

# Websense IQ-Series Appliance Help

Help | IQ-Series Appliance | Version 1.7.x

The Websense® IQ-Series appliance provides on-premises URL analysis and application/protocol detection for Web request traffic. Real-time security capabilities on the IQ-Series appliance provide Web filtering with dozens of default URL categories.

When on-premises analysis indicates that a Web request requires further examination, the appliance transparently routes that traffic to the cloud, where Websense blueSKY Security Gateway analytics are applied and policy is enforced. See [Websense blueSKY Security Gateway Help](#) for information about the cloud portal.

A pass-through card allows traffic to flow through your network even if the appliance is not functioning properly or a network component is down.

Appliance help topics include:

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## Appliance quick start

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Before you begin the appliance quick start setup instructions, you should consider the following issues:

- Determine appliance rack location.
- Determine appliance IP addresses for network deployment.
- If you plan to use Active Directory authentication, ensure that your appliance hostname complies with Active Directory hostname requirements. See [Appliance hostname](#), page 5, for a list of hostname guidelines.

- The appliance ships with a pre-installed Web category database. After appliance setup, an update to this database is initiated. During this update, the appliance can analyze traffic using the pre-installed database. Traffic analysis may be more accurate after the full update is complete.

A progress message and status indicator displayed on the **Status > General** page disappear when the update is complete. This message appears only for the initial update.

- If your network includes a firewall, ensure that appropriate ports are open. See [Appliance network connection, page 3](#), for details.
- If you plan to control VLAN traffic in your network, see [VLAN tag, page 7](#), for information about VLAN tags.

## Initial Websense blueSKY settings

Perform the following steps in the Websense blueSKY portal:

1. Ensure that your Websense blueSKY account is established.
2. Log in to the [cloud portal](#).
3. Click **Network Devices** in the Websense blueSKY console to display a list of your network appliances.
4. Click **Add** and enter new appliance information. See the [Getting Started Guide](#) for detailed information.



### Important

It is recommended that you define certificates when you add an appliance, in order to avoid browser warnings regarding SSL termination for block, authentication, or quota/confirm operations.

Be sure to perform the following:

- Generate a CA certificate. Ensure that the certificate is not encrypted.
- Import this certificate to all relevant browsers.
- Upload this certificate to each appliance using the Certificates tab.

See the [Getting Started Guide](#) for detailed instructions.

You should also install a Websense Root Certificate to implement SSL decryption. See the Defining Web Policies topic in [Websense blueSKY Security Gateway Help](#).

## Appliance setup and configuration

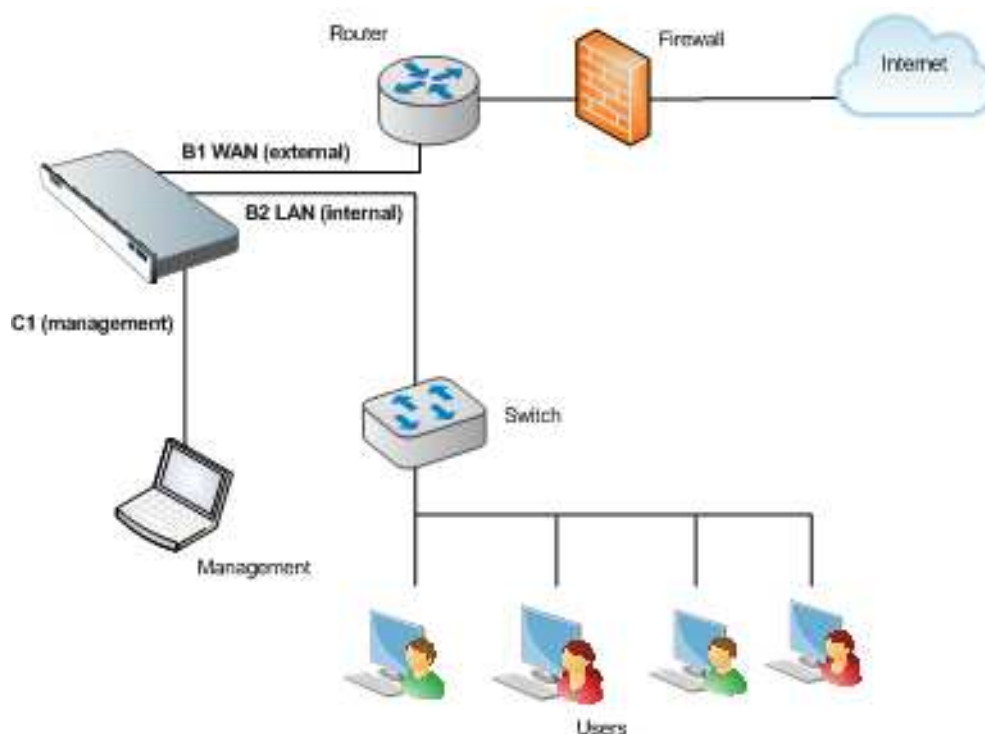
Perform the following steps to set up and configure your appliance:

