NGFW
Security Management Center Appliance
for Forcepoint Next Generation Firewall

Hardware Guide

Revision B

Contents

Introduction

Thank you for choosing a Forcepoint NGFW Security Management Center Appliance (SMC Appliance).

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

Find product documentation

On the Forcepoint support website, 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 on the Forcepoint support website at https://support.forcepoint.com. There, you can access product documentation, Knowledge Base articles, downloads, cases, and contact information.

Supported software

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.
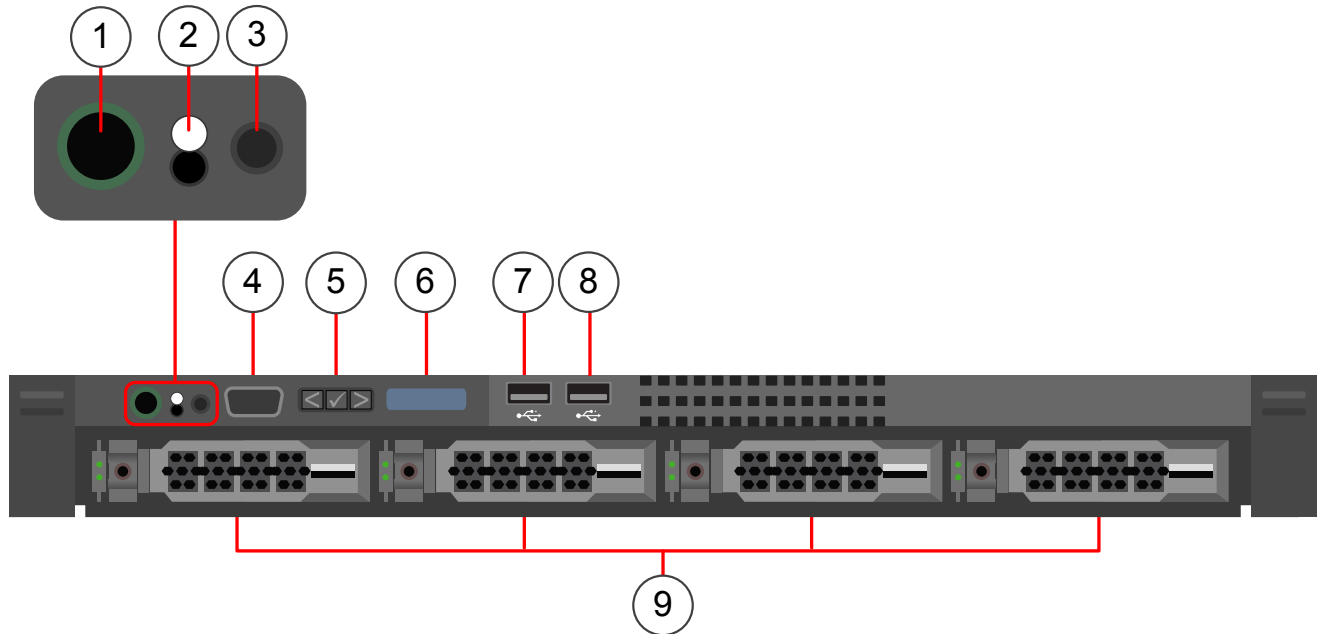
The SMC Appliance supports these software versions:

- SMC — Version 6.2 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.

Figure 1: SMC Appliance front panel

|	
1	Power button and power-on indicator light
2	NMI button
3	System identification button
4	VGA out
5	LCD panel buttons
6	LCD panel that displays the appliance ID, status information, and system error messages
7	USB port

> **Note:** You can use the port either as a regular USB 2.0 port or for accessing integrated Dell Remote Access (iDRAC) features.

8	USB port (USB 2.0 compliant)
9	Hard drives

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

Figure 2: Hard drive indicators
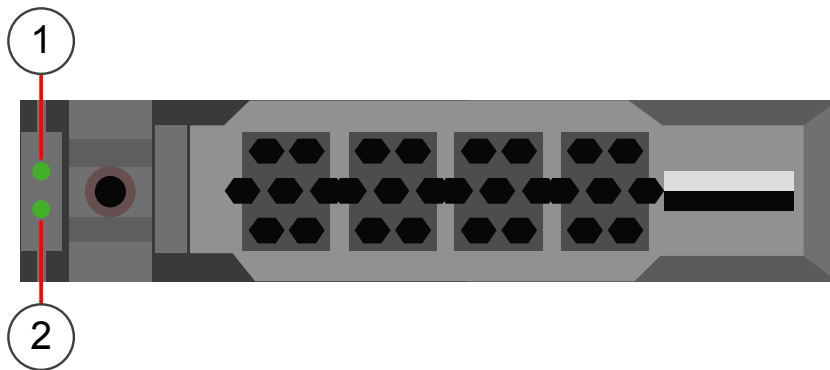
|	
1	Hard drive status indicator
2	Hard drive activity indicator
	The activity indicator is on when the hard drive is in use.

Table 1: 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.
	Note: 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.
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.

Front panel buttons

There are several buttons on the front panel.

