

SteelCentral™ NetShark

Quick Start Guide

Models 1100, 2100, 2200, 3100 and 3200

Version 10.9

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SteelCentral™ NetShark Quick Start Guide

Overview

This document describes the mounting, cabling, and initial configuration of a Riverbed® SteelCentral™ NetShark 1000, 2000, or 3000. When the installation is complete your system will have a minimum network configuration, and you can configure it for normal operation on your network. Configuration instructions are in the *SteelCentral NetShark User's Guide*.

Product description

The NetShark monitors network traffic seen on taps or on mirror (SPAN) ports of switches and routers. It can be ordered with various storage and interface options. The models are:

Regulatory Compliance Code	Product Model	Rack Space	Height	Width	Depth	Weight
1UADA	CSK-01100	1U	4.3 cm (1.7 in.)	43.7 cm (17.2 in.)	65.0 cm (25.6 in.)	15.4 kg (34 lbs.)
2UADA	CSK-02100	2U	8.9 cm (3.5 in.)	43.7 cm (17.2 in.)	64.8 cm (25.5 in.)	25.9 kg (57 lbs.)
	CSK-02200					
3UADA	CSK-03100	3U	13.2 cm (5.2 in.)	43.7 cm (17.2 in.)	64.8 cm (25.5 in.)	39.9 kg (88 lbs.)
	CSK-03200					

Safety considerations

Two people should be available for lifting the chassis. The rack should be secure to avoid tipping over when a chassis is extended on its mounting rails. Power should be adequate, as described below, and properly grounded.

To reduce the risk of personal injury or equipment damage, observe the safety warnings and cautions provided in the Riverbed *Safety and Compliance Guide* (shipped with the appliance).

Inventory and inspection

1. Check the shipping documentation to ensure that all cartons have arrived.
2. Visually inspect each carton for indications of damage.
3. If any cartons are damaged or missing, contact Riverbed Support before continuing.
Phone – United States and Canada: 1 888 782 3822
Phone – outside U.S. and Canada: +1 415 247 7381
Email: support@riverbed.com
Web: <https://support.riverbed.com>
4. Unpack the contents of the shipping cartons and inventory the contents against the shipping documentation.
5. If any components of the order are damaged or missing, contact Riverbed Support.

Preparation for installation

Data sources

The NetShark must be receiving traffic from at least one source in order for you to verify successful installation and configuration. The traffic source can be a tap or a mirror (SPAN) port on a switch or router.

Rack space

The NetShark is shipped with rack mounting rails. The rails fit racks with square holes or unthreaded round holes.

The chassis requires a 4-post, 19-inch rack or cabinet. It must be mounted with the rails provided and never placed on a table, shelf, or another chassis. Stacking chassis or mounting them in racks that are not secured to solid surfaces allows vibrations to shorten disk drive life.

Power

Line voltage: 100-240 Vac (auto-ranging)

Line Frequency: 50 -60 Hz

Typical Current: 9A (115V) or 4.5A (230V)

Cooling

Ambient air should be:

- Air temperature: 10° to 35° C (50° to 95° F)
- Relative humidity: 20% to 90%

Cabling

Console port

The console port connects through a set of keyboard, video, and mouse connectors or a 9-pin D-subminiature serial connector. Ensure that a KVM device or terminal emulator device is available for the initial setup procedure.

Management port

Each NetShark chassis is equipped with a 100/1000baseTX management port that must connect to a hub or switch on the management network. The chassis management port is set by default for auto-negotiation.

- Ensure that a straight-through cable to a hub or switch port on the management network is available at the rack location.
- Ensure that the management network switch port is set to establish a connection at 100 or 1000 Mb/s and full duplex.

Interfaces (capture ports)

The interfaces that capture network traffic are provided by network interface cards. These may be optical or electrical, depending on your order. Check your purchase documentation or view the back panel of the chassis to determine the number and type of cables needed.

