



# **NGFW Security Management Center Appliance 1000 G5**

**for Forcepoint Next Generation  
Firewall**

**Hardware Guide**

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# Introduction

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Thank you for choosing a Forcepoint appliance.

Familiarize yourself with the appliance ports and indicators and learn how to install the appliance safely.

# Find product documentation

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In the Forcepoint Customer Hub, you can find information about a released product, including product documentation, technical articles, and more.

You can get additional information and support for your product in the Forcepoint Customer Hub at <https://support.forcepoint.com>. There, you can access product documentation, release notes, Knowledge Base articles, downloads, cases, and contact information.

You might need to log on to access the Forcepoint Customer Hub. If you do not yet have credentials, create a customer account. To create a customer account, navigate to the Customer Hub Home page, and then click the **Create Account** link.

# Supported software

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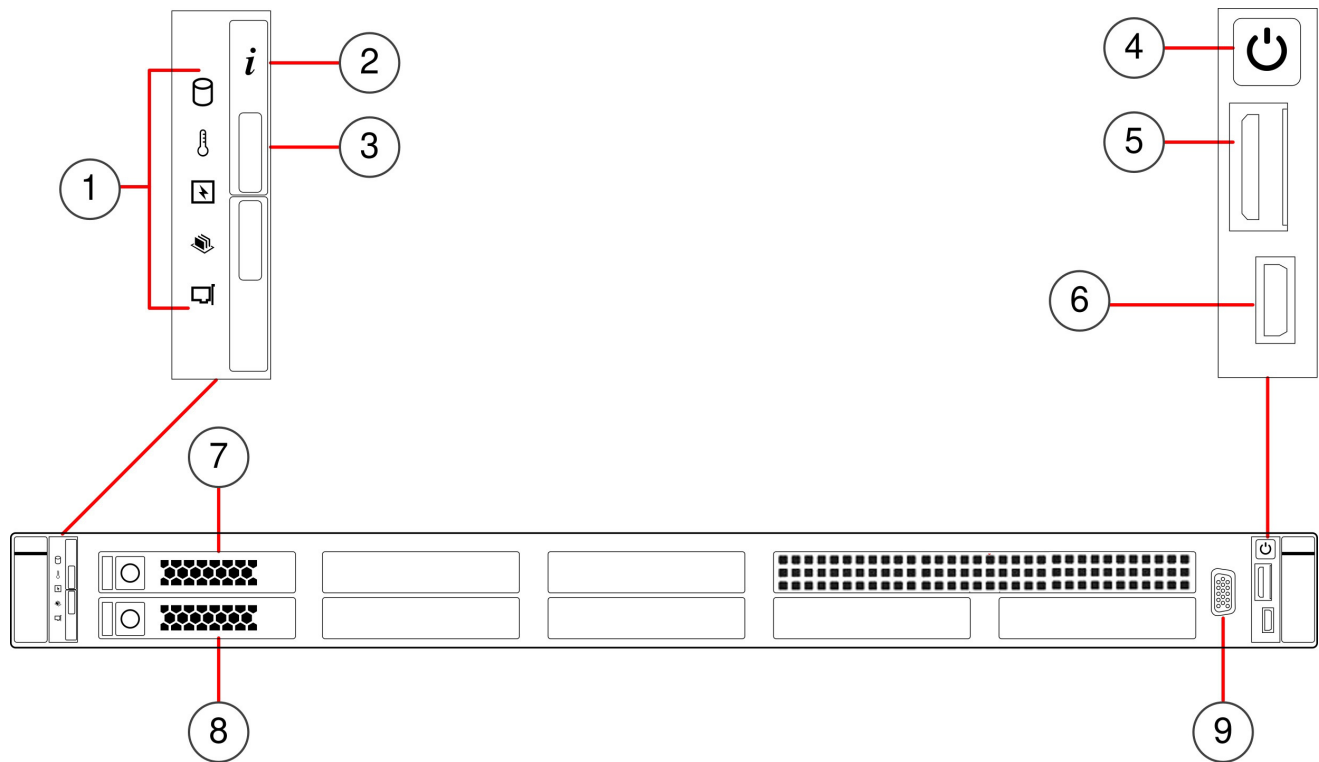
The SMC Appliance centrally manages Forcepoint Next Generation Firewall (Forcepoint NGFW) engines. The Management Server and a Log Server are integrated with the hardware and the operating system as a dedicated server appliance.

