

# Vantage CNM

Centralized Network Management

## Quick Start Guide

Version 2.2

9/2005

[Linux Quick Start Guide](#)  
[Windows Quick Start Guide](#)

The logo for ZyXEL, featuring the word "ZyXEL" in a bold, blue, sans-serif font. The "Zy" is in a smaller font size than "XEL", and the "X" is significantly larger and more prominent.

# **Vantage CNM**

Centralized Network Management

## **Quick Start Guide**

Version 2.2 (Linux)  
9/2005

The logo for ZyXEL, featuring the word "ZyXEL" in a bold, blue, sans-serif font. The "Zy" is in a lowercase, italicized style, while "XEL" is in uppercase. The letters are closely spaced and have a slight shadow effect.

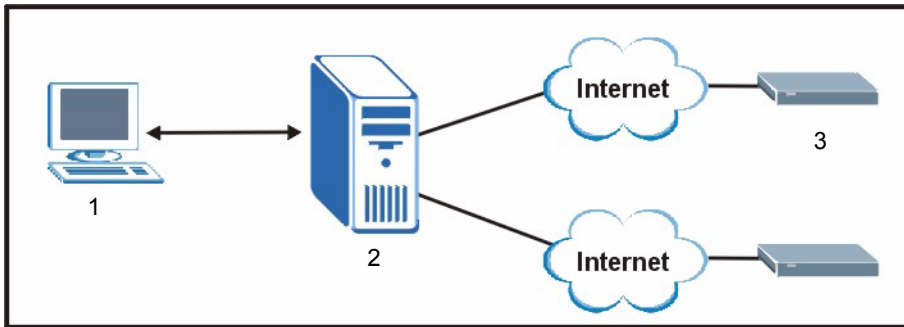
## Overview

Vantage Centralized Network Management 2.2 (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 2.2 will be referred to as “Vantage CNM” in this document.

This Quick Start Guide shows you to install Vantage CNM. See the User’s Guide for more information.

The following figure displays a Vantage CNM application:

- 1 This is the Vantage CNM “client” that manages ZyXEL devices via the Vantage CNM “server”.
- 2 The Vantage CNM “server” is the computer with Vantage CNM software installed.
- 3 These are the ZyXEL devices being managed by Vantage CNM.



This Quick Start Guide shows you:

- |  |   |
|--|---|
| 1 The Vantage CNM Requirements         | 5 How to register at myZyXEL.com                |
| 2 A Vantage CNM Installation Procedure | 6 How to Uninstall Vantage CNM                  |
| 3 How to Start and Stop Vantage CNM    | 7 How to Activate Vantage CNM on a ZyXEL Device |
| 4 How to Access Vantage CNM            | 8 Troubleshooting                               |

# 1 Requirements

## 1.1 Vantage CNM Server Requirements

|                  |   |
|------------------|---|
| <b>Hardware</b>  | CD-ROM or DVD-ROM drive<br>PS/2 Keyboard<br>PS/2 mouse<br>Monitor |
| <b>Hard Disk</b> | 80 GB or more   |
| <b>Software</b>  | Red Hat 9.0 Linux<br>Vantage CNM                                  |
| <b>CPU</b>       | Pentium IV 2.8 GHz or faster                                      |
| <b>RAM</b>       | 2 GB or more  |
| <b>Browser</b>   | Internet Explorer 6.0 or above with 1024*768 resolution           |

## 1.2 Vantage CNM Client Recommended Requirements

|                         |  |
|-------------------------|--|
| <b>CPU</b>              | Pentium III 450 MHz or faster                                      |
| <b>RAM</b>              | 256 MB or more   |
| <b>Operating System</b> | Microsoft Windows XP Professional SP1 or SP2 (Service Pack 1 or 2) |
| <b>Browser</b>          | Internet Explorer 6.0 or above with 1024*768 screen resolution     |

## 1.3 ZyXEL Device Requirements

|                 |  |
|-----------------|--|
| <b>Firmware</b> | For details, see the Vantage CNM software release notes.<br><br>Please read the device release note carefully if you have to upload new device firmware. |
|-----------------|--|

# 2 Vantage CNM Installation Procedure

Before you install Vantage CNM, make sure that Red Hat Linux is already installed; see the User's Guide Appendix for further information.

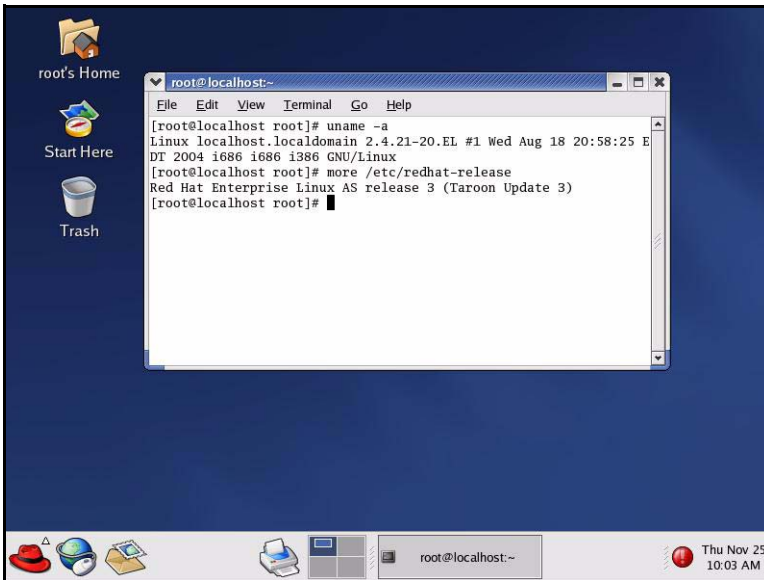
If you already have a previous version of Vantage CNM installed, install the upgrade patch. Make sure you back up the existing "vantage" database in MySQL before you proceed with the patch upgrade.

## 2.1 Vantage CNM Installation Overview

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

**Note:** 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.

- Use the **Terminal** screen to run Linux commands. To open the **Terminal** screen, select the main menu Red Hat icon (usually located on the bottom left of the screen), **System Tools** and then **Terminal**.



- You also need to open a text file so that you can add to and modify existing Linux code. To open the **Text Editor**<sup>1</sup> screen, select the main menu Red Hat icon, **Accessories** and then **Text Editor**. To locate the file that you want to add commands to or modify, click the **Open** button and browse for the command sequence using the vertical scroll-bars in the **Folders** and **Files** sections. Save the file when you are satisfied with the command changes.

**Note:** You should **uninstall** any previous versions of Vantage CNM before beginning. Make sure that you uninstall any existing MySQL servers. You may have to remove the `/etc/my.cnf` file if it exists. In the **Text Editor**, browse for the

```
/etc/my.cnf
```

file and delete the file.

## 2.2 Extracting Vantage CNM

- 1 Insert the Vantage CNM CD into the CD-ROM or download the Vantage CNM software and save it to a folder; for example, `./root/Vantage-CNM`.

---

1. At the time of writing Linux RedHat **Text Editor** was used to modify and amend commands. Other text editing tools can be used; for example **gedit** or **Emacs**.

2 Navigate to this folder using the “cd” command and type the following to extract the Vantage CNM files.

```
./Vantage_CNM.bin
```

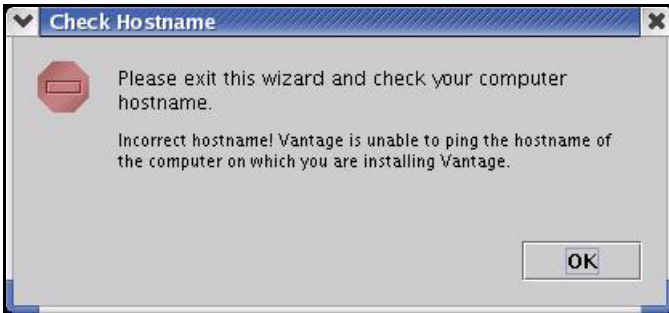
(You may need to make the file executable first using `chmod +x Vantage_CNM.bin`)

```
[root@localhost Vantage-CNM]# chmod +x Vantage_CNM.bin
[root@localhost Vantage-CNM]# ls -l Vantage_CNM.bin
Vantage_CNM.bin
[root@localhost Vantage-CNM]# ./Vantage_CNM.bin
Preparing to install...
Extracting the JRE from the installer archive...
Unpacking the JRE...
Extracting the installation resources from the installer archive...
Configuring the installer for this system's environment...
Launching installer...
```

Alternatively, double-click the Vantage\_CNM.bin icon.



3 Vantage CNM must be able to ping the hostname of your computer; otherwise you see the next screen.

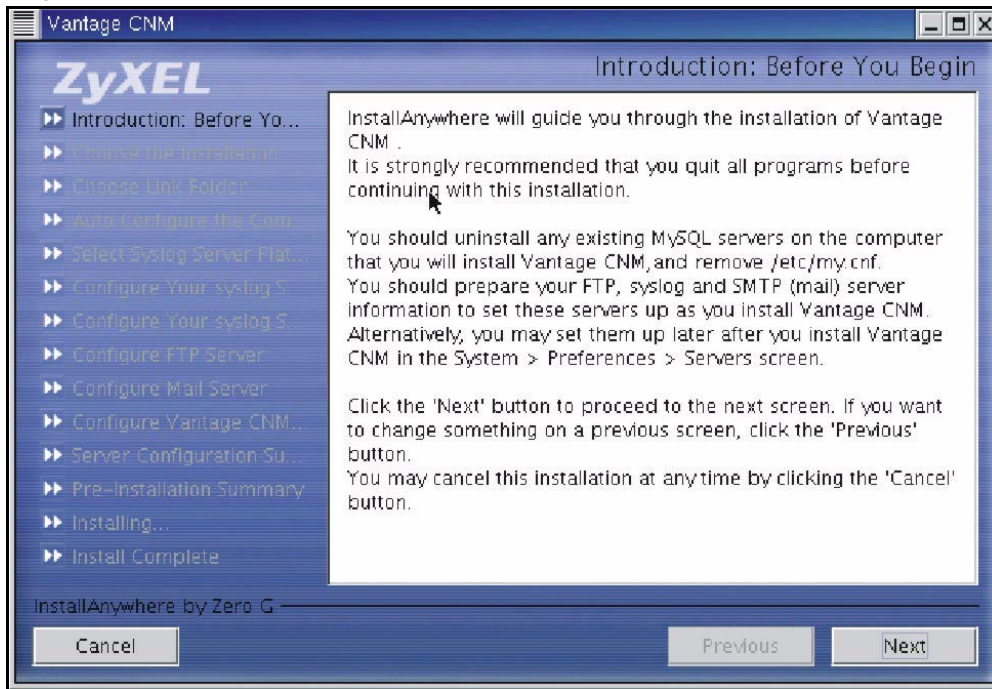


4 The Vantage CNM logo appears briefly when extraction begins.

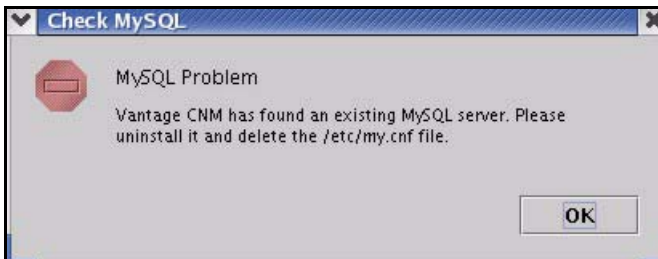


## 2.3 Installation Wizard

- 1 The first wizard screen appears after successful extraction. You should prepare all FTP, SMTP and syslog server IP addresses and login names/passwords. For syslog, you need an SSH login name and password. You can configure these servers during the wizard installation or after you install Vantage CNM in the **System > Preferences > Servers** screen.

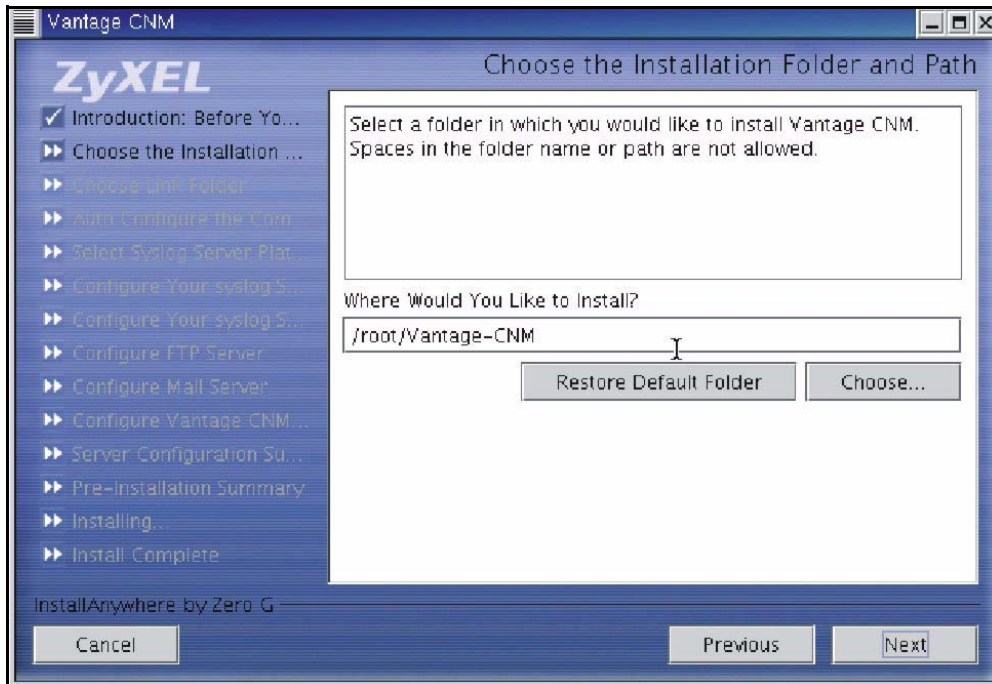


If a MySQL server is detected, you see the following screen.

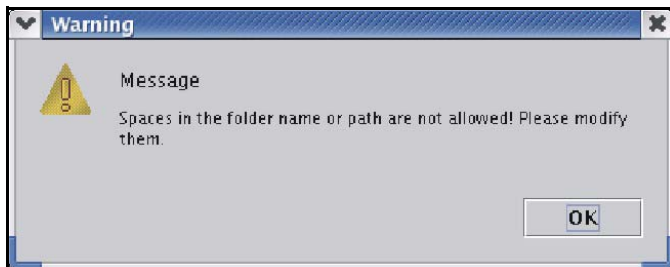




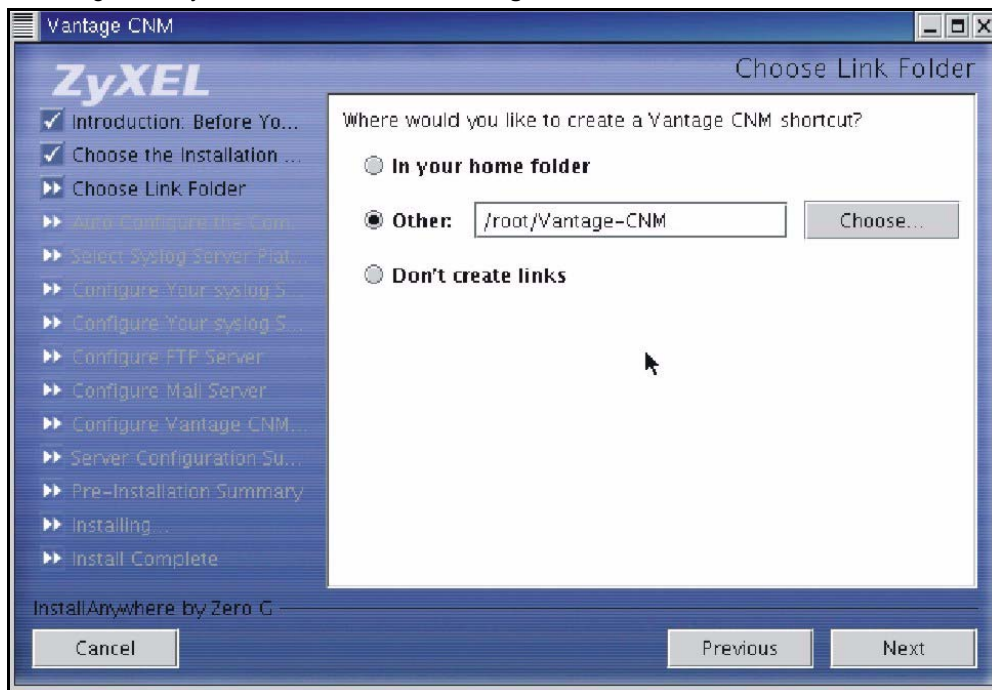
- 2 Select a folder where you would like to install Vantage CNM. Spaces in the folder name or path are not allowed.