Port on network card	Cable type	Cable connector type
RJ-45 electrical	Ethernet	RJ-45
1-Gb/s SX SFP optical	Multimode fiber-optic	LC
1-Gb/s LX SFP optical	Single-mode fiber-optic	LC
10-Gb/s SR SFP optical	Multimode fiber-optic	LC
10-Gb/s LR SFP optical	Single-mode fiber-optic	LC

Ensure that the correct types of cables with the correct types of connectors are available for connecting between the NetShark interfaces and the traffic sources they are to monitor. To expedite installation, it is recommended that you run the cables from the appropriate taps or mirror ports to the rack where the appliance is to be installed.

At least one traffic source is required to verify the installation.

Access to network

If you lock down your network on a port-by-port basis, ensure that the following ports are open between the NetShark and other devices it must communicate with:

- **TCP/22** – (ssh) Command line interface
- **TCP/443** – (https) Web interface and control from Riverbed® SteelCentral Packet Analyzer, also used by concurrent license server for Packet Analyzer
- **TCP or UDP/514** – Default port for external log use, configured in NetShark web UI
- **TCP/41017** – Traffic data to Riverbed® SteelCentral™ NetProfiler
- **UDP/123** – (ntp) Time synchronization
- **UDP/319 and 320** – (ptp) Time synchronization

Mounting

The mounting instructions for the 1U chassis used for NetShark 1100 (CSK-01100) are slightly different from the mounting instructions for the 2U and 3U chassis used with all other models.

NetShark 1100 (1U chassis)

The 1U model is shipped with the inner components of the rail assemblies already attached to the chassis. The outer components are in two pieces and must be assembled before being attached to the rack.

The package also includes two pairs of short brackets. These can be used to extend the front and back ends of the outer rails if needed for a non-standard rack size.

To install the appliance in a rack:

1. Locate the long brackets that have the mounting ears for the back of the rack. (They are labeled BACK.)
2. Insert the pins of the long brackets into the slots in the outer rails and secure the brackets to the rails with the screws provided.
3. Check the distance from the front of the rack to the back to ensure that the outer rails fit into the rack correctly. If the rack is too deep for the length of the rails, attach the extension brackets to the front or back ends of the rails as necessary.
4. Secure the outer rails to the rack, using two screws for the front and three screws for the back.
5. Observing the lifting safety precautions, line up the chassis with the rails in the rack and slide the chassis rails into the rack rails. Maintain an even pressure on both sides as you push the chassis into the rack. You may need to press the locking tabs to allow the chassis to slide into the rack.

As the chassis is fully inserted into the rack, listen for the sound of the locking tabs clicking into place.

6. If desired, use additional screws to secure the front of the chassis to the rack.

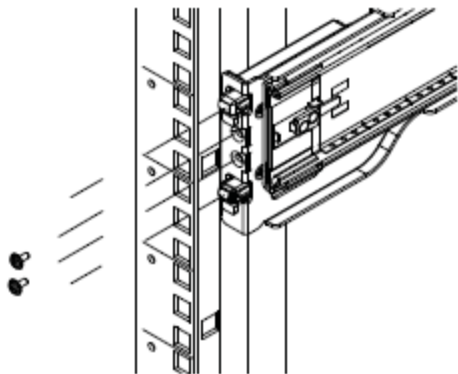
All other NetShark models (2U and 3U chassis)

The 2U and 3U models are shipped with the inner rails already attached to the chassis.

The ends of the outer rail assemblies have hooks that hang through the mounting holes in the rack. Spring-loaded plastic tabs hold the hooks securely in the mounting holes.

Install the outer rails in the rack and mount the chassis in the rack as follows:

1. Place the hooks on the ends of the rails through the mounting holes in the rack. For a more secure installation, use the screws provided with the kit to secure the outer rails to the front and back of the rack.



2. Observing the lifting safety precautions, line up the chassis with the rails in the rack and slide the chassis rails into the rack rails. Maintain an even pressure on both sides as you push the chassis into the rack. You may need to press the locking tabs to allow the chassis to slide into the rack.

As the chassis is fully inserted into the rack, listen for the sound of the locking tabs clicking into place.