The SMC Appliance supports these software versions:

- SMC — Version 6.10.14 and later
- Forcepoint NGFW — Supported engine versions depend on the SMC version. See the release notes for more information.

# Front panel

The front panel has several hard drives and ports.



**1** Status LED indicators

**2** System identification button

Locates the SMC Appliance in a rack. When you press the button, the SMC Appliance status indicators on the front and back panels flash. Press to toggle the system ID on and off.

**3** System health and system ID indicator

**4** Power button

The indicator on the button shows if the power is on.

**5** USB port

**6** iDRAC Direct port and iDRAC Direct LED indicator



#### Note

You cannot use the iDRAC Direct port to manage the SMC functionalities on the SMC Appliance. You can only use it for general maintenance of the server hardware. For more information about using the iDRAC Direct port, see the third-party documentation at <https://www.dell.com>.

**7** Hard drive 0

**8** Hard drive 1

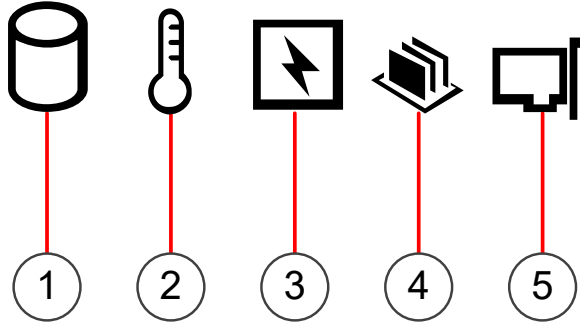
**9** VGA port

If the SMC Appliance stops responding during POST, press and hold the system identification button for more than five seconds to enter BIOS progress mode.

To reset iDRAC (if it is not disabled in the iDRAC settings), press and hold the system identification button for more than 15 seconds. Make sure that the system ID button is enabled in the iDRAC setup.

## Status indicator LEDs

When operation is normal, the status indicator LEDs are off. The status indicator LEDs show solid amber if an error occurs.



- 1** Drive indicator  
Indicates a drive error when lit.
- 2** Temperature indicator  
Indicates a thermal error when lit.
- 3** Electrical indicator  
Indicates an electrical error when lit.
- 4** Memory indicator  
Indicates a memory error when lit.
- 5** PCIe indicator  
Not used.

## System health and system ID indicator colors

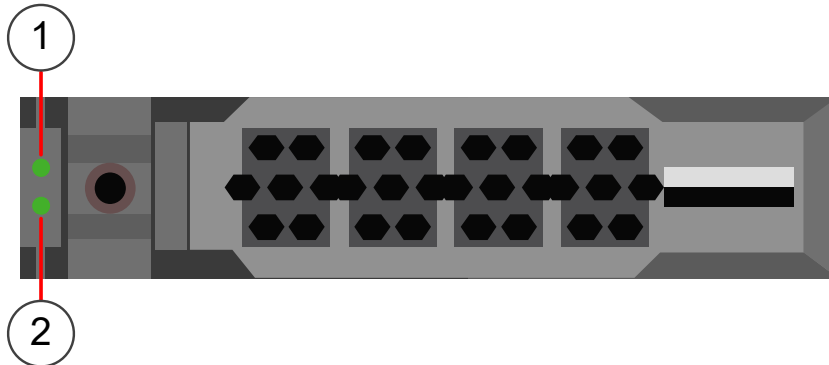
The system health and system ID indicators show the hardware status of the SMC Appliance.

### System health and system ID indicator colors

Status and color	Description
Solid blue	The SMC Appliance is turned on and operating normally.
Blinking blue	System ID is on.
Blinking amber	The SMC Appliance is experiencing a fault.

# Hard drive indicators

Each hard drive has two indicators that show hard drive status and activity.