1. Verify the contents of the accessory box that was shipped with the appliance. It should include power cable, an appliance bezel, and a quick start poster.

2. Rack the appliance and plug it in.
3. Power the appliance on and allow the boot sequence to complete.
4. Connect a computer with DHCP enabled (such as a laptop) to the appliance C1 interface. Wait a few moments, until the automatic network setup process is complete, to begin appliance configuration.
5. Log on to the appliance via a Web browser connection (<https://169.254.0.2>). Credentials are admin/admin.
6. Complete the appliance First-Time Configuration Wizard. See [First-time configuration wizard](#), [page 5](#), for wizard instructions.
7. Log off the appliance and disconnect the computer from the appliance.

## Appliance network connection

Connect the appliance to your network. The sample diagram shows a possible deployment:



If your network includes a firewall, you need to ensure that destination TCP ports are open for connection to the cloud service. By default, the appliance is configured to use standard destination ports 80 and 443 for these connections.

Alternatively, and depending on your corporate firewall policy, you can configure your appliance to use the following ports, which are used for non-appliance connections to the cloud service:

Port	Purpose
8002	Configuration and policy update information retrieval from Websense blueSKY. This port must be open for an IQ-Series appliance to retrieve periodic configuration setting and policy updates from the cloud service.
8081	Proxy service. This is where the cloud-based content analysis is provided.
80	Notification page components. The default notification pages refer to style sheets and images served from the Websense blueSKY platform. For these pages to appear correctly, this Web site is accessed directly (i.e., not through Websense blueSKY).
443	Service administration. The Websense administration portal is similarly unproxied. Otherwise, it would be possible for you to accidentally block access and then be unable to rectify the situation.

You can switch between the standard and alternative ports at any time using the appliance command-line interface (CLI). See the [Getting Started Guide](#) for detailed instructions about switching port settings.

You should also open the outbound Network Time Protocol (NTP) port (UDP 123) to allow system time/clock synchronization in the system.

## Appliance registration

Perform the following steps to register the appliance with Websense blueSKY:

1. In the Websense blueSKY console, click **Network Devices**.
2. Select the row that contains your new appliance and click **Register**.
3. Copy the registration key in the Register Appliance box and click **Close**.

## Appliance registration completion and password change

Perform the following steps to complete appliance registration:

1. Reconnect to the appliance using the management IP address (C1) or the default address (169.254.0.2) and log in.
2. Change the appliance password if you have not already done so.
3. Paste the Websense blueSKY registration key into the **Registration key** field.

At this point, an update to the pre-installed Web category database begins. During this update, the appliance can analyze traffic using the pre-installed database. Note that analysis may be more accurate after the update process completes. A download progress message and status indicator displayed on the **Status > General** page disappear when the update is complete.

# First-time configuration wizard

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The Websense IQ-Series appliance First-Time Configuration Wizard walks you through some initial settings that are important for appliance operation. You must complete the wizard before you can manage the appliance. Canceling the wizard before completing initial appliance configuration logs you out of the appliance, and any settings you may have entered up to that point are not saved.

Before you begin the wizard, you must perform the following tasks:

- Rack your appliance and plug it in.
- Power the appliance on.
- Connect a computer to it. Ensure the computer has DHCP enabled.
- Access the appliance manager via a Web browser.

