

ACM5500 Remote Management Gateway

The Opengear ACM5500 remote management gateway enables secure remote monitoring, access and control of distributed networks and remote sites, delivering complete & uninterrupted remote management for central operations staff.

Problem: Downtime costs business, and business relies on mission critical IT, network and power infrastructure distributed around office buildings, enterprise campuses and around the globe. In these environments, IT managers, engineers and technicians need cost-effective tools to reduce expensive on site service calls and truck rolls, improve operational efficiency and minimize downtime.

Solution: Opengear remote infrastructure management enables secure remote access and control, even when the network is down. The ACM5500 remote management gateway deploys alongside distributed IT, network and power infrastructure, providing always-available secure remote access, true out-of-band management, proactive monitoring and smart automated response capabilities. The result is a drastic reduction in the need for expensive on-site technical visits and rapid problem resolution.



Solutions for Cisco installs

Immediate access to any Cisco device at any time from anywhere, with ACM5500's integrated serial and USB console server. Simple straight-through Cat 5 cabling to Cisco-style RS232 consoles of remote routers, switches, security appliances and other network equipment - no special cables, no adapters. Detect console warnings and errors, break into ROMmon for remote provisioning and recovery. Built in TFTP server stores and serves IOS images, running configuration and offline logs.

Multi-vendor, multi-device management

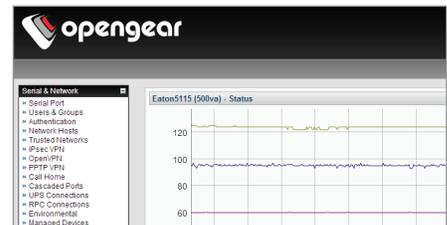
As well as Cisco, ACM5500 supports the widest array of network, IT and power infrastructure and vendors. Manage firewalls, switches, routers and WAN optimization via RJ45 or DB9 serial console, or Ethernet management interfaces via integrated management switch (optional). Vendor-neutral power management support for UPS and switched PDUs enables complete out-of-band power control and hotkey power cycling from inside the console management session.

Monitor infrastructure and the physical environment

ACM5500 monitors infrastructure status, as well as remote site environmental conditions and physical sensors. Detect water ingress and physical tampering in remote cabinets with digital IO sensor ports. Smart alert escalation through SNMP, email and direct SMS - extend the reach of Nagios & Solarwinds NMS and respond before catastrophe. Automatically detect and recover from common causes of network outage including device misconfiguration and lock up.

Complete Remote Management Solution in One Box

- Remote site access over PSTN, 3G or 4G LTE cellular with smart failover
- Integrated console server, manage router, switch and firewall serial & USB consoles
- Deploy in wiring closets, branch offices, communications cabinets and harsh remote sites
- Military-spec security, FIPS 140-2 SSL and SSH, stateful firewall, OpenVPN & IPsec
- Environmental and physical sensor alarm notification via SMS, SNMP or Nagios
- Automatically detect and recover from network outages and repair equipment faults



Integrated Dashboard Simplify management and secure business continuity across the entire enterprise

Remote Management Benefits

- **Reduce IT costs** by equipping central operations teams with always-available, low level remote control of IT, network, UPS and PDU systems
- **Reduce mean time to repair (MTTR)**, detect and alert on faults and outages, meet SLAs and reduce downtime with remote and auto-remediation
- **Full lifecycle remote management** with onboard storage for initial network provisioning, out-of-band maintenance and disaster recovery
- **Extend best practice management** from the data centre and NOC to remote sites, with per-port user & group AAA, access logs & audit trail
- **Maintain situational awareness and control** during network outage with site monitoring and management delivered out-of-band

Who can most benefit from ACM5500 remote management?

Managed Service Providers

Add value with always-available remote maintenance and repair of firewalls, routers and other customer premise equipment, Call Home to enable inbound remote access to private and firewalled networks. Beat SLAs and enhance service with proactive monitoring and outage auto-remediation.