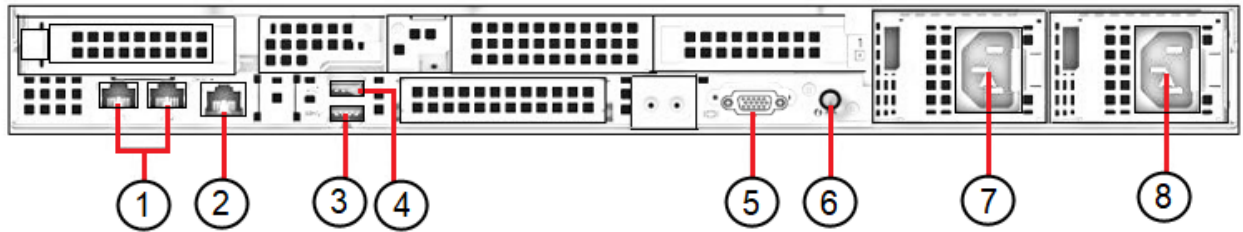
- 1 Hard drive status indicator
- 2 Hard drive activity indicator  
The activity indicator is on when the hard drive is in use.

## Status indicator colors for hard drives

Status and color	Description
Flashes green twice per second	Flashes when identifying the hard drive or preparing the hard drive for removal.
Off	The hard drive is ready for insertion or removal.  <div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;"> <p><b>Note</b></p> <p>The hard drive status indicator remains off until all hard drives are initialized after the SMC Appliance is turned on. The hard drives are not ready for insertion or removal during this time.</p> </div>
Flashes green, amber, then turns off	Indicates that the hard drive is likely to fail soon.
Flashes amber four times per second	The hard drive failed.
Flashes green slowly	The hard drive is rebuilding.
Steady green	The hard drive is online.
Flashes green for three seconds, amber for three seconds, then turns off after six seconds	The hard drive rebuild stopped.

# Back panel

The back panel has ports and power supplies.



**1** Ethernet ports

The ports are numbered eth0–eth1 from left to right.

**2** iDRAC port for accessing integrated Dell Remote Access (iDRAC) features.

For more information about iDRAC, see the third-party documentation at <http://www.dell.com>

**3** USB 3.0-compliant port

**4** USB 2.0-compliant port

**5** VGA port

**6** System identification button

**7** Power supply unit (PSU 1)

**8** Power supply unit (PSU 2)

## Status indicator colors for power supplies

The power supplies have a translucent handle. The color of the handle indicates the status of the power supply.

### Status indicator colors for power supplies

Status and color	Description
Green	A power source is connected to the power supply and the power supply is operational.
Flashing green	The power supply firmware is being updated.
Flashing amber	There is a problem with the power supply.
Unlit	No power source is connected to the power supply.

# Precautions

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The precautions provide safety guidance when working with Forcepoint appliances and electrical equipment.



## CAUTION

Forcepoint appliances cannot be serviced by end users. Never open the appliance covers for any reason. Doing so can lead to serious injury and void the hardware warranty.

For additional safety information, see the *Forcepoint Product Safety and Regulatory Compliance Guide*.

## General safety precautions

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Read the safety information and follow these rules to ensure general safety whenever you are working with electronic equipment.

- Keep the area around the appliance clean and free of clutter.
- Use a regulating uninterruptible power supply (UPS) to keep your system operating during power failures and to protect the appliance from power surges and voltage spikes.
- If you need to turn off or unplug the appliance, always wait at least five seconds before turning on or plugging in the appliance again.

## Operating precautions

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Follow these precautions when operating the appliance.

- Do not open the power adapter casing. Only the manufacturer's qualified technician can access and service power adapters.
- For this specific appliance model, it is recommended to use the power supply that is shipped with the appliance or additional spare unit from Forcepoint.

## Electrical safety precautions

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Follow basic electrical safety precautions to protect yourself from harm and the appliance from damage.

- Know the locations of the power on/off button and the emergency turn-off switch, disconnection switch, or electrical outlet for the room. If an electrical accident occurs, you can quickly turn off power to the system.
- When working with high-voltage components, do not work alone.
- When working with electrical equipment that is turned on, use only one hand. This is to avoid making a complete circuit, which causes an electric shock. Use extreme caution when using metal tools, which can easily damage any electrical components or circuit boards the tools come into contact with.
- Do not use mats designed to decrease electrostatic discharge as protection from electric shock. Instead, use rubber mats that have been designed as electrical insulators.
- If the power supply cable includes a grounding plug, the plug must be plugged into a grounded electrical outlet.
- Use only the power cable or cables supplied with the appliance.

# Install the appliance

Prepare and install the appliance in your network.

## Rack-mount the SMC Appliance

Use the rack-mounting kit included in the SMC Appliance delivery to install the appliance into a four-post 19-inch rack.