3. If desired, use additional screws to secure the front of the chassis to the rack.

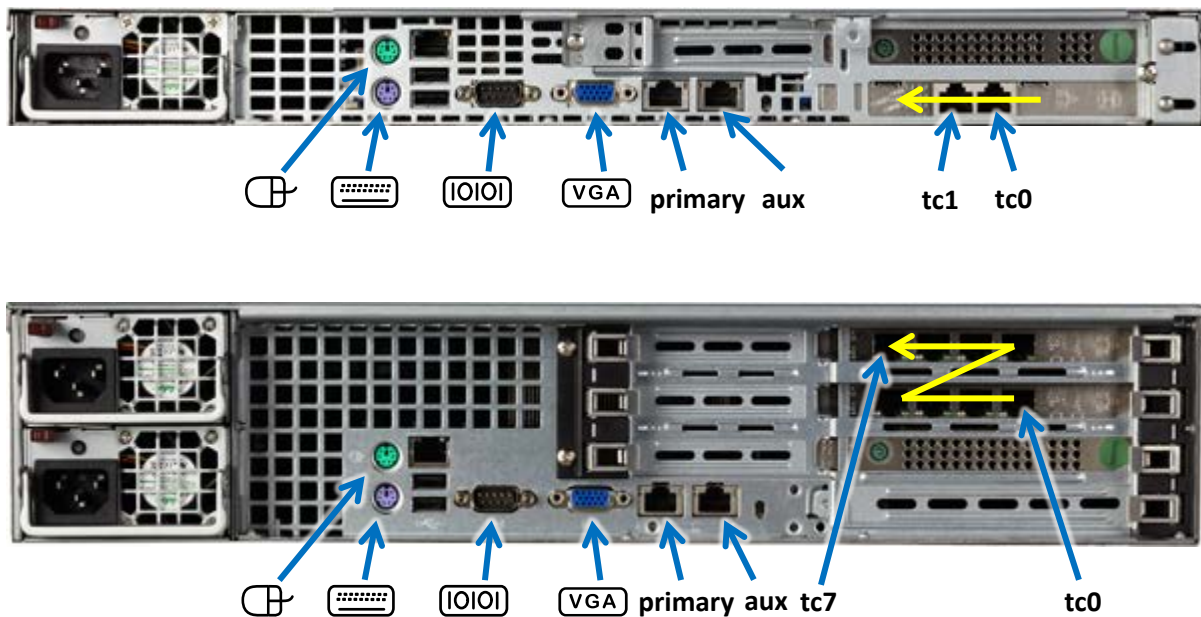
Cabling

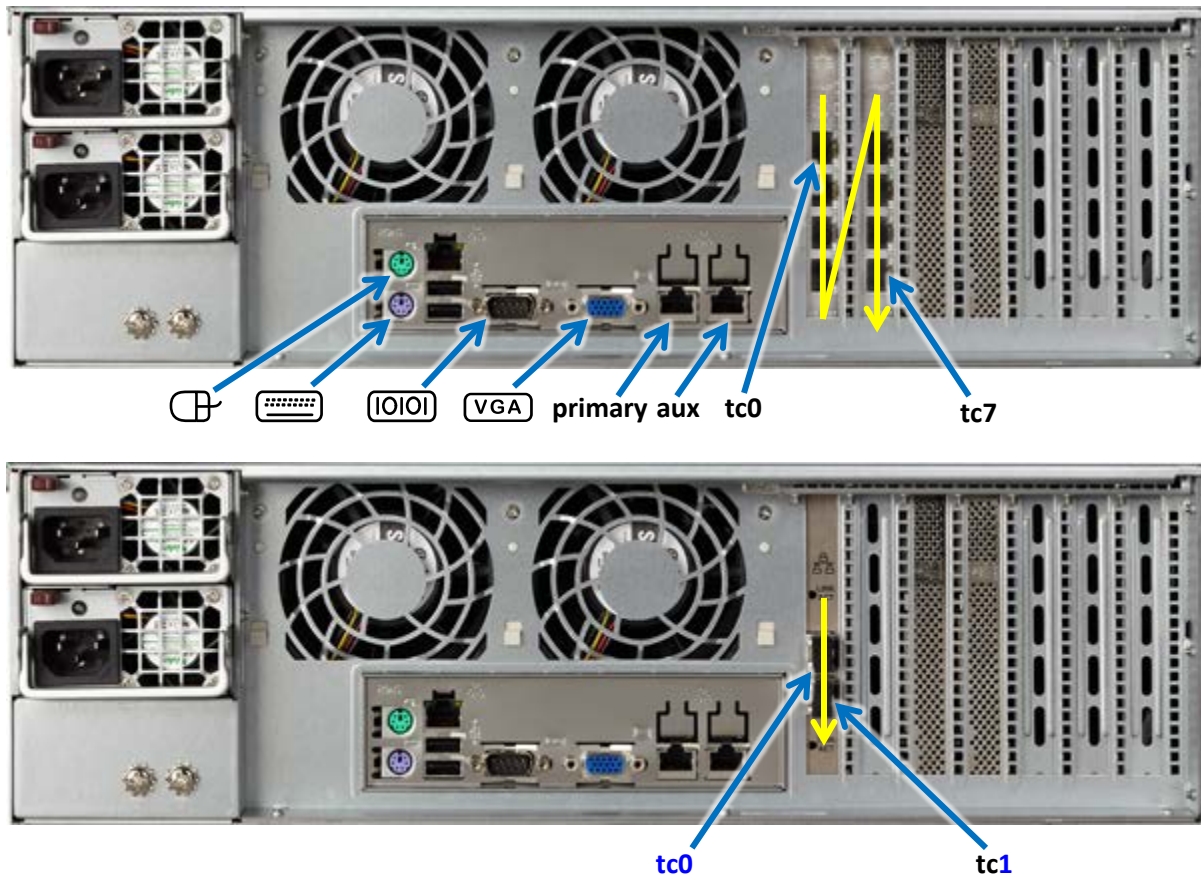
Console connections

Initial setup requires the use of either the KVM (keyboard, video, mouse) connectors or the console serial port connector. If you use the console port, connect to it with the included serial cable and ensure that your terminal emulator software is configured for:

- Baud rate: 9600 bps
- Data bits: 8
- Parity: none
- Stop bits: 1
- vt100 emulation
- No flow control

Connect the cable(s) from your KVM device or terminal emulation device to the keyboard , video monitor , and mouse connectors  or to the serial console port , as required.





Management network connections

After the initial setup, operate and manage the appliance over the management network. Connect a cable from the management network to the RJ45 connector labeled **primary**.

Interface (capture port) connections

Connect the cables from the live traffic sources to the interface connectors (**tc0**, **tc1**, ...) on the back of the chassis.

Optical connectors

Models that include a 1-Gb/s network interface card have SFP transceiver inserts pre-installed. If you ordered an SX model, use a multimode fiber-optic cable with an LC connector. If you ordered an LX model, use a single-mode fiber-optic cable with an LC connector.

Models that include a 10-Gb/s network interface card have SFP+ transceiver inserts pre-installed. If you ordered an SR model, use a multimode fiber-optic cable with an LC connector. If you ordered an LR model, use a single-mode fiber-optic cable with an LC connector.

Interface numbering

In the NetShark 1000, interfaces are numbered right-to-left.

In the NetShark 2000, interfaces are numbered right-to-left and bottom-to-top.

In the NetShark 3000, interfaces are numbered top-to-bottom and left-to-right.

Power cables

Models using the 2U and 3U chassis have redundant power supplies. Plug each unit into a different circuit.

Install the power cables and press the power button on the front of the chassis. (If the cover is on the front of the chassis, you will have to remove it to gain access to the power button.) Observe that the chassis powers up.



Configuration

After the NetShark finishes booting up, a login prompt appears on the console terminal or KVM device. Perform the initial setup using the command line interface. For additional configuration, use the web interface. (See the *SteelCentral NetShark User's Guide* for details.)

Initial setup

1. Using the console port and a terminal emulator, log in to the NetShark CLI using the default login name and password.

```
Login: admin  
Password: admin
```

Note: You must always keep a record of the login password.

