

# **FORCEPOINT**

## **Sidewinder Control Center**

**Hardware Guide**

**Models C1015, C2050, and C3000**

Revision C

# Table of contents

- Preface..... 3**
  - Find product documentation..... 3
- 1 Introducing the appliances..... 4**
  - Model features..... 4
  - Network ports..... 7
  - Remote Management Module port..... 7
  - Replaceable hardware components..... 8
  - Regulatory information..... 8
- 2 Using the Remote Management Module..... 9**
  - Configure the Remote Management Module..... 9
  - Connect to the Remote Management Module web interface..... 10
- 3 Performing hardware maintenance tasks..... 11**
  - Replace a hard drive..... 11
  - Replace a power supply..... 12
  - Re-imaging the appliance..... 12
  - Running hardware diagnostics..... 12
  - Interpreting system indicator lights..... 13

# Preface

---

This guide provides the information you need to configure, use, and maintain your product.

## Find product documentation

---

On the **ServicePortal**, you can find information about a released product, including product documentation, technical articles, and more.

1. Go to the **ServicePortal** at <https://support.mcafee.com> and click the **Knowledge Center** tab.
2. In the **Knowledge Base** pane under **Content Source**, click **Product Documentation**.
3. Select a product and version, then click **Search** to display a list of documents.

# Introducing the appliances

Models C1015, C2050, and C3000 support Forcepoint™ Sidewinder® Control Center version 5.1.0 and later.

## Model features

Control Center appliances provide different maintenance and remote management features.

The following table provides an overview of the models.

**Table 1: Model features**

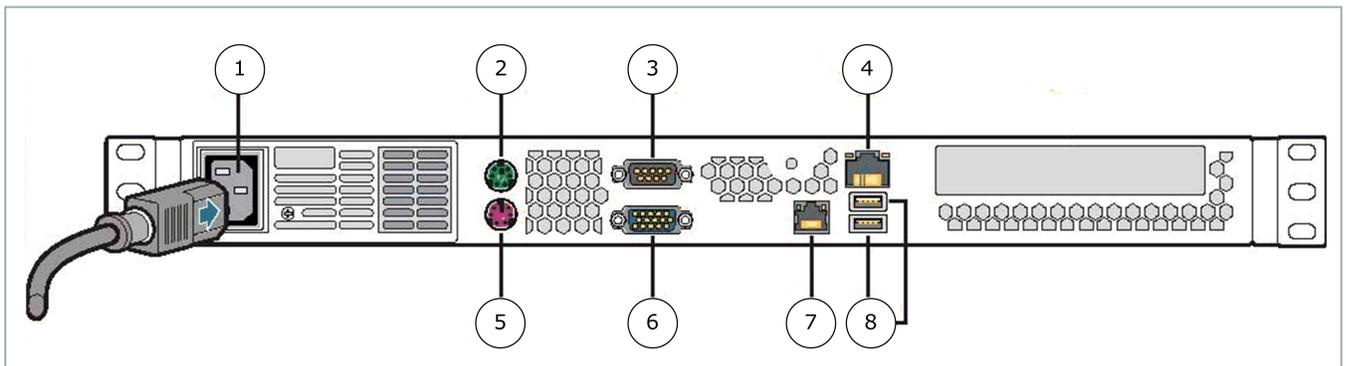
Model	Hard drives	Power supplies	Remote Management Module	Rack height
C1015	1	1	No	1U
C2050	2 (RAID 1)	2	Yes	
C3000	4 (RAID 5)			

## Model C1015 features

Model C1015 has the following external features.

### C1015 rear panel

The rear panel of model C1015 houses the AC power connector, keyboard and monitor ports, and network ports.



