

# **Quick Start Guide**

Version 2.0



# Centralized Network management Quick Start Guide

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# 1 Introduction

Vantage Centralized Network Management 2.0 (CNM) is a browser-based, management solution that allows you to easily configure, manage and monitor ZyXEL devices from any location. Vantage Centralized Network Management 2.0 will be referred to as "Vantage CNM" or simply "Vantage" in this document.

# 2 Vantage Requirements

| VANTAGE SERVER REQUIREMENTS                              |   |  |  |  |
|--|---|--|--|--|
| CPU  | Intel Pentium 4, 2.6 GHz or faster  |  |  |  |
| RAM  | 1GB or more   |  |  |  |
| Hard Drive   | 80GB  |  |  |  |
| Operating System   | Windows XP Professional   |  |  |  |
| V  | ANTAGE CLIENT REQUIREMENTS  |  |  |  |
| CPU  | Intel Pentium III, 450MHz or faster   |  |  |  |
| RAM 256MB or more  |   |  |  |  |
| Operating System Windows 2000 or Windows XP Professional |   |  |  |  |
| Web Browser  | ☞Internet Explorer 6.0 or later   |  |  |  |
|  | ZYXEL DEVICE REQUIREMENTS   |  |  |  |
| Firmware   | The ZyXEL device must have Vantage CNM-enabled firmware.  |  |  |  |
|  | At the time of writing, devices supported were ZyWALL 10W,<br>ZyWALL 2, ZyWALL 70 and Prestige 652HW-31. For more<br>details, see the Vantage software release notes. |  |  |  |
|  | Please read the device release note carefully if you have to upload new device firmware.  |  |  |  |

# 3 Vantage Installation Procedure

Use the Vantage installation wizard to install Vantage CNM 2.0 server software.

In each wizard screen, click Next to proceed to the next screen in the wizard, click Back to return to the previous screen or click Cancel to abort the installation and exit the wizard.

You should <u>uninstall</u> any previous versions of Vantage before beginning.

- 1. Insert the Vantage CD into the CD-ROM or download the Vantage software and save it to the Vantage server computer.
- 2. Double-click the Vantage executable file to begin the file extraction process.

| Vantage CNM - InstallShield Wiz  | zard 🛛 🚺   |
|--|--|
| Extracting Files<br>The contents of this package are be                    | eing extracted.  |
| Please wait while the InstallShield W<br>CNM on your computer. This may ta | izard extracts the files needed to install Vantage<br>ake a few moments. |
| Reading contents of package  |  |
|  |  |
|  |  |
| stallShield  | < Back Next > Cancel   |

#### Figure 1 Extracting Vantage Files

3. The Vantage CNM 2.0 logo appears briefly during extraction.



Figure 2 Vantage CNM 2.0 Logo

4. Click Next in the Vantage Welcome screen to begin the installation wizard.



#### Figure 3-Welcome to the Wizard

5. Read the license agreement and then click Yes to proceed to the next screen.

| antage CNM 2.0 Setup   |   |
|--|---|
| License Agreement<br>Please read the following license agreemer  | nt carefully.   |
| Press the PAGE DOWN key to see the rest  | t of the agreement.   |
| END-USER LICENSE AGREEMENT FOR<br>2YXEL COMMUNICATIONS CORPORAT<br>Variage Ceritral Network Management Su<br>USER ONLY ON THE CONDITION THAT<br>AGREEMENT.<br>This 2XXEL End-User License Agreement<br>either an individual or a single entity) and 2<br>ZyXEL SOFTWARE identified above, which<br>associated media, printed materials, and or<br>Do you accept all the terms of the precedin<br>setup will close. To install Variage CNM 2. | Vartage Central Network Management Suite<br>ION. IS WILLING TO LICENSE THE<br>ite Software (THE "SOFTWARE") TO END<br>END USER ACCEPTS ALL TERMS OF THE<br>(EULA) is a legal agreement between you (<br>yKeL Communications Corporation for the<br>ch includes computer software and may include<br>anime or electronic documentation (SOFTWARE<br>g License Agreement? If you choose No, the<br>0, you must accept this agreement. |
|  | < <u>B</u> ack <u>Y</u> es <u>N</u> o   |

