

Remote Site Challenges

Remote branch offices typically lack on-site IT staff to handle common IT functions such as server administration, firewall maintenance and UPS management.

Often this can lead to unnecessary outages and security vulnerabilities that will require expensive third party contractors to be outsourced on short notice. Third party support is costly and introduces security complexities when allowing contractors access to corporate data and private customer information.

Many of these outages could be avoided where remote branch office management solutions from Opengear are available. Even during network outages administrators can securely access all networked devices and power infrastructure securely Out of Band from anywhere in the world.



Out-Of-Band Solutions

In-Band solutions utilize operational network interfaces for communicating to remote sites. When remote sites experience network outages the only access available is Out-Of-Band solutions.

Out-Of-Band connectivity is a seamless, automatic failover to redundant network path, internal modem, 802.11 wireless, or cellular network interface.

Complete On-Site Access

Opengear Solutions

Opengear provides secure remote access to every networked device at your remote site and branch office. We provide complete remote hands, giving your IT personnel the ability to reach out to a remote site as if they were actually on site. Our unique blend of hardware and software products delivers a complete, synergistic solution to managing remote sites and branch offices.

Opengear solutions provide Power Management, KVM over IP, Serial Console access and Environmental Monitoring, helping to ensure device and network security, compliance, and tame the complexities of remote administration.

Management

Control your entire branch office from one single interface. Opengear web manager is a secure interface that lets you monitor UPS systems, temperature, humidity, control PDU's, and access all network, serial or KVM attached devices both In-Band and Out-Of-Band.

Opengear branch office solutions provides a single interface to swiftly and efficiently manage your IT infrastructure

Easy to Install, Setup in Minutes



Security

Opengear branch office solutions are equipped with the most advanced security features available. Our solution utilizes a flexible authentication methods that will query directory servers such as LDAP, Radius, TACACS+ and still retains a local user list for Out-Of-Band channels. We employ advanced encryption modes and detailed device logs to ensure your remote site is protected.

Monitor

We deliver complete power management to the branch office with a selection of alerting methods to keep administrators informed of critical UPS systems and switched PDU's. We have embedded temperature sensors to actively monitor remote site environmentals and provide contacts for external sensors.

Applications

Wiring Closet

Actively monitor distributed UPS systems located in a dispersed environment, serial connectivity for routers, switches and wireless access points. Set alarms for temperature fluctuations to locate hotspots. Ideal solution for campus environments, schools and universities.

Branch Office and Remote Site Management

Perfect solution for both SMB and large enterprise customers. One solution for IT management, environmental monitoring and power management. Manage servers, switches, routers, firewalls, SAN with serial console ports. Instantly diagnose remote sites at a glance with our built-in Dashboard feature. Automatic failover to Out-Of-Band including 802.11 wireless, modem or cellular options. Complete remote hands like actually being on-site.

Hospitality

Enable POS and Property Management System connectivity to electronically bill customers from distributed services throughout a resort. Establish receipt printing, PBX connectivity and distributed UPS monitoring from campus style installations.

Medical

Secure remote control over serial ports of critical medical equipment including patient data from blood analyzers, heart monitors, dialysis machines and ventilators. Compliant to HIPAA regulations for security.

Military Industrial

Validated FIPS-140 SSL object module for compliance into DOD regulations on perimeter network edge devices. Now equipped with IP SEC for VPN connectivity to ensure secure connectivity.

Kiosk and Point of Sale

Small form factor and wireless options make this a perfect fit for kiosks. Connect to receipt printer, scale, door contact sensors and more. Install at point of sale and connect to bar code scanners, printers, credit card readers.

Total Power Management

Manage all UPS systems and RPC connections from one appliance, serial, USB and SNMP connectivity for UPS and RPC devices. Simple Web Interface - Logging, Alerting, Monitoring.