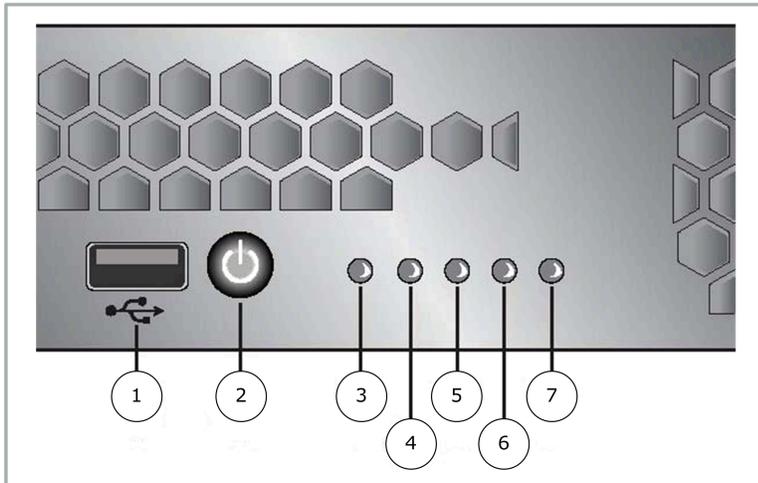
**Figure 1: Rear panel of model C1015**

Number	Description
1	AC power connector
2	PS/2 mouse port
3	Serial port
4	Default network port (eth0)
5	PS/2 keyboard port
6	VGA port

Number	Description
7	Network port (eth1)
8	USB ports

## C1015 front panel

The front panel of model C1015 houses the power button and system indicator lights.



**Figure 2: Front panel of model C1015**

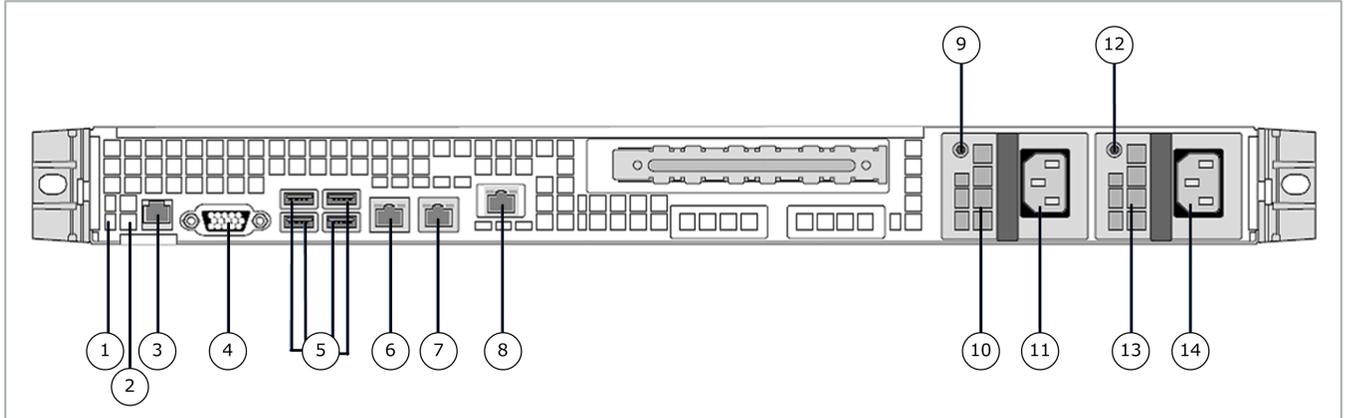
Number	Description
1	USB port
2	Power button
3	System status indicator light
4	System power indicator light
5	Hard drive activity indicator light
6	NIC 1 activity indicator light
7	NIC 2 activity indicator light

# Model C2050 and C3000 features

Models C2050 and C3000 have the following external features.

## C2050 and C3000 rear panel

The rear panel of models C2050 and C3000 houses network ports and replaceable power supplies.



**Figure 3: Rear panel of models C2050 and C3000**

Number	Description
1	System identification indicator light
2	System status indicator light
3	RJ-45 serial B connector (RS-232 serial port)
4	VGA port
5	USB ports
6	Default network port (eth0)
7	Network port (eth1)
8	Remote Management Module port
9	Power supply 1 status indicator light
10	Power supply 1
11	Power supply 1 AC connector
12	Power supply 2 status indicator light
13	Power supply 2
14	Power supply 2 AC connector

## C2050 and C3000 front panel

The front control panel of models C2050 and C3000 houses the power button and system status indicator lights.