See [Appliance quick start, page 1](#), for details.

Click **Next** on the Welcome page to start the wizard.

## Appliance hostname

In the **Hostname** page, enter the appliance hostname or fully qualified domain name (FQDN). The name may consist of 1 - 32 alphanumeric characters, dashes, and periods. It must begin with a letter and cannot end with a period.

If you are using Active Directory authentication, see [System information, page 13](#), for Active Directory hostname requirements.

Format for an appliance hostname is:

*hostname*

You can also use the format *hostname.parentdomain*.

Format for the FQDN is:

*hostname.parentdomain.com*

Click **Next** to continue with the wizard.

## Appliance network interfaces

The Network Interfaces page lets you configure your appliance interfaces for outbound traffic and appliance management. You can also designate your DNS servers on this page.

## Web traffic and appliance management

Specify the appliance IP address and subnet mask in the Outbound Traffic section for the network bridge created by the B1 and B2 interfaces. These interfaces are used for all outbound traffic. One interface (B1) handles traffic routed out of your network, and the other (B2) handles traffic to your internal network.



### Note

Ensure you have configured valid routing between the bridge interface and any client generating traffic that is intercepted by the appliance (either explicitly for management purposes or transparently for authentication, quota, or confirm actions), taking the VLAN tag into account.

See [VLAN tag, page 7](#), for more information.

Provide the IP address and subnet mask for the C1 interface in the Appliance Management section. The C1 interface is used for appliance management functions. This interface can also be used when the B1/B2 bridge interface is in hardware bypass mode.

You can allow appliance management via the B1 and B2 bridge interfaces along with the C1 interface. Mark the **Allow appliance management access in addition to the C1 interface** check box to enable this capability. This is the default configuration.



### Note

Although by default you may access the appliance manager via either the bridge or management interfaces, use of the management interface for this function is recommended.

## DNS servers

You must define a DNS server by entering its IP address in the **DNS Servers** section **IP address** field and clicking **Add**. The IP address appears in the DNS Server IP Address list.

You may define up to 3 DNS servers, each with a different IP address.

After you select an IP address in the DNS Server IP Address list, you can:

- Remove the address by clicking **Remove**.
- Move the address up or down in the list, to change the order in which the servers are used to process traffic. Use the up or down arrow to move a selected address, as appropriate.

Click **Next** to continue with the wizard.

# Routing

The Routing page lets you define your default gateway, along with any static routes you may need. You can also specify a VLAN tag for management traffic, which the appliance uses to communicate with Websense cloud and database download services. This tag may also be used by clients that communicate with the appliance bridge interface.



## Note

Ensure you have configured valid routing between any client generating traffic that is intercepted by the appliance and the bridge interface, taking into account the VLAN tag that you define on this page.

## Default gateway

On the Routing page, specify the IP address of your default gateway for outbound traffic.

In many cases, you need only a gateway specification on this page. However, you can use the Routing Table to configure static routes. Configuring routes on the main bridge interface should not be necessary. For more information, see the [Getting Started Guide](#).

## Static routes

To add static routes, click **Routing Table**, and then **Add**. Provide the following route information in the Route Properties dialog box:

- Destination network
- Subnet mask for the destination network
- Gateway IP address
- Interface used. In the drop-down list, select either **Bridge (B1, B2)** or **Management (C1)**.

You may edit route properties by clicking the route destination network IP address link to open the Route Properties dialog box.

Remove a route from the table by marking the check box to the left of the desired route's row and clicking **Remove**.

## VLAN tag

The appliance can be configured to analyze virtual LAN (VLAN) tagged and untagged traffic. All VLAN traffic is analyzed unless you define some of that traffic as trusted. You can bypass analysis for untagged traffic and for specific VLAN tags in the Websense blueSKY portal. See the [Getting Started Guide](#) for configuration details.

The appliance supports the use of a single VLAN tag for management communication traffic from the appliance to the cloud and database download services. This tag is also used by any client that communicates with the appliance bridge interface (B1 and B2) either explicitly for management purposes or transparently for authentication, quota, or confirm actions.