2. Run the setup wizard to configure the appliance for operation on the network.

```
shark> wizard
```

The setup wizard guides you through the initial configuration of the appliance. Press **Enter** at any step to accept the current setting “[]” and move to the next step. For example:

```
Step 0: Hostname [shark]? NetShark1  
Step 1: Use DHCP for primary [yes]? no  
Step 2: primary IP address [ ]? 10.0.20.11  
Step 3: primary netmask [ ]? 255.255.255.0  
Step 4: primary default gateway [ ]? 10.0.20.3  
Step 5: Enable aux [no]? no
```

```

Step 10: DNS servers []? 10.0.20.1,10.0.20.2
Step 11: Domain name []? example.com
Step 12: Timezone (type * for list) [America/Los_Angeles]? *
Africa/          America/          Antarctica/       Arctic/
Asia/            Atlantic/         Australia/        Etc/
Europe/          Indian/           Pacific/
Step 12: Timezone (type * for list) [America/Los_Angeles]? Australia/*
Adelaide         Brisbane          Broken_Hill       Currie
Darwin           Eucla             Hobart            Lindeman
Lord_Howe        Melbourne         Perth              Sydney
Step 12: Timezone (type * for list) [America/Los_Angeles]? Australia/Perth
Step 13: Enable SSH [yes]? yes
Step 14: Enable PTP [yes]? Note: The PTP steps appear on version 10.6 or later of the
software. They do not appear on version 9.6 or earlier. See description below.
Step 15: PTP Interface [primary]?
Step 16: NTP server names [0.riverbed.pool.ntp.org,1.riverbed.pool.ntp.org,
2.riverbed.pool.ntp.org,3.riverbed.pool.ntp.org]?

```

The purposes of the steps in the setup wizard are as follows:

Step 0 sets the hostname (without the domain).

Steps 1 through 4 configure the IP management network. Enter **yes** in Step 1 to use DHCP for the **primary** management port or **no** to use a static IP configuration, and press Enter. When setting up an address to be provisioned by DHCP, refer to the MAC address of the management port (primary or aux) on the label on top of the appliance. For a static IP configuration, use Step 2 to specify the IP address, Step 3 to specify the IP net mask, and Step 4 to specify the default gateway.

Step 5 selects whether to use the second management port (**aux**). Enter **yes** to enable **aux**. If **aux** is enabled, Steps 6 through 9 configure **aux** for either DHCP or a static IP configuration.

Steps 10 and 11 configure the DNS servers (as a comma- or space-separated list) and the domain name of the appliance. If DHCP is used for the **primary** management network configuration, these steps are skipped (because they are configured by the DHCP server).

Step 12 sets the time zone of the appliance. Entering an asterisk * lists the available time zone areas. To list the specific time zones within an area (for example, Europe), enter the area followed by /*. To specify a particular time zone, enter the full time zone including the area (for example, **Europe/Rome**). Use **Etc/*** to specify GMT time.

Step 13 enables or disables the remote shell (SSH).

Steps 14 and 15 select and configure the use of Precision Time Protocol (PTP) in software version 10.6 or later. A clock source must be reachable using the selected interface.

Step 16 defines the NTP server(s) used for clock synchronization. Enter one or more NTP server names or IP addresses, separated by commas or spaces.

At the end of the configuration, the wizard prints out a summary of the parameters. Each step can be revisited by entering the step number. Entering an "s" saves the configuration, and entering a "c" cancels it.

To change an answer, enter the step number to return to.

Type 's' to save changes and exit

Type 'c' to exit without saving changes

3. Once the configuration is complete, enter **s** to save the configuration.

Note: A change to the host name, IP address, or time zone requires a reboot in order to take effect. The wizard asks for confirmation before rebooting the appliance.