Figure 3: Power, NMI, and system identification buttons on the front panel
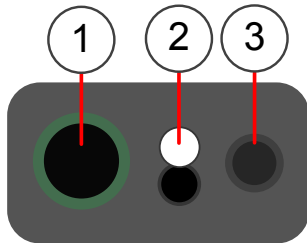
1 Power button and power-on indicator light
Press the power button to turn the SMC Appliance on or off. The indicator on the button shows if the power is on.

2 NMI button
Used to troubleshoot the SMC Appliance software and SMC Appliance driver errors. Use the end of a paper clip to press the NMI button.

⚠️ **CAUTION:** Use this button only if instructed to do so by Forcepoint support.

3 System identification button
Used to locate the SMC Appliance in a rack. When you press the button, the LCD panel on the front panel and the SMC Appliance status indicator on the back panel flashes until you press the button again. Press to toggle the system ID on and off.

📝 **Note:** If the SMC Appliance stops responding during POST, press and hold the 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 button for more than 15 seconds. Make sure that the system ID button is enabled in the iDRAC setup.

LCD panel features

The LCD panel allows you to view status information and messages about the SMC Appliance. You can use the LCD panel buttons to scroll the information that is shown in the LCD panel.

The LCD panel provides information on the SMC Appliance and status and error messages to indicate if the SMC Appliance is operating correctly. For more information on error messages, see the third-party documentation at http://www.dell.com.

Figure 4: LCD panel buttons
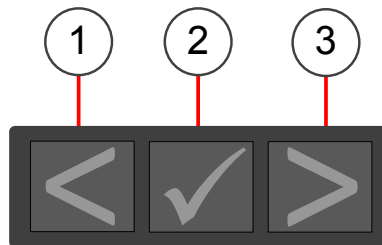
1	Left — Moves the cursor back in one-step increments.
2	Select — Selects the menu item highlighted by the cursor.
3	Right — Moves the cursor forward in one-step increments. During message scrolling:

- Press and hold the button to increase scrolling speed.
- Release the button to stop.

> **Note:** The display stops scrolling when you release the button. After 45 seconds of inactivity the display starts scrolling.

The backlight color of the LCD panel indicates the status of the SMC Appliance.

Table 2: LCD panel backlight colors

Status	Color	Description
On	Blue	The LCD backlight is blue when the SMC Appliance is working correctly.
	Amber	When the SMC Appliance needs attention, the LCD backlight is amber. The LDC panel also displays an error code followed by descriptive text. **Note:** If the SMC Appliance is connected to a power source, the LCD panel backlight is amber regardless of whether the SMC Appliance is turned on or off.
Off		The LCD backlight turns off when the SMC Appliance is in standby mode. To turn the backlight on, press any of buttons on the LCD panel. **Note:** The LCD backlight remains off if LCD messages are turned off through the iDRAC utility, the LCD panel, or other tools.

Using the Home screen

Use the **Home** screen to view user-configurable information about the SMC Appliance.

The **Home** screen is displayed during the normal operation of the SMC Appliance, when there are no status messages or errors. When the SMC Appliance is in standby mode, the LCD backlight turns off after a few minutes of inactivity, if there are no error messages.

Steps

1) To view the **Home** screen, press one of the three navigation buttons (**Select**, **Left**, or **Right**) on the LCD panel.

2) To navigate to the **Home** screen from another menu:

    a) Press and hold the navigation button till the up arrow ↿ is displayed.

    b) Navigate to the ⬆ using the up arrow ↿.

    c) On the **Home** screen, press the **Select** button to enter the main menu.

The Setup menu

Use the **Setup** menu to configure iDRAC settings, error message format, and default information displayed on the **Home** screen.

The following options are available in the **Setup** menu.

> **Note:** When you select an option in the **Setup** menu, you must confirm the option before proceeding to the next action.

Table 3: Setup menu options

Option	Description
iDRAC	Select **DHCP** or **Static IP** to configure the network mode. If **Static IP** is selected, the available fields are **IP**, **Subnet (Sub)**, and **Gateway (Gtw)**. Select **Setup DNS** to enable DNS and to view domain addresses. Two separate DNS entries are available.
Set error	Select **SEL** to view LCD error messages in a format that matches the IPMI description in the SEL. This enables you to match an LCD message with an SEL entry. Select **Simple** to view LCD error messages in a simplified user-friendly description. For more information about error messages, see the third-party documentation at http://www.dell.com.
Set home	Select the default information to be displayed on the **Home** screen.

The View menu

Use the **View** menu to view information on the status and settings of the SMC Appliance.

The following options are available in the **View** menu.

> **Note:** When you select an option in the **View** menu, you must confirm the option before proceeding to the next action.

Table 4: View menu options

Option	Description
iDRAC IP	Displays the IPv4 or IPv6 addresses for iDRAC8. Addresses include DNS (Primary and Secondary), Gateway, IP, and Subnet (IPv6 does not have Subnet).
Error History	View information on error situations on the SMC Appliance.
MAC	Displays the MAC addresses for iDRAC, iSCSI, or Network devices.
Name	Displays the name of the Host, Model, or User String for the SMC Appliance.
Number	Displays the Asset tag or the Service tag for the SMC Appliance.
Power	Displays the power output of the system in BTU/hr or Watts. You can configure the display format in the **Set home** submenu of the **Setup** menu.
Temperature	Displays the temperature of the system in Celsius or Fahrenheit. You can configure the display format in the **Set home** submenu of the **Setup** menu.