Distributed Enterprise

Simplify management and secure business continuity across the entire enterprise estate. From network wiring closets, to campus-wide remote cabinets, branch offices and remote workers. Enforce management access security policies per-user, per-managed device with local and remote AAA.

ISP and Telco

Cellular out-of-band enables cost-effective, highly-available remote monitoring and management of AC & DC powered POPs including fibre access nodes and FTTP. Immediate notification of physical intrusion at remote communications cabinets. Eliminate technician call-outs and truck rolls to repair common faults.



Technical Specifications

Power

4.2W - 11.3W

Dimensions

6.5" x 4" x 1 1/8" - 4 lbs
16.6 x 10.2 x 2.8 cm - 1.8 kg

Storage

4GB internal flash

Operating Temperature

All: 5°C to 50°C / 41°F to 122°F

Rugged (-I) models:

-35°C to 74°C / -31°F to 165°F

Software Features

Remote Management:

HTTPS & SSH console, Nagios NSCA & NRPE, SNMP, TFTP, FTP server

Gateway Router:

Stateful firewall, IPsec, OpenVPN, DHCP server, DDNS, Failover

Wireless Certification

PTCRB, NAPRD, GCF-CC, R&TTE, EN 301, A-Tick, CDG TIA/EIA-690, CDG TIA/EIA-98-E

Latest Specifications

<http://opengear.com/product-acm5500.html>

Ordering information: <http://opengear.com/product-acm5500-ordering.html>

opengear.com/product-acm5500-ordering.html



Your Contact

Key Management Features

Cellular out-of-band

Fast to provision, simple to deploy and fully integrated into ACM5500. Always-available, high-performance remote access over the 3G or 4G LTE network. Minimize costs with connectivity watchdog, smart failover and data usage monitoring.

Automatic problem detection and remediation

Leverage total remote site monitoring and connectivity to detect and respond to issues before they become outages. Power cycle unresponsive equipment, back up and restore known good device configurations. Time-based alert escalation during protracted outages reduces the cost and incidence of false alarms.

Strong security and authentication

Lock down management interfaces with local and remote AAA including Active Directory, Kerberos, TACACS+ and RADIUS with RSA SecurID. Encrypt sensitive management traffic with IPsec and OpenVPN. Simple, secure console access via your preferred SSH client or HTTPS AJAX web terminal.

Vendor-neutral power management

Monitor UPS battery status, automate routine maintenance and load testing. Control PDU outlets via serial, USB and Ethernet. Enforce remote power permissions and map managed consoles to outlets, minimize MTTR with manual and automatic remote power control. Uniquely supports over 100 power vendors' equipment.

Cost effective, feature rich, open

Stand alone, complete remote management solution in one box. Cost effective with rapid ROI, spec into standard network build as an inexpensive safety net. More features out of the box, with extensible root-level scripting access and custom development kit for specialized applications.

Remote management that scales

Extend ACM5500 with Opengear Lighthouse central management to manage up to 5000 remote installs.

| ACM5500 Model | Serial Ports | USB Ports | Network Ports | Modem (V.92) | Wireless Cell & WiFi | Power |
|----------------------|--------------|-----------|---------------|--------------|----------------------|-----------|
| ACM5504-2-P | 4 | 2 | 2 | - | - | PoE |
| ACM5504-5-G/GV-I | 4 | 2 | 5 | - | 3G Cell | Ext AC/DC |
| ACM5504-5-G-W-I | 4 | 2 | 5 | - | WAP & 3G | Ext AC/DC |
| ACM5504-5-LA/LR/LV-I | 4 | 2 | 5 | - | 4G LTE Cell | Ext AC/DC |
| ACM5508-2 | 8 | 2 | 2 | - | - | Ext AC/DC |
| ACM5508-2-I | 8 | 2 | 2 | - | - | Ext AC/DC |
| ACM5508-2-M | 8 | 2 | 2 | Internal | - | Ext AC/DC |