

Remote Site Management Solutions

The Opengear ACM5000 provides secure remote access to remote sites both In-Band and Out-Of-Band from anywhere in the world. We provide complete remote hands, giving your IT personnel the ability to reach out to remote wiring closets as if they were actually there on site.

The Opengear ACM5000 solution provides a synergistic approach to wiring closet management that combines a single point of access to manage and monitor all equipment commonly found at the remote site. Our solution delivers power management and monitoring, serial console access, environmental monitoring, external environmental sensors and internal flash memory to help to ensure device and network security, compliance, and tame the complexities of remote administration.

ACM5000 Features and Benefits

- **Reduce costs and minimize downtime**
Monitor and control all on-site serial and networked infrastructure and edge devices in remote locations
- **In-band & out-of-band access**
Provide “always-up” connectivity with failover to 3G cellular, V.92 modem, 802.11, redundant path
- **Digital I/O's for external sensor support**
Door contacts, water, smoke alarms. Monitor ambient temperature in wiring closets, enclosures
- **Remote power management**
Script automatic ping detect reboots, monitor remote UPS battery, initiate graceful shutdowns, power cycle
- **Extensive monitoring and alerts**
Send alerts via SMS, text or email. Monitor status using Solarwinds, Zenoss, Nagios, CMS6000
- **Encrypted authenticated secure access**
Meets the most demanding high security applications, Securely control devices hidden behind firewalls

Environmental Monitoring

Vibration Detection Motion Detector Smoke Fire Water Leak Detection Door Contacts

4 x Digital I/O Ports



Automatic Failover

Out-Of-Band

In-Band

Access to any device at remote sites

RS-232 Serial Console Port access and TCP/UDP access to hosts for complete remote site management

Automatic Failover to Out-Of-Band Connection

Secure failover using 3G Cellular, V.92 Modem, Wifi, VPN Tunnels, SSH, custom 3rd party security agents

Router



Firewall



PBX



UPS/PDU





Part Number

ACM5002	2x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, USB, Int temp sensor
ACM5002-E	2x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, USB, Int temp sensor, Ext Sensor
ACM5002-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	3x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, USB, V.92 Modem, Int temp sensor
ACM5003-M-E	3x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, USB, V.92 Modem, Int temp sensor, Ext Sensor
ACM5003-M-SDC	3x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, USB, V.92 Modem, Int temp sensor, - 48v DC Power
ACM5003-M-E-SDC	3x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, USB, V.92 Modem, Int temp sensor, Ext Sensor, - 48v DC Power



Part Number

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



Part Number

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



Part Number

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



Part Number

ACM5004-G	4x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, USB, 3G Cellular, Int temp sensor
ACM5004-G-E	4x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, USB, 3G Cellular, Int temp sensor, Ext Sensor
ACM5004-G-SDC	4x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, USB, 3G Cellular, Int temp sensor, - 48v DC Power
ACM5004-G-E-SDC	4x RS232 Serial Ports w/ Cisco Pinout, 1x 10/100, USB, 3G Cellular, Int temp sensor, Ext Sensor, - 48v DC Power

Security and Authentication

- * Secure Shell (SSH V2 and V3)
- * IPsec VPN support
- * Local, TACACS+ , RADIUS and LDAP authentication
- * PAP/CHAP authentication (dial up)
- * Dial back support
- * SSH port and IP forwarding support
- * IP packet filtering
- * Unlimited user accounts

Serial Console Port Management

- * SSH tunneled serial bridging
- * Windows 2003 Server ACS and EMS support
- * SUN / Solaris ready (no inadvertent breaks)
- * Break over SSH support
- * Port triggers with SNMP and email alerts
- * Offline data logging (Syslog, NFS, CIFS)
- * Online data buffering and logging
- * Multiple users per port (with port sniffing)
- * Access by TCP port
- * Telnet / Unauthenticated Telnet SSH/Raw TCP connect
- * RFC 2217 - Port Redirection
- * Windows Remote Desktop or VNC over serial support
- * Clustering
- * Per serial port user access lists