#### Figure 3 License Agreement

6. Enter your name and your company name in the next screen. Click **Next** to proceed.

| Vantage CNM 2.0 Setup                                  |                              | ×      |
|--|------------------------------|--------|
| Customer Information<br>Please enter your information. |                              |        |
| Please enter your name and the name of the o           | company for whom you work.   |        |
| <u>U</u> ser Name:                                     |                              |        |
| user   |                              |        |
| Company Name:  |                              |        |
| ZyXEL  |                              |        |
| InstallShield  |                              |        |
| n lagang nang -  | < <u>B</u> ack <u>N</u> ext> | Cancel |

#### **Figure 4 Customer Information**

7. Decide where Vantage should be installed in the next screen. To install to the default folder, click **Next**. To install to a different folder, click **Browse**, navigate to the new folder and then click **Next**.

| intage CNM 2.0 Setup  |                       |                      | × |
|---|-----------------------|----------------------|---|
| hoose Destination Location<br>Select folder where Setup will install files. |                       |                      |   |
| Setup will install Vantage CNM 2.0 in the following                         | ng folder.            |                      |   |
| To install to this folder, click Next. To install to a<br>another folder.   | different folder, cli | ck Browse and select |   |
| Destination Folder  |                       |                      |   |
| C:\Program Files\ZyXEL\Vantage CNM 2.0                                      |                       | Browse               |   |
|   |                       |                      |   |
| tallShield  |                       |                      |   |
| tallShield  | < <u>B</u> ack        | Next > Cancel        |   |

Figure 5 Choose Destination Folder

8. Review your settings in this screen and then click **Next** to begin copying files or click **Back** to return to a previous screen and change settings.

| Vantage CNM 2.0   | Setup   |               |
|---|---|---------------|
| Start Copying Fil<br>Review settings b                                      | as<br>efore copying files.  |               |
| Setup has enoug<br>change any settin<br>copying files.<br>Current Settings: | information to start copying the program files. If you want to revie<br>gs, click Back. If you are satisfied with the settings, click Next to t | w or<br>begin |
| User:   | user  | ~             |
| Company:  | ZyXEL   |               |
| Destination Folde   | r: C:\Program Files\ZyXEL\Vantage CNM 2.0   |               |
|   |   | <b>V</b>      |
|   |   | 2             |
| Instalionield   | < <u>B</u> ack Next>  | Cancel        |

#### Figure 6 Start Copying Files

9. Wait while Vantage installs or click Cancel to abort the installation.



#### Figure 7 Setup Status

- 10. The next screen asks you if you want to configure FTP, SMTP (mail) and syslog servers now or after you activate Vantage.
  - > The FTP server is used for file transfers, such as firmware upgrade.
  - > The SMTP server is used for e-mail notifications.
  - The syslog server is used to receive logs. The syslog server you configure for a device and the syslog server you configure for Vantage MUST be the same.

You should know each server's IP address, username and password. File transfers (FTP), e-mail notifications (SMTP) or log reports (syslog) will not work in Vantage if these are incorrectly configured.

If you select **No, configure it later**, you will go to the screen as shown in *Figure 9*.

Alternatively, if you select **Yes, configure it now** and click **Next**, you go to the screen as shown in *Figure 10*.

#### See the User's Guide Appendices for examples of setting up syslog and FTP servers.

| antage CNM 2.0 Setup  |  |
|---|--|
| Setup Type<br>Choose the setup type that best suits your neer | ds.  |
| Do you want to configure FTP, SMTP (mail) an<br>Vantage?      | d syslog servers now or after you activate |
| Yes, configure it now.  |  |
| C No, configure it later.                                     |  |
| nstallShield  |  |
|   | < <u>B</u> ack <u>N</u> ext > Cancel       |

Figure 8 Configure Servers Now or Later

11. This warning screen means that file uploading, e-mail notifications/reports and logging to a syslog server will not work until you configure these servers. Click **Yes** to continue to *Figure 14*.