Back panel

The back panel has ports and power supplies.

Figure 5: SMC Appliance back panel
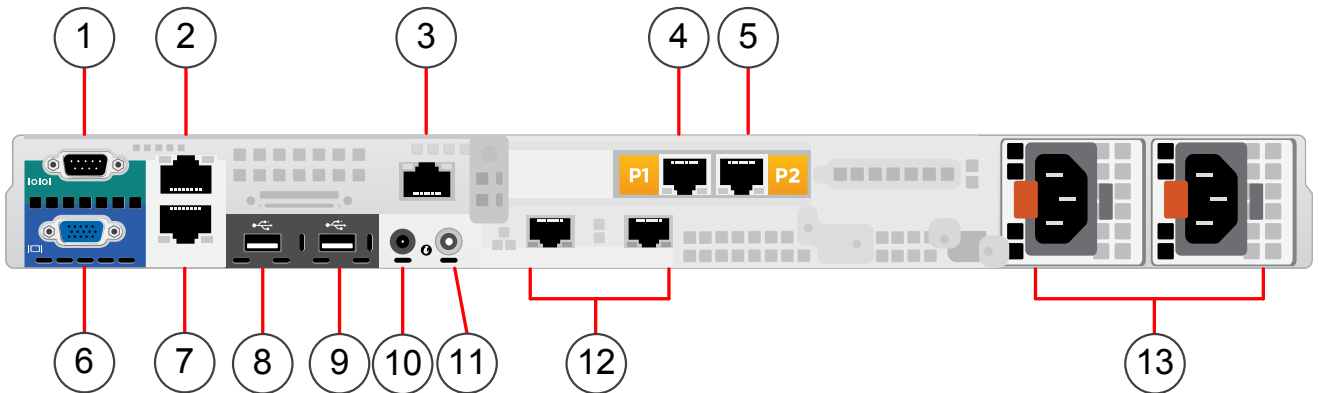
1 Serial port

> **Note:** Additional configuration is required to activate the serial console. See Knowledge Base article 14763.

2 Ethernet port 1 (not used)

3 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.

4 P1 management port

Configure this port as the main management interface when you configure the SMC Appliance.

5 P2 management port

You can optionally configure this port as the secondary management interface when you configure the SMC Appliance.

6 VGA out

7 Ethernet port 2 (not used)

8 USB port (USB 2.0 compliant)

9 USB port (USB 3.0 compliant)

10 System identification port

Use the system identification port to connect the system status indicator assembly through the optional cable management arm.

11 System identification button

12 Ethernet ports 3 and 4 (not used)

13 Power supplies 1 and 2

> ⚠ **CAUTION:** Do not replace power supplies. Only the manufacturer's qualified technician is allowed to replace and service power supplies.

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

Table 5: 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

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

Safety precautions

Read the safety information and follow the procedures whenever you are working with electronic 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.

General safety

Follow these rules to ensure general safety.

- Keep the area around the appliance clean and free of clutter.
- The appliance weighs approximately 19.9 kg (43.13 lbs) when fully loaded. When lifting the appliance, two people at each end should lift slowly with their feet spread out to distribute the weight. Always keep your back straight and lift with your legs.
- Use a regulating uninterruptible power supply (UPS) to keep your system operating if there is a power failure and to protect the appliance from power surges and voltage spikes.
- If you need to switch off or unplug the appliance, always wait at least five seconds before turning on or plugging in the appliance again.

Operating precautions

- Do not open the power supply casing. Only the manufacturer's qualified technician can access and service power supplies.
- Keep the cover in place when the appliance is on to ensure proper cooling. Failure to adhere to this guidance could void your warranty.

Additional safety information can be provided upon request.

Electrical safety precautions

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.

- Turn off the system and disconnect the power before removing or installing system components that are not hot-swappable.

- 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.

- The power supply cable must include a grounding plug and must be plugged into a grounded electrical outlet.

- Use only the cords 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. Follow the rack-mounting instructions provided with the rack-mounting kit.

You can use the rack-mounting kit included in the SMC Appliance delivery with most industry-standard rack cabinets. 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.

The SMC Appliance has a 1U rack height and the following dimensions:

- Depth — 60.7 cm (23.9 in.)
- Width — 48.2 cm (18.97 in.)
- Height — 4.28 cm (1.69 in.)
- Weight — (maximum configuration) 19.9 kg (43.13 lbs)

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

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 the automatic negotiation: if one end of the cable uses autonegotiation, the other end must also use autonegotiation.

  📝 **Note:** Gigabit standards require interfaces to use autonegotiation — fixed settings are not allowed at gigabit speeds.

Steps

1) Plug a management network cable into port P1 on the back panel of the SMC Appliance.

2) If you have configured the secondary management interface, plug a management network cable into port P2 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 6.2 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

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:

- 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.

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

Turn off the SMC Appliance

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 the 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.