Activate VLAN tag support by marking the **Use the following VLAN tag** check box. Enter the desired tag in the entry field using a number from 0 to 4094.



#### Note

If you change the VLAN tag while your client is connected to the appliance management interface, you may lose connectivity with the appliance. Ensure that your client routing includes the new VLAN configuration to recover the connection.

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Click **Next** to continue with the wizard.

## Finish

The final page of the wizard summarizes the entries and selections you have made. If you want to change any setting after your review, click **Back** to access the desired wizard page and edit your settings.

If you are satisfied with your settings, click **Finish**.

At this point, you are logged off the appliance. You must log back in for your configuration settings to take effect.

When you log back in, you are prompted to change your initial password (if you have not already done so) and register the appliance with Websense blueSKY. See [Appliance registration, page 8](#), for information.



#### Note

If you are unable to access the appliance, you can connect to the appliance manager interface at any time via <https://169.254.0.2>.

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## Appliance registration

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In order to manage your appliance, you must change the initial password and register the appliance with Websense blueSKY.

When you log back in to the appliance after completing the First-Time Configuration Wizard, the initial screen lets you change the password, if you have not already done



so, in the Administrator Credentials box. If you changed the password before completing the wizard, the Administrator Credentials box does not appear on this page when you log back in.

This initial page also lets you enter your Websense blueSKY registration key. You should already have added this appliance to the Network Devices list in the Websense blueSKY portal. See [Appliance quick start, page 1](#), for information.

To register your appliance:

1. Log on to the [cloud portal](#) and click **Network Devices**.
2. Select the row that contains this appliance.
3. Click **Register** at the bottom of the page to open the Register Appliance box.
4. Copy the displayed registration key and click **Close**.
5. Return to the appliance manager and paste the key into the **Registration key** field.
6. Click **OK**.

At this point, the appliance **Status > General** page appears, and an update to the pre-installed Web category database begins. During this update, the appliance can analyze traffic using the pre-installed database. Note that analysis may be more accurate after the update process is complete.

A progress message and status indicator displayed on the **Status > General** page disappear when the update is complete.

## General configuration

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The appliance **Status > General** page displays the current status of Websense blueSKY updates and license information. It can also contain a collection of information or warning messages regarding appliance configuration settings and status.

## Websense blueSKY updates

The IQ-Series appliance periodically retrieves configuration and policy updates from Websense blueSKY. This section of the **Status > General** page displays the date and time of the most recent configuration and policy update from Websense blueSKY, along with the most recent connection date/time. Updates occur approximately every 2 minutes. If more than 15 minutes elapse between updates, the date/time display appears in red, and you should investigate why updates have not been retrieved.

The updates section also includes a link that, when clicked, initiates an immediate update from Websense blueSKY. This link is helpful when the update interval is significantly longer than 5 minutes (for example, after 15 minutes, when the date/time display turns red).

## Appliance license information

The License section contains information about the current appliance license, including the following details:

- Services provided by the license
- Type of license (e.g., evaluation, purchase)
- Number of users allowed
- Period during which the appliance license is valid

## Configuration and status information

The **Status > General** page may contain several information or warning messages, depending on the current status of the appliance. The following messages may be displayed:

- **Web category database update is in progress.** This message appears only during the initial update to the pre-installed Web category database, which starts after a successful appliance setup and configuration. The appliance can analyze Web traffic using the pre-installed database while the update is in progress. An indicator displays the status of the update process. This message disappears when the update is complete.
- **Change password.** This message appears if you have not changed the initial appliance password. Clicking the **Change password** link takes you to the **Administration > Account Management** page, where you can change the appliance password.

If you have changed the initial password, this message does not appear in the **Status > General** page.

- **Register the appliance.** This message appears if you have not registered the appliance with Websense blueSKY. Clicking the **Register the appliance** link takes you to the **Configuration > Registration** page, where you can enter the registration key obtained from the Websense blueSKY portal. See [Appliance registration, page 8](#), for details.

If you have registered the appliance with Websense blueSKY, this message does not appear in the **Status > General** page.

