

m35 appliance

SETUP GUIDE



What You'll Need

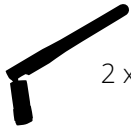


1 x USB stick
(blank, FAT32 formatted)

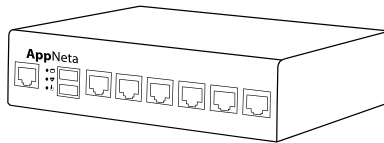


Computer with
internet access

Included in the box:



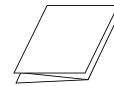
2 x WiFi antenna



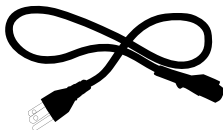
1 x m35 appliance



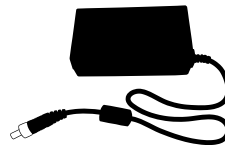
2 x ethernet cable



1 x setup guide



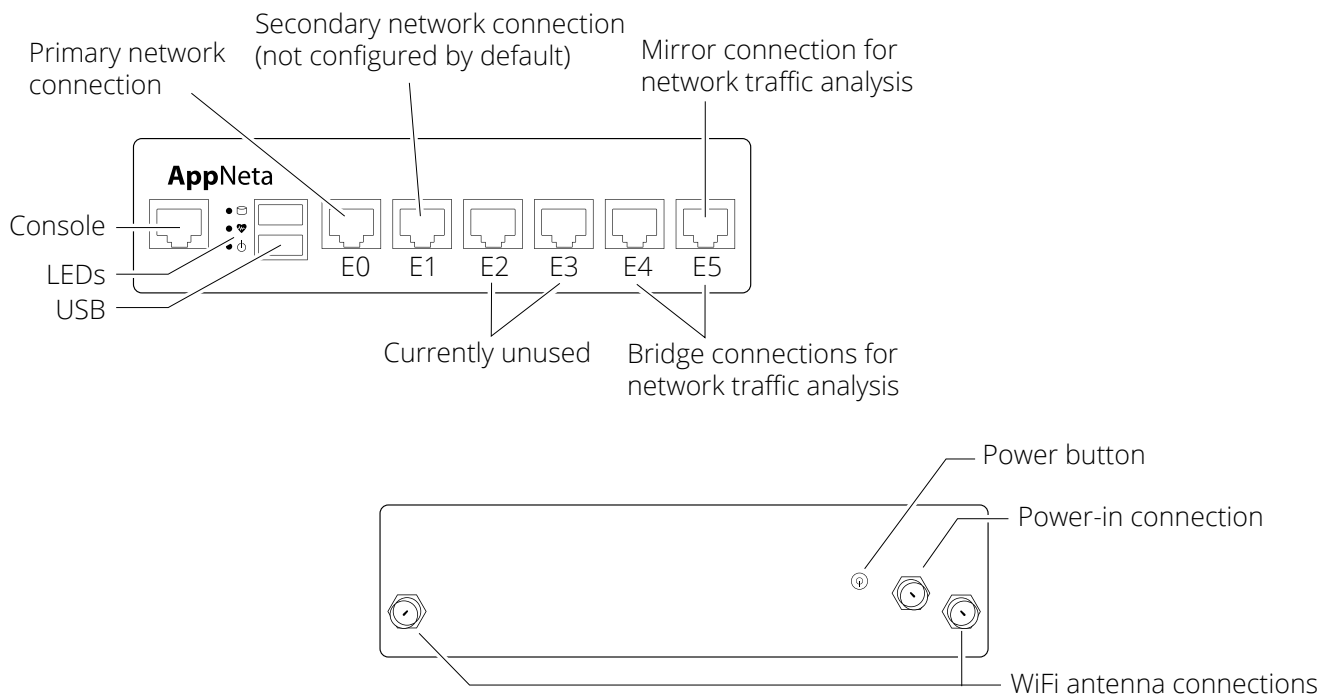
1 x power cable
(varies by country)













1 x power adaptor

4 x rubber feet

Get to Know Your m35



Port	Description			
E0	LAN port. DHCP by default. For connection to AppNeta, monitoring application delivery and user experience.			
E1	Not configured by default. Can be configured as LAN.			
E2, E3	Currently unused.			
E4	Used with E5 for passthrough network traffic analysis (bridge0).			
E5	Mirror port for network traffic analysis OR used with E5 for passthrough network traffic analysis (bridge0)			
USB (x2)	USB ports, used for appliance configuration.			

