

LANTRONIX®

Spider™

SecureLinx Spider™ User Guide



Part Number 900-495
Revision A March 2007

Copyright & Trademark

© 2007, Lantronix. All rights reserved. No part of the contents of this book may be transmitted or reproduced in any form or by any means without the written permission of Lantronix. Printed in the United States of America.

Ethernet is a trademark of XEROX Corporation. UNIX is a registered trademark of The Open Group. Windows 95, Windows 98, Windows 2000, Windows XP are trademarks of Microsoft Corp. Netscape is a trademark of Netscape Communications Corporation.

LINUX GPL Compliance

Certain portions of source code for the software supporting the SLS family are licensed under the GNU General Public License (GPL) as published by the Free Software Foundation and may be redistributed and modified under the terms of the GNU GPL. A machine readable copy of the corresponding portions of GPL licensed source code is available at the cost of distribution.

Such source code is distributed WITHOUT ANY WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. See the GNU General Public License for more details.

A copy of the GNU General Public License is available on the Lantronix Web Site at <http://www.lantronix.com/> or by visiting <http://www.gnu.org/copyleft/gpl.html> . You can also obtain it by writing to the Free Software Foundation, Inc. 59 Temple Place, Suite 330, Boston, MA 02111-1307 USA.

Contacts

Lantronix Corporate Headquarters

15353 Barranca Parkway
Irvine, CA 92618, USA
Phone: 949-453-3990
Fax: 949-453-3995

Technical Support

Online: www.lantronix.com/support

Sales Offices

For a current list of our domestic and international sales offices, go to the Lantronix web site at www.lantronix.com/about/contact .

Disclaimer & Revisions

Operation of this equipment in a residential area is likely to cause interference, in which case the user, at his or her own expense, will be required to take whatever measures may be required to correct the interference.

Note: *This equipment has been tested and found to comply with the limits for Class A digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in*

accordance with this User Guide, may cause interference to radio communications. Operation of this equipment in a residential area is likely to cause interference, in which case the user will be required to correct the interference at his own expense.

The user is cautioned that changes and modifications made to the equipment without approval of the manufacturer could void the user's authority to operate this equipment.

Changes or modifications to this device not explicitly approved by Lantronix will void the user's authority to operate this device.

The information in this guide may change without notice. The manufacturer assumes no responsibility for any errors that may appear in this guide.

| Date | Rev. | Comments |
|-------------|-------------|------------------|
| 3/07 | A | Initial Document |

Contents

| | |
|-----------------------------------|-----------|
| 1: Preface | 6 |
| Purpose and Audience | 6 |
| Additional Documentation | 6 |
| 2: Introduction | 7 |
| Features | 7 |
| Functionality | 8 |
| Technical Specifications | 8 |
| 3: Installation | 11 |
| Package Contents | 11 |
| Configuration planning | 11 |
| Batch versus individual setup | 12 |
| Installation and Network Settings | 13 |
| Target computer setup | 14 |
| Client Setup | 16 |
| Network Environment | 16 |
| Power | 17 |
| 4: Web Browser Access | 18 |
| 5: Remote System Control | 20 |
| KVM Console | 20 |
| TELNET/SSH | 27 |
| 6: Virtual Media | 29 |
| Floppy Image | 29 |
| CD-ROM Image | 30 |
| Virtual Media Options | 31 |
| 7: User Administration | 32 |
| Local vs. Remote Authentication | 32 |
| Local User Management | 32 |
| User Permissions | 34 |
| 8: KVM Settings | 35 |
| User Console | 35 |
| Keyboard/Mouse | 37 |

| | |
|--|-----------|
| Video | 38 |
| 9: Device Settings | 40 |
| Network Settings | 40 |
| Security | 41 |
| Certificate | 43 |
| Serial Port | 45 |
| Date/Time | 46 |
| Remote Authentication | 47 |
| Event Log | 48 |
| SNMP | 49 |
| 10: Maintenance | 51 |
| Device Information | 51 |
| Event Log | 52 |
| 11: Firmware Updates and Resets | 53 |
| Update Firmware | 53 |
| Reset | 54 |
| A: Troubleshooting | 55 |
| B: Supported Video Formats | 57 |
| C: Technical Support | 58 |
| D: Compliance | 59 |
| E: Warranty | 60 |

1: Preface

Purpose and Audience

This guide describes how to install, configure, use, and update the SecureLinx Spider device. It is for users remotely and securely monitoring and control of one target computer system by one or more remote users.

Additional Documentation

The following guide is available on the product CD or the Lantronix Web site:
www.lantronix.com.

| Document | Description |
|--|--|
| Spider View User Guide | Details instructions on using the Spider View utility. |
| SecureLinx Spider Quick Start Guide | Provides an overview of using the Spider. |

2: Introduction

This chapter introduces the Lantronix SecureLinx Spider (SLS) line of KVM-over-IP devices. It provides an overview of the products, lists their key features, and describes the applications for which they are suited.

The SecureLinx Spider is a distributed KVM-over-IP device designed to remotely and securely provide monitoring and control of one (target) computer system by one or more remote users. The remote user (client) accesses the Spider over a local or wide area network connection using a standard web browser. The Spider provides secure, remote IP-based access to Keyboard, Video, and Mouse (KVM) on the attached server, and makes it available to anyone who can access the Spider's IP address. Spider is an evolution of the traditional remote KVM switch into a compact package, is light enough to be cable supported from the back of a server, and takes up no rack space.

There are two models: one with both PS/2 and USB keyboard/mouse interfaces (software selectable), and one for USB-only systems. The Spider is unique in that it is low-enough in power consumption to be powered from the attached server. The color-coded plugs on the ends of the cables for the keyboard, mouse, USB port and video are designed to plug directly into the target system's corresponding connectors. An optional external AC/DC power supply is available.

The Spider differs from other KVM-over-IP switches in several ways. Unlike rack mount KVM-over-IP switches, the allocation of one Spider per computer allows *add-as-you grow* scalability and guarantees non-blocked BIOS-level access to mission-critical servers regardless of the number of remote users or servers that need access. Also, Spider is unique in that it uses Lantronix SwitchPort+ technology to incorporate two hardware-switched Ethernet ports, one for the primary network connection and the second for daisy-chaining Spiders, or aggregating other Ethernet connections (for example, a dedicated management LAN port on the controlled system). This provides a cost-effective solution in environments where numerous cable drops and distance limitations can be a challenge when adding servers.

Features

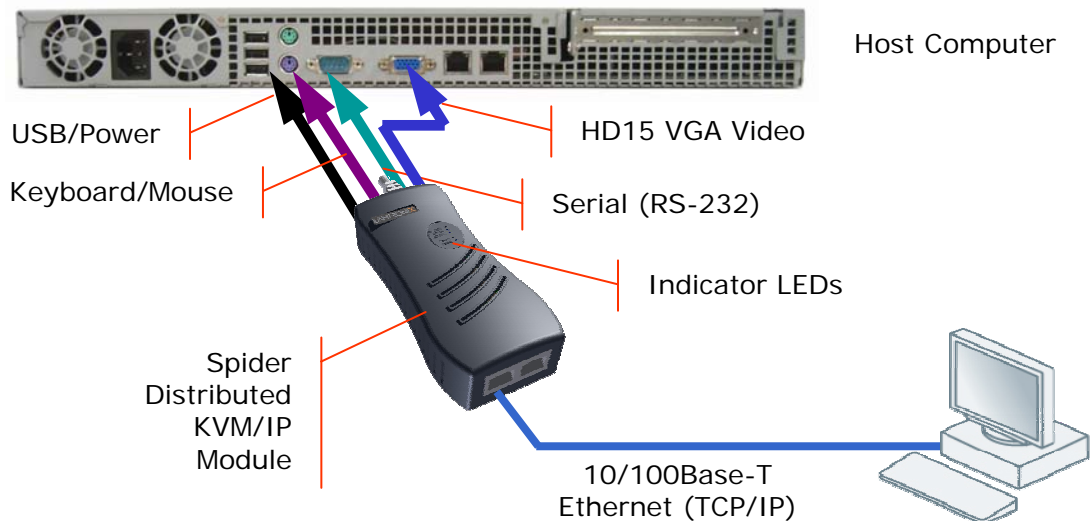
- ◆ Browser based – no client software or special licensing required
- ◆ Server-powered design – no external power supply required
- ◆ Attaches directly to the server – zero footprint (no vertical rack space required)
- ◆ Ideal for small branch offices, campuses, or distributed systems environment
- ◆ Totally non-blocking and scalable (add 1 host at a time)
- ◆ Incorporates Lantronix SwitchPort+ technology allowing Spiders to be cascaded or share a host's Ethernet connection
- ◆ No video degradation with long Cat-5 cable runs
- ◆ Virtual media support (use remote source to boot / install files on host)

- ◆ Built-in serial RS-232 port can be configured for serial console access or remote dial in access

Functionality

The Spider contains an embedded web server, dedicated hardware, and control firmware that:

- ◆ Captures the video output from the attached computer
- ◆ Compresses the video and serves it up over the network to a Java applet window launched by the browser on the user's system which
- ◆ Draws a replica of the server's video output on the user's monitor. The Java applet then
 - accepts keystrokes and mouse movements on the user's system
 - recognizes those intended for the target computer
 - transmits those to the Spider
 - emulates a physically attached keyboard and mouse to spoof the computer into thinking the user is sitting next to it