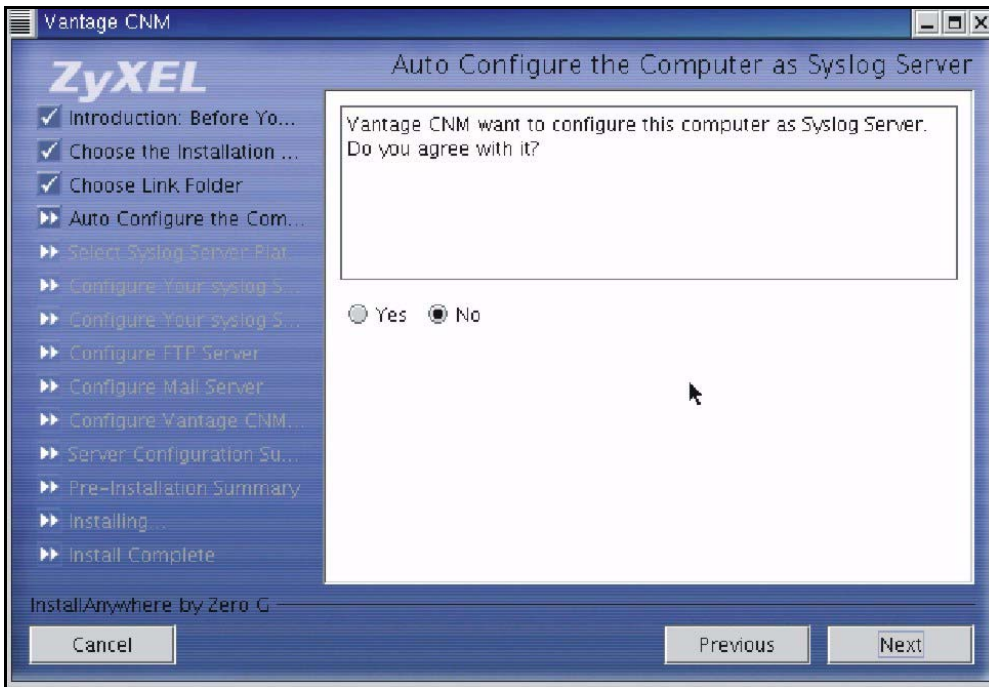
You will see an error screen as shown next if your installation folder or path has a space.



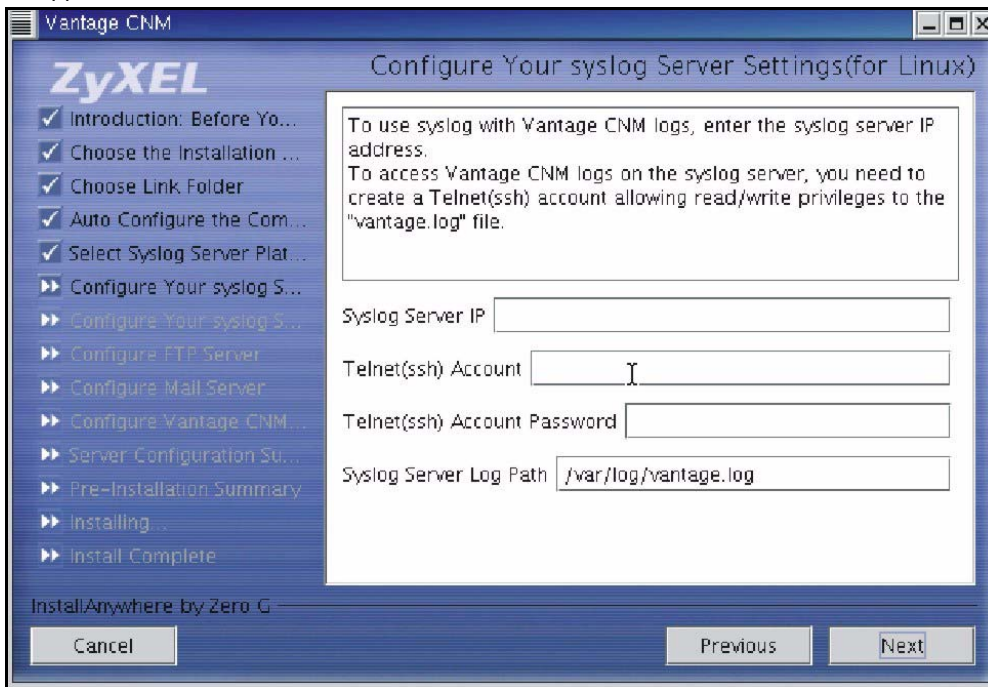
- 3 The next screen asks you where you want to create a Vantage CNM link or shortcut. After you install Vantage CNM you will see a **Launch Vantage** icon in this folder.



- 4 You next configure a syslog server. syslog is a logging system that is used by most versions of UNIX. If Vantage CNM finds an existing syslog server on your computer, you see the next screen asking you if this is the syslog server you wish to use. If not, choose **No**.



5 If you choose **Yes** in the **Auto Configure the Computer as Syslog Server** screen, you will then see the next screen. You must create a Telnet account on the syslog server. Vantage CNM uses SSH to communicate with the syslog server to instruct it to send files to an FTP server for retrieval. See the appendices in the User's Guide for details. Follow the instructions as shown in the screen.



If you choose **No** in the **Auto Configure the Computer as Syslog Server** screen, you must configure the **System > Preferences > Server** screen in Vantage CNM.

6 The syslog server must be a syslog server running on Linux.

- Make sure that syslog is enabled on Linux. Select the main menu Red Hat icon, **System Settings**, **Server Settings** and then **Services**. Scroll down to the **syslog** checkbox and make sure that it is selected.

Vantage CNM 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.

Configuration changes to the Linux syslog server can be made in the terminal screen using Linux commands.

For Vantage CNM to receive logs from the Linux syslog server, you must do the following on the Linux syslog server.

In **Text Edit** (or a similar text editing tool) open the file path:

```
/etc/syslog.conf
```

Enter this row after it:

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

In `/etc/syslog.conf` find the following row:

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

Modify the row to (or if the above row does not exist, type the following):

```
*.info;mail.none;authpriv.none;cron.none;local2.none /var/log/messages
```

Open the file path `/etc/sysconfig/syslog`

Syslogd must support the `"-r"` option. Find the row,

```
SYSLOGD_OPTIONS=""
```

Modify it as follows:

```
SYSLOGD_OPTIONS="-r"
```

Make sure that you save each file after you make modifications.

In the **Terminal** screen run `/etc/init.d/syslog stop` and `/etc/init.d/syslog start` to restart syslog.

You can add a telnet account to the Vantage CNM server by typing

```
[root@localhost Vantage-CNM]# useradd followed by a name; for example "test"
```

```
[root@localhost Vantage-CNM]# passwd followed by a password; for example "1234"
```

Modify the following row:

```
[root@localhost Vantage-CNM]# /var/log/vantage.log
```

To the following using correct name and passwords

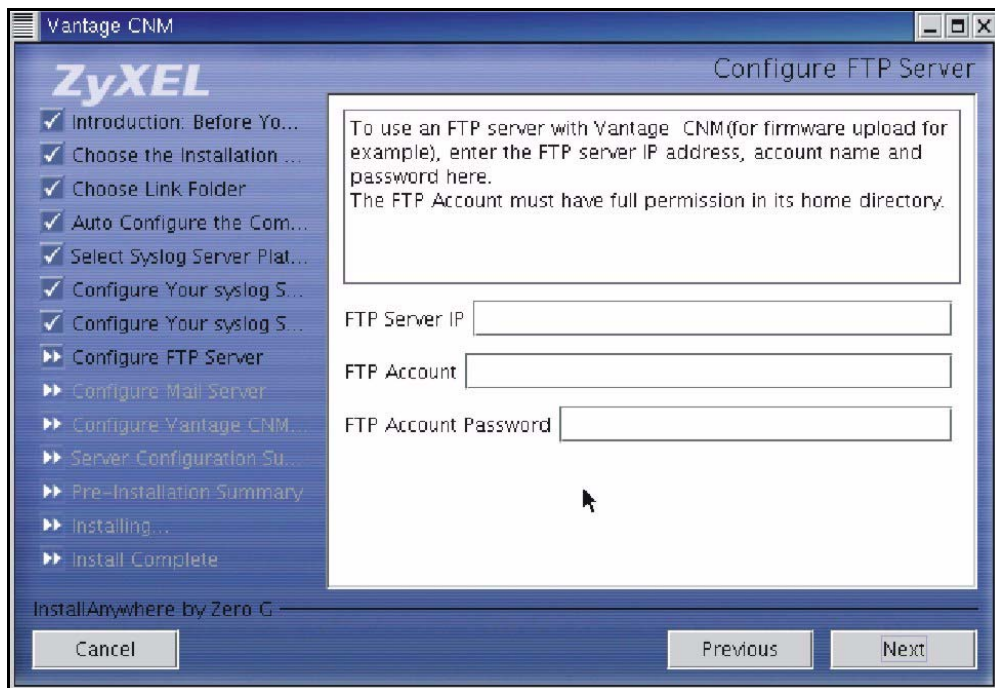
```
[root@localhost Vantage-CNM]# cd/var/log
```

```
[root@localhost Vantage-CNM]# chown test/var/log/vantage.log
```

```
[root@localhost Vantage-CNM]# chgrp 1234/var/log/vantage.log
```

After you fully install Vantage CNM, you can check the link status in the **System > Status** screen.

- 7 The next screen asks you configure an FTP server. The FTP server is used for syslog log file downloads to Vantage CNM and firmware uploads from Vantage CNM to ZyXEL device(s). Follow the instructions in the screen.



- 8 Make sure that you have selected **FTP Server** application packet when you installed Linux. Make sure that vsftpd is enabled on Linux.

Check that the FTP Daemon vsftpd is installed by entering the command

```
[root@localhost Vantage-CNM]# man vsftpd
```

Manual operation displays. In **Text Edit** find the file path:

```
/etc/vsftpd/vsftpd.conf
```

Make sure that the `listen=YES` command displays.

Add the clause `chroot_local_user=yes`

In the **Terminal** screen run the command

```
[root@localhost Vantage-CNM]# cp /etc/vsftpd/vsftpd.conf /etc/vsftpd.conf
```

Add a user and assign a folder to that user by typing as follows

```
[root@localhost Vantage-CNM]# useradd -d /var/ftp/pub -M followed by a name; for example test.
```

The next line requests a password for this user. Type a password of not less than six characters.

```
[root@localhost Vantage-CNM]# passwd followed by a password; for example "123456"
```

**Note:** You can also add users in Linux by doing the following:

Select the main menu Red Hat icon, **System Settings** and then **Users and Groups**. The **Red Hat User Manager** screen opens. Select the **Add User** button and configure a user.

In the **Terminal** screen run the command

```
[root@localhost Vantage-CNM]# chown vantage /var/ftp/pub
```

```
[root@localhost Vantage-CNM]# chmod 750 /var/ftp/pub
```

And run vsftpd by typing `[root@localhost Vantage-CNM]# vsftpd&`

```
[root@localhost Vantage-CNM]# ftp 127.0.0.1 ....try
```

If you want to stop this action type `[root@localhost Vantage-CNM]# killall vsftpd`

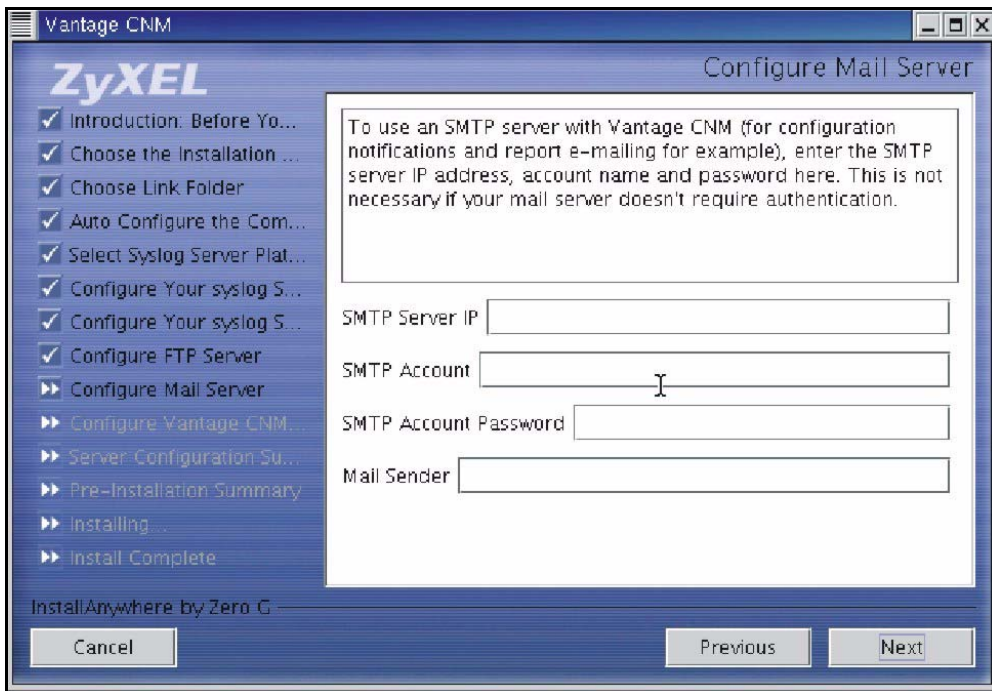
Type `[root@localhost Vantage-CNM]# chkconfig --level35 vsftpd on` to have vsftpd start automatically when the system is up.

After you fully install Vantage CNM, you must configure the FTP server section of the **System > Preferences > Server** screen in Vantage CNM with the same settings. You can check the link status in the **System > Status** screen.

**Note:** You can also check if vsftpd is enabled on Linux by doing the following:

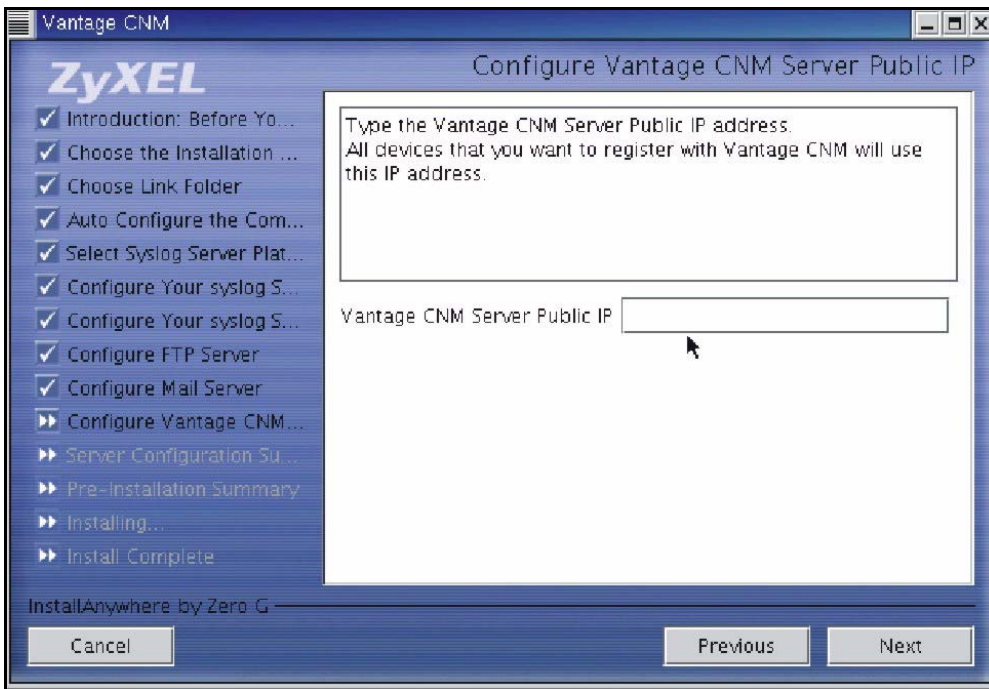
Select the main menu Red Hat icon, **System Settings, Server Settings** and then **Services**. Scroll down to the **vsftpd** checkbox and make sure that it is selected.

- 9 The next screen asks you to configure a mail server. The mail server is used to send notifications. Follow the instructions in the screen.