LED		Pattern		Meaning	
Power			green solid	Appliance is powered on.	
HDD			yellow flashing	Data access activity.	
Status		ready		green solid	Appliance has no configuration.
		ready		green heartbeat	Appliance is connected to AppNeta.
		ready		red flashing	Appliance is configured but not connected to AppNeta.
		busy		green flashing	USB drive activity or firmware flashing.
		busy		green rapid flash	Network restart in progress.

Quick Setup

1 Power on

Appliance is fully booted when the status LED turns to one of three ready states (see above).

2 Download config file

Get a blank, FAT32 formatted USB stick. Log in at <https://login.appneta.com> and follow the instructions at:
*** > Manage Monitoring Points > Add Monitoring Points**

3 Configure appliance

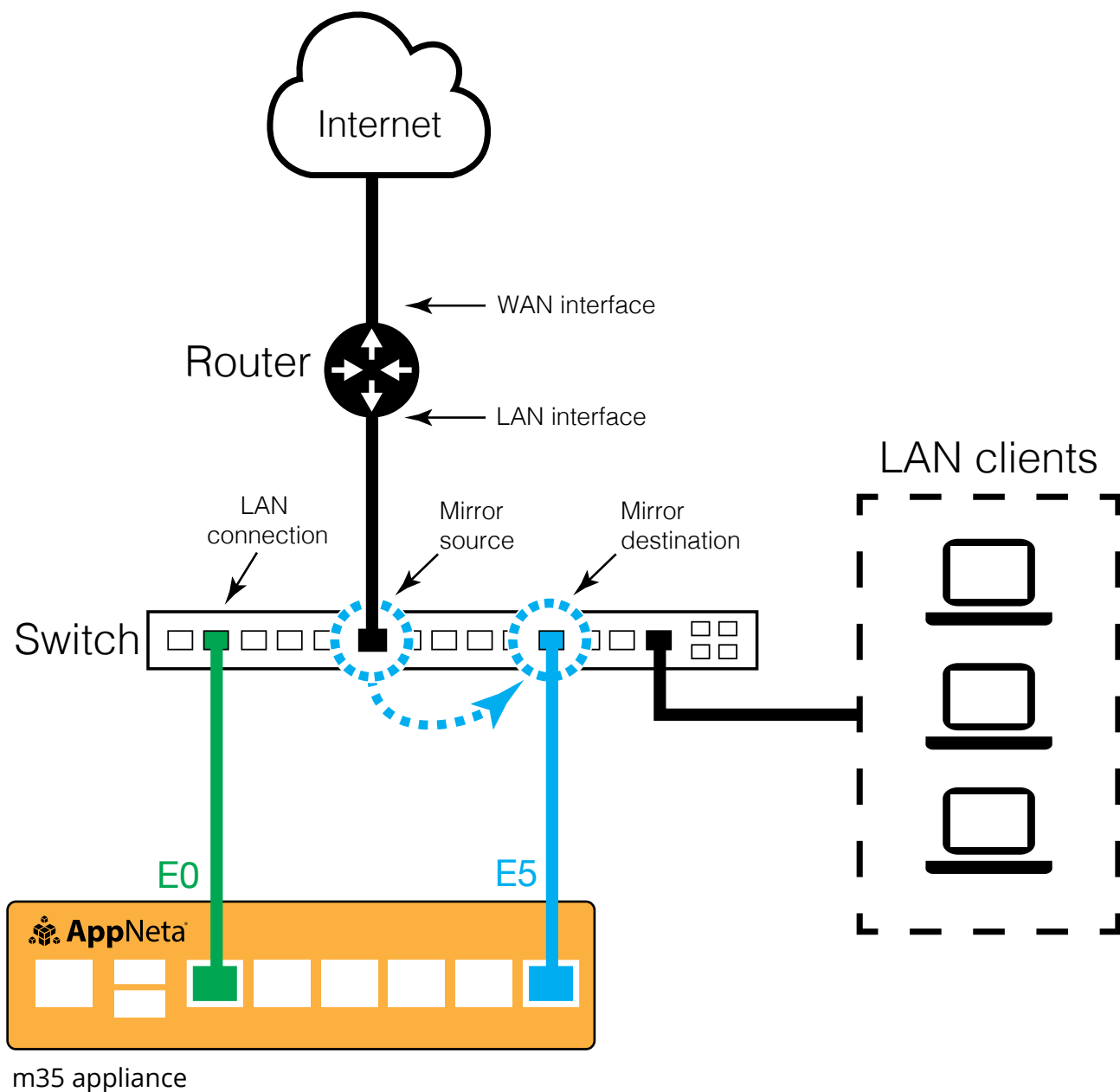
When the appliance is fully booted, insert the USB stick and wait about two minutes until the status LED turns to a ready state (see page 3).