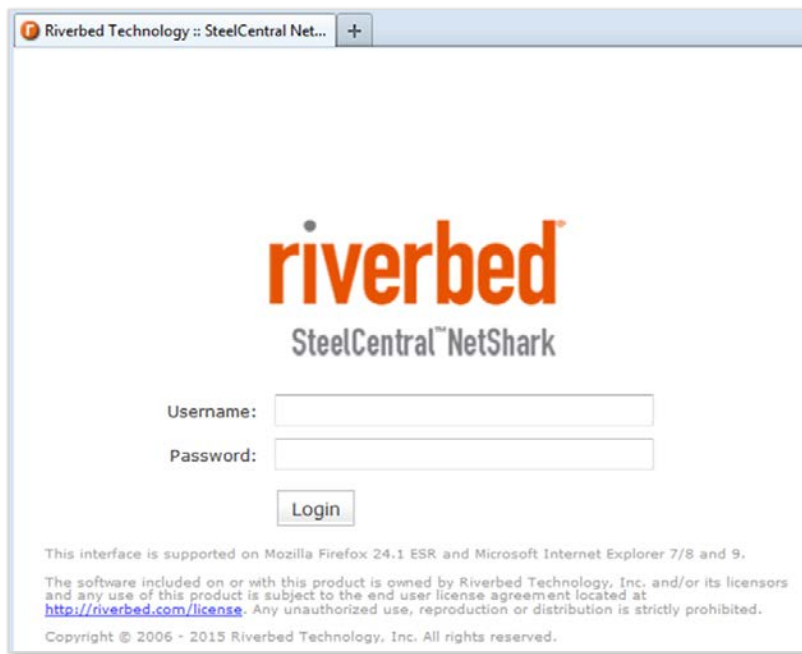
4. If you have used DHCP to provision an IP address for NetShark, at the console prompt enter **interface show primary** to find the IP address of the primary management port. Ensure that you can ping this address from another workstation on the management network before logging out of the command line interface.

After you save the settings and exit the wizard, the appliance is accessible on the management network.

Opening the NetShark Web interface

Once the NetShark can be pinged, you can use a browser to open the NetShark Web interface. The NetShark Web interface is supported on Mozilla Firefox 24.1 ESR and Microsoft Internet Explorer 7/8 and 9. Make sure that SSL, cookies, and JavaScript are enabled in your browser.

1. Point a browser to **https://<NetShark>** where <NetShark> is the IP address or DNS name of the NetShark. This displays the Web interface login page.



2. Log in using the default Web interface username and password.

Username: **admin**

Password: **admin**

Note: the username and password can be changed on the Settings > Users and Groups page of the Web interface.

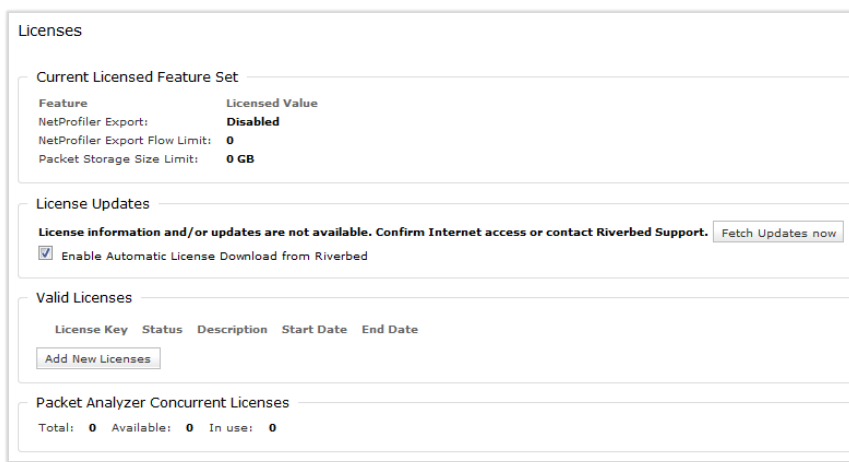
Licensing

A NetShark requires a license to capture packets, export flows, and host Packet Analyzer Concurrent Licenses. If a NetShark has Internet access, you can download and install your license keys automatically. If a NetShark does not have Internet access you can download and install the licenses manually from the Riverbed licensing Web site (<https://licensing.riverbed.com>) using the NetShark serial number, available on the System>Maintenance page of the Web interface.

Automatic licensing

If the NetShark has been configured to be accessible on the network and if it has access to the Internet, automatic licensing is used to download and install the license key(s).