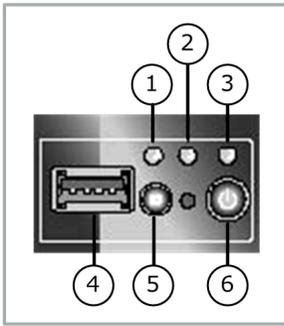


Figure 4: Front panel of models C2050 and C3000

Number	Description
1	System identification indicator light
2	System status indicator light
3	Power/sleep indicator light
4	USB port
5	System identification button
6	Power button

## Network ports

C1015 appliances have one network port. C2050 and C3000 appliances have two network ports.

Network ports provide network connectivity for activities such as:

- Managing Forcepoint Sidewinder appliances
- Managing the Control Center appliance using the Control Center Client application
- Streaming log data to remote servers, such as syslog servers.

## Remote Management Module port

Models C2050 and C3000 have a Remote Management Module port.

The Remote Management Module provides system management features independent from the Control Center operating system.



**Note:** The Remote Management Module cannot be used by Control Center and the port does not appear in the list of interfaces.

You can use the Remote Management Module web interface to:

- View system information
- View system health, including:
  - Sensor readings

- Event logs
- Control the appliance remotely using console redirection
- Turn the appliance on or off

## Replaceable hardware components

---

Models C2050 and C3000 have replaceable power supplies and hard drives.

These components are hot-swap capable, so they can be installed or uninstalled while the appliance is operating.



**Note:** Model C1015 does not have any user-replaceable hardware components.

## Regulatory information

---

In compliance with FCC regulations, this section provides information about the appliance models and contact information.

### Model information

The following regulatory information applies to models C1015, C2050, and C3000.

**Table 2: Regulatory model information**

Model	Regulatory model
C1015	SR1530
C2050	SR1625
C3000	SR1625

### Contact information

Use the following information to contact us.

Forcepoint LLC  
10900-A Stonelake Blvd  
Quarry Oaks 1, Ste 350  
Austin, TX 78759  
USA  
+1-800-723-1166

# Using the Remote Management Module

Use the Remote Management Module to view appliance information independently of the Control Center Client application.

## Configure the Remote Management Module

Use the BIOS to enable and configure the Remote Management Module. The module is disabled by default.

If the appliance is deployed in a production environment, schedule a maintenance interval to enable the Remote Management Module.



**Note:** Model C1015 does not include the Remote Management Module.

1. Connect the Remote Management Module port to a network.
2. Enter the appliance BIOS menu.
  1. Restart or turn on the appliance.
  2. Press **F2** to enter the BIOS menu.
  3. Navigate to the **Server Management** tab.
  4. Select **BMC LAN Configuration**.



**Note:** BMC configuration is not supported. If you want to configure BMC, use a different IP address for Control Center and BMC configuration. If you use the same address, the neighboring devices might display incorrect entries in the ARP table.

3. In the Intel **RMM3 LAN** configuration area, configure the following options:
  - IP address
  - Subnet mask
  - Gateway IP address



**Note:** Do not configure the **Baseboard LAN** configuration area.

4. In the **User** configuration area, define at least one user that will be allowed to access the appliance from a remote host.
  1. In the **User ID** field, select the user ID that you want to configure.



**Note:** The appliance has five user IDs for user information: anonymous, root, User3, User4, and User5. Each user ID can be enabled or disabled and assigned a privilege. These users have no connection to the Control Center software.

2. Configure the following options:
  - Privilege
  - User name
  - User password
3. In the **User status** field, select **Enable** to activate the user ID.
5. Press **F10** to exit the BIOS and save the changes.

# Connect to the Remote Management Module web interface

Connect to the Remote Management Module web interface from a remote computer.

1. In a web browser, navigate to `https://<IP of Remote Management Module>`. The first time you connect, accept the SSL certificate.
2. Specify a user name and password, then click **Login**. The home page appears.
3. Click the tab that corresponds to the task that you want to perform.