ACM5000 Models



Part Number

- ACM5002-US 2x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, USB, Int Temp Sensor
- ACM5002-US-E 2x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, USB, Int Temp Sensor, Ext Sensor
- ACM5002-US-F 2x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, USB, Int Temp Sensor, 2 GB USB Flash
- ACM5002-SDC 2x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, USB, Int Temp Sensor, - 48v DC Power Supply
- ACM5002-E-SDC 2x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, USB, Int Temp Sensor, Ext Sensor, - 48v DC Power Supply
- ACM5002-F-SDC 2x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, USB, Int Temp Sensor, 2 GB USB Flash, - 48v DC Power Supply



Part Number

- ACM5003-M-US 3x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, 3x USB, V.92 Modem, Int Temp Sensor
- ACM5003-M-E-US 3x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, 3x USB, V.92 Modem, Int Temp Sensor, Ext Sensor
- ACM5003-M-SDC 3x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, 3x USB, V.92 Modem, Int Temp Sensor, - 48v DC Power
- ACM5003-M-E-SDC 3x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, 3x USB, V.92 Modem, Int Temp Sensor, Ext Sensor, - 48v DC Power



Part Number

- ACM5003-W-US 3x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, 3x USB, Int 802.11 b/g, Int Temp Sensor
- ACM5003-W-E-US 3x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, 3x USB, Int 802.11 b/g, Int Temp Sensor, Ext Sensor
- ACM5003-W-SDC 3x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, 3x USB, Int 802.11 b/g, Int Temp Sensor, - 48v DC Power
- ACM5003-W-E-SDC 3x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, 3x USB, Int 802.11 b/g, Int Temp Sensor, Ext Sensor, - 48v DC Power



Part Number

- ACM5004-US 4x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, 3x USB, Int Temp Sensor
- ACM5004-E-US 4x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, 3x USB, Int Temp Sensor, Ext Sensor Support
- ACM5004-F-US 4x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, 3x USB, Int Temp Sensor, 2 GB USB Flash
- ACM5004-SDC 4x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, 3x USB, Int Temp Sensor, - 48v DC Power
- ACM5004-E-SDC 4x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, 3x USB, Int Temp Sensor, Ext Sensor, - 48v DC Power
- ACM5004-F-SDC 4x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, 3x USB, Int Temp Sensor, 2 GB USB Flash, - 48v DC Power



Part Number

- ACM5004-2-US 4x RS232 Serial Ports w/ Cisco Pinout, 2x 10/100, 3x USB, Int Temp Sensor
- ACM5004-2-E-US 4x RS232 Serial Ports w/ Cisco Pinout, 2x 10/100, 3x USB, Int Temp Sensor, Ext Sensor Support
- ACM5004-2-SDC 4x RS232 Serial Ports w/ Cisco Pinout, 2x 10/100, 3x USB, Int Temp Sensor, - 48v DC Power
- ACM5004-2-E-SDC 4x RS232 Serial Ports w/ Cisco Pinout, 2x 10/100, 3x USB, Int Temp Sensor, Ext Sensor, - 48v DC Power



Part Number

- ACM5004-G-US 4x RS232 Serial Ports w/ Cisco Pinout, 2x 10/100, 3x USB, 3G Cellular, Int Temp Sensor
- ACM5004-G-E-US 4x RS232 Serial Ports w/ Cisco Pinout, 2x 10/100, 3x USB, 3G Cellular, Int Temp Sensor, Ext Sensor
- ACM5004-G-SDC 4x RS232 Serial Ports w/ Cisco Pinout, 2x 10/100, 3x USB, 3G Cellular, Int Temp Sensor, - 48v DC Power
- ACM5004-G-E-SDC 4x RS232 Serial Ports w/ Cisco Pinout, 2x 10/100, 3x USB, 3G Cellular, Int Temp Sensor, Ext Sensor, - 48v DC Power

ACM5000 Models



ACM5003-W-US rear view

External Environmental Sensors

EMD5781 Door Contact Sensor

EMD5782 Vibration Sensor

EMD5779 Smoke Detector/Alarm (220VAC, IEC C-13)