#### Figure 9 No Configure Servers Now Warning

12. Enter your FTP server IP address, user name and associated password in the next screen.

| Vantage CNM              | 2.0 Setup  |        |       | $\mathbf{X}$ |
|--------------------------|------------|--------|-------|--------------|
| Edit Data<br>Enter reque | sted data. |        |       |              |
| Specify FTF              | Server     |        |       |              |
| Address                  | [          |        |       | _            |
| User                     | [          |        |       |              |
| Password                 |            |        |       |              |
| InstallShield —          |            | c Back | Mauts | Cancel       |
|                          |            |        |       |              |

#### Figure 10 Configure FTP Server

13. Enter your mail server IP address or URL, user name and associated password in the next screen.

| Vantage CNM              | 2.0 Setup  |                |                |        |
|--------------------------|------------|----------------|----------------|--------|
| Edit Data<br>Enter reque | sted data. |                |                |        |
| Specify Mai              | Server     |                |                |        |
| Address                  |            | <br>           |                | _      |
| User                     |            |                |                |        |
| Password                 |            |                |                |        |
| InstallShield —          |            |                |                |        |
|                          |            | < <u>B</u> ack | <u>N</u> ext > | Cancel |

#### Figure 11 Configure Mail Server

14. Enter the syslog server IP address, user name and associated password in the next screen.

| Vantage CNA              | A 2.0 Setup |                |                |        |
|--------------------------|-------------|----------------|----------------|--------|
| Edit Data<br>Enter reque | ested data. |                |                |        |
| Specify Sys              | sLog Server |                |                |        |
| Address                  |             |                |                |        |
| User                     |             |                |                |        |
| Password                 |             |                |                |        |
| InstallShield —          |             |                |                |        |
|                          |             | < <u>B</u> ack | <u>N</u> ext > | Cancel |

Figure 12 Configure Vantage syslog server

15. The syslog server must be either a syslog server running on Linux or a Kiwi syslog server for Windows<sup>1</sup> (see the Kiwi website for details).

Vantage communicates with a Linux syslog server using SSH (Secure SHell), so you must enable the SSH daemon on the Linux syslog server. This allows the Linux syslog server to receive logs. For Vantage to receive logs from the Linux syslog server, you must do the following on the Linux syslog server:

Find row:

/etc/syslog.conf

Add this row after it:

```
local2.* /var/log/vantage.log
```

Modify the following row:

```
*.info;mail.none;authpriv.none;cron.none /var/log/messages
To
```

Syslogd must support the "-r" option so you need to edit /etc/sysconfig/syslog as follows find the row,

SYSLOGD\_OPTIONS=" ... "

Modify it as follows:

#### SYSLOGD\_OPTIONS="-r"

Then run "/etc/init.d/syslog stop" and "/etc/init.d/syslog start" to restart syslog.

Vantage communicates with a Windows (Kiwi) syslog server using Telnet, so you must enable Telnet on the Windows (Kiwi) syslog server (see *section 4*). See the *User's Guide appendices* for information on setting up a Kiwi server on Windows.

<sup>&</sup>lt;sup>1</sup> At the time of writing, only these syslog servers are supported and they are not bundled with Vantage CNM 2.0.

| Vantage CNM 2.0 Setup  | X                                    |
|--|--------------------------------------|
| Setup Type<br>Choose the setup type that best suits your need                      | is.                                  |
| Select syslog server type      (• [Linux Syslog Server.]      (• Kiwi for Windows. |                                      |
| InstallShield  | < <u>B</u> ack <u>N</u> ext > Cancel |

#### Figure 13 Linux or Kiwi syslog Server

16. You must enter a public IP address for the Vantage CNM server in the next screen. If Vantage is behind a NAT router, then you need to enter the public IP address of the NAT router.