**Tip:** For option definitions, click **Help**.

**Table 3: Web interface tabs**

Tab	Task
System Information	View appliance information.
Server Health	<ul style="list-style-type: none"><li>• View sensor readings.</li><li>• View the event log.</li></ul>
Configuration	<ul style="list-style-type: none"><li>• Configure Remote Management Module network settings.</li><li>• Manage Remote Management Module users.</li><li>• Upload a new SSL certificate.</li><li>• Configure LDAP (Lightweight Directory Access Protocol).</li></ul>
Remote Control	<ul style="list-style-type: none"><li>• Access the appliance console.</li><li>• Turn the appliance on or off.</li></ul> <div data-bbox="565 1136 618 1188"></div> <div data-bbox="656 1136 1453 1220"><p><b>Note:</b> To use console redirection you must allow the pop-up window to open, then download the Java applet.</p></div>



**Note:** When modifying network settings for the Remote Management Module on the **Configuration** tab, select **Intel(R) RMM3** from the **LAN Channel** drop-down list. Do not configure the Baseboard Management LAN channel.

# Performing hardware maintenance tasks

Maintenance tasks include replacing hard drives and power supplies, re-imaging the appliance, and running hardware diagnostics.

## Replace a hard drive

Replace a hard drive in a model C2050 or C3000 appliance.

- The appliance must have no more than one failed hard drive.

If two or more hard drives have failed, contact technical support for assistance with re-creating the RAID container and restoring the software image.

- The replacement hard drive must have the same capacity or larger than the failed drive.
- You must have a number 2 Phillips screwdriver.

C2050 and C3000 models have hot-swappable hard drives connected to a RAID controller. The RAID controller allows the system to continue operating in the event that a single disk drive fails. A single failed hard drive can be replaced while the system is operational.

1. Identify the failed hard drive.



**Tip:** A failed hard drive usually has an amber indicator light.

2. Remove the failed hard drive from the appliance.

1. Press the aqua latch on the failed hard drive to release the spring-loaded black handle.
2. Remove the hard drive from the appliance by pulling on the black handle.
3. Use a screwdriver to remove the hard drive from the drive enclosure.

3. Prepare the replacement hard drive.

1. Remove the replacement hard drive from the protective packaging.
2. Compare the replacement hard drive to the failed hard drive to make sure the replacement hard drive has equal or larger capacity.



**Note:** A lower capacity hard drive will not work. Contact technical support if you received a replacement hard drive that has a lower capacity than the failed hard drive.

3. Press the aqua latch to release the spring-loaded black handle.
  4. Transfer the replacement hard drive into the empty drive enclosure, then tighten the screws with a screwdriver.
4. Insert the replacement hard drive into the appliance.

1. Slide the drive into the empty hard drive bay until it is fully seated.
2. Press the black handle until it latches.
3. If the appliance is turned off, turn it on.

After the drive is inserted, the RAID controller begins the rebuild operation. When the rebuild operation begins, each hard drive shows activity. When the operation finishes, the drive indicator light changes from amber to green.



**CAUTION:** Do not turn off the appliance until the rebuild operation is complete.



**Note:** Performance is reduced while the rebuild operation takes place.

5. Place the failed hard drive in the packaging materials of the replacement hard drive.

## Replace a power supply

---

Replace a power supply in a model C2050 or C3000 appliance.

Identify the failed power supply.

C2050 and C3000 models have dual supplies that allow them to continue operating if one power supply fails. The power supplies are hot-swappable, so a single power supply can be replaced while the appliance is turned on and in operation or when the appliance is turned off.

1. Disconnect the power cord from the failed power supply.
2. Remove the failed power supply.
  1. Unlatch the failed power supply by pressing the aqua handle to the left.
  2. Continue pressing the aqua handle and remove the power supply by pulling the black handle.
3. Remove the replacement power supply from its protective packaging.
4. Slide the replacement power supply into the appliance until it is fully seated and the latch has engaged.
5. Connect the power cord to the replacement power supply.



**Note:** Use both power supplies in normal operation, so that the two power supplies share the load.

## Re-imaging the appliance

---

Two re-imaging methods are available.

- **Installation USB drive** — For instructions, see the *Firewall Enterprise Control Center Installation USB Drive Product Note* for the version you are installing.
- **CD** — [Models C2050 and C3000 only] For instructions, see the *Forcepoint Sidewinder Control Center Release Notes* for the version you are installing.