LAN Console Port Management

- * Secure SSH tunneling (TCP/UDP applications)
- * Secure Remote Desktop access to Windows XP/2003
- * Secure VNC access to Sun/Windows /Linux computers
- * Secure HTTP(S) access to browser controlled appliances
- * Native IPMI 1.5 and 2.0 (RMCP/RMCP+) support
- * Secure SOL (Serial over LAN) access to BIOS, EMS and ACS
- * Service processor access (IPMI, ILO, LOM and more)
- * Access to KVM built in to service processors (DRAC, RSA)
- * Limit user access by LAN device and SDT service for that device
- * Port triggers with SNMP and email alerts for all tunnel traffic
- * Each gateway can port forward to an unlimited number of locally networked hosts
- * No limit on number of hosts being concurrently accessed through the one tunnel
- * Up to 50 concurrent SSH sessions (SDT tunnels) can be open at the one time
- * No limit on number of clients who can access the one gateway
- * Embedded DHCP server for management LAN devices

Power Management

- * Network UPS Tools for UPS Monitoring and Management
- * PowerMan for PDU and RPS Management
- * Hotkey for in session power menu

System Management

- * Secure web management (HTTPS)
- * Local browser management (HTTP)
- * Command Line interface (Linux Shell)
- * Auto synchs with CMS6100 central monitoring system
- * Nagios distributed monitoring
- * ARP-Ping (IP address assignment)
- * SNMP

Environmental Monitoring

- * Internal temperature sensor
- * Digital I/O ports for external smoke, fire, vibration, water detection and more
- * Support for additional EMD5000 Environmental Monitoring Devices
- * Web interface for environmental graphing, logs, status and alerts

Other Protocols Supported

- * DHCP client for dynamic IP assignment
- * NTP for time synchronization
- * PPP for dial up access
- * NAT port redirection

Upgrades

- * Flash upgradeable
- * Free upgrades from online FTP site
- * HTTP, FTP, TFTP client for file transfer

Technical Specifications

2, 3 or 4 RJ-45 RS-232 serial ports (2400 to 230,400bps)
1 or 2 RJ-45 10/100Base-T primary Ethernet port
1 or 2 External USB-2 expansion connectors

ACM500x-x-M:

1 RJ11 modem phone socket

ACM500x-x-W:

1 802.11 Wireless LAN aerial

ACM500x-x-G:

1 Cellular antenna

ACM500x-x-E:

4 TTL level digital I/O ports. 5V max @ 20mA

Also provides dry contacts for 4 external water /smoke / motion sensors

Dimensions

Weight: 12 oz (0.75 lbs.) 4" x 3.5" x 1 1/8" (10.2 x 8.8 x 2.8 cm)

Wall and rack mount bracket include

Power

12V DC operation (+9V to +30V)

110-240V AC to 12V DC external power adapter

Power Consumption less than 6W

ACM500x-x-SDC:

36-72V DC to 12V DC external power converter

Also supplied with 110-240V AC external power adapter

Environmental

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

Non operating storage temp: -30°C to +60°C (-20°F to +140°F)

Humidity: 5% to 90%

Internal temperature sensor

Emissions, Immunity and Safety

UL/cUL/TUV/CB 60950, EMC (Emissions & Immunity)

CE, FCC Part 15 Class B, AS/NZS CISPR 22, EN55024, EN55022 Class

Other Agency Approvals

FIPS 140, PTCRB, TUV, C-Tick, RoHS compliant

GSM/UMTS: PTCRB, NAPRD.03, R&TTE, EN 301 511

CDMA/EV-DO: CDG TIA/EIA-690, CDG TIA/EIA-98-E (pending)

CPU

250Mhz Micrel KSZ8692 ARM9 System on Chip

Memory

32MB DDR RAM, 16MB Embedded Flash

ACM500x-x-F:

Optional 2GB Internal USB Flash

Operating System

Linux with source code access

Custom development kit (CDK)

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