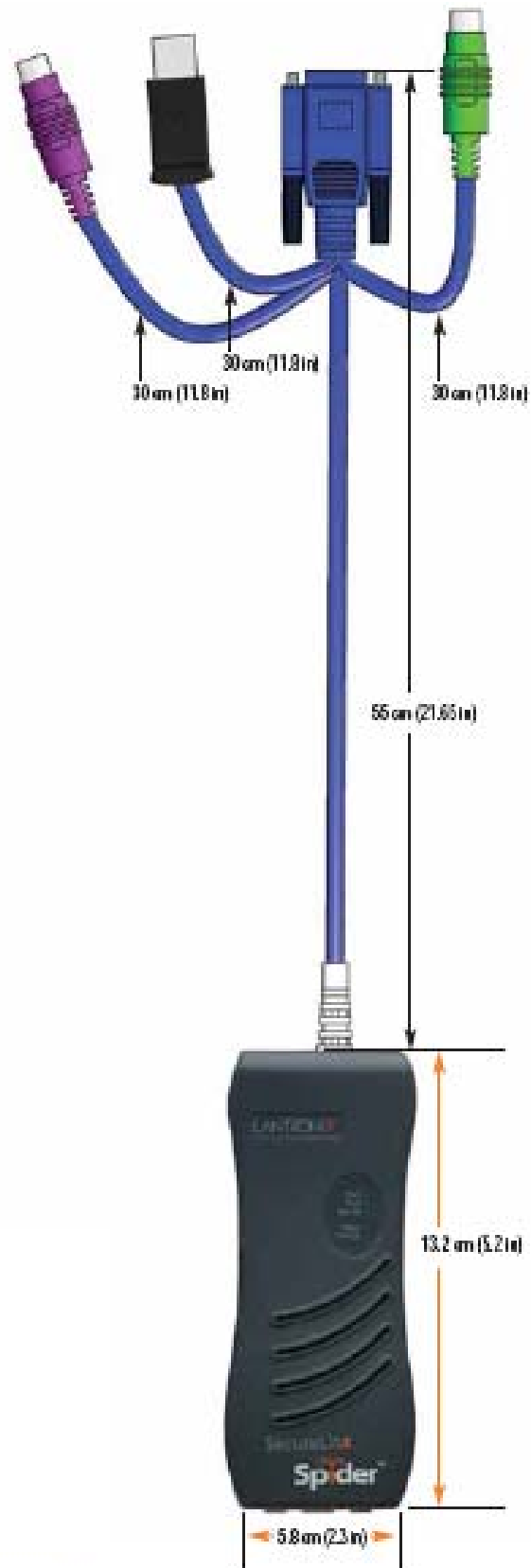


Technical Specifications

| | |
|-----------------------------------|---|
| Security | <ul style="list-style-type: none"> - Secure encryption of keyboard, mouse, and video data - IP Source Address Filtering - Remote Authentication: LDAP, RADIUS, Active Directory - User/Group management with permissions control - Configurable port numbers (HTTP, HTTPS, Telnet, SSH) - Selective disable of Telnet/SSH |
| Target Server Requirements | <ul style="list-style-type: none"> - Supports Multiple Operating Systems: Windows 98/2000/2003/XP/Vista, Unix, Linux, or MAC OSX 10 - Power/keyboard/mouse: 2 USB ports; or 1 USB and 1 PS/2 keyboard and 1 PS/2 mouse connector |

| | |
|-----------------------------------|---|
| | <ul style="list-style-type: none"> - Video Interface: HD15 VGA video output (up to 1280x1024@60Hz) |
| Client System Requirements | <ul style="list-style-type: none"> - Internet Explorer 6.0+, Netscape 5.0+, Mozilla 1.0+, FireFox 1.0+, Safari 2.0+ - PIII Processor equivalent or better (recommended) - Sun Java 2 Runtime Environment - Telnet/SSH client for command line (CLI) access |
| Optional Items | <ul style="list-style-type: none"> - Optional DC power supply with international adapters (100-240VAC, 50-60 Hz; 5 VDC @ 1A; USB "Mini-B" Type jack) |
| Interfaces | <ul style="list-style-type: none"> - Network: One 10/100Base-T Ethernet Port with activity indicators (RJ45) - Cascade: One 10/100Base-T Ethernet Port with activity indicators (RJ45) - Serial: RS-232, up to 115,200 bps - Keyboard/Mouse: PS/2 or USB - Video: HD15 VGA |
| Environmental | <ul style="list-style-type: none"> - Operating: 0° to 45° C (32° to 115° F) - Storage: -20° to 70° C (-4° to 158° F) - Humidity: 0 to 95% RH (non-condensing) - Heat Dissipation: 4 Watts (14 BTU/hr) |
| Power Requirements | <ul style="list-style-type: none"> - Input: 5 VDC @ .8A max. (server powered) - Optional Auxiliary DC power supply available for redundancy |
| Dimensions (H x W x D) | <ul style="list-style-type: none"> - 13.2 x 5.8 x 3.1 cm (5.2 x 2.3 x 1.2 in) - Refer to Figure 1 for cable dimensions |
| Weight | <ul style="list-style-type: none"> - 185g (6.6oz) |
| Shipping Weight | <ul style="list-style-type: none"> - .5 kg (1.0 lbs) |

Figure 1 Spider Cable Dimensions



3: Installation

This chapter describes how to install the SecureLinx Spider.

Package Contents

In addition to the Spider distributed KVM/IP module, the box contains the following items:

- ◆ Null modem DB9F to RJ45 serial cable
- ◆ Mounting kit
- ◆ Quick Start Guide
- ◆ CD-ROM containing documentation and utilities

An optional external AC/DC power supply is available.

Configuration planning

Factors to consider when determining how the Spider will be used in an environment:

Keyboard/Mouse Interface

The USB interface is typically preferred as it provides better remote cursor tracking. Some older systems do not have a BIOS supporting USB human interface devices or there may not be two available USB ports. In these cases, the PS/2-interface model may be required; note that for this model the USB or PS/2 interface keyboard/mouse may be selected via software.

Spider Serial Port

The RS-232 port on the Spider is used for initial configuration of setup parameters, but it can subsequently be used to connect to a target's COM port. The Spider allows remote users to Telnet or SSH to that port, eliminating the need for a separate box to perform serial command line management. Alternatively, the serial port can be used for PPP connection to the Spider's user interface so that remote users can access the Spider via a modem or other serial interface. This could be either the primary network connection or a backup in case the primary LAN connection is unavailable.

Redundant Power

The Spider draws all of its power from the attached server, eliminating the need for external power supplies. Note that if the server loses power, the Spider loses power as well. With an optional auxiliary DC supply fed from an independent AC power source, the Spider will always have power regardless of the state of the server.

Second Ethernet Port

The Spider incorporates a hardware Ethernet switch connecting the external two ports and the internal CPU for many possible configurations. The first port is required for connection to the network.

Potential uses for the second Ethernet port:

- ◆ Tying all the Spiders in a rack together so that only one external network connection is required. While this configuration physically is a chain, logically each Spider is addressed directly from the outside network. Because the data from the Spider at the end of the chain does need to traverse the entire series of switches, latency increases and hence responsiveness degrades with the number of devices. A maximum of 16 Spiders in a chain is recommended, though this is a function of the type of application and acceptable level of response. If the switch to which the Spider chain is networked supports Spanning Tree, the first and last devices in the chain may both be connected to provide resilience against a single point failure.
- ◆ Connecting to the attached server's LAN management port; an external management network can then interface to both the Spider and the server via one cable.
- ◆ Connecting to the attached computer's main LAN port. If physical isolation of management data and user data is not a concern, a single LAN cable can provide connectivity to both Spider and computer, conserving a switch or router port.
- ◆ Aggregating any other Ethernet connection as a general-purpose switch port.

Batch versus individual setup

It may be necessary to deploy a batch of Spider devices at once. In that case, stage them on a bench for pre-configuration before attaching them to their respective computers. Some tips for configuring a batch of Spiders:

- ◆ The keyboard/video/mouse connections are not required for setup. All you need are a source of power and a serial connection to set up the network parameters, and an Ethernet connection to access the administration user interface.
- ◆ The quickest and easiest source of power is the auxiliary DC input. DC supplies are available from Lantronix under order number 520-085-R. If using a third party charger with mini-USB connector, make sure it is 5V @ 1A regulated ("Efficiency level III" or "IV" is an indicator that it is a switching supply and hence well regulated) with an adequate cable.
- ◆ Tag each Spider with its IP address or write it on the serial number label on the bottom.

Installation and Network Settings

Figure 2 Serial and Auxiliary Power Port



Figure 3 Ethernet and Cascade Ports



Table 3-1 Indicator LEDs

| | | |
|----------------|--------|--|
| Pwr1 | Blue | Power Good indicates adequate power from source 1 (USB1) |
| Pwr2 | Blue | Power Good indicates adequate power from source 2 (USB2 or PS/2) |
| SysOK | Green | Blinks upon bootup. Steady when up and healthy |
| Video | Green | Video is coming from target server (Vsync present) |
| Unit ID | Orange | Optionally lit to assist in finding unit |

1. Plug the RJ45 end of the included serial cable into the Spider's serial port. Plug the DB9F end into the serial (COM) port of a PC/laptop running a terminal emulation (e.g. HyperTerminal). The default serial port settings are 115200 bits per second, 8 data bits, no parity, 1 stop bit, no flow control.
2. The Spider is typically powered by the attached server. Plug the Spider video, USB, and PS/2 keyboard/mouse (if applicable) cables into the target computer (this is required for the device to boot up). The two blue power LEDs will illuminate and the green system OK LED flashes to indicate that it is booting up. Bootup is complete within approximately one minute. The system OK LED stops flashing and remains illuminated.