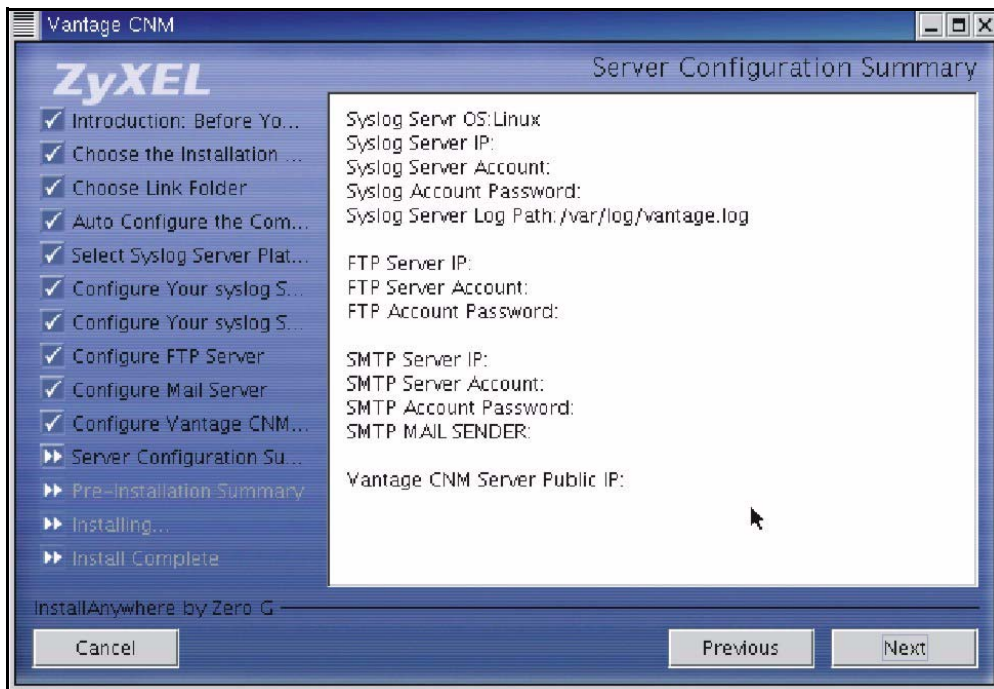
**10**The next screen asks you to configure the Vantage CNM server public address. This is the IP address that the ZyXEL devices use to communicate with Vantage CNM. Follow the instructions in the screen. If Vantage CNM is behind a NAT router, then you need to enter the public IP address (WAN) of the NAT router.



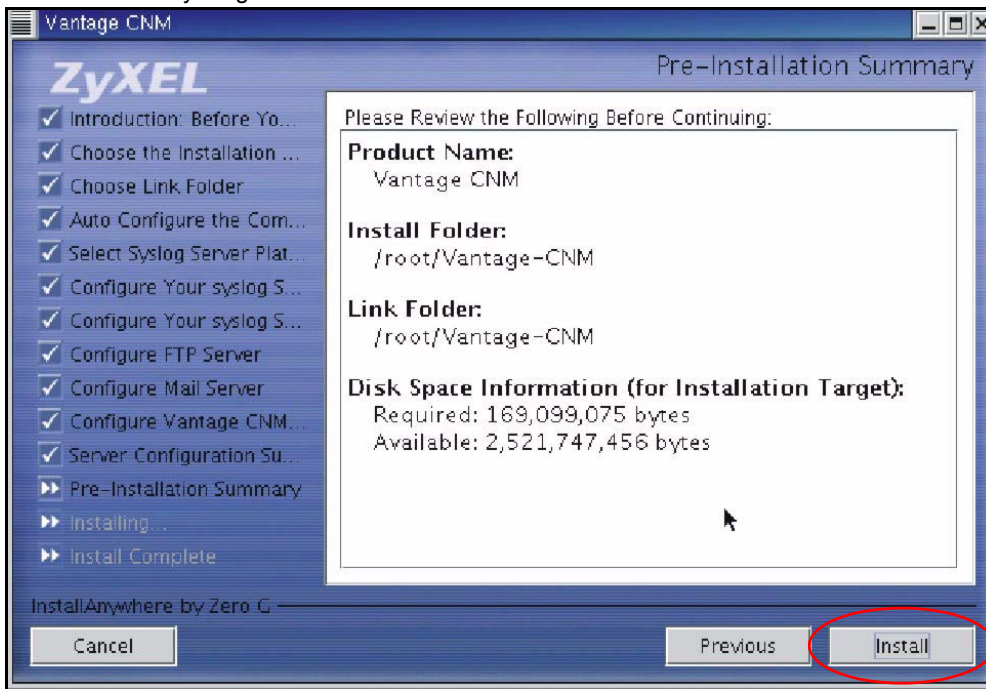
**Note:** Port forwarding must also be enabled on the NAT router. If the Vantage CNM server and other servers exist behind a NAT router and LAN or DMZ side of a firewall, open the following ports:

|                     |           |
|---------------------|-----------|
| Vantage CNM Server: | 1864, 443 |
| Syslog Server:      | 514       |
| FTP Server:         | 20, 21    |
| Telnet Server:      | 23        |
| Mail Server:        | 25        |

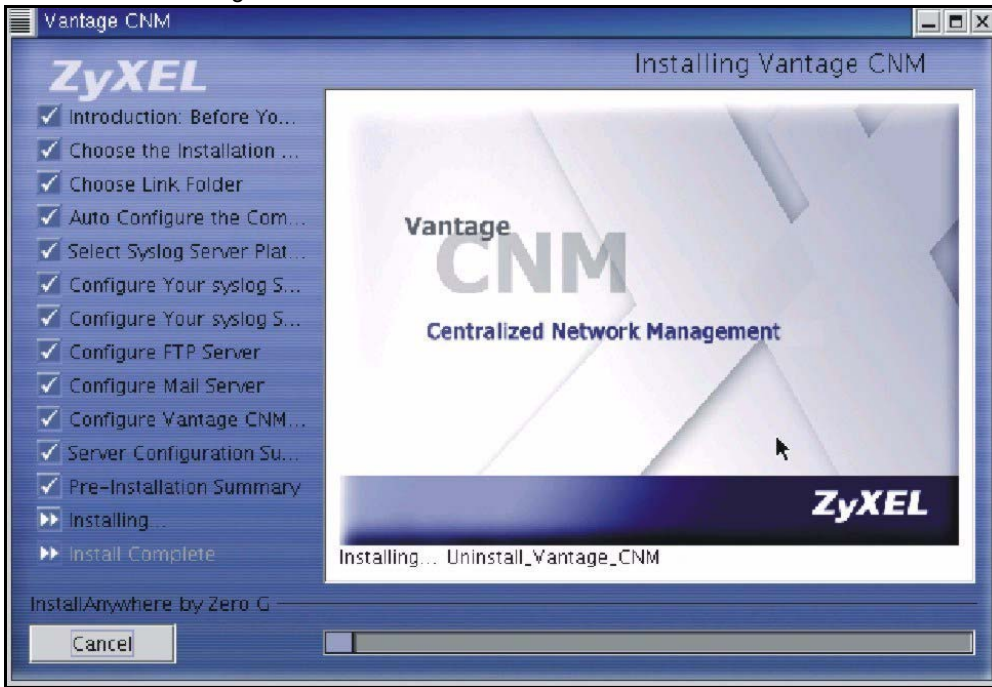
11 The next screen is a summary of the servers you configured in this wizard. Click **Next** to continue.



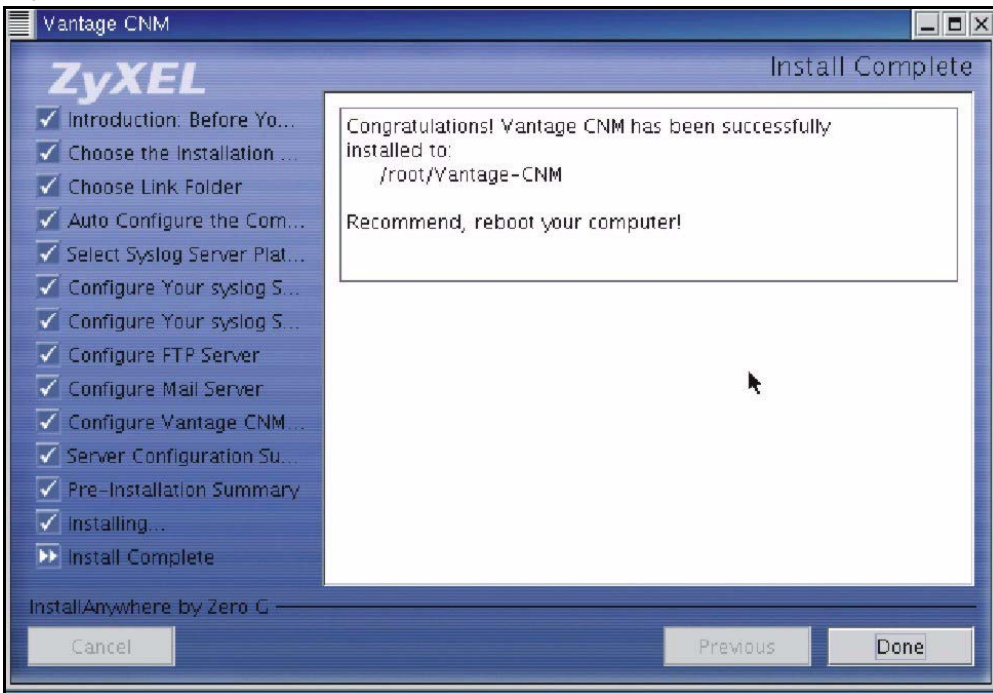
12 The next screen asks you to review everything you configured in this wizard before continuing. Click **Install** if everything is as intended.



13 Wait while Vantage CNM installs.



**14** Vantage CNM has installed successfully when you see the next screen. It is recommended you restart your computer.



**15** Restart Linux by running the command `[root@localhost Vantage-CNM]# reboot` in the **Terminal** screen.

**16** After Linux restarts and you have logged in as the root user, in the **Terminal** screen change the directory to the folder you saved Vantage CNM and run the command

```
[root@localhost root]# cd Vantage-CNM
[root@localhost Vantage-CNM]# ./LaunchVantageCNM
```

to start the Vantage CNM Server.

### 3 Starting and Stopping Vantage CNM

• In the **Terminal** screen change the directory to the folder you saved Vantage CNM in and run the command

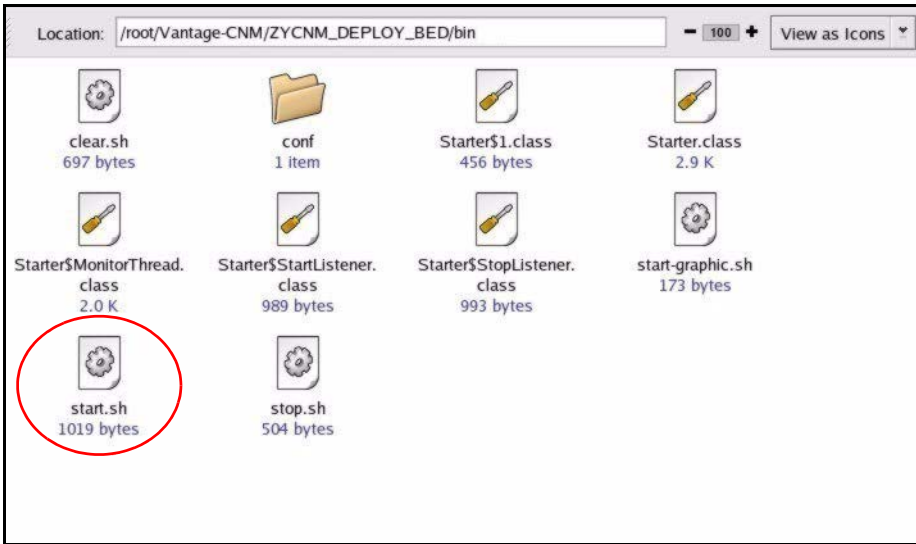
```
[root@localhost root]# cd Vantage-CNM/ZYCNM_DEPLOY_BED/bin
[root@localhost bin]# ./start.sh
```

Or

```
[root@localhost bin]# ./start-graphic.sh
```

Or

- Navigate to the folder you saved Vantage CNM in (for example, /root/Vantage-CNM), in the **Choose Link Folder** screen.

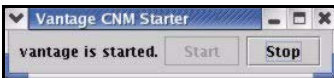


Double-click **ZYCNM\_DEPLOY\_BED** and then the **/bin** icon.

Double-click the **start.sh** icon to launch Vantage CNM (or the **stop.sh** icon to quit Vantage CNM).

### 3.1 Vantage CNM Status Screen

You see the following Vantage CNM screen indicating the status (started or stopped) of Vantage CNM. Use the **Stop** and **Start** buttons to exit or resume Vantage CNM.



## 4 Accessing Vantage CNM

### 4.1 IP Address

- 1 From the Vantage CNM client computer, open your web browser and type `http://{Vantage CNM server IP address}/vantage` or simply `http://{Vantage CNM server IP address}`.
- 2 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.

**Note:** If the login screen does not display, check if the Linux firewall is active. Select the main menu Red Hat icon, **System Settings** and then **Security Level**. Select **Medium** from the **Security level** drop-down list box and select the **WWW(HTTP)**, **FTP** and **SSH** check boxes in the **Allow incoming** section of the screen.

3 You may see another screen advising that this is a HTTPS connection. Click **Yes** to continue.



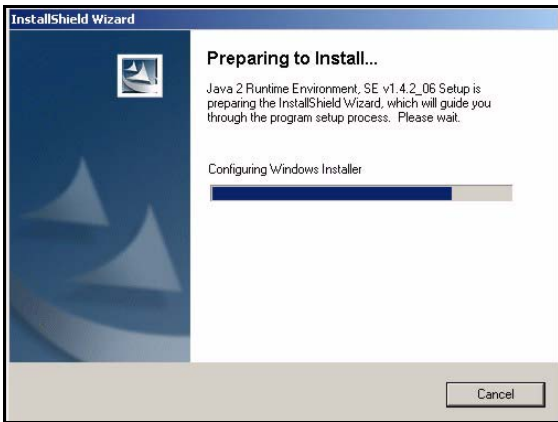
## 4.2 Login

1 Enter "root" for both username and password and then click **OK**. You should change your password after first login; see the User's Guide for more information.



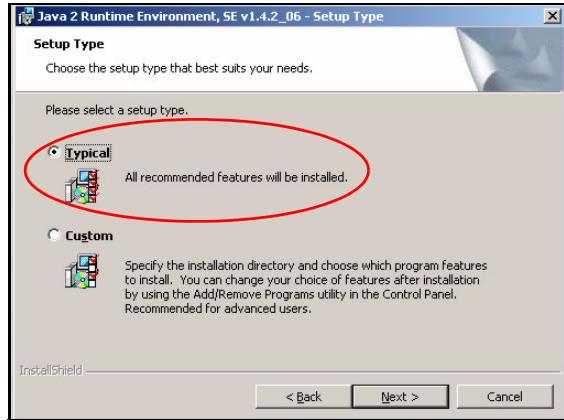
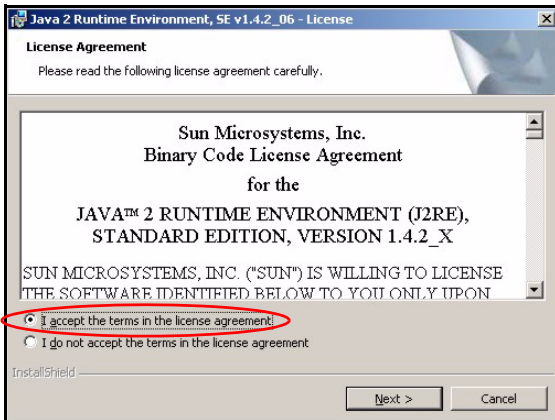
### 4.3 Install Java Plug-in

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



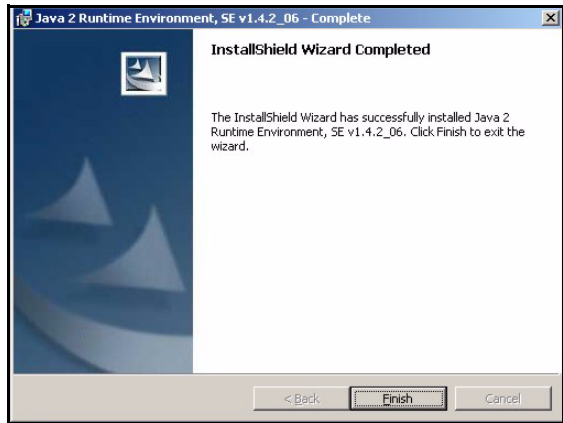
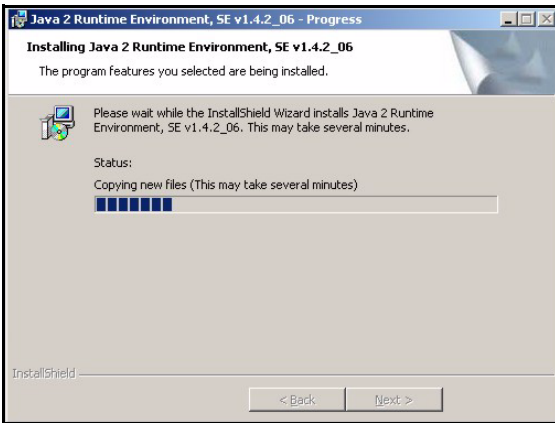
2 Select the **I accept the terms in the license agreement** radio button and click the **Next**.