- **The appliance is in bypass mode.** This message indicates that the appliance is in a hardware bypass situation and is not currently monitoring network traffic. All network traffic continues to flow, even if the appliance is powered down. Communication with Websense blueSKY is compromised while the appliance is in bypass mode. Clicking the link takes you to the **Configuration > System** page, where you can change appliance mode to active.

If the appliance is in active mode, this message does not appear in the **Status > General** page.

- **The appliance has been disabled via a Forcepoint cloud portal operation.** This message indicates that the appliance is disabled in the Websense blueSKY portal. All Web traffic flows through the appliance, and communication with Websense blueSKY continues. However, no web policy is applied to the traffic.

To enable your appliance, log on to the [cloud portal](#) and locate the appliance on the Network Devices page. Click the appliance name in the list, mark the **Enabled** check box in the General tab, and click **OK**.

If the appliance is enabled, this message does not appear in the **Status > General** page.

- A series of appliance upgrade-related messages may appear at various times.
  - **New upgrade was released. Please upgrade this appliance.** Displayed with an information icon, this message indicates that an appliance upgrade has been released. Upgrade installation is recommended. Clicking the message link takes you to the **Configuration > Upgrade Management** screen, where you can initiate upgrade installation.
  - **New upgrade was released. The current version will reach end-of-life status on [x].** (where *x* is the date and time for version end of life) Displayed with an error icon, this message indicates that your product version must be upgraded before the indicated end-of-life date and time, or you will lose your **Websense blueSKY** connection. Clicking the message link takes you to the **Configuration > Upgrade Management** screen, where you can initiate upgrade installation.
  - **This appliance was not upgraded by the specified date. Connection to Websense blueSKY has been lost.** Displayed with an error icon, this message indicates that your appliance was not upgraded within the required amount of time. Traffic still flows through the appliance, but it is no longer connected to Websense blueSKY and no traffic analysis occurs. Category database downloads are discontinued. You must contact Technical Support for information regarding the restoration of your service.
- **x Alerts found (last 24 hours).** This message indicates how many alerts the appliance has generated in the past 24 hours. Clicking the link takes you to the **Status > Alerts** page, where you can view a list of alerts, their severity, and the date/time each was generated. An Alert Details box displays more information about why a selected alert occurred and how you might resolve a warning or error situation.

## Resource usage

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The appliance **Status > Resource Usage** page displays charts that detail the current status of appliance resources. The charts show statistics for the point in time at which they are opened. To see updated resource usage information, you must refresh the screen.

The charts show the usage levels for the following resources:

- CPU capacity
- Memory
- Disk space

These graphs can be useful for troubleshooting some appliance performance issues.

For more graphical information showing transaction rates and bandwidth usage, view appliance statistics in the Websense blueSKY portal. On the Network Devices page, click the **Properties & Statistics** link and open the **Statistics** tab. Select a chart from the drop-down list.

## Alerts and diagnostics

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The **Status > Alerts and Diagnostics** page displays 2 tabs: Alerts and Diagnostics. The Alerts tab displays appliance alert events from the previous 24 hours, along with the date/time of alert occurrence. The alerts are sorted by date, with the most recent alerts appearing at the top of the list. The Diagnostics tab lets you execute a series of tests to determine system connectivity status and health.

### Alerts

An alert is characterized as having 1 of 4 severity levels:

- Info: An informational message that does not require a user response
- Warning: A message that provides advance notice of an impending error situation that may require a user response
- Error: A message that describes an error situation that requires user attention
- Critical error: A message that describes an error situation that requires immediate user attention

Select an individual alert in the list to display detailed information that describes the issue and may offer possible resolutions to that issue.

The Websense blueSKY portal also contains a history of appliance alert events in the Network Devices page. Up to 7 days of alerts may be viewed.

Appliance upgrade alerts displayed on the **Status > Alerts and Diagnostics** page are also sent via email from the Websense blueSKY portal.

### Diagnostics

The Diagnostics tab provides the capability to run a series of system tests to determine the current state of Websense blueSKY. The first time you open the Diagnostics tab, a table shows a list of the tests to run. The tests include, for example, a status check of

the network interfaces, the default gateway, your DNS servers, or the cloud service connection.