1. Log in to the NetShark Web interface.
2. Navigate to the System->Licenses page and check for license keys in the Valid Licenses section.
 - a. If license keys are listed NetShark has downloaded its licenses from the Riverbed licensing Web site and no further action is required.
 - b. If no license keys are listed, NetShark has not downloaded and installed its licenses. Go to the next step.
3. If the license keys have not been downloaded, click **Fetch Updates now**. Refresh the browser page to view the licenses.



4. Confirm that license keys are listed under Valid Licenses.
5. The NetShark must be restarted to activate a license. A message in the upper right corner of the Licenses page allows you to restart or delay the restart of the NetShark. Installed licenses are listed in the Valid Licenses section of the Licensing page.

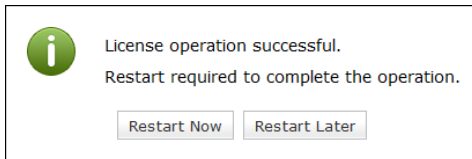
The **Fetch Updates Now** button causes the NetShark to immediately connect to the Riverbed licensing Web site and download any new licenses that you have purchased

When **Enable Automatic License Download from Riverbed** is enabled the NetShark automatically connects to the Riverbed licensing Web site every 12 hours and downloads licenses that you have purchased. Uncheck the box to disable the automatic retrieval of license updates.

Manual licensing

If the NetShark does not have Internet connectivity, you can install licenses manually.

1. Obtain the serial number for the appliance to be licensed. The NetShark serial number is displayed under System Info on the System > Maintenance page of the NetShark Web interface.
2. Point your browser at the Riverbed licensing Web site: <https://licensing.riverbed.com>
3. Follow the instructions of the licensing wizard to generate the license keys using the NetShark serial number.
4. On the Licenses page, click **Add Licenses**, then copy and paste the license keys into the window, one line per key. Click **Add New Licenses** to add the keys to the NetShark.
5. When the keys have been added, the NetShark returns a completion message. Click **Restart Now** to restart the NetShark probe service.



6. After the NetShark is restarted, the NetShark is fully licensed and the licenses are visible on the Licenses page in the Valid Licenses section.
Note: If you purchase and download a license for a higher capacity than a current license, NetShark uses the license with the higher capacity.

Remove a license by clicking the **Delete** button next to its licensing key. If a NetShark is connected to the Web it can automatically or manually check for license updates. When deleting multiple licenses, only one restart is necessary.

The screenshot shows the 'Licenses' management page. It is divided into several sections:

- Current Licensed Feature Set:** A table with two columns: 'Feature' and 'Licensed Value'.

Feature	Licensed Value
NetProfiler Export:	Enabled
NetProfiler Export Flow Limit:	1.20 M
Packet Storage Size Limit:	72000 GB
- License Updates:** A status message: 'Updates successfully retrieved last time on 12/30/2014 12:50:42' with a 'Fetch Updates now' button. Below it is a checked checkbox for 'Enable Automatic License Download from Riverbed'.
- Valid Licenses:** A table with columns: License Key, Status, Description, Start Date, and End Date. Each row has a 'Delete' button to its left.

License Key	Status	Description	Start Date	End Date
<input type="button" value="Delete"/> LK1-MSPECSCAN6170-0000-0000-1-AE68-772C-0BED	VALID	NetShark 6170 Model License	--	--
<input type="button" value="Delete"/> LK1-CPEL#1+00000000-4023-40D7-1-6476-264F-D6FC	VALID	Concurrent license for Packet Analyzer	12/14/2014 21:00:00	6/13/2015 22:00:00
<input type="button" value="Delete"/> LK1-CPEL#10+548B746E-0000-0000-1-1F79-FA43-B4C1	VALID	Concurrent license for Packet Analyzer	--	--
- Packet Analyzer Concurrent Licenses:** A summary section showing 'Total: 17 Available: 17 In use: 0'.

Installation Verification

Once the NetShark has been licensed, use the NetShark Web interface to verify that the appliance has been successfully installed.

Confirming Basic Configuration

1. Point a browser to <https://<NetShark>> where <NetShark> is the IP address or DNS name of the NetShark.
2. Log in using the default Web interface username and password.