3. Upon bootup, the terminal window displays the login prompt. To change the default IP auto configuration from DHCP to a static IP address, type `config` and press **Enter**.
4. At the IP autoconfiguration prompt, type `none` and press **Enter**.

```

Welcome!
Choose a login for the following features:
-Initial IP configuration: "config".
-Reset device: "reset".
<none> login: config
IP autoconfiguration <none/dhcp/bootp> [dhcp]: none

```

5. Follow the prompts to enter the unit's IP address, subnet mask, default gateway, and LAN interface information.

```

IP [192.168.1.22]:
NetMask [255.255.255.0]:
Gateway <0.0.0.0 for none> [0.0.0.0]:
LAN interface speed <auto/10/100> [auto]:
LAN interface duplex mode <auto/half/full> [auto]:
Are the entered values correct? Enter y for Yes, n for No or c to Cancel y

Configuring device ...
Done.

```

6. Type `y`, following by **Enter**, to accept the changes. The system takes several seconds to update the internal protocol stack and display the updated information.
7. Plug an Ethernet cable connected to your network into the Ethernet port. The Link LED illuminates.

Target computer setup

Video

The Spider recognizes a wide variety of VESA, Sun, and Apple video resolutions up to a maximum of 1280x1024@60Hz; the complete list of supported video formats is found in [B:Supported Video Formats](#). In order to minimize power consumed in the server and attached Spider, set the monitored server's video resolution to the minimum necessary for your remote monitoring application.

1024x768 is recommended or 800x600 if connecting the Spider over a wide area network rather than a LAN. 1280x1024 may be used for applications demanding higher resolution, however it consumes more network bandwidth. The other supported formats are recognized by the Spider, but may offer difficulty if the timing does not comply with the applicable standard. The Spider supports the extended display identification data (EDID) standard for informing the attached computer of its supported video formats.

- ◆ On a Windows target system, select **Control Panel**→**Display**→**Settings**. Modify the screen resolution value as necessary.
- ◆ Select **Control Panel**→**Display**→**Settings**→**Advanced**→**Monitor**. Modify the screen refresh rate (consult the appropriate documentation when using an atypical video card or another operating system on the target computer).

- ◆ For Linux systems, edit the Xfree86 file XF86Config to disable formats that are not supported or not VESA standard timing; a reboot is required.

If you are using a special video card or another operating system on the target, consult the appropriate documentation.

Solaris servers may need to be set to output H+V sync, not composite sync. The power-down-monitor settings in the operating system's power management have no effect on the Spider's internal operation and network interface, but if the attached server is in a monitor power-down mode the client application displays "No Video" and the Video LED will be out. The "Video" LED on the Spider actually monitors the vertical sync signal, not the video data itself.

Background wallpaper and desktop appearances do not have any particular limitations, although Microsoft Active Desktop and Linux graphical interfaces' virtual desktop are not supported. If bandwidth is a concern, plain backgrounds are preferred.

Mouse

Mouse to cursor synchronization has long been a troublesome issue with digital KVM interfaces. PS/2 mice transmit incremental information about movement over a period of time, not an absolute measurement; the driver in the operating system then translates to distance based on the local screen resolution and applies linear or nonlinear acceleration mappings. When a remote client system is communicating with the target system, settings and screen resolutions on both sides of the connection must be taken into account in order to get natural mouse-to-cursor tracking. Use the USB keyboard/mouse when supported by the target computer. Unlike the PS/2 interface, a USB mouse uses absolute coordinates rather than relative coordinates and hence does not present the difficulties in translation between local and remote systems. On the PS/2 model Spider, when the keyboard/mouse interface is set to Auto it will first attempt to use the USB interface and only if it does not detect support in the attached OS will it fall back to PS/2.

There are no restrictions on the mouse settings of the client systems. And as a general rule, no special care must be taken on setting mouse parameters of target systems when using the USB mouse interface. For the PS/2 interface, performance (tracking) and synchronization can be optimized by removing any special acceleration or nonlinear ballistics. For several common operating systems:

- ◆ On a Windows target system, select **Control Panel→Mouse→Pointer Options**. Set the pointer speed to medium and disable **Enhanced pointer precision**.
- ◆ Linux graphical interfaces. Set Mouse Acceleration to exactly 1 and threshold to exactly 1. Also, select **Other Operating Systems** on the Spider mouse settings page.
- ◆ Sun Solaris. Adjust mouse settings via the CDE control panel to "1:1, no acceleration" or via "xset m 1".
- ◆ Mac OS X. Set Spider to **Single Mouse Mode**.

Serial

If you plan on using the Spider to Telnet or SSH to the target system's serial port, set that port to match the Spider's equivalent settings. The Spider's default serial settings are 115200 bps, 8 data bits, one stop bit, no parity, and no handshake. The pinout of the included cable matches a standard DB9 COM port.

Cabling

Connections for video, USB, and keyboard/mouse are integrated into the Spider. Do not use extension cables; plug the Spider directly into the appropriate ports on the host system. If using the serial port, cable it to the appropriate COM port on the server. The second Ethernet port (cascade) may be used to connect to the target computer's management LAN port or main LAN port, or to chain Spiders. When connecting the Ethernet ports, either straight through or crossover cables may be used, as the Spider has both auto-polarity and auto-crossover correction.

- ◆ When chaining Spiders, bring the outside network cable in to the left Ethernet port of the first Spider.
- ◆ Connect the right Cascade port to the left port of the next Spider in the chain.
- ◆ Repeat as necessary. The last Spider in the chain will have its right port unoccupied, unless cabling in a loop for redundant connection.

The downside to chaining Spiders is that a break in the cabling or device failure results in a loss of network connectivity for all Spiders downstream of the fault. This can be averted if the switch or router to which the Spider chain attaches supports Spanning Tree, and has it activated. In that case, the last Spider can have its Cascade port tied back to the same switch so that there is a redundant outside connection. The Spanning Tree protocol implemented in the switch will disable one of the two network connections while the loop remains complete; data will flow in only one direction around the loop. If the loop is broken, it activates both connections, so that data can flow in both directions. All Spiders will be accessible except the one immediately downstream from the break or down unit. Do not try this without Spanning Tree in place.

Client Setup

Two mechanisms are provided for monitoring Spider-connected targets at client systems. Spider View is a standalone Windows application that can locate, manage, and access multiple Spiders from an integrated view. Spider View requires a client to be running Windows XP or later and have ActiveX controls enabled. Please refer to the separate Spider View User Guide for instructions on installation and operation of Spider View.

For platform-independent management, each Spider contains an embedded web server that delivers web pages and Java applets. The client system must have a web browser (Spider supports browsers such as Internet Explorer 6.0+, Netscape 5.0+, FireFox 1.0+, and Safari 2.0+) in order to access and administer the Spider. To run the actual Remote Console window and manage the target system, a Java plug-in is also required. The Microsoft Java Runtime Environment version 1.1 or later is supported, but the Sun JRE 1.4 or later is preferred.

Network Environment

The connection between client and Spider must be open to IP traffic and have TCP ports 80 (HTTP) and 443 (HTTPS) open. Firewalls and NAT devices may need to be configured to support this; consult your system administrator. The TCP ports used by the Spider may be changed at **Device Settings → Network**.

When idle, the Spider generates minimal network traffic but when images are rapidly changing on the host system and image quality is set to the maximum there can be

bursts of traffic exceeding 10 mbps; fast Ethernet connections are recommended. In a local area network, the responsiveness of the Remote Console window will be affected by traffic; a switched network environment is advised.

Power

The Spider is low enough in power consumption (under 4watts) to draw its power from the attached computer. However, it requires all cables to be plugged in to receive sufficient power. Plug in both USB cables, or USB plus PS/2 cables. The Pwr1 LED indicates that power is available on the first USB port. The Pwr2 LED indicates that power is available the second USB port, or the PS/2 ports. The Spider will not start up until both Pwr1 and Pwr2 LEDs are on. It then begins to blink the SysOK LED, which will continue to blink while the boot process continues. The Spider is Linux-based, and takes about a minute to boot. When the SysOK LED is on steady, the Spider is up and ready to communicate.

The Spider can also derive power from an external DC supply. DC supplies are available from Lantronix under order number 520-085-R. The DC supply is most useful as a back-up, as the Spider will otherwise lose power if the attached computer does.

In addition to power-on reset, the Spider can also be rebooted from the user interface, from the serial port, or by clicking the reset switch through the pinhole on the back of the body.

