and the LAN interface of the appliance to the same physical network.
- You need one or more Ethernet drop-cables (not included). Note that the ISP may have special requirements for the cabling used to connect the WAN interface to ISP-provided or ISP-specified hardware.
- For configuring the appliance, you need a browser on a PC running Microsoft Windows (98, NT, 2000 or XP). The browser must be able to handle frame sets and you must enable Java Script on it. Microsoft Internet Explorer (MSIE) and Mozilla Firefox have been tested.
- For reading PDF files, you need Adobe (Acrobat) Reader, minimum version 5.

Hardware installation instructions

- Please **turn the page** for hardware installation instructions.

Initial contact and configuration

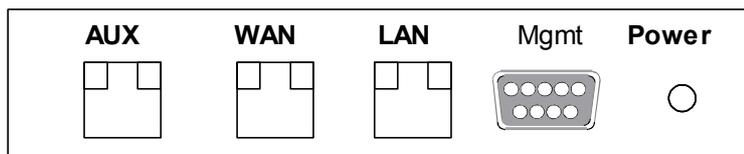
- Please get the **VPN Quick Guide** and **Appliance Launcher Tool** from our web site's Quick Setup area.
- The **VPN Quick Guide** tells you how to contact the appliance for the first time and guides you through the essential configuration options of the appliance.
- The default IP address of the LAN interface is **10.0.0.1**. The default IP address for AUX is **10.0.1.1**.
- The login user name is **admin**. The **default password** is **admin**.

For additional information

- The **on-line help** provides an extensive options reference.
- Our web site provides additional information and technical notes regarding this appliance.
- Firmware updates are available on our web site provided you have a current Firmware Maintenance Service (FMS) agreement.

Hardware installation

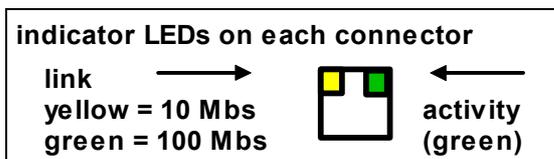
Back-panel schematic



The appliance is delivered with three Ethernet controllers with ports on the back panel.

Each controller provides 10/100 Mbps auto-sensing fast connection. All network connectors are 8-pin shielded RJ-45 for use with cables having a male RJ-45 connector at each end.

1. **LAN:** Connect the appliance's LAN interface to the network - or directly to the PC. If you connect the LAN interface directly to the PC, you must use the cross-over cable - and remember to turn the PC off first!
2. **WAN:** Connect the appliance's WAN interface. If you use the PPPoE mode or the DHCP mode, you should connect the WAN interface to the Internet before configuring the WAN interface. If you are pre-configuring an appliance to be moved later, you can, of course, wait to make the hardware connection.
3. **Power:** Connect the power supply to the appliance and plug it in to the AC/DC inlet on the back panel.
 - The appliance auto-switches, so there is no On/Off switch. You power on/off by inserting or removing the jack from the appliance or the plug from the mains.
 - If there is a power failure, and the appliance is plugged in, it will automatically start up when power is restored (start-up time can take up to a minute). If the appliance doesn't restart automatically, check to be sure that the jack is fitted snugly into the power inlet on the appliance, and that the plug is plugged in to a live socket.
 - We recommend keeping the appliance plugged in at all times – except when you connect one of its Ethernet ports to another device or network card.
4. **Reboot time / expected start-up time** is approximately 1 minute.
5. **Ready?** Check the **front panel** to see if the appliance is ready. There are 3 indicator LEDs, left to right:
 - **Power:** This LED lights green as soon as the power is on. When the appliance is ready, it should be green.
 - **Activity:** This LED blinks green when there is traffic on one or more Ethernet ports. When the appliance is ready, it should either be off or blink green.
 - **Error:** The Error LED on the front panel blinks red in various patterns on each power on (which automatically reboots the TrustGate) and every time you reboot by other means. When the appliance is ready, it should be off. **Important:** If the Error LED stays lit for more than about a minute after the expected start-up time, or if it at any time blinks about once a second continuously for more than three or four minutes, the appliance is defective and needs replacement. Return it to your local representative.
6. **Cross-over cable?** If you have connected the PC and the appliance with the cross-over cable, you can turn the PC back on after you see that the appliance is ready.
7. **Connected?** On the **back panel**, check the leftmost LED on LAN (and, if applicable, on the WAN) to see if you are actually connected. When a connection is ok, the leftmost LED – which is a link indicator – will light yellow (10Mbps connection) or green (100 Mbps connection).



Troubleshooting tip. If the left LED on the LAN interface is not lit, do the following:

1. Make sure that all cables are snugly connected.
2. If you are using an Ethernet wall outlet, make sure that the outlet is connected to an Ethernet switch or hub.
3. Make sure that you are using the correct cable between the hardware and the PC or LAN. Use the cross-over cable to connect the appliance directly to a single PC or to an uplink port on a hub/switch. Otherwise, use a straight-through drop cable.

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