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



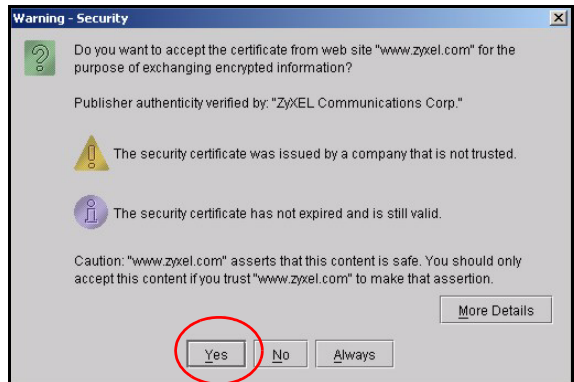


4 Wait for the Java plug-in to finish installing.



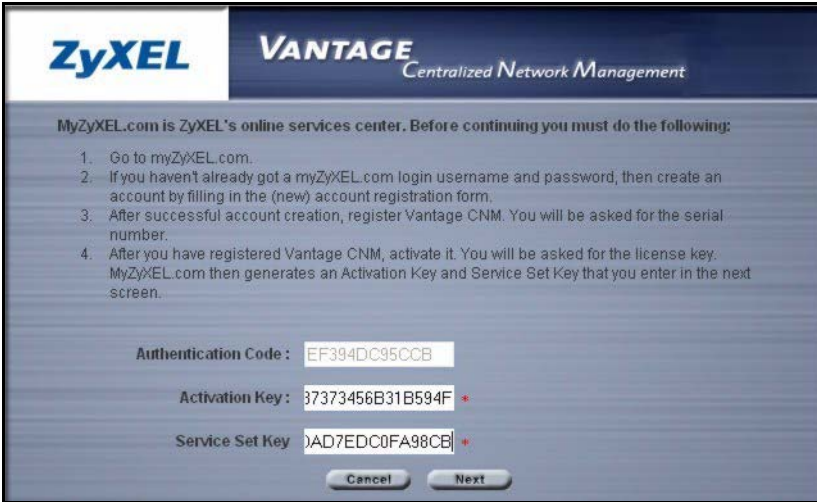
### 4.4 HTTPS Certificates

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



## 4.5 Activate Vantage

1 The next screen appears asking you to enter the **Activation Key** and **Service Set Key** generated at [www.myZyXEL.com](http://www.myZyXEL.com). See section 5 if you have not yet registered and activated Vantage there. Afterwards, enter these fields and then click **Next** to continue.



MyZyXEL.com is ZyXEL's online services center. Before continuing you must do the following:

1. Go to myZyXEL.com.
2. If you haven't already got a myZyXEL.com login username and password, then create an account by filling in the (new) account registration form.
3. After successful account creation, register Vantage CNM. You will be asked for the serial number.
4. After you have registered Vantage CNM, activate it. You will be asked for the license key. MyZyXEL.com then generates an Activation Key and Service Set Key that you enter in the next screen.

Authentication Code : EF394DC95CCB

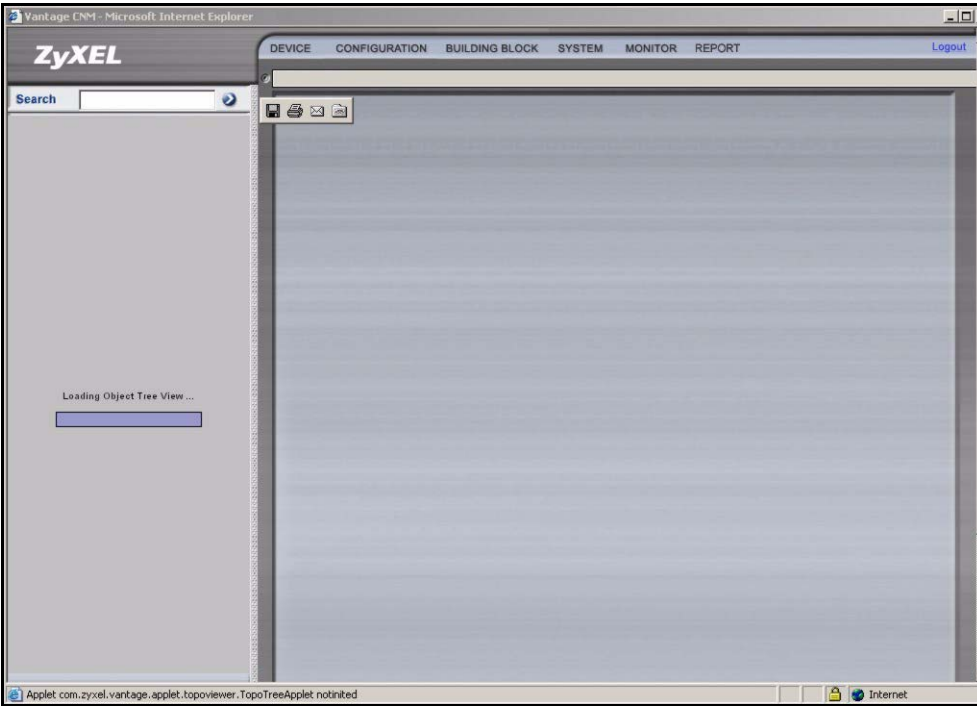
Activation Key : 37373456B31B594F \*

Service Set Key : DAD7EDC0FA98CB \*

Cancel Next

2 The next screen asks you to configure the Vantage server public address. This is the IP address that the ZyXEL devices use to communicate with Vantage. Follow the instructions in the screen. If Vantage is behind a NAT router, then you need to enter the public IP address (WAN) of the NAT router. Click **Next** to register and go to the main screen.

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



## 5 MyZyXEL.com

<http://www.myZyXEL.com/> is ZyXEL's online services center where you must register Vantage and generate an **Activation Key** and **Services Set Key** that you enter in step 1 of section 4.5.

### 5.1 A Note on Numbers

You need the following (unique) numbers to install and activate Vantage CNM.

|                     |   |
|---------------------|---|
| Serial Number       | You need the serial number to register Vantage CNM Appliance at myZyXEL.com.  |
| Authentication Code | This is a unique number that is generated in the <b>Activate Vantage</b> screen. You need this number to register Vantage CNM Appliance at myZyXEL.com. |
| License Key         | You need a license key to manage up to a specified number (see the license key envelope) of ZyXEL devices.  |
| Activation Key      | The <b>Activation Key</b> is generated online at the myZyXEL.com (after you register Vantage) and is needed to activate Vantage.                        |

Service Set Key

The **Service Set Key** is generated online at the myZyXEL.com (after you register Vantage) and is needed to activate Vantage.

## 5.2 Login

- 1 Go to <http://www.myZyXEL.com> using your web browser.
- 2 Log into your account if you already have one; otherwise create a new account by clicking the hyperlink in the **New User** section displayed in the following screen.

Login /

### Welcome to myZyXEL.com

What's myZyXEL.com?

myZyXEL.com provides an easy-to-use service management platform where you can manage all your ZyXEL product registrations and services using your personal account.

Please register your account at myZyXEL.com first.

---

**Log In**

Username:  > Forgot User Name / Password? [Click here](#)

Password:

Remember Username:

---

+ Not sure if you ever registered in our system (ZSSW) before? [Check here.](#)

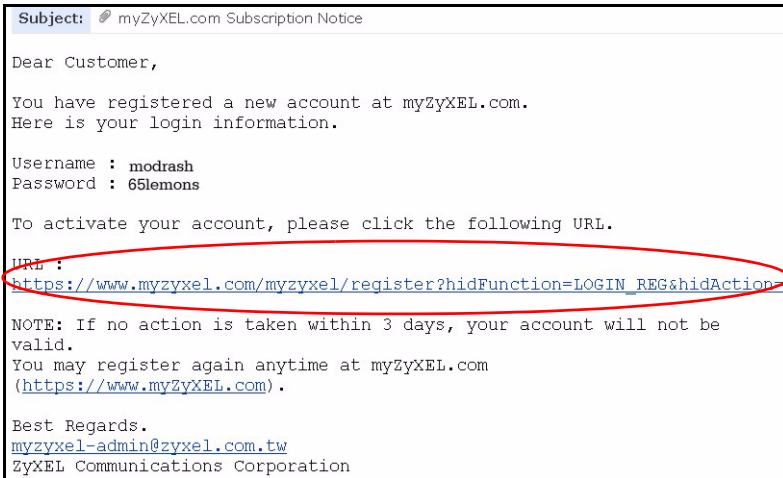
For help? [FAQ](#), [Support Note](#)

---

**New User**

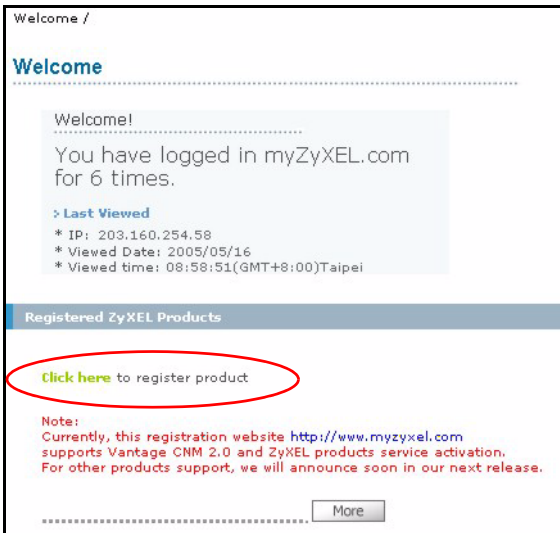
> If you are not a registered user, [Click here](#)

Fill in the account registration form. You will receive an e-mail from myZyXEL.com containing a hyperlink. Click the hyperlink or paste it into your web browser within three days in order to activate your account.

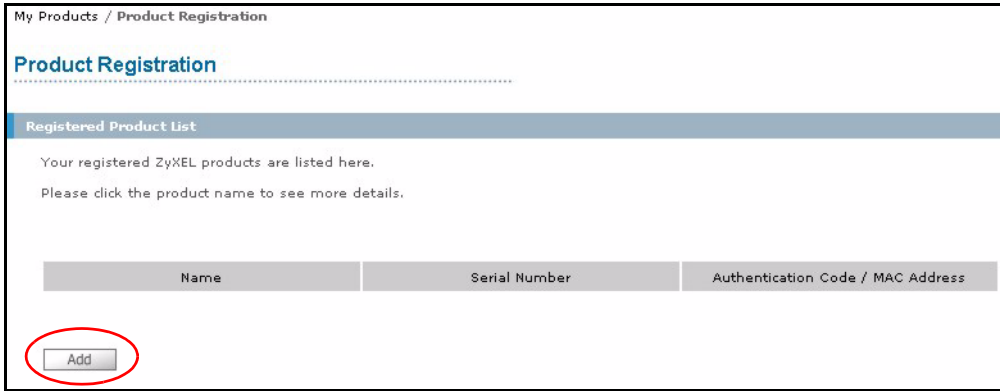


### 5.3 Register Vantage

1 After you have created a myZyXEL.com account, log in and click the hyperlink in the **Registered ZyXEL Products** section as displayed in the following screen.



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



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

- **Serial number:** This is a 10-digit number found on the Vantage CNM product label. It identifies the model type within myZyXEL.com. Type the number exactly as shown on the label.
- **Authentication Code:** This is a generated number that is displayed after you install Vantage as shown in section 4.5. Type the information exactly as displayed or copy and paste it into the screen; be careful to avoid pasting trailing spaces.

- **Friendly Name:** This is an alias you give the product to identify it.

My Products / Product Registration

### Add New Product

Add New Product

To add a new product, please fill in the following fields.  
Friendly Name is an alias you give the product to identify it in the product list.

**marked by (\*) are Required**

|  |   |
|--|---|
| Serial Number:<br><input type="text" value="4534534616"/>                          | Please enter the 10-digit number of the label on the unit.<br>(Upper Case)  |
| Category:<br><input type="text" value="Network Management"/>                       | Product category.   |
| * Model:<br><input type="text" value="Vantage CNM"/>                               | The model number can be found on the belly label of your hardware. Example: ZyWALL 70   |
| * Authentication Code / MAC Address :<br><input type="text" value="AEA6F3A965B5"/> | <a href="#">Help</a><br>For hardware products, this is the physical MAC address.<br>For software products, this is a generated number that is displayed after you install the software.<br>(Upper Case) |
| * Friendly Name:<br><input type="text" value="MyVantage"/>                         | Please give a name easy to remember for you. Up to 30 characters. It may contain letters(a~z), numbers, or underscore character, other character are not allowed.                                       |

After you have registered Vantage, a registration successful screen displays.

## 5.4 Generate Keys to Activate Vantage

1 The product is now registered but not activated. You need to activate Vantage before you can use it to manage ZyXEL devices. Click the name hyperlink to display its details.

My Products / Service Activation

### Service Management

---

**Product Info**

myVantage CNM

Serial Number: S0Z4320825  
 Products: Vantage  
 Authentication Code: EF394DC95CCB

**Manage Product**

Manage this product's registration by clicking on the appropriate buttons below:

myVantage CNM

**Applicable Service List**

| Service Name                    | Service Type                        | Status | Expiry/Key |
|---------------------------------|-------------------------------------|--------|------------|
| 1 Vantage CNM Device Management | <b>Activate</b> Suspend Re-activate | -      | -          |

2 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 firmware, upgrade firmware or trial firmware.

**Note:** You can click the **Reinstall** button to transfer your licence if you upgrade from Vantage CNM 2.0 to a later version of Vantage CNM.

3 Enter the license key exactly as displayed on the envelope label and click **Submit**. A screen then displays showing you the **Activation Key** and **Service Set Key** that you need to enter in step 1 of section 4.5. The keys are also sent to your myZyXEL.com registered e-mail address.

My Products / Service Activation

### Activate Service

---

Please Enter the Licence Key

Licence Key:

4 Now, return to section 4.5 of this Quick Start Guide.



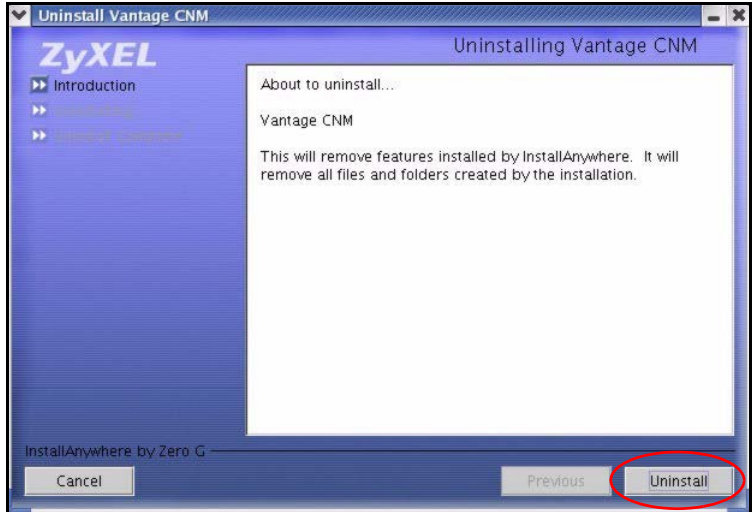
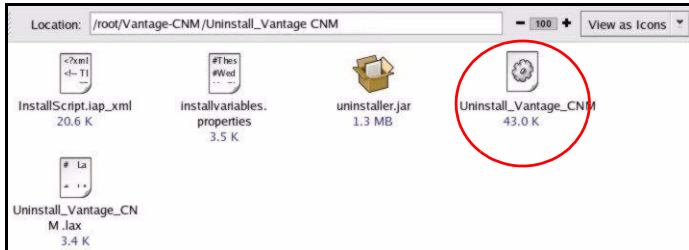
## 6 Uninstalling Vantage CNM

You must uninstall any previous versions of Vantage CNM before you install a new version of Vantage CNM. Follow this procedure to uninstall Vantage CNM.