| Vantage CNM 2.0 Setup                |                                     |
|--------------------------------------|-------------------------------------|
| Edit Data<br>Enter requested data.   |                                     |
| Specify Vantage CNM Server Public IP |                                     |
| Public IP                            |                                     |
| InstallShield                        |                                     |
|                                      | < <u>B</u> ack <u>N</u> ext> Cancel |

#### Figure 14 Vantage Public IP Address

17. Click Finish to go to the next screen (you're not actually finished).



Figure 15 Install Wizard Complete

18. The next screen reminds you to <u>disable any web servers</u> you may already have running on the Vantage server computer before restarting. Click **OK** to go to the restart screen



Figure 16 Disable Web Servers

19. You must restart the computer for Vantage to completely install. <u>Disable any running web</u> <u>servers</u> before restarting. After you have disabled web server(s), click **Finish** and wait while Vantage installs and your computer restarts.



Figure 17 Restart Computer

## 4 Windows Services

You must disable web servers before you restart Vantage. Vantage is a Windows service, so you may start, stop or resume Vantage in the **Services** window. You can also enable/disable Telnet and SSH services from here –see the step before *Figure 13*.

### 4.1 Disable Web Servers

Follow this procedure to disable any web servers you may have running on the Vantage server before installing Vantage CNM 2.0.

1. Click Start, double-click Control Panel. Double-click Administrative Tools.



Figure 18 Control Panel

2. Click Services from Administrative Tools.

|                |  |                                       |               | _        |            |                      |  |
|----------------|--|---------------------------------------|---------------|----------|------------|----------------------|--|
| Included Links | Services (Local)                       | · · · · · · · · · · · · · · · · · · · |               |          |            |                      |  |
|                | Select an Item to view its decorption. | Nate 77                               | Description   | Same     | Satup Type | Log On As            |  |
|                |  | Salartan .                            | Notifies sel  |          | Manual     | Local Service        |  |
|                |  | SApplication Layer Gatervay           | Provides s    |          | Manual     | Local Service        |  |
|                |  | SApplication Management               | Provides s    |          | Manual     | Local System         |  |
|                |  | Substantic Lipdates                   | Enables th    | Sated    | Automatic: | Local System         |  |
|                |  | Statiground Intelligent Tra           | Ubes ide n    | Stated   | Manual     | Local System         |  |
|                |  | Sectore.                              | Englies Ch    |          | Manual     | Local System         |  |
|                |  | COM+ Evert System                     | Seports 5     | Stated   | Manual     | Local System         |  |
|                |  | COH+ System Application               | Manages t     |          | Manual     | Local System         |  |
|                |  | Computer Browner                      | Maintains a   | Stated   | Automatic  | Local System         |  |
|                |  | Cryptographic Services                | Provides th   | Stated   | Adomatic   | Local System         |  |
|                |  | CHCP Clerk                            | Manages n     | Stated   | Advance    | Local System         |  |
|                |  | Combuted Link Tracking Cl             | Plantaira I   | Stated   | Advantic   | Local System         |  |
|                |  | Clambuted Transaction Co              | Coordinate    |          | Manual     | Network 5            |  |
|                |  | CRIS Clent                            | Repolves a    | Stated   | Automatic  | Network 5            |  |
|                |  | Crise Reporting Service               | Allovie erro  | Stated   | Automatic  | Local System         |  |
|                |  | SEvent Log                            | Enables ev    | Stated   | Automatic. | Local System         |  |
|                |  | SPeet User Switching Comp             | Provides m    | Stated   | Manual     | Local System         |  |
|                |  | Siles and Support                     | Erubles He    | Stated   | Adonatic   | Local System         |  |
|                |  | Califuman Interface Device A          | Enables ge    |          | Deatherd   | Local System         |  |
|                |  | STRAFT CD-Burning COM Se              | Manages C     |          | Manual     | Local System         |  |
|                |  | Strateging Service                    | Indents co    |          | Manual     | Local System         |  |
|                |  | Stanet Connection Fires               | Provides n    |          | Markusi    | Local System         |  |
|                |  | PSPSEC Services                       | Manages 1     | Stated   | Automatic  | Local System         |  |
|                |  | Cogical Deck Manager                  | Detects an    | Stated   | Automatic  | Local System         |  |
|                |  | Cogical Delk Manager Admi.            | Corfigures_   |          | Manual     | Local System         |  |
|                |  | Gathessenger                          | Transmits     | Stated   | Automatic  | Local System         |  |
|                |  | Conti Sultware Shadow Cop             | Manages s     |          | Manual     | Local System         |  |
|                |  | Shet Logon                            | Supports p    |          | Manual     | Local System         |  |
|                |  | ShetHeating Remote Dedit              | Erstiles an   |          | Manual     | Local System         |  |
|                |  | Sofetwork Connections                 | Manageri d    | Rated    | Manual     | Local System         |  |
|                |  | Statuork DDE                          | Provides m    |          | Manual     | Local System         |  |
|                |  | Statues DOE DOM                       | Manages D     |          | Manual     | Local System         |  |
|                |  | Ballade and I are done for more       | Automation in | distant. | advacted.  | A new of Proceedings |  |