## Running hardware diagnostics

---

If you suspect your appliance has a hardware issue, use the hardware diagnostics utility to troubleshoot.

For instructions, see the *Intel Diagnostics Tool for McAfee Appliances Instructions*, available at <http://www.mcafee.com/us/downloads/downloads.aspx>.

# Interpreting system indicator lights

Control panel indicator lights provide system status information.

## Model C1015 indicator lights

The following table describes the control panel indicator lights for Control Center model C1015.

**Table 4: Model C1015 control panel indicator lights functions**

Indicator light	Color	State	Criticality	Description
System status	Green	Solid on	OK	System booted and ready
		~ 1 Hz Blink	Degraded	System degraded: <ul style="list-style-type: none"> <li>• Non-critical temperature threshold asserted</li> <li>• Non-critical voltage threshold asserted</li> <li>• Non-critical fan threshold asserted</li> </ul>
	Amber	~ 1 Hz Blink	Non-critical	Non-fatal alarm - system is likely to fail: <ul style="list-style-type: none"> <li>• Critical temperature threshold asserted</li> <li>• Critical voltage threshold asserted</li> <li>• Critical fan threshold asserted</li> </ul>
		Solid on	Critical, non-recoverable	Fatal alarm - system has failed or shut down: <ul style="list-style-type: none"> <li>• Thermtrip asserted</li> <li>• IERR asserted</li> <li>• Non-recoverable temperature threshold asserted</li> <li>• Non-recoverable voltage threshold asserted</li> <li>• Power fault/power control failure</li> </ul>
Off	N/A	Not ready	AC power off, if no degraded, non-critical, critical, or non-recoverable conditions exist	
System power	Green	On	N/A	Power on
		Blink	N/A	Sleep/ACPI S1 state
	Off	Off	N/A	Power Off/ACPI S4 state
Hard drive activity	Green	Random blink	N/A	Hard drive access
	Off	Off	N/A	No hard drive activity
NIC1/NIC2 activity	Green	On	N/A	NIC link/no access
		Blink	N/A	LAN access
	Off	Off	N/A	NIC disconnected

## Models C2050 and C3000 indicator lights

Indicator lights for models C2050 and C3000 are described in the following sections.

### Control panel indicator lights

The following table describes the control panel indicator lights for Control Center models C2050 and C3000.

**Table 5: Models C2050 and C3000 control panel indicator lights functions**

Indicator light	Color	State	Description
System identification	Blue	On	System identification button pressed
	Off	Off	No identification
System status	Green	On	Running/normal operation
		Blink	Degraded
	Amber	On	Critical or non-recoverable condition
		Blink	Non-critical condition
	Off	Off	POST/system stop
Power/sleep	Green	On	Legacy power on/ACPI S0 state
		Blink	Sleep/ACPI S1 state
	Off	Off	Power Off/ACPI S4 or S5 state

### Power supply indicator lights

The following table describes the power supply indicator light for Control Center models C2050 and C3000.

**Table 6: Models C2050 and C3000 power supply indicator light functions**

Color	State	Power supply condition
Off	Off	No AC power to all power supplies
Green	On	Output ON and OK
	1 Hz Blink	AC present/Only 5 VSB on (PS Off)
Amber	On	Either: <ul style="list-style-type: none"> <li>No AC power to this PSU only (for 1+1 configuration)</li> <li>Power supply critical event causing a shutdown: <ul style="list-style-type: none"> <li>Failure</li> <li>Fuse blown (1+1 only)</li> <li>OCP</li> <li>OVP</li> <li>Fan failed</li> </ul> </li> </ul>
	1 Hz Blink	Power supply warning events where the power supply continues to operate: <ul style="list-style-type: none"> <li>High temp</li> <li>High power</li> <li>High current</li> <li>Slow fan</li> </ul>

Copyright © 1996 - 2016 Forcepoint LLC  
Forcepoint™ is a trademark of Forcepoint LLC.  
SureView®, ThreatSeeker®, TRITON®, Sidewinder® and Stonesoft® are registered trademarks of Forcepoint LLC.  
Raytheon is a registered trademark of Raytheon Company.  
All other trademarks and registered trademarks are property of their respective owners.