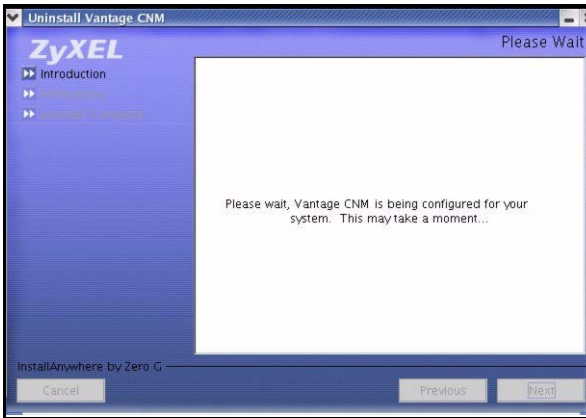
- 1 You should first stop Vantage CNM by clicking **Stop** in the Vantage Status screen; see section 3.1 for information.
- 2 Double-click the icon as shown in the next screen or in the **Terminal** screen change the directory to where you saved Vantage CNM and type

```
./Uninstall_Vantage_CNM
```

- 3 The following screen then displays. Click **Uninstall** to begin uninstalling.



- 4 Click **OK** to continue removing Vantage CNM. You will then see the next screens.



- 5 The next screen displays when Vantage CNM has been removed from your computer. Click **Done** to finish.



## 7 Activating Vantage CNM on a ZyXEL Device

### 7.1 How to activate Vantage CNM on a ZyXEL device using commands

Go to command mode (SMT menu 24.8 of most ZyXEL devices) and issue the following command:

Enter `cnm active`. If `cnm active 0` displays then Vantage CNM is disabled on the ZyXEL device. To enable Vantage CNM on the device

- 1 Enter `cnm active 1`.
- 2 Enter `cnm managerIp x.x.x.x` on the ZyXEL device where `x.x.x.x` is the public IP address of the Vantage CNM server.

## 7.2 Encrypt traffic between Vantage CNM and the ZyXEL device

- 1 Go to CI (Command Interface) mode (SMT menu 24.8 of the ZyXEL device)
- 2 Type '`cnm encrymode X`' where `X = 0` is no encryption, `X = 1` is DES encryption, `X = 2` is 3DES encryption. The ZyXEL device must use the same encryption method as Vantage.
- 3 To set the encryption key (if `X = 1` or `2`) on the ZyXEL device, type '`cnm encrykey xxxxxxxx`' where '`xxxxxxxx`' is the alphanumeric encryption key ("0" to "9", "a" to "z" or "A" to "Z") in the Vantage server. Type an eight-character alphanumeric ("0" to "9", "a" to "z" or "A" to "Z") for DES encryption and a 24-character alphanumeric for 3DES encryption. The ZyXEL device must use the same encryption key as Vantage

## 7.3 Activate Vantage CNM on a ZyXEL device and encrypt traffic using the web configurator

Log into the device web configurator, click Remote Management from the navigation panel and then click the CNM tab. Select **Enable**, enter the Vantage CNM Server (IP) Address and select an **Encryption Algorithm** and **Encryption Key** if desired.

## 8 Troubleshooting

| PROBLEM                                     | CORRECTIVE ACTION  |
|---|--|
| I am having problems installing Vantage CNM | <p>Make sure that you have uninstalled any previous versions of Vantage CNM before beginning the installation process.</p> <p>Make sure that you have uninstalled any existing MySQL servers; see section <a href="#">2.1</a> for details on how to do this.</p> <p>Spaces in the folder name or path are not allowed when you choose a location to install Vantage CNM.</p> <p>Check that you have edited the correct files with the exact modifications as outlined in this Quick Start Guide.</p> <p>Alter the configuration of the server memory by navigating to the file; <code>install_path/ZYCNM_DEPLOY_BED/jboss-3.2.1_tomcat-4.1.24/bin/run.conf</code></p> <p>Find the line; <code>JAVA_OPTS="-server -Xms1792m -Xmx1792m"</code> and change <code>"1792"</code> to a smaller number; for example <code>JAVA_OPTS="-server -Xms512m -Xmx512m"</code>.</p> |

|  |  |
|--|--|
| Vantage CNM is installed but I cannot access Vantage CNM | <p>Make sure that Vantage CNM is installed correctly on the server computer.</p> <p>Make sure that the Vantage CNM server is turned on and Vantage CNM has “started”; see section 4.5 for more information.</p> <p>Make sure your computer’s network card is working properly.</p> <p>Make sure that when you installed Vantage, you entered a Vantage CNM server public IP address.</p> <p>Check that you have correctly configured the server computer IP address in Vantage CNM. Stop Vantage CNM (see section 3) and open the following file path;</p> <p>file:/root/Vantage-CNM/ZYCNM_DEPLOY_BED/conf and double-click vantage.properties.</p> <p>Or in the <b>Terminal</b> screen, follow the commands;</p> <pre>[root@localhost root]# cd Vantage-CNM/<br/>[root@localhost root]# cd Vantage-CNM/ZYCNM_DEPLOY_BED/c<br/>conf csv<br/>[root@localhost root]# cd Vantage-CNM/ZYCNM_DEPLOY_BED/<br/>conf/</pre> <p>Check that the server IP address is the same as the IP address of the computer on which Vantage CNM is installed (server IP address).</p> <p>If the Vantage CNM server IP address has changed, then enter the new one as the web site address in your web browser.</p> <p>If the Vantage CNM server is behind a NAT router or firewall then do the following:</p> <ul style="list-style-type: none"><li>• If the Vantage CNM server is behind a NAT router, enter the WAN Public IP address of the NAT router and configure the NAT router to forward UDP port 1864 traffic to the Vantage CNM server.</li><li>• If the Vantage CNM server is behind a NAT router, configure the NAT router port forwarding for ports 443 and 80 to enable remote web browser access to the Vantage CNM server.</li><li>• If the Vantage CNM server is behind a firewall, you may have to create a rule on the firewall to allow UDP port 1864 traffic through to the Vantage CNM server (most (new) ZyXEL firewalls automatically allow this).</li></ul> <p>Make sure you have entered the Vantage CNM username and password correctly (the fields are case sensitive).</p> <p>If you did not log out of Vantage CNM gracefully last time, and you cannot log in again, then enter the following URL to forcibly log out so that you can log in again; <b><a href="http://localhost/vantage/pages/backdoor/Logoff.jsp">http://localhost/vantage/pages/backdoor/Logoff.jsp</a></b></p> <p>Make sure that you have a Java applet version 1.4.2 or later installed. If you do not, install Java from the included CD.</p> |
|--|--|

|   |  |
|---|--|
| <p>I cannot register a ZyXEL device with Vantage CNM</p>          | <p>The Vantage CNM server may be down. Check with the Vantage CNM server administrator.<br/>Make sure that the Vantage CNM server IP address is correct.</p>   |
| <p>I can access Vantage CNM but I cannot manage ZyXEL devices</p> | <p>The encryption algorithms and/or encryption keys may not match between the ZyXEL device and Vantage CNM. Check that these are correct.<br/>The ZyXEL device may be turned off.<br/>The device may not have Vantage CNM enabled.<br/>The device model type may not be supported by Vantage CNM.<br/>Go to CI (Command Interface) mode (SMT menu 24.8 of the ZyXEL device)<br/>Enter the command <code>cnm active 1</code> to enable Vantage CNM on the ZyXEL device.<br/>Enter the command <code>cnm managerIp</code> followed by the public IP address of the Vantage CNM server; for example <code>cnm managerIp 212.175.135.225</code>.<br/>The ZyXEL device must use the same encryption key as Vantage CNM.</p> |

# Vantage CNM

Centralized Network Management

## Quick Start Guide

Version 2.2 (Windows)  
9/2005

The logo for ZyXEL, featuring the word "ZyXEL" in a bold, blue, sans-serif font. The "Zy" is lowercase and the "XEL" is uppercase. The letters are slightly italicized and have a modern, clean design.

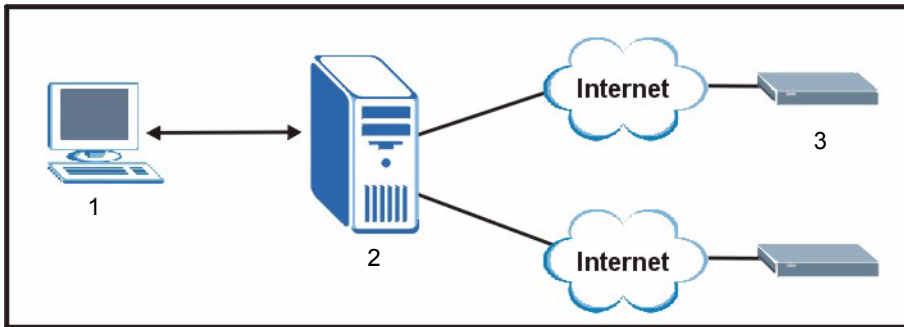
## Overview

Vantage Centralized Network Management 2.2 (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 2.2 will be referred to as “Vantage CNM” in this document.

This Quick Start Guide shows you to install Vantage CNM. See the User’s Guide for more information.

The following figure displays a Vantage CNM application:

- 1 This is the Vantage CNM “client” that manages ZyXEL devices via the Vantage CNM “server”.
- 2 The Vantage CNM “server” is the computer with Vantage CNM software installed.
- 3 These are the ZyXEL devices being managed by Vantage CNM.



This Quick Start Guide shows you:

- 1 The Vantage CNM Requirements
- 2 A Vantage CNM Installation Procedure
- 3 How to Access Vantage CNM
- 4 How to register Vantage with myZyXEL.com
- 5 How to Uninstall Vantage CNM
- 6 How to Activate Vantage CNM on a ZyXEL Device
- 7 Troubleshooting

# 1 Requirements

## 1.1 Vantage CNM Server Requirements

|                  |   |
|------------------|---|
| <b>Hardware</b>  | CD-ROM or DVD-ROM drive                                 |
| <b>Hard Disk</b> | 80 GB or more   |
| <b>Software</b>  | Windows XP Professional<br>Vantage CNM                  |
| <b>CPU</b>       | Pentium IV 2.8 GHz or faster                            |
| <b>RAM</b>       | 2 GB or more  |
| <b>Browser</b>   | Internet Explorer 6.0 or above with 1024*768 resolution |

## 1.2 Vantage CNM Client Recommended Requirements

|                         |  |
|-------------------------|--|
| <b>CPU</b>              | Pentium III 450 MHz or faster                                      |
| <b>RAM</b>              | 256 MB or more   |
| <b>Operating System</b> | Microsoft Windows XP Professional SP1 or SP2 (Service Pack 1 or 2) |
| <b>Browser</b>          | Internet Explorer 6.0 or above with 1024*768 screen resolution     |

## 1.3 ZyXEL Device Requirements

|                 |  |
|-----------------|--|
| <b>Firmware</b> | For details, see the Vantage CNM software release notes.<br><br>Please read the device release note carefully if you have to upload new device firmware. |
|-----------------|--|

# 2 Vantage CNM Installation Procedure

If you already have a previous version of Vantage CNM installed, install the upgrade patch. If you are using a syslog server, make sure you back up the existing “vantage” database before you proceed with the patch upgrade.

## 2.1 Vantage CNM Installation Overview

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

**Note:** 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.

- 1 Insert the Vantage CD into the CD-ROM or download the Vantage software and save it to the Vantage server computer.

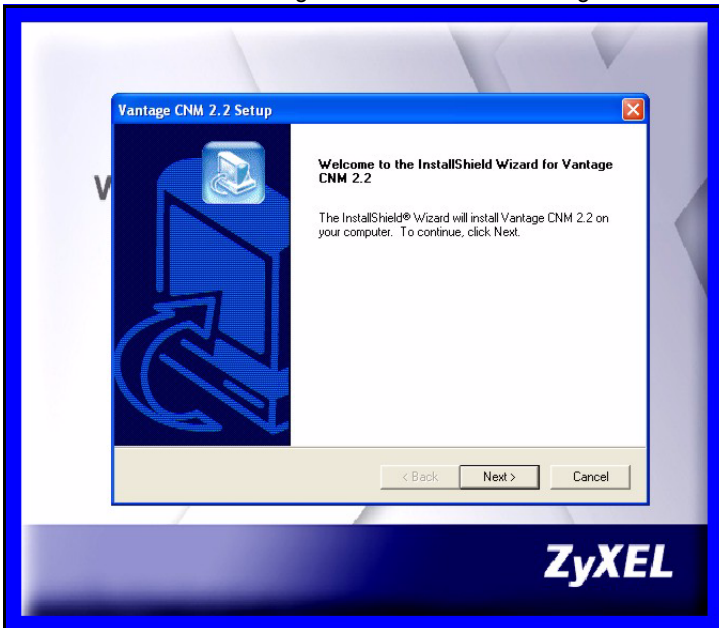


2 Double-click the Vantage executable file to begin the file extraction process.

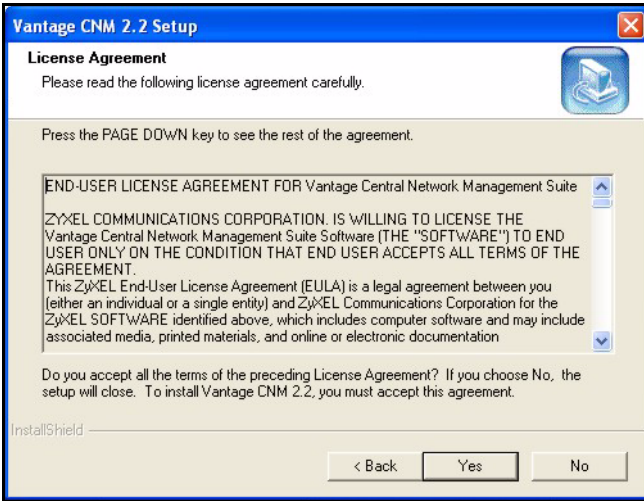


3 The Vantage CNM logo appears briefly during extraction.

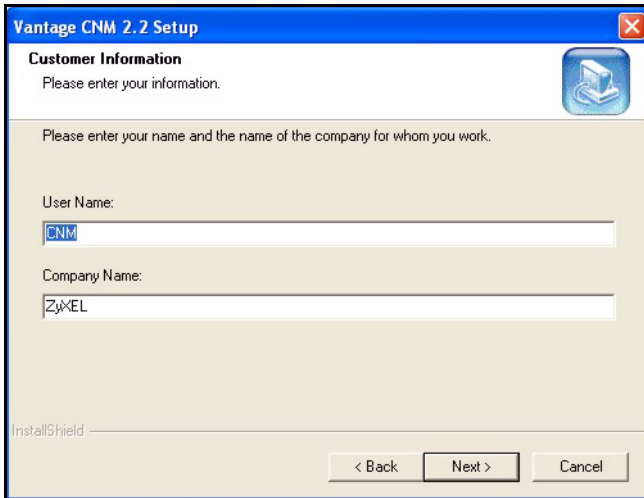
4 Click **Next** in the Vantage Welcome screen to begin the installation wizard.



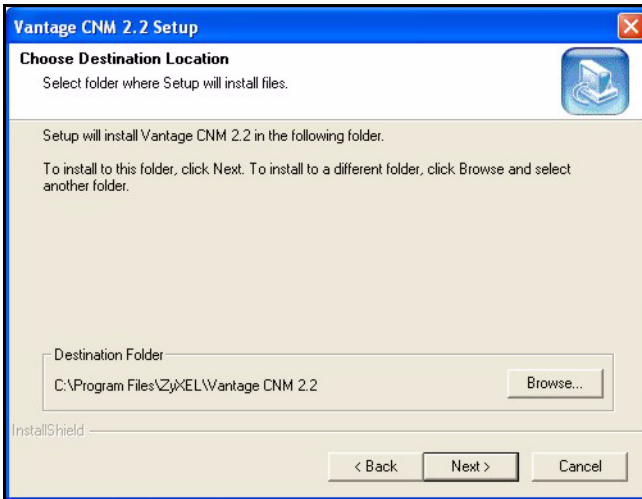
5 Read the license agreement and then click **Yes** to proceed to the next screen.



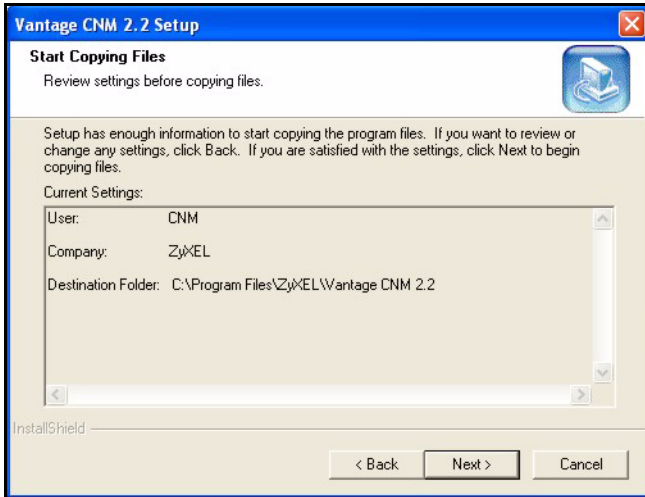
6 Enter your name and your company name in the next screen. Click **Next** to proceed.