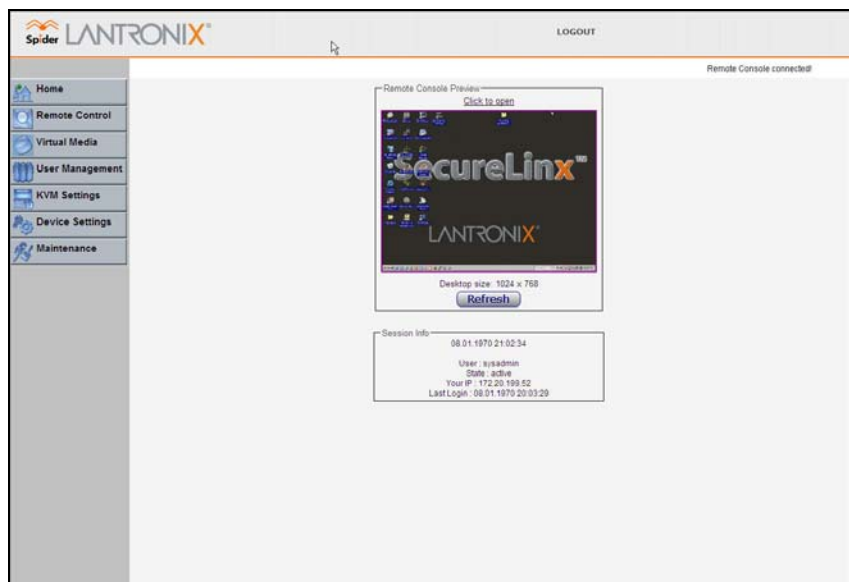
4: Web Browser Access

The SecureLinx Spider controls a target computer by redirecting its human interface peripherals of keyboard, mouse, and video screen to one or more other (client) computers. The Spider achieves this by serving up web pages and launching a Java applet across the network connection to the client using standard protocols (such as IP, TCP, and HTTP/HTTPS). The Java applet window running on the client system appears as a copy of the target computer's screen. This replica is the Remote Console (or Remote Console).

Note: The Spider supports browsers such as Internet Explorer 6.0+, Netscape 5.0+, FireFox 1.0+, and Safari 2.0+.

When using the Spider View application on Windows, refer to the [Spider View User Guide](#). This section refers to the Spider connection via a web browser.

1. Access the Spider over the network using a web browser by entering: **https://** (for a secure SSL connection) or **http://** (for an insecure connection) and its IP address in the address bar. The browser must accept cookies for login.
2. Enter your user name (default is **sysadmin**) and password (default is **PASS**) at the prompt. The Spider home page displays.



After passing authentication, the Spider opens the home page, from which the Remote Console or Telnet Console may be launched. The home page contains a snapshot of the target system's video in the Remote Console Preview window, various pieces of information in the Session Info box, and a menu bar along the left side. The top frame, visible on all pages, includes a **Logout** button.

At this point, you are logged in with all permissions to make changes to configuration and user database. You may then set the unit up for either local or remote authentication for other users, and define their permission level. As sysadmin, you may also make changes to the hardware settings, establish configuration parameters, and perform maintenance operations.

5: Remote System Control

The Spider's primary function is running the Remote Console (Remote Console). The Remote Console window has settings which apply each time a user launches it. Other settings may be applied within the window itself. By scaling the window down in size, it is possible to have multiple Remote Console windows open, allowing interaction with multiple target systems.

KVM Console

To launch the Remote Console window:

1. From the Main Menu, select **Remote Console** → **KVM Console** to launch the Lantronix Spider Remote Console. The Remote Console window may open in the foreground or in the background. If it launches in the background, click on the icon to bring the window to the front.
2. Alternatively, launch the Remote Console from the Home page by clicking the link above **Remote Console Preview**.



The Remote Console window shows a real-time replica of the video output from the target system (mimicking a monitor plugged directly into the remote computer). When the local computer's focus is within the Remote Console window, mouse movements and keystrokes are transmitted to the remote computer. The title bar of the window shows the

IP address of the Spider providing this view (Useful when multiple windows are open on the client system).

The Remote Console window is like any other window on the client system. It may be minimized, maximized, or scaled in either direction.

Console Window Components



Main Viewport and Scroll Bars

When first launched, the full virtual screen of the target computer is mapped pixel-for-pixel to the console window's main viewport. As a result, if the target is running at a resolution less than the client, the entire screen is visible in the Remote Console window. If the resolution is such that the screen does not fit, scroll bars are available in the Remote Console window to move the viewport around within the target's screen. The virtual screen size of the target may also be scaled down to match the Remote Console window.

Button Keys

Along the top there are Button Keys that have been defined to send special keycodes directly to the target computer.

Toolbar

The top toolbar has a number of buttons for one-click access to functions, and a pull-down menu where other options may be reached. The icons vary depending on which keyboard interface is active.

Access Virtual Media

The leftmost diskette icon is used to activate the Virtual Media toolbar.

Auto Adjust Video

This button activates the Auto Adjust Video function. When first opening the Remote Console window, it is recommended to click this button to ensure the Spider has locked on to the video format on the attached computer. Also, click this button if there is an offset from the proper horizontal or vertical start position relative to the target screen (black bars to the right, left, top, or bottom of the main viewport, or a distorted video).

Sync Mouse, Single/Double Cursor

These icons appear when the PS/2 mouse interface is active.

Options

The pull-down menu provides access to a number of options and features.

Information Bar - Connection

The left side of the information bar indicates whether the connection is encrypted (**Console(SSL)**) or unencrypted (**Console(Norm)**).

Information Bar - Resolution

Displays the horizontal by vertical resolution of the target system's video.

Information Bar - Network Traffic

Displays the approximate number of bytes per second incoming and outgoing to the window. An indication of the number of frames per second (fps) updated is also displayed. Incoming data is generally comprised of video updates. Outgoing data is generally comprised of keystrokes and mouse movements. When the target screen is not changing, **In** should be low or zero. If not, click the auto-adjust button. The amount of network traffic is a function of the detail in the captured screen, the rate at which the screen is changing, and the video encoding settings.

Concurrent Access State

- ◆ One user is connected to the Remote Console
- ◆ Multiple users are connected to the Remote Console
- ◆ This user has exclusive access to the Remote Console. No other clients may access the target system until exclusive access is disabled.
- ◆ Another user has exclusive access to the Remote Console. No other clients may access the target system until exclusive access is disabled by that user, or until that user closes their Remote Console window.

Monitor Only State

The far right icon shows whether this client may interact or simply view the target computer.

- ◆ Monitor Only is disabled; keyboard and mouse may interact with the target.
- ◆ Monitor Only is enabled; this client is view-only.

Basic Remote Console Operation

The “focus” of the client computer is the location of where the cursor is pointed. When the Remote Console window is open, there are three zones where the focus may be pointed:

1. Outside the Remote Console window, interaction is with the local computer’s operating system or applications.
2. Inside the Remote Console window’s viewport, interaction is with the target computer.
3. Inside the Remote Console window but outside the viewport, interaction is with the Remote Console control functions such as the toolbar or scroll bars.

Within the Remote Console viewport, interaction with the remote computer is generally the same as if there were a direct connection (with a minor lag due to network latency). Windows may be opened, applications run, settings changed, maintenance functions performed, even system reboots performed. Powering down the target computer results in powering down the Spider as well (unless the redundant supply is used).

Mouse/Cursor Synchronization and Operation

Typically, mouse to cursor synchronization is an issue with digital KVM interfaces. Use of the USB mouse interface solves the problem, however many systems rely on a PS/2 interface. Spider provides several methods to fix the de-synchronization of local and remote cursors.

Auto Video Adjustment

The left side of the target computer’s screen must be aligned with the left side of the Remote Console viewport and that the tops align as well. If not, the local and remote cursors will always have a fixed offset of that amount, even if the USB interface is used. Clicking the **Auto Video Adjustment** one or more times typically cures any offset.

Fast Sync and Intelligent Sync

The Spider uses two different algorithms for re-synchronizing local and remote cursors. Use the Fast Sync button on the toolbar to correct a fixed skew.

Intelligent Sync uses a different algorithm and is useful when the mouse settings have changed on the remote system or when Fast Sync does not work. It is accessed through the **Options→Mouse Handling** pull-down menu. The Sync button on the toolbar usually performs a Fast Sync, but will perform an Intelligent Sync if the video format has recently changed.

Single and Double Mouse Modes

Continuous synchronization of local and remote cursors may not be feasible. The Spider provides a mode where only one cursor is visible when operating in the active Remote Console viewport. Click on the Single/Double button on the toolbar to activate Single Mouse Mode. This is indicated by a single arrow in the Single/Double button. When in this mode, the Java applet “grabs” the local cursor after clicking within the viewport and won’t release it until a “release-cursor” hot key sequence is given, Alt+F12 by default. As there is only one cursor, and that one is confined to the active viewport, there is no issue with local to remote cursor tracking. There also is no local cursor; Alt+F12 is required to free the cursor to move the focus from the active viewport. Clicking when the local cursor

is within the viewport will re-grab the cursor. Single Mouse Mode may be exited by clicking on the Single/Double button.

If at some point the cursor seems to disappear, click Alt+F12 or check the Single/Double Button as Single Mouse Mode may have been entered in error.

Note: *Single Mouse Mode requires Sun Java 1.4 or higher*

Local Cursor

The Spider has an option to change the appearance of the local cursor when the focus is on the remote computer. Select **Options → Local Cursor** and select one of the following cursor options:

- ◆ Default: the local cursor maintains its appearance regardless of the focus location
- ◆ Transparent: the local cursor is invisible when the focus is on the remote computer. This is similar to Single Mouse Mode except the cursor is not “grabbed” and will reappear when moved outside of the active viewport.
- ◆ The other selections provide a change of appearance for a visual clue that the focus is on the remote computer; the cursor changes back when the focus is back at the client system (including those areas of the Remote Console window outside the main viewport.)

Selections made in the Local Cursor submenu are associated with the current user and will be saved for the next Remote Console session.

Optimizing video

Auto and Manual Video Adjustment

The Spider automatically recognizes and adapts to many standard video formats, with the complete list in [B:Supported Video Formats](#). When it first enters the Remote Console window, it recognizes and locks onto the video in order to provide a picture as soon as possible. Once within the window, click the **Auto Video Adjustment** button once or twice to provide a greater degree of optimization. The Auto Adjustment process analyzes the timing of the incoming video’s horizontal and vertical sync signals then adjusts the digitizing hardware parameters. If there is slightly nonstandard timing, these parameters may be manually fine-tuned.

