

MasterConsole IP



Questions	Answers
<p>What is the MasterConsole™ IP?</p>	<p>The MasterConsole IP is a KVM (Keyboard / Video / Mouse) switch that enables IT administrators to access and control eight or 16 servers over the network with BIOS-level functionality. The MasterConsole IP is completely hardware and OS-independent; users can troubleshoot and reconfigure servers even when the servers are down.</p> <p>The MasterConsole IP provides functionality, convenience, space savings and cost savings features. The MasterConsole IP also integrates the industry's highest-performing KVM-Over-IP technology, thereby allowing an administrator to access server KVM consoles from any networked workstation in the world.</p>
<p>How does MasterConsole IP differ from remote control software?</p>	<p>As a hardware solution, MasterConsole IP is more powerful than remote control software. The MasterConsole IP user interface may seem similar to remote control software products, but it also enables:</p> <ul style="list-style-type: none"> • BIOS-level access – MasterConsole IP still provides server control even if the server is frozen, requires booting to safe mode or requires system BIOS parameters to be reconfigured. Remote control software requires a healthy, functioning OS to work. • Out-of-band Access – Even if the managed server's own network connection is unavailable, it can still be accessed and managed through its KVM ports and MasterConsole IP. • OS and hardware independent – MasterConsole IP can be used to manage any type of server running any OS, whether Intel, Sun, PowerPC running Windows, Linux or Solaris.
<p>Can two people view the same server's video output at the same time?</p>	<p>Yes, more than one user can view the same server's video output at the same time. However, only one person can control the server's keyboard and mouse.</p>
<p>In order to access MasterConsole IP from a client, what hardware, software, or network configuration is required?</p>	<p>Because the MasterConsole IP is completely Web-accessible, it does not require proprietary client access software to be installed. The MasterConsole IP can be accessed through any major Web browser, including Internet Explorer and Netscape; the only requirement is a Java virtual machine.</p> <p>MasterConsole IP administrators can also perform management functions remotely, such as: setting passwords and security, renaming servers and changing IP addresses. To perform remote management from a given workstation, you must also have Java Runtime Environment of v1.4.x or later installed.</p>
<p>How much bandwidth does MasterConsole IP require?</p>	<p>Raritan's industry leading KVM-over-IP functionality allows users to tailor their video parameters to conserve network bandwidth. In addition, the bandwidth required by each video transmission depends on the task being performed on the managed server. The more the screen changes, the more bandwidth is utilized.</p>

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Can MasterConsole IP be used over the WAN (Internet), or just over the corporate LAN?	Either one. Whether via a fast corporate LAN or a less predictable WAN (Internet), MasterConsole IP's KVM-over-IP technology can accommodate your connection.
Can I use MasterConsole IP with a VPN?	Yes. The MasterConsole IP uses standard Internet technologies from Layer 1 through Layer 4. Traffic can be easily tunneled through any standard VPN.
How many TCP ports must be open on my firewall in order to enable network access to MasterConsole IP? Are these ports configurable?	At least one TCP port must be open on your firewall to enable network access to MasterConsole IP. If unencrypted Web access is used, then two ports must be open. The Web interface can be accessed via port 80 (unencrypted) or port 443 (encrypted via SSL layer). The video data is always transferred via port 443. Both ports are completely configurable.
Can MasterConsole IP be rack mounted?	Yes, MasterConsole IP ships standard with rack mount brackets.
How large is MasterConsole IP?	The MasterConsole IP is only 1U in height and fits in a standard 19" rack.
Does MasterConsole IP require an external Web or authentication server?	No. The MasterConsole IP is a completely self-sufficient appliance, with Web browser and authentication capabilities built-in. Should you desire to use an external authentication server (such as LDAP, Active Directory, RADIUS, etc.), the MasterConsole IP allows you to do this.
Does MasterConsole IP depend on a Windows server to operate?	Absolutely not. Because you depend on your KVM infrastructure to always be available in any repair or recovery scenario, MasterConsole IP is designed to be completely independent from any external server. For example, should your data center come under attack from a malicious Windows worm or virus, you would need to use your KVM solution to resolve the situation. Therefore your KVM solution must not rely on these same Windows servers to operate.
What software do I have to install in order to access MasterConsole IP from a particular workstation?	None. The MasterConsole IP can be accessed via any Java-enabled Web browser.
What should I do to prepare a server for connection to MasterConsole IP?	Servers connect to MasterConsole IP directly via hardware to their keyboard, video and mouse ports. They require no software agents to be installed. For best mouse synchronization during remote connections, however, mouse settings (principally, the "acceleration" setting) must be configured as instructed in the MasterConsole IP manual.
What types of servers can be connected to MasterConsole IP?	MasterConsole IP is completely vendor independent. Any server with keyboard, video and mouse ports can be connected to the MasterConsole IP.
How do I connect servers to MasterConsole IP?	Simply plug the included KVM cables into the MasterConsole IP at one end and to the keyboard, video and mouse connections of your server on the other.
How far can my servers be from MasterConsole IP?	Servers can be up to 30 feet away from MasterConsole IP.
Are there any agents that must be installed on servers connected to MasterConsole IP?	Servers connected to MasterConsole IP do not require any software agents to be installed, because MasterConsole IP connects directly via hardware to servers' keyboard, video and mouse ports.