#### Note

A set of diagnostics for Active Directory operations is available only if you are currently connected to an Active Directory server. See [Active Directory authentication, page 15](#), for information about connecting to Active Directory.

Click **Run Diagnostics** to start the tests. The Results column displays test status (In progress) and results (Passed, Failed, or Could not complete). For tests that do not complete or fail, the Details column displays more information, including suggestions for resolving the issue that caused the failure.

Each time you open the Diagnostics tab thereafter, the most recent test results appear, along with the date/time of those tests.

## System information

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The **Configuration > System** page displays current information about the appliance, including appliance version, platform, the appliance date/time determined by Websense blueSKY, and how long the appliance has been running since the most recent appliance restart.

You can also select 1 of the following operating modes for the appliance:

- Active
- Bypass

An appliance in active mode is monitoring network traffic, provided the appliance is registered and enabled in the Websense blueSKY portal (**Network Devices > Add/Edit Appliance**). If the appliance is not enabled in Websense blueSKY, traffic continues to flow through the appliance and is monitored, but no web policy is applied.

When an appliance is in bypass mode, web traffic is not monitored although it continues to flow. In a hardware bypass situation, all traffic is permitted, but communication with Websense blueSKY is compromised.

The button to toggle appliance operating mode is labeled **Activate** or **Bypass**, depending on the current appliance mode. Click **Activate** to allow an appliance in

bypass mode to begin monitoring network traffic. After appliance activation, click **Bypass** to place the appliance in bypass mode if desired.



#### Note

When you switch from 1 appliance operating mode to the other, link autonegotiation causes a short outage (less than 10 seconds) on the bridge interfaces.

You may perform the following appliance operations on the System page:

- Reboot
- Power off

Click **Reboot** to restart the appliance, and click **Power off** to turn off appliance power.

## Hostname

The appliance hostname or FQDN that you entered in the First-Time Configuration Wizard appears as a hypertext link in the **Hostname or FQDN** field. See [Appliance hostname, page 5](#), for details and format examples. Click the link to open the Edit Hostname dialog box for updating the hostname.

The name may consist of 1 - 32 alphanumeric characters, dashes, and periods. It must begin with a letter and cannot end with a period.

If you use Active Directory authentication, the following hostname requirements are enforced:

- Total length of 2 - 128 alphanumeric characters (including hostname and parent domain name elements; format is *hostname.parentdomain*)
- May include dashes, underscores, and periods
- Must begin with an alphanumeric character
- Cannot end with a dash, underscore, or period
- Hostname element length should be between 2 and 15 characters
- Cannot match any of the following reserved words:

ANONYMOUS	BATCH	BUILTIN
DIALUP	INTERACTIVE	INTERNET
LOCAL	NETWORK	NULL
PROXY	RESTRICTED	SELF
SERVER	SERVICE	SYSTEM
USERS	WORLD	

**Note**

You must disconnect from an Active Directory server before you update the hostname. You may reconnect to the server after a successful update.

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After you update the hostname, you are prompted to log back in to the appliance.

## Active Directory authentication

Use the Active Directory Authentication section to connect to an Active Directory server to enable browsers for NTLM transparent password authentication. When this screen first opens, the current status is **Disconnected**, and a button labeled **Connect** appears.

**Important**

NTLM2 Session authentication is not supported. You should use either NTLMv1 or NTLMv2 authentication. See the [Getting Started Guide](#) for configuration details.

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Establish a connection to an Active Directory server for authentication using the following steps:

1. Click **Connect** to open the Active Directory Authentication dialog box.
2. Enter the following server information in the appropriate fields:
  - Domain name
  - Active Directory administrator name
  - Active Directory administrator password  
You should note that this password is used only for establishing the server connection. The content of this field is not stored anywhere in the system.
3. Indicate how the system finds the domain controller by selecting 1 of the following options:
  - Auto-detect using DNS  
This option works properly only if your DNS is correctly configured. The detection process recurs periodically, to synchronize any Active Directory deployment changes.
  - Enter a domain controller name or IP address.  
You can specify backup servers in a comma-separated list.