If it is necessary to adjust video hardware parameters, this may be done from **Options → Video Settings**. This brings up a window with a number of slider bars.

Adjust the brightness and contrast of the Remote Client window as presented by the Auto Adjustment. This is a hardware parameter and applies to all Spider users. Overall brightness and the contrast levels of each of the red, green, and blue primaries may be modified up or down. The Remote Console window immediately reflects the change. Once there is a satisfactory color mapping, click **Save Changes** to retain those colors permanently for that video format. To discard the changes made, click **Undo Changes**. To return a particular setting or all settings to the original factory defaults, click **Reset this Mode** or **Reset All Modes**.

Clock and Phase are low-level settings that the A/D converter uses in the digitization process. Adjustment should not be required unless advised by Lantronix Tech Support.

If the timing of the video signal is slightly off, the Auto Adjustment may not capture the frame at the right point. This will result in black bars along left, right, top, or bottom of the Remote Console viewport, and cutting off the opposite side of the captured image. The Offset sliders can be used to properly align the sides. Once there is correct alignment, click **Save Changes** to retain those settings permanently. To discard the changes made, click **Undo Changes**. To return a particular setting or all settings to the original factory defaults, click **Reset this Mode** or **Reset All**.

Video Encoding

Various video encoding schemes have been defined to try to tailor the bandwidth usage to what is available. In addition to the predefined schemes, compression levels, and color depth can be manually adjusted. The default settings for each user are established in the **KVM Settings→User Console→Transmission Encoding** web page. To change the settings during a session, select **Options→Encoding→Predefined, Encoding→Compression, Encoding→Color Depth, and Encoding→Lossy** manual adjustments. These settings will be lost when the Remote Console window is closed; for nonvolatile changes use the **KVM Settings→User Console→Transmission Encoding** web page.

Scaling target video to client resolution

In addition to the 1:1 pixel mapping mode which is the default when the Remote Console window is first launched, scaling factors may be applied to the captured video in order to match various sizes of windows on the client. This scaling may be a fixed ratio or dynamically adjustable, as selected from the **Options→Scaling** selection. 100% is the default, which may result in a viewport smaller than the virtual screen and is moved around with scroll bars. 25% and 50% selections are optimal for viewing several target systems concurrently.

Keyboard Functions

The Spider provides a number of useful functions for mapping or translating between the local keyboard/keycodes and the emulated keyboard presented to the target computer.

Soft Keyboard

With remote control of a computer, it may be that the target system and client system are in different countries, using different languages. By using a Soft Keyboard, the local user can have the keycodes available to send to the target that are not on the local keyboard, without worrying about OS and application character set mappings.

Select **Options→Soft Keyboard→ Mapping** to get a submenu listing the languages supported. Make the desired selection, then verify it with **Show soft keyboard**.

Select **Options→Soft Keyboard→Show**. This provides an image of the currently selected Soft Keyboard. The Soft Keyboard sends single keystrokes as well as combinations of keys such as Ctrl+C. For a single keystroke, click on the button with the desired character. Single keys such as alphanumeric characters and punctuation are sent immediately. Special keys such as **Ctrl**, **Shift**, and **F1 to F12** must be selected twice. The first click sends the signal “key is clicked”, the second click indicated the signal “key is released” to the remote system. After the first click the button will change its color to indicate that the key remains clicked, and that a code has not been sent. After the second click the button will appear as usual, showing that the keycode was sent.

Click the **Close** button on the title bar to close the soft keyboard.

Local Keyboard

The Java Virtual Machine running the Remote Console applet on the client computer determines its keyboard language mapping automatically from the operating environment. There may be circumstances where it is unable to do so, such as when the keyboard mapping and OS language do not match. The **Options→Local Keyboard** selection allows manual designation of the language/layout of the keyboard on the client system.

Hotkeys

Hotkeys provide an alternative method for sending keycode sequences defined in the section on Remote Console Button Keys. Click **Options→Hotkeys** and select the Button Key to be sent. If that Button Key has been defined with “Confirm”, a confirmation dialog box pops up before the keycode is sent.

Other Remote Console Functions

Monitor Only

When **Options→Monitor Only** is checked, the keyboard and mouse are disabled for this Remote Console window. The Monitor Only state is shown in the lower right corner of the Remote Console status bar. The user must have the appropriate permissions to change this setting.

Exclusive Access

When **Options → Exclusive Access** is checked, no other client may open a Remote Console window to this Spider. Any open Remote Console windows on other clients will be disconnected. The Exclusive Access state is shown in the lower right corner of the Remote Console status bar. The user must have the appropriate permissions to change this setting.

Screenshot to Clipboard

Options→Screenshot captures a snapshot of the entire target system’s virtual screen to the clipboard for pasting into other applications.

Refresh Video

The entire Remote Console viewport area is redrawn when the Remote Console window is first opened, and when the Auto Adjust Video button is clicked. As the encoding settings and noise filter may sometimes result in visible compression artifacts, selecting **Options → Refresh Video** can be used to redraw the entire viewport area.

TELNET/SSH

In addition to interacting with the target system using the Remote Console, the Spider also allows text communication with the target via the Telnet Console, also a Java applet window. Telnet and SSH are network protocols that enable a tunnel from the client system to the Spider's serial port. Once set up, it may be accessed through the web interface at the Telnet Console window, or using a Telnet/SSH client to connect directly. Note that Telnet/SSH cannot be used to connect to the Spider itself in order to control it, as the Spider has an HTTP and not a command line interface.

The Telnet Console is a Java applet and has the same Java Runtime Environment requirements as the Remote Console. When the Telnet Console window is open, the user at the client system can send and receive characters directly to the serial port.

Set up and enable

In order to use Telnet or SSH, the serial port must be put in passthrough mode with the appropriate connection parameters and cabling with Telnet and/or SSH access allowed. If desired, the TCP port numbers also may be changed from their defaults. A user attempting to connect via Telnet or SSH must also have the appropriate permissions.

Passthrough Use

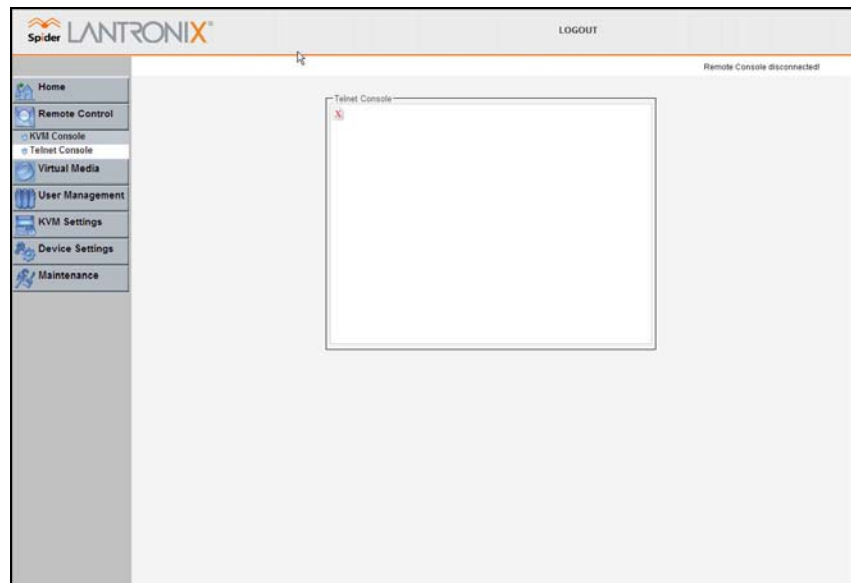
When using Telnet/SSH in passthrough mode, the Spider just acts as a conduit for the serial data traveling between the client system and whatever is connected to the serial port. This may be a COM port on the remote computer, or a serially-controlled power strip, or anything else with an RS-232 port.

1. From the client system, use a Telnet or SSH utility to connect to the IP address of the Spider, at the assigned Telnet TCP port number.
2. The Spider will present LOGIN: and PASSWORD prompts. Enter a valid user name and password. The user must have permissions set to use Telnet or SSH.
3. The Spider will reply with a Welcome and status, followed by a command line prompt. Selections are:
 - ◆ Help – displays a list of commands
 - ◆ Version – displays the current Spider firmware version number
 - ◆ Terminal – enter passthrough to serial port mode
 - ◆ Logout – terminates the Telnet or SSH connection
4. Enter **terminal** or **t** to open the connection to the serial port.
5. You are now connected and may interact with the attached serial console. Keystrokes are not locally echoed and must be echoed by the connected serial device.
6. Use the SSH or Telnet ability to send and receive serial data between the client and the serial port. The Spider does not echo this data back to the client.
7. When complete, enter **Esc-Exit** to return to the command line.
8. Enter **logout** or **l** to close the connection.

Telnet Console Use

When using the Telnet Console, the Spider opens a window on the client system that provides direct access to the Telnet/SSH command line. This eliminates the need to have a Telnet or SSH utility running on the client system.

1. From the Main Menu, select **Remote Control**→ **Telnet Console**. The user must have permissions set to use Telnet or SSH. The JRE will launch, and the Telnet Console window appears. Telnet Console and Remote KVM Console windows may be open concurrently.