EMD5890 Smoke Detector/Alarm (110VAC, NEMA 5-15)

EMD5780 Water Leak Detector 3 ft

Security and Authentication

- SSH, IP Sec VPN, FIPS Compliant SSL Module
- AAA TACACS+, RADIUS, LDAP and Local authentication
- PAP/CHAP authentication (dial up)
- Per port user access lists and dial back support
- System event Syslog
- SSH port and IP forwarding support, IP aliasing
- IP packet filtering, IPV6

Serial Console Port Management

- Windows 2003 Server EMS support
- SUN / Solaris ready (no inadvertent breaks)
- Break over SSH support
- Port monitoring, triggers and alarms
- Offline data logging (Syslog, NFS, CIFS)
- Online data buffering
- Multiple users per port (with port sniffing)
- Telnet/SSH/Raw/RFC2217 TCP connect
- Clustering up to 1000 ports per IP

Tunneled LAN Port Management

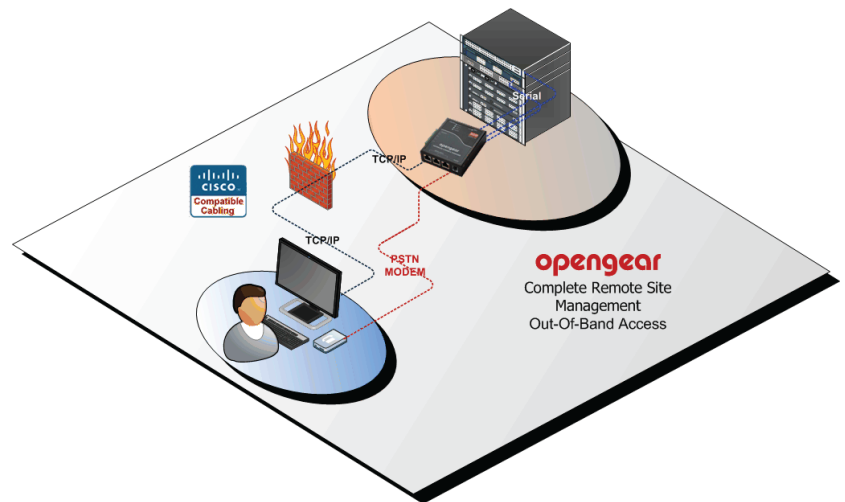
- Secure SSH tunneling and NAT port redirection
- Secure RDP/VNC/X access to Windows /Linux/Sun
- Secure HTTP/HTTPS to browser controlled appliances
- Service processor access (IPMI, ILO, LOM, RSA)
- Extensible to support custom services /ports
- Configurable point-n-click SDTConnector client
- Unlimited number of LAN computers/appliances

System Management

- Secure Web management (HTTP, HTTPS)
- Store config on removable USB Flash
- Command Line interface (Linux Shell)
- ARP-PING (IP assignment)
- SNMP, SMS, and email alerts

Other Protocols Supported

- DHCP for dynamic IP assignment
- NTP for time synchronization
- PPP for dial up access
- NAT port redirection
- RFC2217- Port Redirection



Technical Specifications

Environmental

Ambient operating: 5°C to 50°C (41°F to 122°F)

Storage: -30°C to +60°C (-20°F to +140°F)

Humidity: 5% to 90%

Regulatory

FCC Part 15 A UL 1950 TUV C-Tick

CE (EN55022 A, EN55024, EN60950) ROHS

Power, Size & Weight

DC operation (12V AC/DC adapter included)

Adapter -1 x AC (110 -240V) input to +12V DC

(1 amp) external power adapter with detachable regional plug)

Unit - 4" x 3.5" x 1 1/8" (10.2 x 8.8 x 2.8 cm)

CPU/Memory

250Mhz Micrel KSZ8692 ARM9 System on Chip

32MB DDR RAM

16MB embedded Flash

Internal Temperature Sensor

Real Time Clock