The connection cannot be made if the server hostname does not adhere to Active Directory naming restrictions. See [Hostname, page 14](#), for a detailed list of Active Directory hostname requirements.

**Note**

The appliance must be able to access the Active Directory server IP address and port(s). You may need to edit an internal firewall setting or LAN routing rule.

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After a connection is successfully established, the button name changes from **Connect** to **Disconnect**.

**Note**

Disconnecting an Active Directory server from the appliance does not remove the machine from the Active Directory system. The Disconnect operation only terminates the connection between the appliance and the specified Active Directory server.

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Appliance diagnostics include a set of tests for Active Directory operations. See [Diagnostics, page 12](#), for information about running the diagnostics.

**Note**

End users who validate against a local Active Directory for NTLM authentication cannot use email addresses as user names and must use domain\username format (for example, MYCOMPANY\jsmith).

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## Network interfaces and routing

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The **Configuration > Interfaces and Routing** page contains 2 tabs: Interfaces and Routing. The first time you open this page, the Interfaces tab displays the network interface settings and DNS server designations that you configured in the First-Time Configuration Wizard. Likewise, the Routing tab displays the default gateway, static routes, and the VLAN tag you defined in the wizard's Routing page.

You may edit network interface and routing settings on this page. See [Appliance network interfaces, page 5](#), for information about configuring network interfaces and DNS servers. See [Routing, page 7](#), for information about setting the default gateway, defining traffic routes, and specifying a VLAN tag.



# Registration

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Register your appliance with Websense blueSKY on the appliance **Configuration > Registration** page.

If you have not registered your appliance, you should obtain the key from the Websense blueSKY portal Network Devices page and enter it here. Click **OK** to register the appliance. See [Appliance registration, page 8](#), for instructions on obtaining an appliance registration key from Websense blueSKY.

If you have not changed the appliance initial password, this page is not available for registration key entry. You must change the initial password (**Administration > Account Management**), then obtain your registration key from Websense blueSKY and enter it in the Registration page.

## Appliance upgrade management

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Use the **Configuration > Upgrade Management** page to keep the appliance up-to-date with the latest releases. You can check for, download, and install product upgrades from this page. The current appliance version and date of installation appear at the top of the page.

The appliance checks for available upgrades on a daily basis. You receive alerts regarding upgrade availability on the **Status > General** page. See [Configuration and status information, page 10](#), for information about these messages.

When a new upgrade is available, its version number, availability date, description, and status are displayed in the upper table with a status of **Available**. Clicking the icon in the Description column opens the Release Notes for that version.

The Action column contains icons that, when clicked, initiate the next appropriate action for an upgrade. For example, an available upgrade can be downloaded. An upgrade that has already been downloaded (and has a status of Downloaded) can then be installed. Note that after an upgrade is downloaded or installed, you must refresh the screen in order to change upgrade status.

Depending on your network bandwidth, download operations can take some time. You should note that upgrade installations initiate an appliance bypass condition and cause the appliance to reboot.

The Upgrade History table provides a record of upgrade releases that have been applied to the appliance, including version number, upgrade date, and status (e.g., successful or unsuccessful download and installation). The Action column contains icons that open the Release Notes for an installed upgrade or a download/installation log file. Note that the log icon is not enabled after a clean installation.

# Account management

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Change the appliance password on the **Administration > Account Management** page. The password must be 8 - 30 alphanumeric characters.

Enter the current password, then enter and confirm the new password. Click **OK**.

A password strength indicator rates your password on the basis of how many uppercase and lowercase characters are used, along with numbers and special characters. Use of at least 2 elements from each area contributes to password strength.

If you have not already changed the initial appliance password, you should change it on this page.

If you forget your appliance password and cannot log in, use the following steps to change the password:

1. Connect to the [cloud portal](#).
2. Click **Network Devices** and select the appropriate row in the Appliances list for your appliance.
3. Click **Change Password** at the bottom of the page, then enter and confirm a new password.

You should wait a few minutes before you use the new password, to allow it to be updated on the appliance.