2. The Spider will present a LOGIN: and PASSWORD prompts. Enter a valid user name and password.
3. The Spider will reply with a Welcome and status, followed by a command line prompt. From the command line selections are:
 - ◆ **Help** – displays a list of commands
 - ◆ **Version** – displays the current Spider firmware version number
 - ◆ **Terminal** – enter passthrough to serial port mode
 - ◆ **Logout** – terminates the Telnet or SSH connection
4. Enter `terminal` or `t` to open the connection to the serial port.
5. Send and receive serial data between the Telnet Console window and the serial port. When in terminal mode, the Spider does not echo any characters typed back to the Telnet Console window, it simply passes them through to the serial port. Characters coming in from the serial port are displayed in the window.
6. When through, enter **Esc-Exit** to return to the command line.
7. Enter **logout** or **l** to close the connection.

6: Virtual Media

The Spider provides a powerful capability called Virtual Media, or Virtual Disk. Using the USB port, the Spider can present either a local floppy disk image or a redirected remote CD-ROM image to the target computer. This can allow system recovery in conditions as bad as having local disks down and no primary network connection. With Floppy Disk Image, the user can upload an image to the Spider's memory, which then emulates a locally attached floppy drive. With CD-ROM Image, a Windows or other SAMBA share can emulate a locally attached CD-ROM, for instance to update software.

Floppy Image

The Virtual Media - Floppy Disk option allows uploading a floppy disk image to the Spider, which then appears to the attached computer as a physical floppy drive. The desired floppy image file will be uploaded from the client system or from a network drive accessible to the client system. The file must be structured as a floppy image. To make a floppy image, search for and use a utility such as dd or rawwrite. The maximum image size is 1.44MB. For larger images, use the CD-ROM Image function.

The image file remains in Spider until the current user logs out, or the Spider is rebooted. Other client systems logging into the Spider will also see the active image in all Virtual Media pages.

To upload a floppy image file:

1. From the Main Menu, select **Virtual Media** → **Floppy Disk** to open the **Floppy Image Upload** window.



2. Click **Browse** to locate the floppy image file.
3. Click **Upload** to load the image into Spider's memory. This floppy drive is accessible to the remote computer as a letter-name floppy drive (e.g. **B:**).
4. To remove the current image file, click **Discard**.

CD-ROM Image

The Virtual Media-CD-ROM Image option allows the Spider to access a CD-ROM image up to 800MB on a Windows shared folder via SAMBA. The Spider then makes that image accessible to the target computer by emulating a USB disk drive.

Appropriate administrative permissions to access the host and file are needed, as well as the ability to see that computer over the network from the Spider.

The connection remains mounted until the current user logs out or the Spider is rebooted. Other client systems logging into the Spider will see the active image in all Virtual Media pages.

To access a CD-ROM image:

1. From the Main Menu, select **Virtual Media** → **CD-ROM Image** to open the **Image on Windows Share** page.

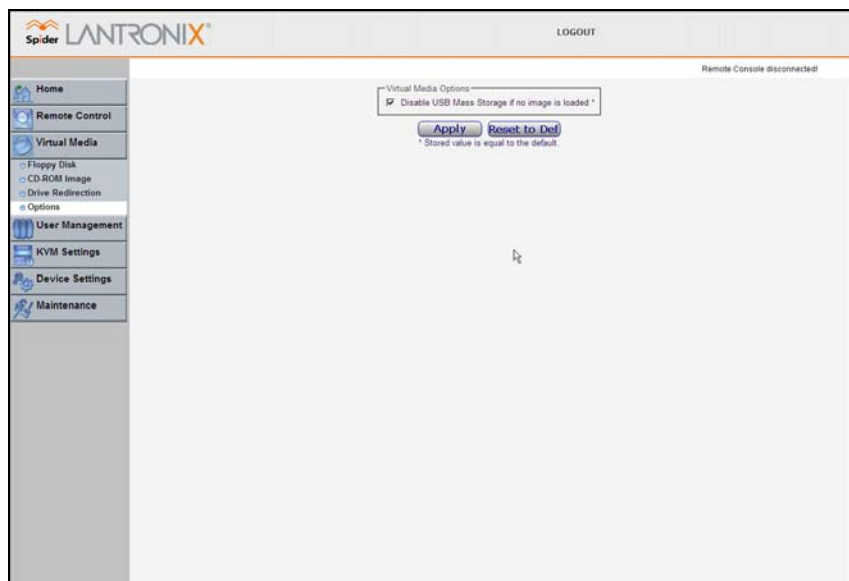
2. Enter the **Share host name**, **Share name**, and **Path to image**
3. If the file is protected, enter the **User** name and **Password**.
4. Click **Set** to mount the image. (The file must be structured as a CD-ROM image.)The filename appears as the **Active Image** and the image is available to the target computer as a letter drive (e.g. **F:**).
5. Click **Discard** to terminate the connection to the share drive.

Virtual Media Options

The operating system on the target computer must have a USB mass storage driver installed in order to use Virtual Media. As the BIOS on some systems does not always support mass storage emulation on the USB interface, the system default is to disable USB mass storage unless an image is loaded. This option may be unselected to use virtual media options. Only one active virtual media image is available at a time.

To configure virtual media options:

1. From the **Main Menu**, select **Virtual Media** → **Options** to open the **Virtual Media Options** window.



2. Select or deselect **Disable USB Mass Storage if no image is loaded**.
3. Click **Apply** to save settings. Click **Reset to Def** to restore the system default.

7: User Administration

Local vs. Remote Authentication

User names and groups may be administered on the Spider to allow varying levels of access and control to different classes of users. In order to log in to the Spider, a user must be authenticated by means of a password. This authentication may take place locally, where the user name and associated password are stored in the Spider's memory. The Spider may query a centralized database using RADIUS or LDAP to determine if a given user may log in. In both of these cases, the user name must be defined on the Spider where it has its permissions assigned.

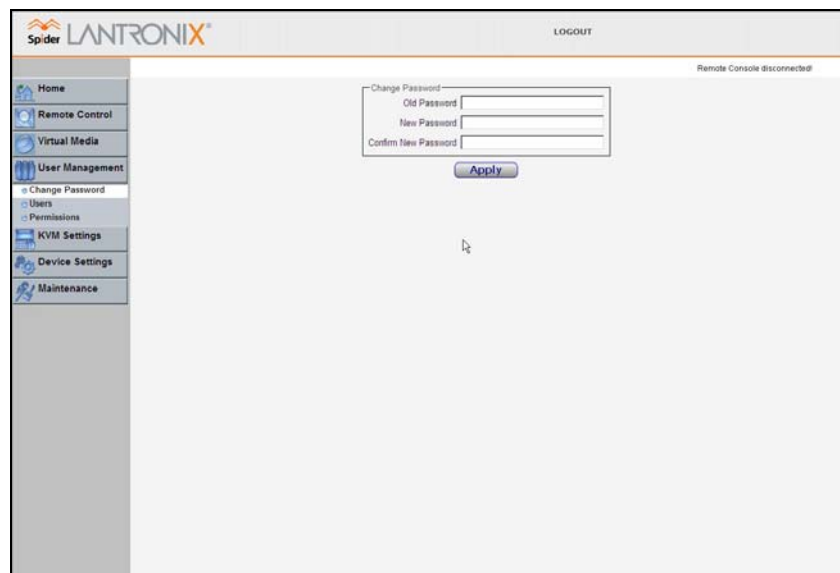
Local User Management

On a Spider, each user name has associated with it settings and permissions. Settings affect how the user interfaces with the Remote Console. Permissions allow or forbid the user from performing various actions on the Spider's web pages. A newly assigned user has permissions inherited from an assigned group, if any, or individual permissions if no group is assigned.

Modifying Passwords

To change current user password:

1. Select **User Management**→**User Passwords** from the Main Menu. The Change Password screen displays.



2. Enter the current password under **Old Password**.
3. Enter the new password under **New Password** and **Confirm New Password**.
4. Click **Apply** to save your settings.

User and Group Management

You must be logged in under a user name that has permissions for User/Group Management in order to access this page. The Spider supports a maximum of 50 configured users.

To configure users and groups:

1. Select User Management→Users from the Main Menu. The **User Management** page displays.

2. Configure the following fields:

User Management

| | |
|--|--|
| Existing users | To modify or copy an existing user, select that user from the drop-down menu and click Lookup . |
| New user name | Enter the new user's name. Minimum 1 character. |
| Full user name | Enter the full name of the configured user. Minimum 1 character. |
| Password | Enter the password for the user. Minimum 4 characters. |
| Confirm Password | Re-enter the password for the user. |
| Email address | (Optional) Enter the user's email address. |
| Mobile number | (Optional) Enter the user's mobile phone number. |
| Group Membership | Select the user's group from the pull-down menu. |
| Enforce user to change password on next login | Select checkbox to require the user to change their password upon initial login. |

- Click **Create** to add the new user. Click **Modify** to change an existing user. Click **Copy** to create a new user based on the selected existing user. Click **Delete** to delete an existing user.
- Configure the following fields:

Group Management

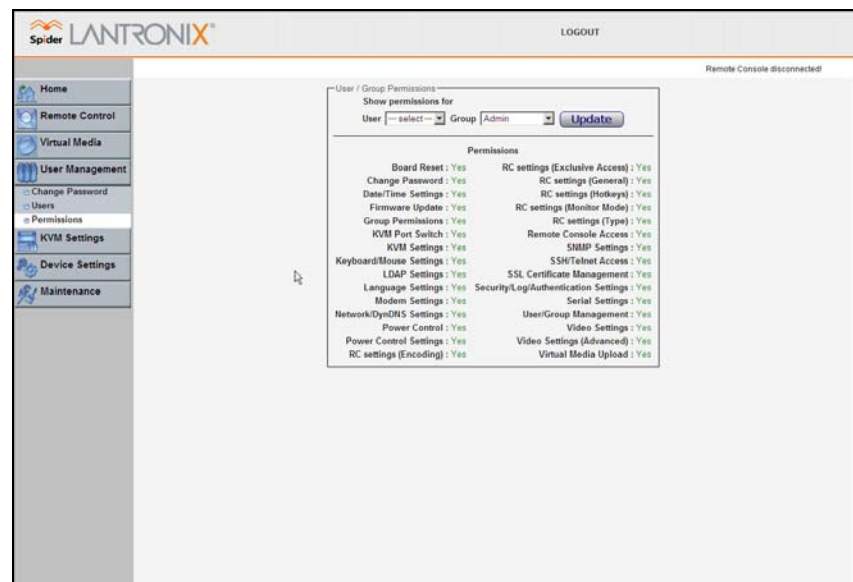
| | |
|------------------------|--|
| Existing Groups | To copy or modify a group, select the group from the pull-down menu. Click Lookup . |
| New Group Name | Enter the new group's name. |

- Click **Create** to add the new group. Click **Modify** to change an existing group. Click **Copy** to create a new group based on the selected existing group. Click **Delete** to delete an existing group.