Figure 19 Services

3. Right-click the (running) service you want to disable and click **Stop.** (You may also choose to start, stop or resume Vantage in this way.)

| Seci   | urity Accounts Mar  | nager                 |
|--|---|-----------------------|
| Sr<br>Sn<br>Sn<br>Sn<br>So<br>So<br>So<br>Sy<br>Sy<br>Ta<br>Ta<br>TC | Start<br>Stop<br>Pause<br>Resume<br>Restart<br>All Tasks<br>Refresh<br>Properties | e<br>-<br>-<br>-<br>- |
| _  | nop   |                       |

Figure 20 Stop Service

### 4.2 Vantage Dependencies

If you have problems accessing Vantage, make sure MySQL is up and running. Right-click Vantage from the **Services** screen as shown in *Figure 19*, select **Properties** (as shown in *Figure 20*) and then click the **Dependencies** tab to see that Vantage requires MySQL. Make sure it is installed and running by checking the **Services** screen as shown *Figure 19*. If it isn't running, right-click MySQL, select **Properties** and then select **Start** (or **Stop** then **Resume**).

| Vantage Properties (Local Computer)  |
|--|
| General Log On Recovery Dependencies   |
| Some services depend on other services, system drivers and load order<br>groups. If a system component is stopped or is not running properly,<br>dependent services can be affected. |
| Vantage  |
| Inis service depends on the following system components  |
| MySQL  |
|  |
|  |
|  |
|  |
| The tollowing system components depend on this service   |
|  |
|  |
|  |
|  |
|  |
| OK Cancel Apply  |

Figure 21 MySQL Dependency

## 4.3 Vantage Recovery Options

You can also choose Vantage recovery options by doing the following. Right-click Vantage from the **Services** screen as shown in *Figure 19*, select **Properties** (as shown in *Figure 20*) and then click the **Recovery** tab. Select the **Recovery** options as shown in the screen.

| antage Properties (Loo                    | cal Compi                     | ıter) ? 🛽                |  |  |
|---|-------------------------------|--------------------------|--|--|
| General Log On Recove                     | y Depend                      | dencies                  |  |  |
| Select the computer's resp                | onse if this s                | ervice fails.            |  |  |
| <u>F</u> irst failure:                    | Take N                        | lo Action 😽 😽            |  |  |
| Second failure:                           | Take N<br>Restart             | o Action                 |  |  |
| Subsequent failures: Restart the Computer |                               |                          |  |  |
| Reset fail c <u>o</u> unt after:          | 0                             | days                     |  |  |
| Restart ser <u>v</u> ice after:           | 1                             | minutes                  |  |  |
| Program<br>Program:                       |                               | Browse                   |  |  |
| Command line paramete                     | rrs: [<br><u>e</u> nd of comr | mand line (/fail=%1%)    |  |  |
|   |                               | Restart Computer Options |  |  |
|   | OK                            | Cancel Apply             |  |  |

