

# n-Command MSP

P/N 1700841G2, 1700842G2

## GETTING STARTED

The n-Command<sup>®</sup> Managed Service Provider (MSP) is a powerful and easy-to-use network management system. Included in this quick start guide are mounting instructions, network security considerations, configuration instructions, and registering and licensing your product. Additional hardware platform information from the manufacturer is shipped with the server. If you did not receive hardware documentation, contact your reseller or the hardware manufacturer.

## RACK MOUNTING OPTIONS

The server can be rack mounted using the included rackmount kit. Instructions for rackmounting the server are included with the server hardware.



- *If installed in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment may be greater than room ambient temperature. Therefore, consideration should be given to installing the equipment in an environment compatible with the maximum ambient temperature specified by the manufacturer.*
- *Installation of the equipment in a rack should be such that the amount of air flow required for safe operation of the equipment is not compromised.*
- *Be careful not to compromise the stability of the equipment mounting rack when installing this product.*
- *Consideration should be given to the connection of the equipment to the supply circuit and the effect that overloading the circuit might have on overcurrent protection and supply wiring. Appropriate consideration of equipment nameplate ratings should be used when addressing this concern.*
- *Reliable grounding of rack-mounted equipment should be maintained. Particular attention should be given to supply connections other than direct connections to the branch circuit (e.g., use of power strips).*

## NETWORK SECURITY CONSIDERATIONS

For maximum security, n-Command MSP should be deployed in a DMZ behind a firewall. The following considerations should be made to ensure proper operation when deployed in this manner.

Inbound connections are necessary for the n-Command MSP user interface, as well as device management. The following ports should be configured to allow inbound connections for proper operation (inbound traffic can be restricted to management subnets and those containing ADTRAN Operating System (AOS) devices):

- TCP 80 (Auto-link and user interface over HTTP; optional if using HTTPS)
- TCP 443 (Auto-link and user interface over HTTPS)
- TCP 8443 (Auto-link over HTTPS)
- TCP 5060 (VQM reporter; optional if not using VQM reporter)
- UDP 5060 (VQM reporter; optional if not using VQM reporter)
- UDP 161 (SNMP agent; optional if not using the SNMP functionality of n-Command MSP)
- UDP 162 (SNMP trap proxy; optional if not using the SNMP trap proxy functionality of n-Command MSP)

Additionally, the following outbound ports are required to allow access to your configured NTP servers, SMTP servers, and AOS devices:

- UDP port 123 (NTP)
- TCP port 25 (SMTP)
- TCP port 80 (Used to force device check-ins)
- TCP port 443 (Used to force device check-ins)

## ACCESS N-COMMAND MSP

Initial access to n-Command MSP is accomplished by using either a static IPv4 address (Method 1) or a Dynamic Host Configuration Protocol (DHCP) assigned IPv4 address (Method 2). Use either method to allow initial access to

n-Command MSP prior to configuring the network settings.

### Method 1 (Static IPv4 Address)

1. Connect a computer to the port labeled **Gb1** on the back of the n-Command MSP server using a crossover Category 5 Ethernet cable.
2. Change the IPv4 address of your computer to the fixed IPv4 address of 10.10.10.2 and the subnet mask to 255.255.255.0.
3. Enter the unit's IPv4 address (10.10.10.1) in your browser address line to access the n-Command MSP login prompt.

### Method 2 (DHCP)

1. Connect the port labeled **Gb2** on the back of the n-Command MSP server to a network that supports the DHCP protocol using a standard Category 5 Ethernet cable.
2. Using a computer on the same network as the n-Command server, open a browser and enter the IPv4 address assigned via DHCP in the browser address line. This provides an n-Command MSP login prompt.

## CONFIGURE NETWORK SETTINGS

To configure the network settings, you need to access the Administration Dashboard of the n-Command MSP server. To access it, enter the server's IPv4 address (defined in the previous step) into your browser's address field, followed by the path `/msp`, for example: **http://10.10.10.1/msp**.

1. When prompted, enter the user name (default is **admin**) and password (default is the server Service Tag number). The Service Tag number is located on the pull-out **EST** tab on the front of the server.
2. The Administration Dashboard graphical user interface (GUI) appears. Navigate to **Settings > Network Settings** to display the dialog box shown on the right.
3. Enter the correct parameters for your network. Optionally, enter the information for any additional ports by selecting the corresponding Ethernet port tab and entering the information in the appropriate fields. The port labels vary depending on your system. They can appear as **eth0**, **eth1**, **eth2**, and **eth3** or **em0**, **em1**, **em2**, and **em3**.
4. Select **Save** to accept the changes. The session will close and the unit will reboot.

Network Settings	
Hostname:	nCommandMSP
Default Gateway:	10.14.1.254
Pri DNS Server:	208.67.220.220
Sec DNS Server:	208.67.222.222
eth0 eth1 eth2 eth3	
Enable Interface:	<input checked="" type="checkbox"/>
MAC Address:	00:A0:C8:3E:B9:80
Speed/Duplex:	Auto
Address Type:	Static
IP Address:	10.14.1.90
Net Mask:	255.255.255.0
Save Cancel	

Use the new IPv4 address for future GUI sessions with the server. The server can now be connected to the network using the appropriately configured Ethernet ports.