User Permissions

To modify user permissions:

- Select User Management→Permissions from the Main Menu. The **User/Group Permissions** window displays.



- From the pull-down menu, select a **User** or **Group** to configure.
- Modify the displayed permissions as necessary for the selection.
- Click **Update** to save the permission changes.

8: KVM Settings

User Console

The Remote Console window into the target system has settings that may be changed for the way each individual user interacts with the Spider. When a user is created by copying from an existing user, the Remote Console settings will be copied as well. These settings may be changed on the page KVM Settings → User Console. Note that if you are using the Spider View application, these settings do not apply; see the Spider View User Guide for further information.

The way in which the Spider transmits video data back to the client system can be tailored for the type of network connection. On a LAN where bandwidth is not an issue, compression is not required and the speed of updates can be maximized. For other connections, the optimum user interaction needs to trade off image quality and update speed to fit the size of the pipe. Because various users may be accessing the Spider over different connections, these parameters are applied on a user-by-user basis. The default is set for maximum image quality and speed of updates, which results in high data rate and hence is suitable for LANs where bursts of up to 2 Mbytes/second are acceptable.

To modify the user console:

1. Select **KVM Settings**→**User Console** from the Main Menu. The **Remote Console Settings for User** window displays.

The screenshot shows the Spider LANTRONIX User Console settings page. The page is titled "Remote Console Settings for User" and includes a "Logout" link in the top right corner. The left sidebar contains a navigation menu with the following items: Home, Remote Control, Virtual Media, User Management, KVM Settings (highlighted), User Console, Keyboard/Mouse, Video, Device Settings, and Maintenance. The main content area is divided into several sections:

- Remote Console Settings for User:** This section contains a dropdown menu for the user (currently set to "sysadmin") and an "Update" button. A note states: "This page settings are user specific, and changes will affect the selected user only".
- Transmission Encoding:** This section has two radio buttons: "Automatic Detection" (selected) and "Pre-configured *". Under "Pre-configured *", there is a dropdown menu for "Network speed" (set to "LAN (high color)"). There are also two radio buttons: "Manually" (selected) and "Automatic Detection". Under "Manually", there are dropdown menus for "Compression" (set to "0 - none") and "Color depth" (set to "16bit - high col").
- Remote Console Type:** This section has two radio buttons: "Default Java VM *" (selected) and "Sun Microsystems Java Browser Plugin". A note below states: "If your system doesn't have the Java Plugin, this option will download 11 Mbyte Plugin for extended Remote Console function".
- Miscellaneous Remote Console Settings:** This section has two checkboxes: "Start in Monitor Mode *" (unchecked) and "Start in Exclusive Access Mode *" (unchecked).
- Mouse Hotkey:** This section has a dropdown menu for "Hotkey (Alt)" (set to "Alt+F12") and a text input field for "Name". A note states: "Used for fast mouse synchronization (in Double Mouse mode) and to free the grabbed mouse (in Single Mouse mode)".
- Remote Console Button Keys:** This section has a table with columns for "Key Definition (Alt)" and "Name". The table contains 9 rows, each with a "ButtonKey" label and two input fields. The first row is "ButtonKey 1" with "confirm Ctrl+Alt+Delete" in the key definition field and an empty name field. The second row is "ButtonKey 2" with "F1" in the key definition field and "F1 to BIOS Setup" in the name field. The other rows (ButtonKey 3-9) have empty key definition and name fields.

At the bottom of the page, there are "Apply" and "Reset to Def" buttons. A note below the buttons states: "* Stored value is equal to the default."

2. Configure the following settings:

Remote Console Settings for User

| | |
|------------------------------------|--|
| <User pull-down menu> | Select the user from the pull-down menu. The settings on this page apply only to the selected user. When a user is created by copying from an existing user, the Remote Console settings will be copied as well. Click the Update button. |
|------------------------------------|--|

Transmission Encoding

| | |
|----------------------------|---|
| Automatic Detection | This option uses an algorithm to try to determine what sort of connection is being used, and sets up parameters to match. These settings may change from login to login depending on the state of the network at that point. |
| Preconfigured | Establishes a set of parameters optimized for each of a number of connection types. The default transmission encoding is LAN (high color), which is uncompressed with a 16 bit color depth. Other data networks may be chosen from the list, and the compression and color depth will be configured accordingly. |
| Manual | Allows the direct control of the compression factor and color depth. The simplest way to reduce bandwidth is to cut the color depth down to 8 bits; subtle color shades will be gone but the overall image is very usable. Dialing up the compression level also makes available even further reductions in color depth, all the way down to black and white (1 bit.) As compression level increases and/or color depth decreases, image quality and responsiveness to changes deteriorates but required bandwidth is reduced |

Remote Console Type

| | |
|---|--|
| Default Java VM | Select this option to use Java on the client system launching the applet. If no Java environment is installed, the console window will not launch. The default is enabled. |
| Sun Microsystems Java Browser Plugin | Force the system to use the platform-independent Sun version instead when launching the Remote Console applet. |

Miscellaneous Remote Console Settings

| | |
|---------------------------------------|--|
| Start in Monitor Mode | Results in the Remote Console window being view-only when launched for this user. This may be changed to interactive mode from within the Remote Console window, if the user has appropriate permission. |
| Start in Exclusive Access Mode | Upon any subsequent launch of the Remote Console applet by the selected user, terminates any other users' Remote Console windows and locks out any other users trying to access the Remote Console window. This may be changed from within the Remote Console window to allow shared access, if the user has appropriate permission. |

Mouse Hotkey

| | |
|---------------|---|
| Hotkey | When the Remote Console window is open, a keycode which is not captured by the client system is needed for certain mouse functions. The default is Alt+F12. Change the he keycode if necessary. |
|---------------|---|

Remote Console Button Keys

| | |
|-----------------------|--|
| Key Definition | Button Keys allow simulating keystrokes at the remote system that cannot be generated from the client keyboard. A flexible syntax allows for combinations of keys being clicked in combination or in |
|-----------------------|--|

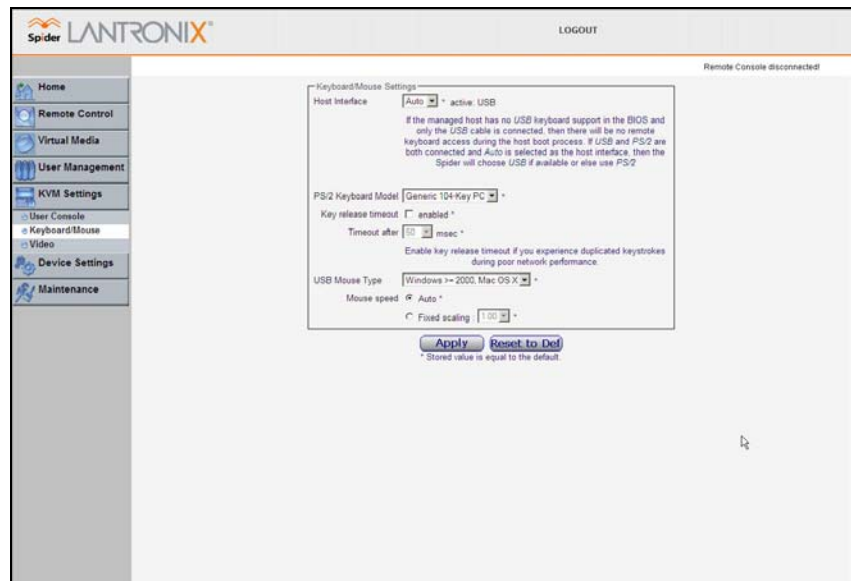
| | |
|-------------|---|
| | <p>sequence, with optional pauses and an optional confirmation-before-sending dialog box. One key is predefined, for Ctrl+Alt+Delete (with confirmation.) The syntax to define a new Button Key is as follows:</p> <p><keycode>[+ -]>[*]<keycode>]*</p> <p>Keycode is the key to be sent (see onscreen Help for a list). Multiple key codes are concatenated with a + or a - sign. The + sign builds key combinations, all keys will be clicked until a - sign or the end of the combination is encountered. All clicked keys will be released in reversed sequence. The - sign builds single, separate key clicks and key releases.</p> |
| Name | Appear on the button in the Remote Console window. Up to nine Button Keys may be defined for each user |