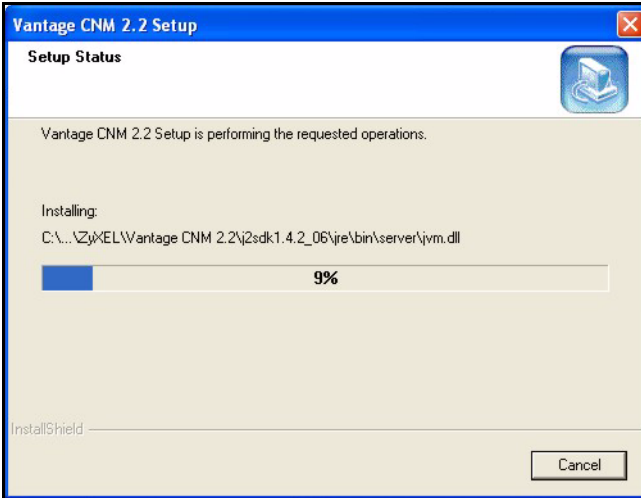
7 Decide where Vantage should be installed in the next screen. To install to the default folder, click **Next**. To install to a different folder, click **Browse**, navigate to the new folder and then click **Next**.



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



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

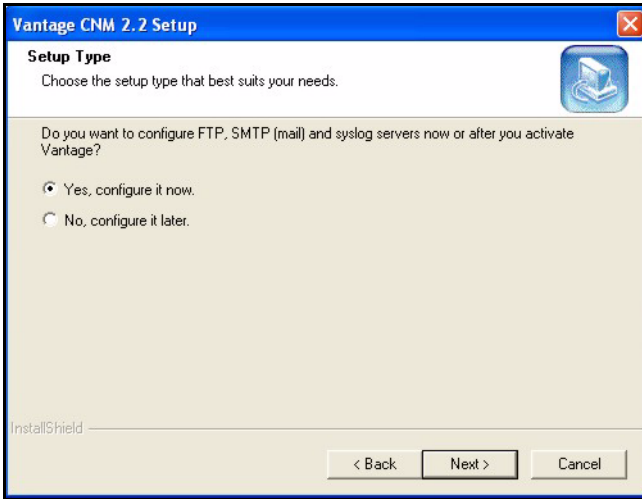


10 The next screen asks you if you want to configure FTP, SMTP (mail) and syslog servers now or after you activate Vantage.

- 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.

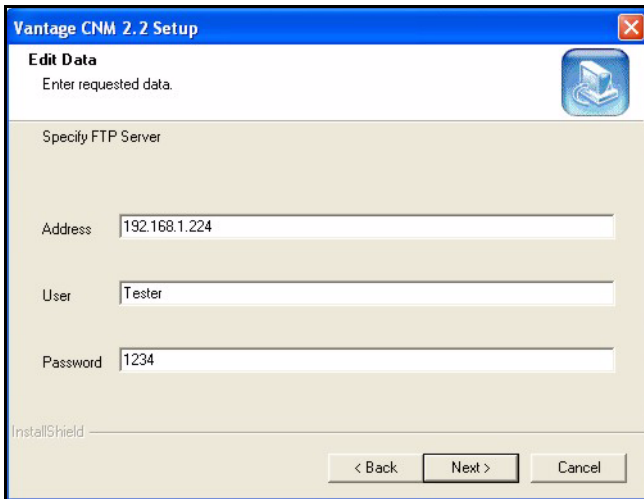
If you select **No, configure it later**, you must set up each server in the **System > Preferences > Server** screen in Vantage CNM.



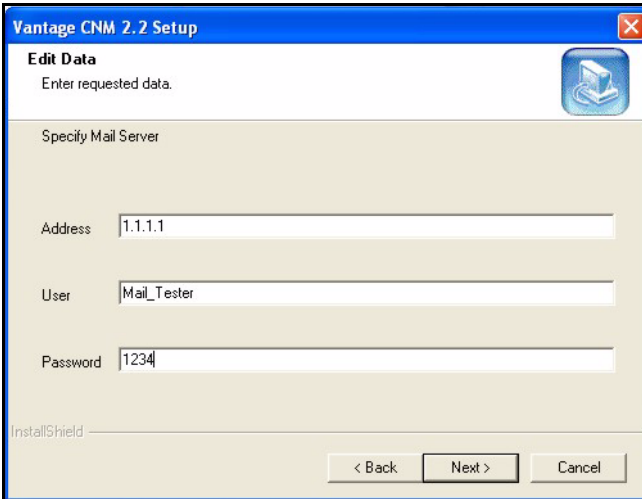
Alternatively, if you select **Yes, configure it now** and click **Next**, you go to the following screen.

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

11 Enter your FTP server IP address, user name and associated password.

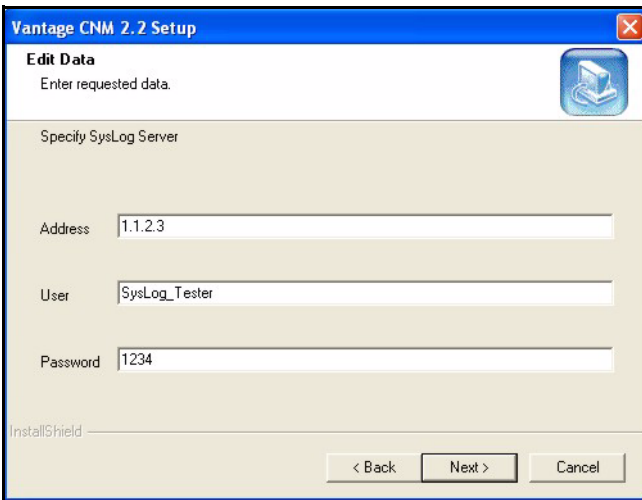


**12** Enter your mail server IP address or URL, user name and associated password in the next screen.



The screenshot shows a Windows-style dialog box titled "Vantage CNM 2.2 Setup". The window has a blue title bar with a close button (X) in the top right corner. Below the title bar, there is a section labeled "Edit Data" with a sub-label "Enter requested data." and a small icon of a computer with a mail envelope. The main area is titled "Specify Mail Server" and contains three text input fields: "Address" with the value "1.1.1.1", "User" with the value "Mail\_Tester", and "Password" with the value "1234". At the bottom left, there is a label "InstallShield" followed by a horizontal line. At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

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



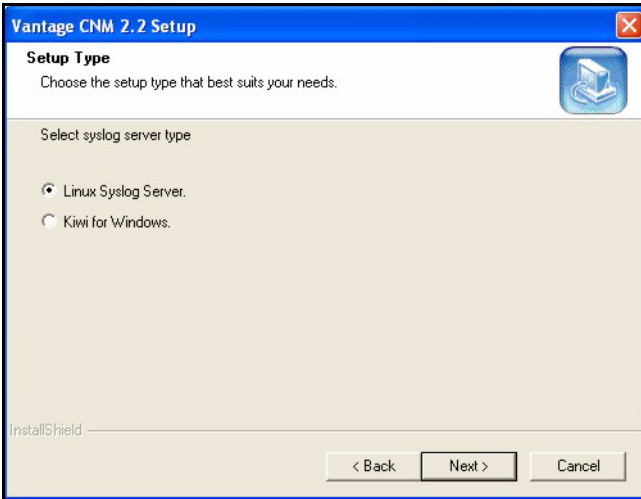
The screenshot shows a Windows-style dialog box titled "Vantage CNM 2.2 Setup". The window has a blue title bar with a close button (X) in the top right corner. Below the title bar, there is a section labeled "Edit Data" with a sub-label "Enter requested data." and a small icon of a computer with a mail envelope. The main area is titled "Specify SysLog Server" and contains three text input fields: "Address" with the value "1.1.2.3", "User" with the value "SysLog\_Tester", and "Password" with the value "1234". At the bottom left, there is a label "InstallShield" followed by a horizontal line. At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

**14** The syslog server must be a syslog server running on a Kiwi syslog server for Windows<sup>1</sup> (see the Kiwi website for details).

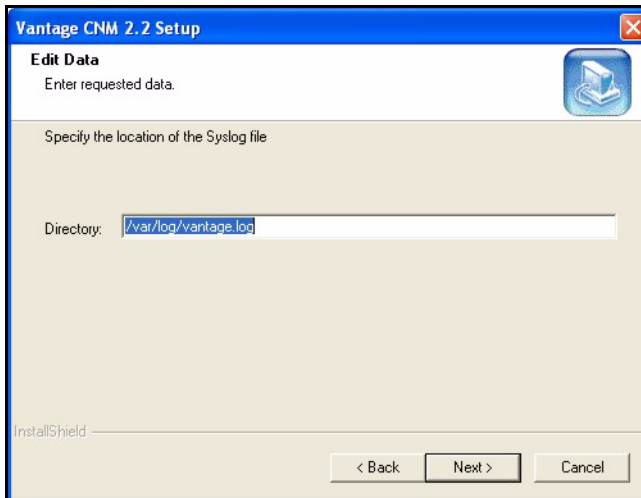
---

1. At the time of writing, only this syslog server is supported and is not bundled with Vantage CNM.

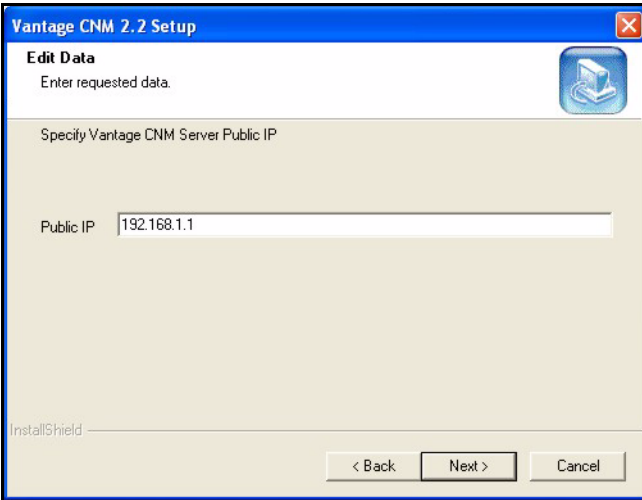
Vantage communicates with a Windows (Kiwi) syslog server using Telnet, so you must enable Telnet on the Windows (Kiwi) syslog server. See the User's Guide Appendices for information on setting up a Kiwi server on Windows.



**15** A different file path displays depending on which syslog server type you choose. You may need to modify the directory according to where the syslog server is located. For example; if **C:\ProgramFiles\Syslogd\log\vantage.log** displays, you may have to modify “**ProgramFiles**” to the Kiwi server directory and change “**log**” to “**logs**”. This can also be changed after you have installed Vantage CNM. Go to the **System Log Path** field in **System > Preferences > Server** screen.



**16** The next screen asks you to configure the Vantage CNM server public address. This is the IP address that the ZyXEL devices use to communicate with Vantage CNM. Follow the instructions in the screen. If Vantage CNM is behind a NAT router, then you need to enter the public IP address (WAN) of the NAT router.



Port forwarding must also be enabled on the NAT router. If the Vantage CNM server and the other servers Vantage CNM uses are behind a NAT router, then allow traffic to be forwarded to the following ports on the NAT router:

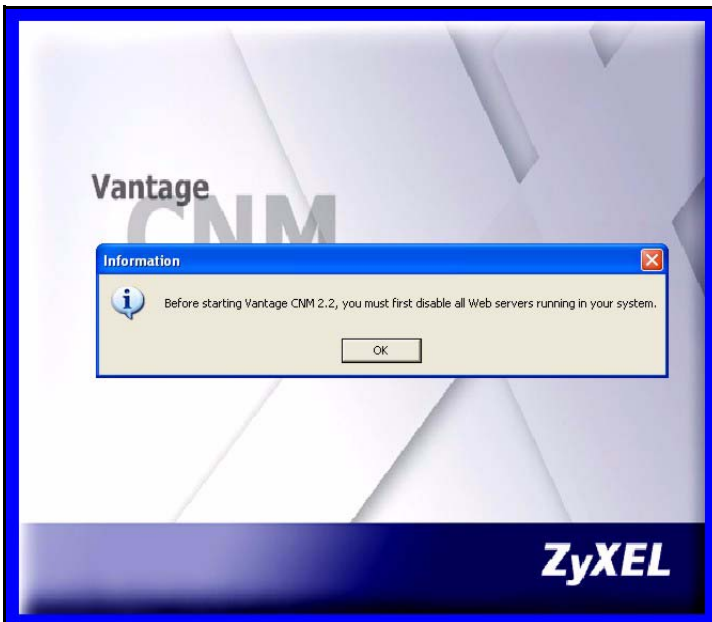
|                     |           |
|---------------------|-----------|
| Vantage CNM Server: | 1864, 443 |
| Syslog Server:      | 514       |
| FTP Server:         | 20, 21    |
| Telnet Server:      | 23        |
| Mail Server:        | 25        |



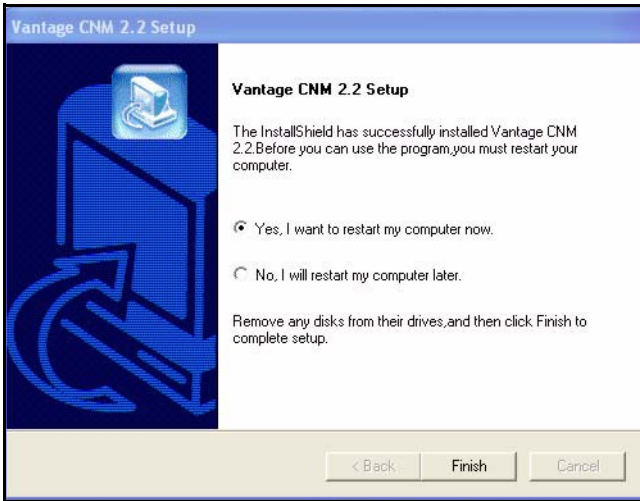
17 Click **Finish** to close the Wizard.



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



**19** You must restart the computer for Vantage to completely install. You must disable web servers before you restart Vantage. After you have disabled web server(s), click **Finish** and wait while Vantage installs and your computer restarts.



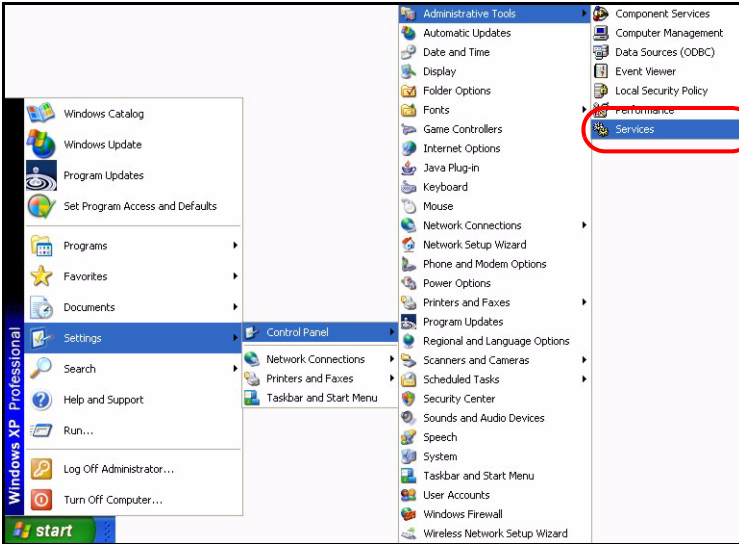
## 2.2 Windows Services

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.