## GENERATE A CHALLENGE KEY

To access the n-Command MSP GUI, open a browser and enter the assigned IPv4 address in the browser address line.

1. When prompted, enter the user name and password to log into n-Command MSP (the default are **admin** and **adtran**, respectively).
2. The initial GUI menu appears with the **License Entry** dialog box displayed. Make note of the **Serial #** on this page, as you will need it to register your product.
3. Select **Generate Challenge Key** to display a challenge key. The challenge key is used during licensing and displays below the button. Leave this dialog box open to return to it later.

Select **Generate Challenge Key** to display a challenge key.

The **Serial #** is used to register the product.

The challenge key appears in the dialog box. This key is used to license your product at [www.adtran.com](http://www.adtran.com).

### REGISTER N-COMMAND MSP

To complete these steps, you need access to the ADTRAN support website (<http://www.adtran.com>) as a registered user.

1. Open a new browser window and navigate to <http://www.adtran.com>.
2. Select **Support > Product Registration > Register a product** from the drop-down menu.
3. Log in using your ADTRAN user name and password (select the **Login** link). If you have not previously registered as a user at ADTRAN's support website, select the **Register an account** link, and follow the prompts.
4. Once logged into the support website, enter the n-Command MSP serial number in the field provided under **Product Registration - Step 1**, and select **Continue**.



*The n-Command MSP serial number appears in two locations. One location is in the **License Entry** dialog box from within the n-Command MSP. The other location is on a pull-out tab labeled **EST**, located on the front of the server hardware and is titled **Service Tag**.*

Enter the serial number to be registered.

Select **Continue** to register the product.

Part Number	Product Name	Serial Number	Registered By	Date	Location	Warranty Expiration	Common Links
120238112	NetVanta 2100 (2nd Gen)	E36C2064	robin pots	2/12/08		1/5/2010	<a href="#">Software Downloads</a>
17008503	n-Command MSP	LBAD7N0846AD34	robin pots	5/11/10		9/21/2009	<a href="#">Software Downloads</a> <a href="#">n-Command MSP Licenses</a>

5. Select **Continue Product Registration** from **Product Registration - Step 2**. A final confirmation page displays. The product registration is complete.

### LICENSING N-COMMAND MSP

Once your product is registered, you must generate a license certificate and upload it to the server to complete the licensing process. Return to the open browser from **Register n-Command MSP** where you should still be logged in with your ADTRAN user name.

1. Select **n-Command MSP Licensing** from any of the n-Command MSP products listed in the **Registered Products** list.

Part Number	Product Name	Serial Number	Registered By	Date	Location	Warranty Expiration	Common Links
1202361L2	Net/Vanta 2100 (2nd Gen)	E30202064	Myself	2/12/08		1/5/2010	Software Downloads
1700840G1	n-Command MSP	LBAD7N0845AD434	Myself	5/11/10		9/21/2009	Software Downloads n-Command MSP Licensing
1700840G1	n-Command MSP	GLTZF01	Myself	4/9/13		8/20/2014	Software Downloads n-Command MSP Licensing

Once the software is registered, select **n-Command MSP Licensing**.

2. Select **Get License Key** from the same line as the n-Command MSP server you are registering.

Product Name	Serial #	Registration Date	Get License Key
n-Command MSP	LBAD7N0845AD434	5/11/10	Get License Key
n-Command MSP	GLTZF01	4/9/13	Get License Key

Select **Get License Key** to generate a license key.

3. Enter the challenge key from the n-Command MSP GUI that you generated previously (refer to *Generate a Challenge Key on page 2*) and select **Generate License Key**.

Product Name: n-Command MSP  
 Product Serial Number: LBAD7N0845AD442  
 Registration Date: 4/9/13  
 Registered To: rshk.phd@adtran.com

Enter Your License Challenge Key:

Enter the challenge key and select **Generate License Key**.

4. A license key is generated and emailed to the registered user. Save the file (containing the license certificate). You will upload it to the n-Command MSP server in the next step.
5. Return to the n-Command MSP GUI. Select **Import License Certificate** from the **License Entry** dialog box, and locate the saved email attachment. It may take a few minutes to import.
6. Select **Update** to save the new information.

You have successfully registered and licensed your server. Successful licensing is confirmed by the population of a **License Expiration Date**, **Feature Limit**, and **Current Device Count** displayed in the **License Entry** dialog box.

## ADDITIONAL RESOURCES

Refer to the online n-Command MSP Help available from the **Help** link within your software for more information about using the program. Alternatively, use your mobile device with quick response (QR) code reader to scan the QR code to the left for immediate access to the online Help.



## THIRD-PARTY SOFTWARE

The software included in the n-Command MSP contains copyrighted software that is licensed under the GNU General Public License (GPL). For a list of third-party software and their licenses, go to <http://www.adtran.com/software/EULA>. You can obtain the complete corresponding source code of such software components from ADTRAN for a period of three years after our last shipment of this product by sending a money order or check for \$5 to:

ADTRAN, Inc, P.O. Box 933638, Atlanta, GA 31193-3638

Please write GPL Source for product n-Command MSP in the memo line of your payment.

This offer is valid to anyone in receipt of this information.