Figure 22 Vantage Recovery Options

# 5 Vantage Icons

After your computer restarts, you will see the following Vantage icons in the system tray (bottom right of your computer screen) indicating the status of Vantage.

| VANTAGE ICON | DESCRIPTION   |
|--------------|---|
|              | A green icon indicates Vantage is starting.   |
| V            | A blue icon indicates Vantage has started. You may access Vantage from a client computer now. You may right-click this icon to pause ( <b>Stop</b> ) or quit ( <b>EXIT</b> ) Vantage. When you exit Vantage the icon disappears from the system tray. |
| V            | A red icon indicates Vantage has stopped.   |

#### Figure 23 Vantage Icons

If you have exited Vantage and wish to restart, click **Start, All Programs, ZyXEL, Vantage 2.0**, **Vantage Status Monitor** to bring back the Vantage icon to the system tray.



Figure 24 Vantage Status Monitor

# 6 Accessing Vantage CNM 2.0

1. From the Vantage client computer, open Internet Explorer 6 and type "http://{Vantage server IP address}/vantage/". If the Vantage server and client is the same computer, you can enter "localhost" instead of the IP address.

- 2. If you see a screen asking you to close the browser window, close it.
- 3. When the login screen appears, type "root" as **Username**, 'root" as the **Password** (factory defaults) and then click **OK**. You may see a screen asking you if Windows should remember this password. If this is a shared computer, Windows should *not* remember your password.
- 4. You may see another screen advising that this is a HTTPS connection. Click **Yes** to continue.



Figure 25 Security Alert

| ZyXEL | VANTAGE<br>Centralized Network Management 2.0 |
|-------|---|
|       |   |
|       | Username:<br>Password:                        |
|       | OK  |
|       |   |

Figure 26 Login

5. You may be asked to install a Java plug-in on the Vantage client computer. Install it. The Vantage server must be connected to the Internet to download the plug-in.



#### Figure 27 Java Plug-in

6. Click **Typical** and then click **Next** to begin the Java plug-in installation.



Figure 28 Typical Plug-in Installation

7. Wait for the Java plug-in to finish installing.



Figure 29 Plug-in Installing

8. HTTPS is used to access the Vantage server. A series of warning screens related to HTTPS certificate information appears. Click **Yes** (or **Always**) in each to continue.

| Securit | y Alert 🛛 🗙  |  |  |  |
|---------|--|--|--|--|
| £       | Information you exchange with this site cannot be viewed or<br>changed by others. However, there is a problem with the site's<br>security certificate.                     |  |  |  |
|         | The security certificate was issued by a company you have<br>not chosen to trust. View the certificate to determine whether<br>you want to trust the certifying authority. |  |  |  |
| 3       | The security certificate date is valid.  |  |  |  |
| i.      | The name on the security certificate is invalid or does not match the name of the site   |  |  |  |
|         | Do you want to proceed?  |  |  |  |
|         | Yes No View Certificate  |  |  |  |

#### Figure 30 Security Warning 1



#### Figure 31 Security Warning 2



#### Figure 32 Security Warning 3

9. The next screen eventually appears asking you to enter the Activation Key and Service Set Key generated at <u>www.myZyXEL.com</u>. See the <u>myZyXEL.com section</u> in this Quick Start Guide if you have not yet registered and activated Vantage there. Afterwards, enter these fields and then click Next to continue to the main screen.

|   | Centralized Network Management 2,0  |
|---|---|
| MyZyXEL.com is ZyXEL's online s   | services center. Before continuing you must do the following:   |
| <ol> <li>Go to myZyXEL.com.</li> <li>If you haven't already got a<br/>account by filling in the (ne</li> <li>After successful account c<br/>number.</li> <li>After you have registered V<br/>MyZyXEL.com then genera<br/>screen.</li> </ol> | rmyZyXEL.com login username and password, then create an<br>w) account registration form.<br>reation, register Vantage CNM. You will be asked for the serial<br>antage CNM, activate it. You will be asked for the license key.<br>tes an Activation Key and Service Set Key that you enter in the next |
| Authentication Code :   | EF394DC95CCB  |
| Activation Key :  | 37373456B31B594F +  |
| Service Set Key   | AD7EDC0FA98CB •   |