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How many servers can be connected to each MasterConsole IP unit?	The MCIP116 supports up to 16 servers. The MCIP18 supports up to eight servers.
Can I access my servers directly from the rack?	Yes. In addition to Web-based access, MasterConsole IP provides at the rack access just like a traditional KVM switch – allowing you to control up to 16 servers using a single keyboard, monitor and mouse.
When I am using the local port, do I prevent other users from accessing servers remotely?	No. The MasterConsole IP local port allows local access to the servers without preventing other users from accessing remotely. However, a remote user with administrative rights may log in with exclusive access, so other remote users are not allowed to access at the same time. Also, only one user at a time can control the keyboard and mouse. The local user may always access the device.
How do I select between servers while using the local port? Is there an On-Screen Display (OSD)?	Yes. At-the-rack users choose a server from an on-screen display (OSD) interface.
How do I ensure that only authorized users can access servers from the local port?	MasterConsole IP administrators may set password protection for local users.
Can I connect multiple MasterConsole IP devices together into one solution?	No. The MasterConsole IP is a stand-alone product.
What kind of encryption does MasterConsole IP use?	MasterConsole IP uses industry-standard, 256-bit SSL encryption. No data is transmitted between remote clients and MasterConsole IP that is not completely secured by encryption.
Does MasterConsole IP allow encryption of video data? Or does it only encrypt keyboard and mouse data?	Unlike competing solutions, which only encrypt keyboard and mouse data, MasterConsole IP does not compromise your security - it encrypts all keyboard, mouse and video data.
How does MasterConsole IP integrate with external authentication servers such as Active Directory, RADIUS or LDAP?	Through a very simple configuration, MasterConsole IP can be set to forward all authentication requests to an external LDAP, Active Directory or RADIUS server.
How are user names and passwords stored?	All sensitive information such as user names and passwords are stored in a hashed format. Literally no one, including Raritan technical support or Product Engineering departments, can retrieve those user names and passwords.
Can MasterConsole IP be remotely managed and configured via Web browser?	Yes. MasterConsole IP can be completely configured remotely via Web browser. Note that this does require that your workstation have Java Runtime Environment 1.4.x (or later) installed. After setting MasterConsole IP's IP address, everything about the solution can be completely set up over the network.
What auditing or logging does MasterConsole IP offer?	MasterConsole IP can be set to generate various traps for all major events. Reported events include: user login, user logout, unsuccessful login, and attempts to access data that is protected by access control.
What is MasterConsole IP's default IP address?	By default, MasterConsole IP will try to contact a DHCP server in the subnet to which it is physically connected. If a DHCP server is found it will provide a valid IP address, gateway address and subnet mask.

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What is MasterConsole IP's default username and password?	The MasterConsole IP's username and password is factory-set at [admin] and [raritan]. For security, Raritan highly recommends that users reset these default settings as soon as the unit is connected to the network.
I changed and subsequently forgot MasterConsole IP's administrative password; can you retrieve it for me?	No. For the highest level of security, literally nobody can retrieve lost administrative passwords. Contact Raritan's technical support department for instructions on how to completely reset your unit to factory default settings.