### CAUTION

To avoid injury, do not attempt to lift the SMC Appliance by yourself. Always use two people to lift the SMC Appliance.

You can use the rack-mounting kit included in the SMC Appliance delivery with most industry-standard rack cabinets. Follow the rack-mounting instructions provided with the rack-mounting kit. Use tie wraps to secure the cables from the SMC Appliance to the rack.



### Note

The rack-mounting procedure varies depending on the type of rack unit. If needed, see the documentation for your rack unit.

## Connect the cables

Connect the management network cable and power supply cables.

### Before you begin

Mount the SMC Appliance in the rack.

For network cables, the type of cable and network interface settings depend on the type of network.

- Use at least CAT5e-rated cables for gigabit networks.
- Network interfaces at both ends of each cable must have identical speed and duplex settings. These settings include automatic negotiation: if one end of the cable uses autonegotiation, the other end must also use autonegotiation.



### Note

Fixed settings are not allowed at gigabit speeds.

## Steps

- 1) Plug a management network cable into the eth0 Ethernet port on the back panel of the SMC Appliance.
- 2) If you have configured the secondary management interface, plug a management network cable into the eth1 Ethernet port on the back panel of the SMC Appliance.



- 3) Plug the power supply cables into the back panel of the SMC Appliance, then plug the other end of the cables into a power source.

We recommend that you plug in both power supply cables to ensure that the SMC Appliance functions if one power supply fails. Use a UPS to ensure continuous operation and minimize the risk of damage to the SMC Appliance in the case of sudden loss of power. For a redundant power supply, connect each power supply cable on the SMC Appliance to a different UPS, so that the failure of one UPS does not cut power to both power supplies.

- 4) Connect the monitor and keyboard to the back panel or the front panel of the SMC Appliance.

**Note**

The SMC Appliance supports only a USB-compliant keyboard.

- 5) Turn on the SMC Appliance.

## Next steps

Continue the SMC Appliance configuration as described in the *Forcepoint Next Generation Firewall Installation Guide*, version 6.10.14 or later.

# Configure iDRAC on the SMC Appliance

Configure integrated Dell Remote Access (iDRAC) on the SMC Appliance to allow you to connect remotely to the SMC Appliance.

## Steps

- 1) While the SMC Appliance is starting, press **F2** to enter the BIOS configuration screen.
- 2) Select **iDRAC Settings**, then press **Enter**.
- 3) Select **Network**, then press **Enter**.
- 4) Configure the **Static IP Address**, **Static Gateway**, and **Static Subnet Mask** fields, then press **Esc**.
- 5) On the **iDRAC Settings** screen, select **User Configuration**, then press **Enter**.
- 6) Configure a user name with administrator rights, set a password, then press **Esc**.
- 7) Select **Yes**, then press **Enter** to save the changes.
- 8) Connect a network cable to the iDRAC port on the back panel of the SMC Appliance.
- 9) Access the configured IP address from another computer.
- 10) Log on to iDRAC with the administrator credentials that you set.

# Perform maintenance

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The SMC Appliance might require maintenance for optimal performance.

Only the manufacturer's qualified technician is allowed to service or replace most of the components in the SMC Appliance. You can perform the following maintenance tasks if instructed to do so by Forcepoint Support Team:

- Replace a hard drive with a new hard drive provided by Forcepoint. See Knowledge Base article [12504](#).
- Re-image the SMC Appliance. See Knowledge Base article [12505](#).
- Reset the SMC Appliance to factory settings. See Knowledge Base article [18393](#).

If you need to replace any other components or have any issues with the SMC Appliance hardware, contact Forcepoint Support Team.

## Turn off the SMC Appliance

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If needed, you can turn off the SMC Appliance.

### Steps

- 1) Connect to the SMC Appliance command line. Use one of these options.
  - Connect a keyboard to a USB port and a monitor to a VGA port, then press **Enter**.
  - Connect to the IP address of the iDRAC port and start the virtual console on the **Server Properties** tab.
  - Connect using SSH.



#### Note

Do not use SSH in FIPS mode.

- 2) Enter the logon credentials.  
The user name and the password are the ones you set for the SMC Appliance during the installation.
- 3) Enter the command `sudo shutdown -P now` to power down and turn off the SMC Appliance.