Figure 33 Activate Vantage

10. See the User's Guide for more details on the Vantage main screen.



Figure 34 Main Screen

# 7 MyZyXEL.com

<u>http://www.myzyxel.com/</u>is ZyXEL's online services center where you must register Vantage and generate an **Activation Key** and **Services Set Key** that you enter in *Figure 33*.

- 1. Go to <u>http://www.myZyXEL.com</u> using your web browser.
- 2. Create a new account (if you haven't already one) with a user name and password by filling in an account registration form at myZyXEL.com.

| Login /   |  |
|---|--|
| Welcome to myZyXEL.co   | m  |
| What's myZyXEL.com?   |  |
| myZyXEL.com provides an easy-t<br>where you can manage all your Z | o-use service management platform<br>yXEL product registrations and services using your personal account |
| Please register your account at m                                 | Click here to create a   |
| Username:   | new myZyXEL.com  |
| Password:   | account.   |
| Remember Username: L  |  |
| Submit Cancel   |  |
| 5 Farrant Dansword? Click have                                    |  |
| > If you are not a registered user                                | , Click here   |

Figure 35 myZyXEL.com Login Page

3. After you have created a myZyXEL.com account, log in and register Vantage by clicking the hyperlink as shown in the next screen.

| Welcome /   |  |  |
|---|--|--|
| Welcome   |  |  |
| Welcome!  |  |  |
| You have logged in myZyXEL.com for 0 time   | s  |  |
| > Last Viewed<br>* IP: 211.72.159.238<br>* Viewed Date: 2004/04/13<br>* Viewed time: 09:45:12 | Click here to register<br>a new product. |  |
| Registered ZyXEL Products   |  |  |
| No products are currently registered Click here   | to register product                      |  |
| Firewall / VPN More   |  |  |

#### Figure 36 Logged Into myZyXEL.com

4. Click **Add** in the next screen.

| My Products / Product Registration Product Registration               |                     |
|---|---------------------|
| Registered Product Li<br>Your registered ZYXE<br>Please dick the proc |                     |
| Add   | Authentication Code |

#### Figure 37 Product Registration

5. Enter the following information in the next screen and then click **Register**.

- o Product serial number: This is a 12-digit number found on the Vantage CNM 2.0 product label. It identifies the model type within myZyXEL.com. Type the number exactly as shown on the label.
- o Authentication Code: This is a generated number that is displayed after you install Vantage as shown in the screen in *Figure 33*. Type the information exactly as displayed or copy and paste it into the screen as shown in *Figure 38*; be careful to avoid pasting trailing spaces.
- o Friendly Name: This is an alias you give the product to identify it.



#### Figure 38 Add New Product

6. After you have registered Vantage, you can view it in the screen shown next.



Figure 39 Vantage Registered

7. The product is now registered but not activated. Click the name hyperlink to display its details.

| Service Manager  | nent Click <b>Transfer</b> to change ownership of the product to apother               |                         |   |                                 |                    |
|--|--|-------------------------|---|---------------------------------|--------------------|
| my Vantage CNM.20<br>Serial Number: S024<br>Products: Vantage<br>Authentication Code<br>Manage Product<br>Manage this product<br>my Vantage CNM.20 | already registered<br>myZyXEL.com  | ons below:<br>Reinstall | Click Act<br>generate<br>Activatio<br>Service S | ivate<br>an<br>on Key<br>Set Ke | to<br>y and<br>əy. |
| Applicable Var<br>mai<br>time  | ck <b>Reinstall</b> to reinstall<br>htage CNM 2.0. You<br>y do this up to three<br>es. |                         | //  |                                 |                    |

Figure 40 Vantage Details at myZyXEL.com

8. Click Activate to display the next screen. You use this screen to generate an Activation Key and Service Set Key. You need these keys to activate Vantage standard software, upgrade software or trial software.