4 Connect to network

Cable the appliance according to the instructions on the next page. Status LED turns to green heartbeat when connected.

Cabling Instructions

These instructions use port mirroring. Inline cabling instructions are available at <https://docs.appneta.com/cabling>



Detailed Setup

0 Decide where to deploy

Generally speaking, your appliance LAN port should be connected in the same network segment as your users and the mirror/bridge port have access to your traffic ingress/egress point.

1 Assemble and power on

Connect the power cable to the power adaptor.

Connect the cable to the appliance's power-in connection.

If you intend to monitor WiFi, connect the antennas.

Plug the appliance into power.

Wait until the appliance is ready before continuing. → *The status LED turns to one of three ready states (see page 3).*

2 Download configuration file

Log into AppNeta at <https://login.appneta.com>

→ *Contact your administrator if you do not have credentials. Contact support@appneta.com if you don't know who your administrator is.*

→ If you have access to more than one AppNeta organization, select the organization your appliance should connect to.

→ If this is your first monitoring point, you will be directed automatically to the setup wizard.

To access the setup wizard:

Go to: * > Manage Monitoring Points > Add Monitoring Points

Select: Physical Monitoring Point > USB Configuration > Continue

Follow the in-app instructions and download the .zip file.

Extract the .zip file to the root directory of a blank, FAT32-formatted USB stick.

3 Configure your appliance

Ensure the appliance is powered on and insert USB stick into either USB port. → *The appliance beeps when it recognizes the drive and the status LED turns to a busy state (see page 3).*

Wait until the appliance returns to ready (<2 minutes). → *The status LED turns to a ready state (see page 3).*

Remove the USB stick and insert it into your computer.

A file named **applianceConfigResults.html** was saved to the USB stick. Open it and verify the configuration was successful.

→ The file is located in a folder named **\ApplianceConfig\<appliance hostname>**. If successful, the "Configured for" field will contain your site key.

4 Connect to your network

Connect E0 to your network. → *The status LED will indicate when the appliance connects to AppNeta (see page 3).*

Connect E5 to a span/mirror port or use E4/E5 as a bridge. → *Contact your IT Department for assistance if you are unfamiliar with span ports and mirroring traffic.*

5 License your appliance

With the AppNeta user interface, assign licenses to your appliance as the last step in the setup wizard.

Enter your appliance's geographic location and upgrade to latest software version if prompted.

6 Configure advanced settings if required (see page 6)

7 Set up monitoring

See <https://docs.appneta.com/get-started> for instructions to set up monitoring for your specific environment.

Customize Advanced Settings

Add an interface for wireless monitoring, change NTP settings, reset the appliance password, and more via one of the following methods:

Monitoring Point Admin | <https://<appliance IP>>
User name: admin | Password: (defined in the setup wizard)

USB | <https://docs.appneta.com/appliance-files>
Download config file, open in a text editor and fill in any <parameters>

API | <https://<appliance IP>/swagger/index.html>
User name: admin | Password: (defined in the setup wizard)

Troubleshoot

Check your appliance configuration

1. Turn on the appliance and wait for it to fully boot, then insert a blank, FAT32 formatted USB stick.
→ *The appliance beeps when it recognizes the drive and the status LED turns to a busy state (see page 3) as it outputs the configuration file.*
2. Remove the USB stick when the status LED returns to a ready state (see page 3).
3. A file named **applianceConfigResults.html** was saved to the USB stick; open it and verify your appliance is configured correctly. The file is located in a folder named **\ApplianceConfig\<appliance hostname>**
 - Are your network settings accurate?
 - Is an internet connection available?

See <https://docs.appneta.com/troubleshoot> for more detail.

Check server reachability

1. If your appliance uses DHCP, check the appliance configuration (see above) to learn the current IP address.
2. Log into Monitoring Point Admin at: **<https://<appliance IP>>**
User name: admin | Password: (defined in the setup wizard)
3. Navigate to: **Monitoring Point Health > Server Reachability**
4. Make sure **Server Instance** is reachable.

Check that your firewall permits required traffic

See requirements at <https://docs.appneta.com/firewall>

Ask for help at support@appneta.com and include the appliance configuration file.

Need More Help?

Troubleshooting guide: <https://docs.appneta.com/troubleshoot>

Ask for help: support@appneta.com

Compliance information: <https://appneta.com/certifications>