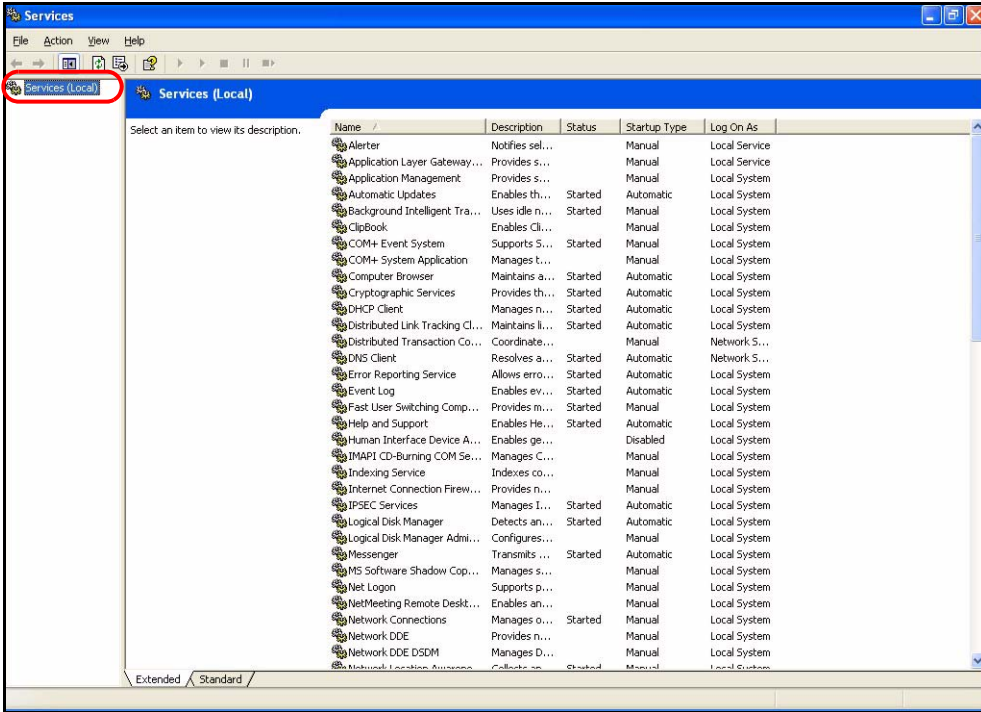
### 2.2.1 Disable Web Servers

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

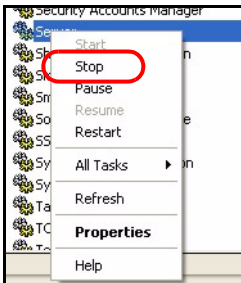
1 Click **Start**, **Control Panel**, **Administrative Tools** and **Services**.



2 The **Services** screen opens.

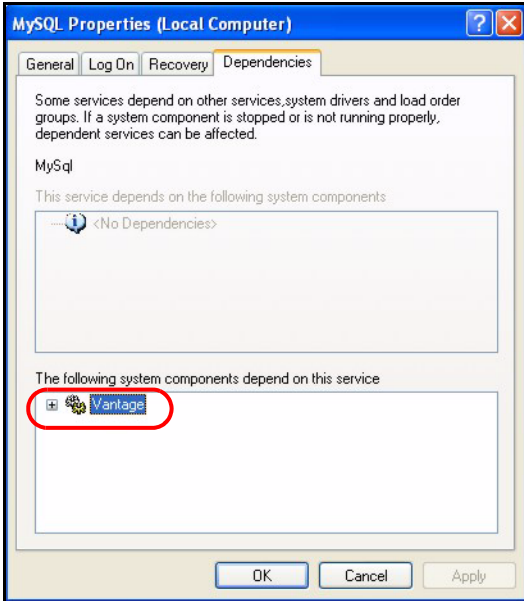


3 Right-click the (running) service you want to disable and click **Stop**. (You may also choose to start, stop or resume Vantage in this way.)



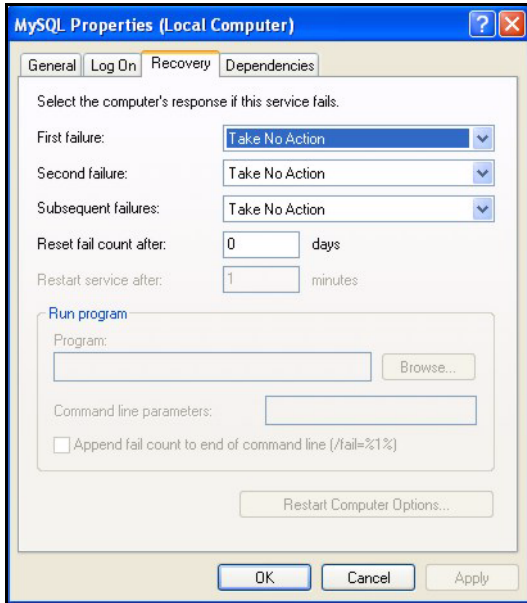
## 2.3 Vantage Dependencies

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






## 2.4 Vantage Recovery Options

You can also choose Vantage recovery options by doing the following. Right-click Vantage from the **Services** screen, select **Properties** and click the **Recovery** tab.



## 2.5 Vantage CNM 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 CNM ICON  | DESCRIPTION   |
|---|---|
|  | A green icon indicates Vantage is starting.   |
|  | A blue icon indicates Vantage has started. You may right-click this icon run ( <b>START</b> ), pause ( <b>STOP</b> ) or quit ( <b>EXIT</b> ) Vantage CNM. When you exit Vantage the icon disappears from the system tray. |
|  | A red icon indicates Vantage has stopped.   |

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



## 3 Accessing Vantage CNM

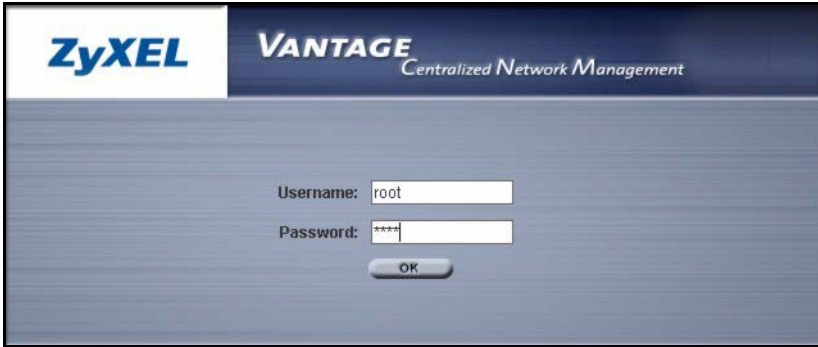
### 3.1 IP Address

- 1 From the Vantage CNM client computer, open your web browser and type **https://{Vantage CNM server IP address}/vantage** or simply **https://{Vantage CNM server IP address}**.
- 2 When the login screen appears, type **root** as Username, **root** as the Password (factory defaults) and 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.
- 3 You may see another screen advising that this is a HTTPS connection. Click **Yes** to continue.



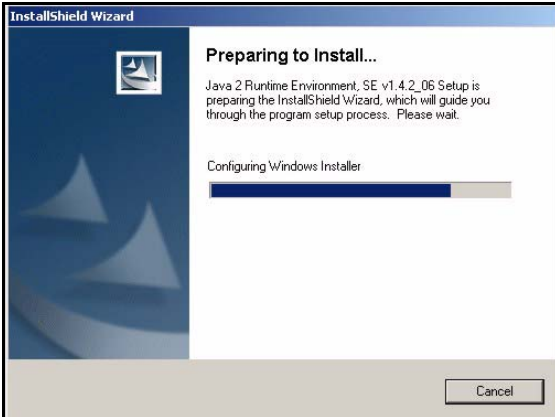
### 3.2 Login

1 Enter **root** for both Username and Password and then click **OK**. You should change your password after first login; see the User's Guide for more information.



### 3.3 Install Java Plug-in

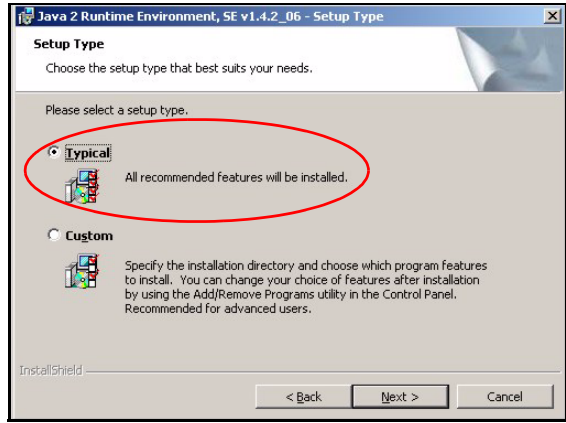
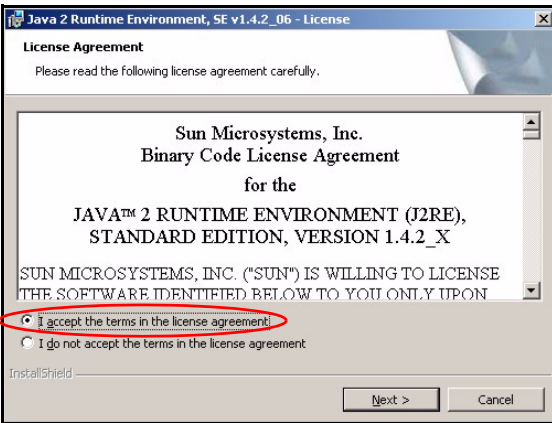
1 You may be asked to install a Java plug-in on the Vantage CNM computer. Install it. The Vantage CNM server must be connected to the Internet to download the plug-in. If you already have a Java plug-in installed on your computer, you can download the latest version from <http://java.com>.



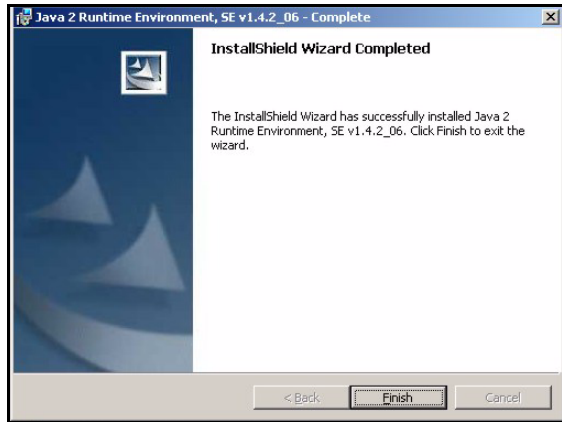
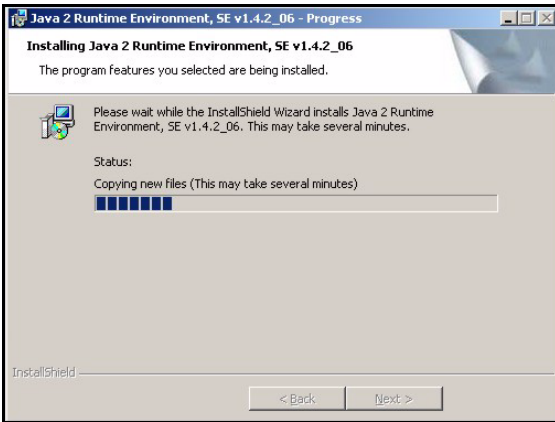
2 Select the **I accept the terms in the license agreement** radio button and click the **Next**.



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

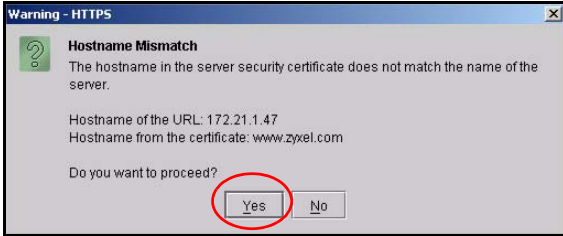


4 Wait for the Java plug-in to finish installing.



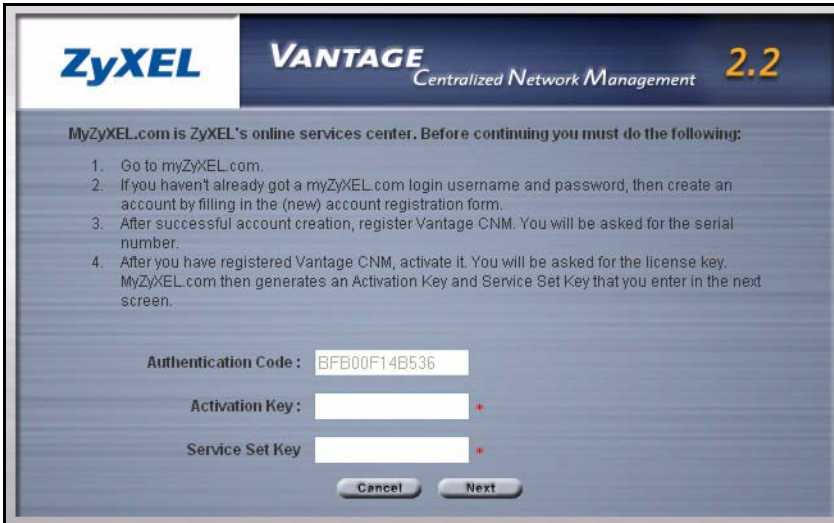
### 3.4 HTTPS Certificates

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



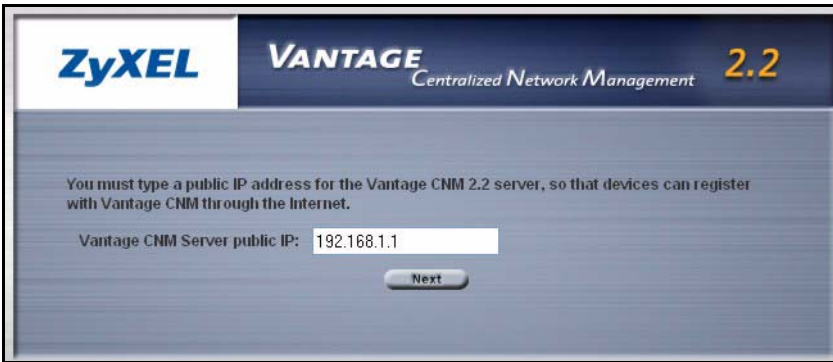
### 3.5 Activate Vantage

- 1 The next screen appears asking you to enter the **Activation Key** and **Service Set Key** generated at [www.myZyXEL.com](http://www.myZyXEL.com). See section 4 if you have not yet registered and activated Vantage there. Afterwards, enter these fields and then click **Next** to continue.

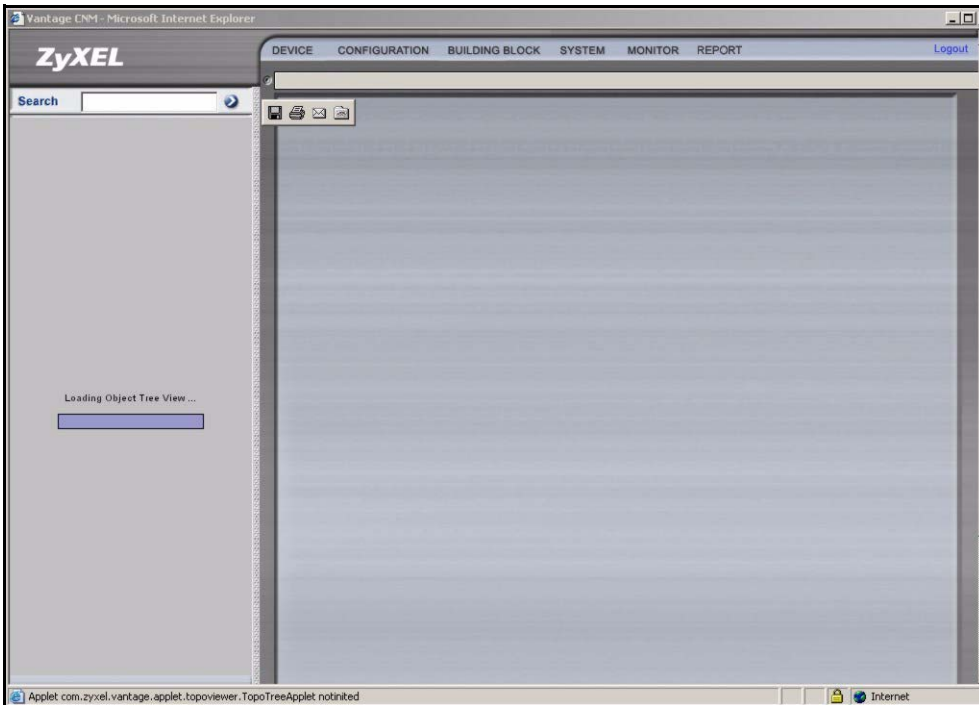


- 2 The next screen asks you to configure the Vantage server public address. This is the IP address that the ZyXEL devices use to communicate with Vantage. Follow the instructions in the screen. If Vantage is

behind a NAT router, then you need to enter the public IP address (WAN) of the NAT router. Click **Next** to go to the main screen.



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



## 4 myZyXEL.com

<http://www.myZyXEL.com/> is ZyXEL's online services center where you must register Vantage and generate an **Activation Key** and **Services Set Key** that you enter in step 1 of section 3.5.