Figure 41 Activate Vantage

Enter the license key exactly as displayed on the label and click Submit. A screen then displays showing you the Activation Key and Service Set Key that you enter in *Figure 33*. The keys are also sent to your myZyXEL.com registered e-mail address.

## 7.1 Reinstalling Vantage

When you reinstall Vantage, a new Authentication Code is generated. A new authentication code will not work with the previously myZyXEL.com-assigned Activation Key and Service Set Key, thereby disallowing the activation of the reinstalled Vantage.

However, using myZyXEL.com, you are allowed to reinstall Vantage CNM 2.0, up to three times (at the time of writing). If you need to reinstall Vantage more than three times, then you will have to send an e-mail to myZyXEL-admin@zyxel.com.tw.

To reinstall Vantage, click **Reinstall** in the screen shown in *Figure 40*. Enter the new authentication code in the following screen (*Figure 42*) and click **Next**. The new **Activation** and **Service Set** keys are then displayed in a subsequent screen and are also sent to your myZyXEL.com-registered e-mail address.

| My Products / Service Activation   |                                    |                               |
|--|------------------------------------|-------------------------------|
| Product Re-install   |                                    |                               |
| Warning: Please make sure you are going to reinstall your produ<br>one. The system will send the lastest Activation Kay and Service<br>Note that the system can only accept reinstall request for 2 time<br>Serial Number: \$024320835 | Enter the new authentication code. | another new<br>on myZyXEL.com |
| New Authentication Code:   |                                    |                               |
| Next Cancel  | 1                                  |                               |

Figure 42 Reinstalling Vantage

# 8 Uninstalling Vantage

Follow this procedure to uninstall Vantage.

- 1. You should first stop Vantage and quit the Vantage status monitor before beginning.
- 2. Click Start, Control Panel. Double-click Add or Remove Programs. Highlight Vantage CNM 2.0 and click Change/Remove.



Figure 43 Add or Remove Programs

3. Select **Remove** and then click **Next**.

| InstallShield               | Wizard 🛛 🛛 🗙   |  |
|-----------------------------|--|--|
| Welcome<br>Modify, repa     | ir, or remove the program.   |  |
| Welcome to<br>current insta | the Vantage2.0 Setup Maintenance program. This program lets you modify the<br>llation. Click one of the options below. |  |
| C Modify                    |  |  |
| 1                           | Select new program components to add or select currently installed<br>components to remove.                            |  |
| C R <u>e</u> pair           | Repair     Reinstall all program components installed by the previous setup.   |  |
| • Remove                    | Remove all installed components.   |  |
| n roxanor dolla             | < Back Next > Cancel   |  |

#### Figure 44 Remove Vantage

4. Click **OK** to continue removing Vantage.



5. Wait while Vantage uninstalls. If you see a Locked File Detected screen, select Don't display this message again and then click Reboot (to delete the file when the computer restarts) to continue.

| nstallShield Wizard  | ×      |
|--|--------|
| Setup Status   |        |
| Vantage2.0 Setup is performing the requested operations.   |        |
| Uninstalling:  |        |
| C:\ZyXEL\Vantage2.0\j2sdk1.4.1_02\lib\tools.jar  |        |
| 0%   |        |
| Locked File Detected 🛛 🛛 🔀   |        |
| An option you selected requires that files be installed to or uninstalled from<br>your system, or both. A locked file.<br>C:V2yXELWantage2.0\j2sdk1.4.1_02\jib\tools.jar, was found while<br>performing the needed file operations. To leave this file as it is on your system,<br>click the Ignore button; to retry the File operation, click Retry; or to perform the<br>operation when your system is rebooted, click Reboot. |        |
| ✓ Don't display this message again.  | Cancel |
| Reboot Ignore Betry Cancel   |        |

#### Figure 45 Ignore Locked File

6. Click **Finish** to restart the computer and complete the Vantage un-installation.



# Vantage