Username: **admin**

Password: **admin**

NetShark displays the Status page.

Status

Capture Jobs

Job	Status	Packet Capture Size
App Monitor 5121	RUNNING	36.67 GB

System Information

User Data Storage	Packet Storage	Memory
Status: OK	Status: OK	Status: OK
Total: 425.94 GB	Total: 3.63 TB	Total: 5.83 GB
Used: 264.03 MB (0.06%)	Used: 34.12 GB (0.92%)	Available: 3.99 GB
Allocated (Index): 11.16 GB (2.76%)	Allocated (Jobs): 1.08 TB (29.96%)	

Time Synchronization Status

Protocol: **NTP**

Remote Peer	Synchronized	Configured	Authenticated	Offset
oak-medusa2.lab.nbttech.com	YES	YES	YES	82.546 ms

NetProfilers Configured For Export

NetProfilers	Status	Info
10.5.14.109	OK	--

NetProfiler Export Statistics

	Exported Flows	Rejected Flows
Total (last minute):	20.44 K	0
Total (last week):	41.40 K	0
Avg per minute (last week):	4	0
Peak (last week):	20.44 K	0

Flow collectors (NetFlow v9) For Export

Flow Collectors	Port	Status	Info
10.5.14.109	123	OK	--

Flow Collector Export Statistics

	Exported Flows	Rejected Flows
Total (last minute):	24.14 K	0
Total (last week):	146.11 K	0
Avg per minute (last week):	14	0
Peak (last week):	26.66 K	0

Interfaces

Interface	Link Status	Received Packets
tc0	UP	76.15 M
tc1	UP	0
tc2	UP	0
tc3	DOWN	0

3. Under **System Information**, check the status of storage and memory. If any storage is not OK, navigate to the System > Maintenance page and troubleshoot using the Storage Status information found there.
4. Under **Time Synchronization Status**, check that the NetShark is synchronized with at least one clock source. If not, confirm that the ports used by your time protocol are not blocked by a firewall. See “Access to the network” for port requirements. Note: the Remote Peers are the servers NetShark is synchronizing with. These may be different from the NTP servers you configured, as those are often pools of servers, for example, 0.timesource.pool.org.
5. Under Interfaces: Interfaces are numbered *tcn*, the same as in previous versions.
6. For each interface that you have connected, check the values under **Link Status** and **Received Packets**
 - a. **Link Status** should be UP for all connected interfaces. If DOWN, check the connection and the source.
 - b. **Received Packets** for all connected interfaces should be increasing. Refresh the browser page (or wait for it to auto-refresh) and confirm that the received packet count is incrementing.

- c. If the interfaces remain DOWN or the packet counters are not incrementing, see the *SteelCentral NetShark User's Guide* for troubleshooting information.
7. After you have verified that all interfaces that you have connected to network traffic sources are up and that the received packets counters are incrementing, the installation is complete.

Additional Configuration

For operational configuration and use, including setting up interfaces, capture jobs, and communication with SteelCentral NetProfiler, refer to the *SteelCentral NetShark User's Guide* or the *SteelCentral Packet Analyzer Reference Manual*.

Contacting Riverbed

Options for contacting Riverbed include:

- Internet - Find out about Riverbed products at <http://www.riverbed.com>.
- Support - If you have problems installing, using, or replacing Riverbed products, contact Riverbed Technical Support or your channel partner who provides support. To contact Riverbed Technical Support, please open a trouble ticket at <https://support.riverbed.com> or call 1-888-RVBD-TAC (1-888-782-3822) in the United States and Canada or +1 415 247 7381 outside the United States.
- Professional Services - Riverbed has a staff of engineers who can help you with installation, provisioning, network redesign, project management, custom designs, consolidation project design, and custom-coded solutions. To contact Riverbed Professional Services, go to <http://www.riverbed.com> or email proserve@riverbed.com.
- Documentation - Riverbed continually strives to improve the quality and usability of its documentation. We appreciate any suggestions you may have about our on line documentation or printed materials. Send documentation comments to techpubs@riverbed.com.

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