## 4.1 A Note on Numbers

You need the following (unique) numbers to install and activate Vantage CNM.

|                     |   |
|---------------------|---|
| Serial Number       | You need the serial number to register Vantage CNM Appliance at myZyXEL.com.  |
| Authentication Code | This is a unique number that is generated in the <b>Activate Vantage</b> screen. You need this number to register Vantage CNM Appliance at myZyXEL.com. |
| License Key         | You need a license key to manage up to a specified number (see the license key envelope) of ZyXEL devices.  |
| Activation Key      | The <b>Activation Key</b> is generated online at the myZyXEL.com (after you register Vantage) and is needed to activate Vantage.                        |
| Service Set Key     | The <b>Service Set Key</b> is generated online at the myZyXEL.com (after you register Vantage) and is needed to activate Vantage.                       |

## 4.2 Login

- 1 Go to <http://www.myZyXEL.com> using your web browser.
- 2 Log into your account if you already have one; otherwise create a new account by clicking the hyperlink in the **New User** section displayed in the following screen.

Login /

**Welcome to myZyXEL.com**

---

What's myZyXEL.com?

myZyXEL.com provides an easy-to-use service management platform where you can manage all your ZyXEL product registrations and services using your personal account.

Please register your account at myZyXEL.com first.

---

**Log In**

Username:  > Forgot User Name / Password? [Click here](#)

Password:

Remember Username:

---

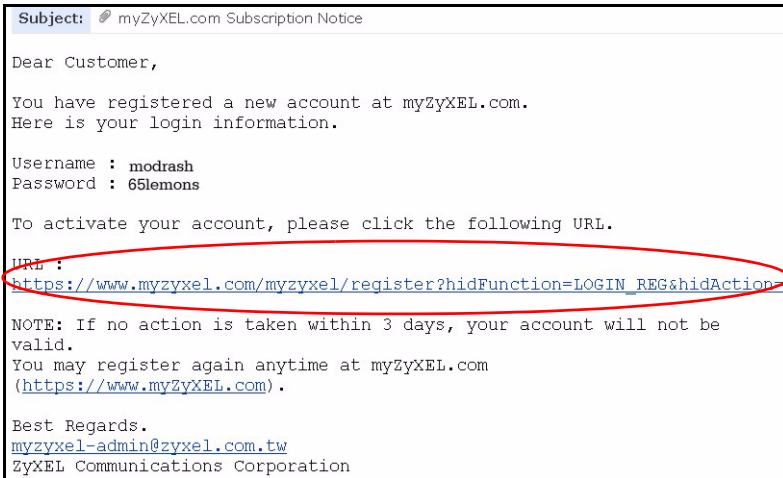
⚡ Not sure if you ever registered in our system (ZSSW) before? [Check here.](#)

For help? [FAQ](#), [Support Note](#)

---

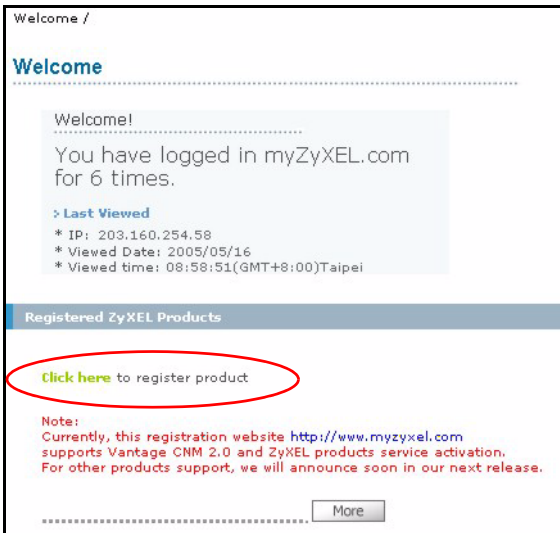
**New User**  
If you are not a registered user, [Click here](#)

Fill in the account registration form. You will receive an e-mail from myZyXEL.com containing a hyperlink. Click the hyperlink or paste it into your web browser within three days in order to activate your account.

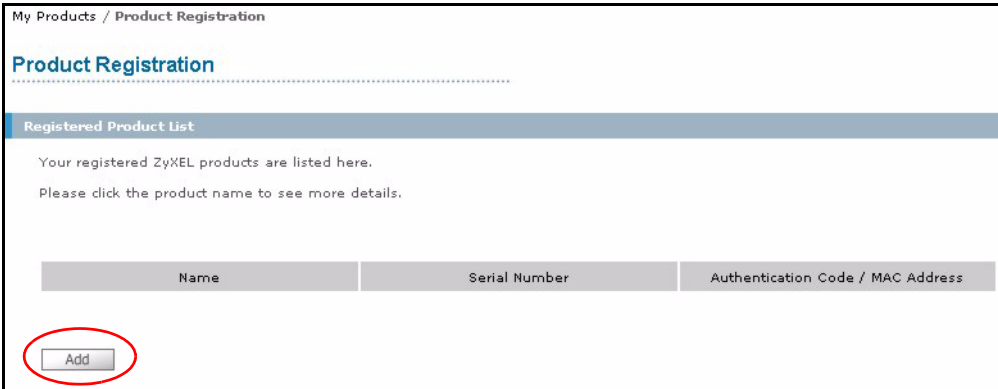


### 4.3 Register Vantage

1 After you have created a myZyXEL.com account, log in and click the hyperlink in the **Registered ZyXEL Products** section as displayed in the following screen.



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



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

- **Serial number:** This is a 10-digit number found on the Vantage CNM product label. It identifies the model type within myZyXEL.com. Type the number exactly as shown on the label.
- **Authentication Code:** This is a generated number that is displayed after you install Vantage as shown in section 3.5. Type the information exactly as displayed or copy and paste it into the screen; be careful to avoid pasting trailing spaces.

- **Friendly Name:** This is an alias you give the product to identify it.

My Products / Product Registration

### Add New Product

Add New Product

To add a new product, please fill in the following fields.  
Friendly Name is an alias you give the product to identify it in the product list.

**marked by (\*) are Required**

|   |  |
|---|--|
| Serial Number:<br><input type="text" value="4534534616"/>                         | Please enter the 10-digit number of the label on the unit.<br>(Upper Case)   |
| Category:<br><input type="text" value="Network Management"/>                      | Product category.  |
| * Model:<br><input type="text" value="Vantage CNM"/>                              | The model number can be found on the belly label of your hardware. Example: ZyWALL 70  |
| * Authentication Code / MAC Address :<br><input type="text" value="AEAF3A965B5"/> | > For hardware products, this is the physical MAC address. <a href="#">Help</a><br>> For software products, this is a generated number that is displayed after you install the software.<br>(Upper Case) |
| * Friendly Name:<br><input type="text" value="MyVantage"/>                        | Please give a name easy to remember for you. Up to 30 characters. It may contain letters(a~z), numbers, or underscore character, other character are not allowed.  |

After you have registered Vantage, a registration successful screen displays.

## 4.4 Generate Keys to Activate Vantage

1 The product is now registered but not activated. You need to activate Vantage before you can use it to manage ZyXEL devices. Click the name hyperlink to display its details.

My Products / Service Activation

### Service Management

---

**Product Info**

myVantage CNM

Serial Number: S0Z4320825  
 Products: Vantage  
 Authentication Code: EF394DC95CCB

**Manage Product**

Manage this product's registration by clicking on the appropriate buttons below:

myVantage CNM

**Applicable Service List**

| Service Name                    | Service Type                        | Status | Expiry/Key |
|---------------------------------|-------------------------------------|--------|------------|
| 1 Vantage CNM Device Management | <b>Activate</b> Suspend Re-activate | -      | -          |

2 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 firmware, upgrade firmware or trial firmware.

**Note:** You can click the **Reinstall** button to transfer your licence if you upgrade from Vantage CNM 2.0 to a later version of Vantage CNM.

3 Enter the license key exactly as displayed on the envelope label and click **Submit**. A screen then displays showing you the **Activation Key** and **Service Set Key** that you need to enter in step 1 of section 3.5. The keys are also sent to your myZyXEL.com registered e-mail address.

My Products / Service Activation

### Activate Service

---

Please Enter the Licence Key

Licence Key:

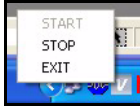
4 Now, return to section 3.5 of this Quick Start Guide.



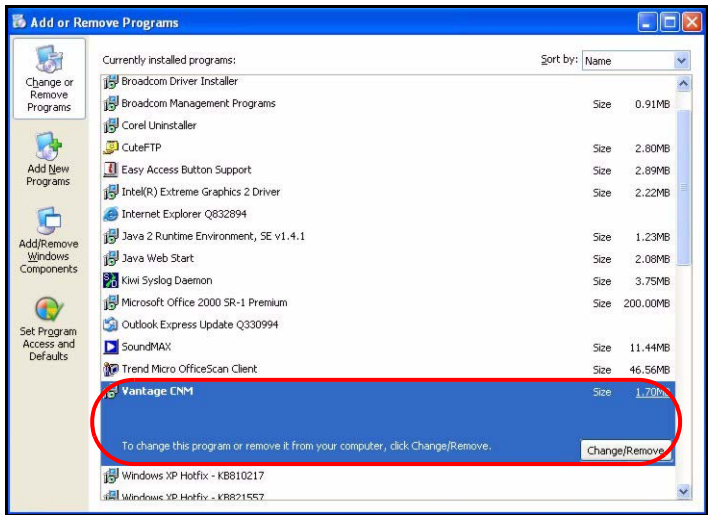
## 5 Uninstalling Vantage CNM

Follow this procedure to uninstall Vantage CNM.

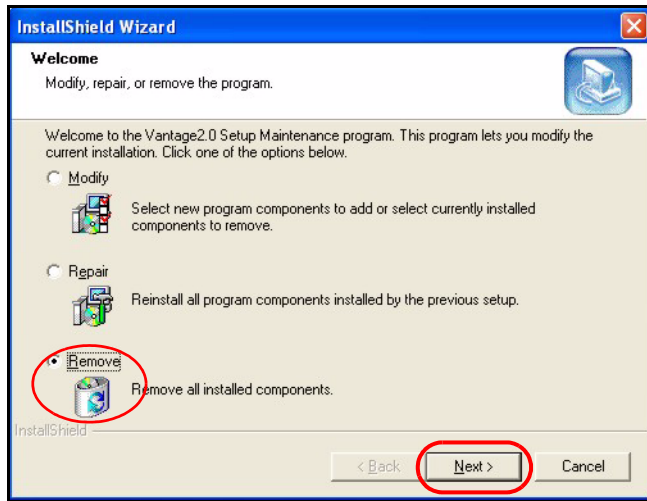
- 1 You should first stop Vantage CNM by right-clicking the Vantage icon and clicking **STOP**;



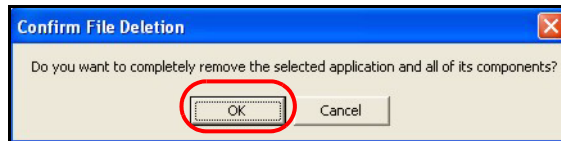
- 2 Click **Start, Control Panel**. Double-click **Add or Remove Programs**. Highlight Vantage CNM and click **Change/Remove**.



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

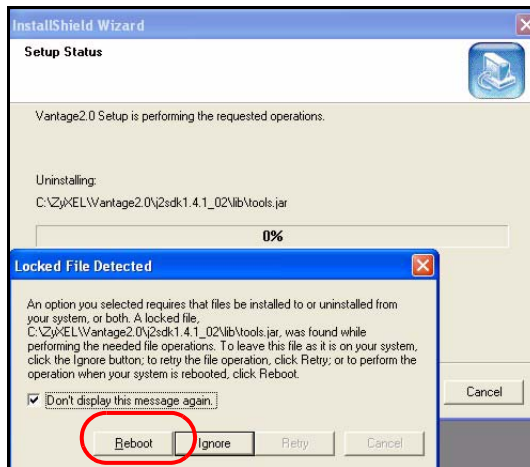


4 Click **OK** to continue removing Vantage.



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.

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



## 6 Activating Vantage CNM on a ZyXEL Device

### 6.1 How to activate Vantage CNM on a ZyXEL device using commands

Go to command mode (SMT menu 24.8 of most ZyXEL devices) and issue the following command:

Enter `cnm active`. If `cnm active 0` displays then Vantage CNM is disabled on the ZyXEL device. To enable Vantage CNM on the device

- 1 Enter `cnm active 1`.
- 2 Enter `cnm managerIp x.x.x.x` on the ZyXEL device where `x.x.x.x` is the public IP address of the Vantage CNM server.

### 6.2 Encrypt traffic between Vantage CNM and the ZyXEL device

- 1 Go to CI (Command Interface) mode (SMT menu 24.8 of the ZyXEL device)
- 2 Type `'cnm encrymode X'` where `X = 0` is no encryption, `X = 1` is DES encryption, `X = 2` is 3DES encryption. The ZyXEL device must use the same encryption method as Vantage.
- 3 To set the encryption key (if `X = 1` or `2`) on the ZyXEL device, type `'cnm encrykey xxxxxxxx'` where `'xxxxxxxx'` is the alphanumeric encryption key ("0" to "9", "a" to "z" or "A" to "Z") in the Vantage server. Type an eight-character alphanumeric ("0" to "9", "a" to "z" or "A" to "Z") for DES encryption and a 24-character alphanumeric for 3DES encryption. The ZyXEL device must use the same encryption key as Vantage

## 6.3 Activate Vantage CNM on a ZyXEL device and encrypt traffic using the web configurator

Log into the device web configurator, click **Remote Management** from the navigation panel and then click the **CNM** tab. Select **Enable**, enter the Vantage CNM Server (IP) Address and select an **Encryption Algorithm** and **Encryption Key** if desired.

## 7 Troubleshooting

| PROBLEM  | CORRECTIVE ACTION  |
|--|--|
| I am having problems installing Vantage CNM              | <p>Make sure that you have uninstalled any previous versions of Vantage CNM before beginning the installation process.</p> <p>Make sure that you have uninstalled any existing MySQL servers; see section 2.1 for details on how to do this.</p> <p>Spaces in the folder name or path are not allowed when you choose a location to install Vantage CNM.</p>   |
| Vantage CNM is installed but I cannot access Vantage CNM | <p>Make sure that Vantage CNM is installed correctly on the server computer.</p> <p>Make sure that the Vantage CNM server is turned on and Vantage CNM has “started”; see section 3.5 for more information.</p> <p>Make sure your computer’s network card is working properly.</p> <p>Make sure that when you installed Vantage, you entered a Vantage CNM server public IP address.</p> <p>Check that you have correctly configured the server computer IP address in Vantage CNM.</p> <p>Check that the server IP address is the same as the IP address of the computer on which Vantage CNM is installed (server IP address).</p> <p>If the Vantage CNM server IP address has changed, then enter the new one as the web site address in your web browser.</p> <p>Make sure you have entered the Vantage CNM username and password correctly (the fields are case sensitive).</p> <p>If you did not log out of Vantage CNM gracefully last time, and you cannot log in again, then enter the following URL to forcibly log out so that you can log in again; <b>http://localhost/vantage/pages/backdoor/Logoff.jsp</b></p> <p>Make sure that you have a Java applet version 1.4.2 or later installed. If you do not, install Java from the included CD.</p> |

|   |  |
|---|--|
|   | <p>If the Vantage CNM server is behind a NAT router or firewall then do the following:</p> <ul style="list-style-type: none"> <li>• If the Vantage CNM server is behind a NAT router, enter the WAN Public IP address of the NAT router and configure the NAT router to forward UDP port 1864 traffic to the Vantage CNM server.</li> <li>• If the Vantage CNM server is behind a NAT router, configure the NAT router port forwarding for ports 443 and 80 to enable remote web browser access to the Vantage CNM server.</li> <li>• If the Vantage CNM server is behind a firewall, you may have to create a rule on the firewall to allow UDP port 1864 traffic through to the Vantage CNM server (most (new) ZyXEL firewalls automatically allow this).</li> </ul> |
| <p>I cannot register a ZyXEL device with Vantage CNM</p>          | <p>The Vantage CNM server may be down. Check with the Vantage CNM server administrator.</p> <p>Make sure that the Vantage CNM server IP address is correct.</p>  |
| <p>I can access Vantage CNM but I cannot manage ZyXEL devices</p> | <p>The encryption algorithms and/or encryption keys may not match between the ZyXEL device and Vantage CNM. Check that these are correct.</p> <p>The ZyXEL device may be turned off.</p> <p>The device may not have Vantage CNM enabled.</p> <p>The device model type may not be supported by Vantage CNM.</p> <p>Go to CLI (Command Interface) mode (SMT menu 24.8 of the ZyXEL device)</p> <p>Enter the command <code>cnm active 1</code> to enable Vantage CNM on the ZyXEL device.</p> <p>Enter the command <code>cnm managerIp</code> followed by the public IP address of the Vantage CNM server; for example <code>cnm managerIp 212.175.135.225</code>.</p> <p>The ZyXEL device must use the same encryption key as Vantage CNM.</p>                           |