

## The secure solution for Remote Site Management



Ensure uptime at enterprise branch offices and remote sites. Identify and remediate issues at the network edge before they become failures. Opengear **Smart OOB™** delivers secure

access to your branch offices and remote sites when manual intervention is needed.

**Problem:** Networks are becoming more complex especially those located at remote sites. An increased number of devices are coming into your network. It is neither practical nor cost effective to have network administrators at each remote site. If a failure occurs, it may require a technician to visit the site to correct the issues. Unfortunately, this is time consuming and costly. It is also frustrating since many times a simple restart can easily solve most problems. From a business perspective, downtime will impact company revenue and reputation.

**Solution:** Opengear's new Remote Site Gateway™ is designed to integrate with your existing equipment to monitor, alert and remediate issues. Gain insight and actively monitor your remote devices and get alerts at the first sign of trouble. Network administrators can easily access devices from any location to perform diagnostics to identify problem areas. This reduces the need for nontechnical staff to be involved when troubleshooting devices. The Remote Site Gateway can be installed in the most remote environment eliminating the need for sending out a technician to fix your devices thus eliminating or reducing overall maintenance costs.

### True out-of-band management with **SmartOOB**

**SmartOOB** maintains complete control during infrastructure failures and network outages with integrated serial, Ethernet and USB console access to all server, networking, and power infrastructure at remote sites. Proactive analysis enables immediate notification of fault conditions with smart alert escalation through SNMP and email. Built-in event based Auto-Response feature via custom scripts remediate common problems. Vendor neutral management of UPSes and PDUs and load shedding during power disruptions helps minimize unscheduled IT shutdowns. Active monitoring and logging of systems health and environmental conditions like temperature, humidity, motion, water and door access improves physical security of your IT infrastructure.

### Total Scalability from few locations to global deployments

Efficiently manage all enterprise locations with Lighthouse. Instant insights into network and infrastructure status at the edge. Create alerts for proactive monitoring and fault detection. Easy to deploy and install for global deployments, reduce IT costs and streamline operations – be it 5 sites or 5000 sites.

### Futureproof and Flexible

The Remote Site Gateway offers a combination of standard RJ45 console ports with the added flexibility of USB console ports to connect with the next generation of devices. USB provides an easy plug and play solution and the ability to support a broader range of vendor equipment. Higher data transfer rates reduce the downtime during firmware and configuration deployments.

## Best in class out-of-band management for your remote site

- Manage all edge routers, switches, firewalls, UPSes, PDUs via integrated serial, USB, Ethernet consoles
- Automatically detect problems and remediate with **Smart OOB**
- Available built in 4 port Ethernet switch for connectivity and OOB all in one device ACM7004-5
- Available built in PSTN modem
- Log audit trails to embedded 4GB local storage
- Powerful 800 MHz CPU + 256MB RAM
- Easy integration into PCI DSS 3.2 compliant networks. FIPS 140-2, SSL and SSH, firewall, OpenVPN & IPsec
- Environmental and physical sensor alarm notification via SMS, SNMP or email
- Extended operating temperatures for increased functionality and ruggedness in harsh environments

### Remote Site Gateway Benefits

- **Increase IT availability with **Smart OOB**** access, monitoring, and intelligent fault remediation of network, power, and server infrastructure.
- **Reduce mean time to repair (MTTR)**, detect and alert on faults and outages, meet SLAs and reduce downtime with remote and auto-remediation.
- **Maintain situational awareness and control** during network outage with site monitoring and management delivered out-of-band.
- **Reduce IT costs** by equipping administrators with always-available, low level remote control of IT, network, UPS and PDU systems.

## Who can most benefit from the Remote Site Gateway?

### Isolated Remote Sites or Hard to Access Installations

Add value with always-available remote maintenance to repair firewalls, routers and other connected customer equipment. With this level of access; devices can be diagnosed, reconfigured and restarted eliminating the need to travel long distances to fix simple problems. Issues at remote installations can easily be resolved without the need of being onsite.

### Retail Chains

Simplify management and secure business continuity across all your stores. Minimize disruptions to store sales and operations with secure out-of-band access to critical IT infrastructure at each location. Provide both network connectivity and console management with one single device.

### Branch Office Locations

Remotely manage all critical infrastructure in bank branches, clinics, construction sites and branch offices around the world. Enforce access control policies per user, per managed device with local and remote AAA. Eliminate technician call-outs and truck rolls to repair common faults.



### Technical Specifications

#### Networking

##### LAN & WAN:

**ACM7004-5:** 4 x GbE RJ45 LAN Switch and 1 x SFP/GbE WAN Port

**ACM7004-2/ ACM7004-2-M/ ACM7008-2:** 2 x GbE WAN Port

**ACM7008-2-M:** 2 x SFP/GbE WAN Port

**Services:** DHCP, DynDNS, TFTP & FTP, Syslog, NTP, ZTP

**Routing:** Static Routes, Port Forwarding, IPv6, MAC Address Filtering

**Security:** Stateful firewall, OpenVPN, IPsec, SSH, SSL/TLS, User & group based ACLs, LDAPS, RADIUS, TACACS+ or Local Passwords, Port Logging, FIPS 140-2

**Administration:** Web UI & SSH, SNMP, CDK for Auto-Response, Lighthouse CMS, Nagios

#### Power

Single power 9-30V DC external input

Power consumption: Less than 12W

#### Operating Temperatures

-25°C to 60°C / -13°F to 140°F

#### Dimensions

5.14 x 4.76 x 1.4in or 130 x 120 x 34mm

1.25 lbs or 567 grams

#### Latest Specifications & Ordering

<http://opengear.com/products/remote-site-gateway>



### Your Contact

### Key Management Features

#### SmartOOB out-of-band management

Actively monitor your console devices and be alerted at the first sign of trouble. With Opengear's SmartOOB solution we can auto remediate issues with your devices preventing costly downtime. Our devices can actively notify you via SNMP or email to give your network administrator's a heads up before minor issues become major ones.

#### Flexibility customized to your needs

With our CDK (Custom Development Kit) you can customize your device to your needs. Upgraded CPU and memory ensures you have enough power to run your custom scripts and applications.

#### Strong security and authentication

Lock down interfaces with local and remote AAA including Active Directory, Kerberos, TACACS+ and RADIUS with RSA SecurID. Encrypt sensitive management traffic with IPsec and OpenVPN. Strong logging and auditing for easy PCI DSS 3.2 compliance and simple, secure console access via your preferred SSH client or HTTPS web UI.

#### 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.

### Ordering Information

Model	Serial ports	USB Ports	Network Port	Network Switch	Env/DIO Ports	Storage	PSTN Modem
ACM7004-5	4	4	1 x Ethernet/SFP	4 x GbE	4	4 GB	No
ACM7004-2-M	4	4	2 x Ethernet	N/A	4	4 GB	Yes
ACM7004-2	4	4	2 x Ethernet	N/A	4	4 GB	No
ACM7008-2-M	8	4	2 x Ethernet/SFP	N/A	4	4 GB	Yes
ACM7008-2	8	4	2 x Ethernet	N/A	4	4 GB	No

All models have external AC/DC adapter

All models can operate in ambient temperature -25°C to 60°C / -13°F to 140°F