3. Click **Apply** to save changes. Click **Reset to Def** to reset values back to default.

Keyboard/Mouse

To modify the keyboard and mouse settings:

1. Select **KVM Settings**→**Keyboard/Mouse** from the Main Menu. The **Keyboard/Mouse Settings** window displays.



2. Modify the following fields:

Host Interface

| | |
|-----------------------|--|
| Host Interface | <p>In general, the USB interface is preferred because it provides superior mouse tracking. The Host Interface pull-down provides for three selections. In the default mode, Auto, the Spider will attempt to determine if the attached computer supports a USB keyboard/mouse. If it does, that interface will be activated, but if it does not the Spider will fall back to PS/2. If you have a USB model Spider and the attached computer does not support USB, you will have a view-only system. On the PS/2 model Spider, select PS/2 to force the PS/2 interface or USB to require USB. This selection has no effect on the USB model Spider</p> |
|-----------------------|--|

PS/2 Keyboard Model

| | |
|--------------------------------------|---|
| <PS/2 keyboard model pull-down menu> | When operating in PS/2 interface mode, keycodes from several layouts may be emulated. Generic 101-key PC for the traditional layout Generic 109-key PC for keyboard with added Windows keys Generic 106-key PC for Japanese layout Apple Macintosh for Mac layout |
|--------------------------------------|---|

Key Release Timeout

| | |
|----------------------------|---|
| Key release timeout | Network delays may sometimes result in duplicated keystrokes. Enable Key Release Timeout to fix this problem. |
| Timeout after | Enter time, in msec. |

USB Mouse Type

| | |
|---------------------------------|--|
| <USB mouse type pull-down menu> | Different operating systems running on the target system require different mouse emulation protocols. One selection is available for newer versions of Windows and Mac OS/X , and another for Other Operating Systems (e.g.Linux). |
|---------------------------------|--|

Mouse Speed

| | |
|--------------------|---|
| Mouse speed | Auto mouse speed determines the speed and acceleration settings of the target system. It is the recommended setting for most applications. Fixed scaling translates a one pixel motion on the client system to a selectable number of pixels moved on the target system. As the 1 to n mapping is linear, this will only work when there is no compression acceleration or other special effects turned on at the target system. |
|--------------------|---|

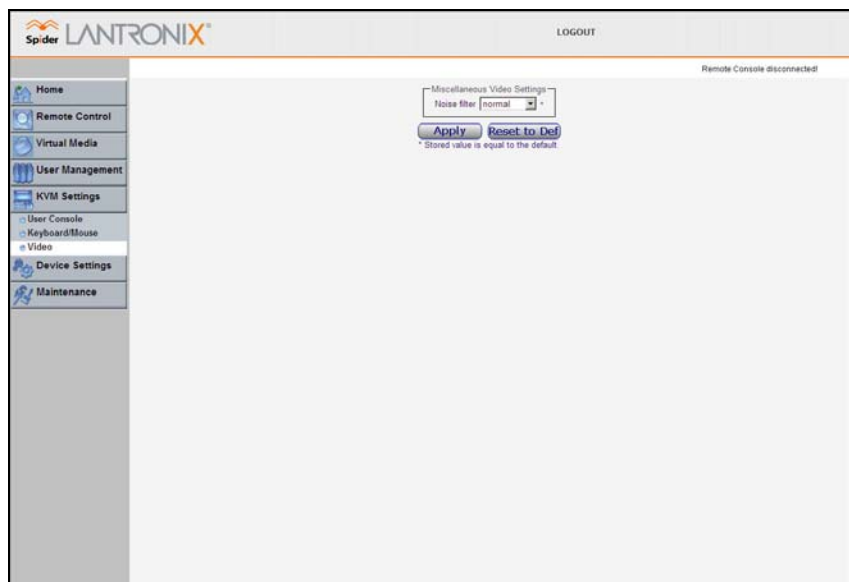
3. Click **Apply** to save settings. Click **Reset to Def** to restore values to system defaults.

Video

The Spider works by capturing and digitizing the analog video coming from the attached computer. This analog video may have more or less low-level electrical noise present, depending on the nature of the video card or embedded video controller. When viewed on a monitor, this noise (if random) is invisible as the display is being redrawn 60 to 100 times a second. Inside the Spider, however, the algorithm sees that noise as something changing on the screen, so that requires sending off an update to the client system. This can result in a constant stream of data even when the image on the target computer's screen is not moving. In order to avoid this, at **KVM Settings → Video → Miscellaneous Video Settings** the Spider has a selection for Noise Filter. The larger filter openings will filter out more of the noise, at the cost of potentially missing small incremental changes and seeing some compression artifacts (blocky-ness.) Filter settings of **Normal** or **Large** will work for most applications. Be sure to try the Remote Console Auto Adjust Video button a few times before deciding that a constant stream of data represents electrical noise requiring a larger filter setting.

To modify video settings:

1. Select **KVM Settings→Video** from the Main Menu. The **Miscellaneous Video Setting** window displays.



2. Select the **Noise Filter** level from the drop-down menu.
3. Click **Apply** to save settings. Click **Reset to Def** to restore system defaults.

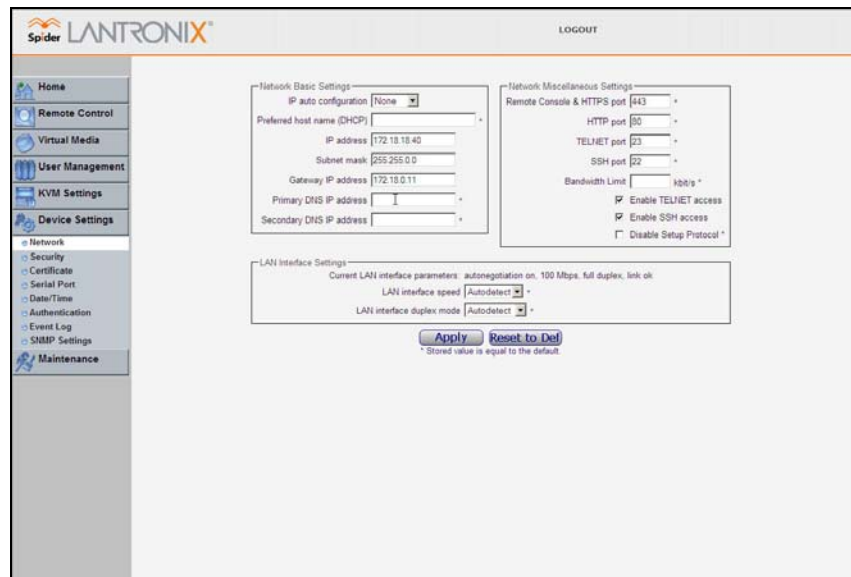
9: Device Settings

Network Settings

Network settings may be found on the web page Device Settings → Network. As you are already talking to the Spider over a network, don't forget that changing the settings may result in dropping the connection. This will happen at the point that you click the Apply button. Take particular care to ensure your new settings are correct when making changes from a remote site!

To modify network settings:

1. Select **Device Settings**→**Network** from the Main Menu. The **Network** window displays.



2. Modify the following fields:

Basic Network Settings

| | |
|--|--|
| IP auto configuration | Select DHCP or BOOTP to fetch network settings from the appropriate type of server. Select NONE for a fixed IP address. |
| Preferred Host Name (DHCP only) | DHCP servers can register a name for this Spider to assist in finding it. |
| IP address | If you are using a fixed IP address, enter it in the usual dot notation. |

| | |
|---|---|
| Subnet Mask | If you are using a fixed IP address, enter the subnet mask of the local network. |
| Gateway IP address (optional) | If the Spider to be accessible from outside the local subnet, enter the IP address of the router providing access. |
| Primary DNS Server IP Address (optional) | For name resolution, enter the IP address of the primary Domain Name Server. This is optional, but needed if names rather than static IP addresses are used for certain Spider functions requiring network connections. |
| Secondary DNS Server IP Address (optional) | Enter the IP address of the Domain Name Server to be used if the Primary DNS Server cannot be reached. |

Miscellaneous Network Settings

| | |
|--------------------------------------|--|
| Remote Console and HTTPS port | Port number at which the Spider's Remote Console server and HTTPS server are listening. The default is 443. |
| HTTP port | Port number at which the Spider's HTTP server is listening. The default is 80. |
| Telnet port | Port number at which the Spider's Telnet server is listening. The default is 23. |
| SSH port | Port number at which the Spider's SSH server is listening. The default is 22. |
| Bandwidth Limit | The maximum network traffic generated through the Spider's primary Ethernet port, in kbit/s. If left blank, there is no bandwidth limitation applied. |
| Enable Telnet/SSH access | For security, the default is having Telnet and SSH disabled. Check the appropriate box(es) and set up the serial port for Telnet/SSH to use the Telnet console. |
| Disable Setup Protocol | Spider View uses a special protocol to locate and set up Spider IP addresses. As a security measure you may wish to disable this protocol when Spiders are deployed. |

LAN Interface Settings

| | |
|----------------------------------|--|
| LAN interface speed | Manual setup may be required for older equipment. With autonegotiation on, the window displays the current state of the link. Note that the parameters of the second Ethernet port are not configurable, they remain at autonegotiate. Select the speed from the pull-down menu. |
| LAN interface duplex mode | Select the duplex mode from the pull-down menu. |

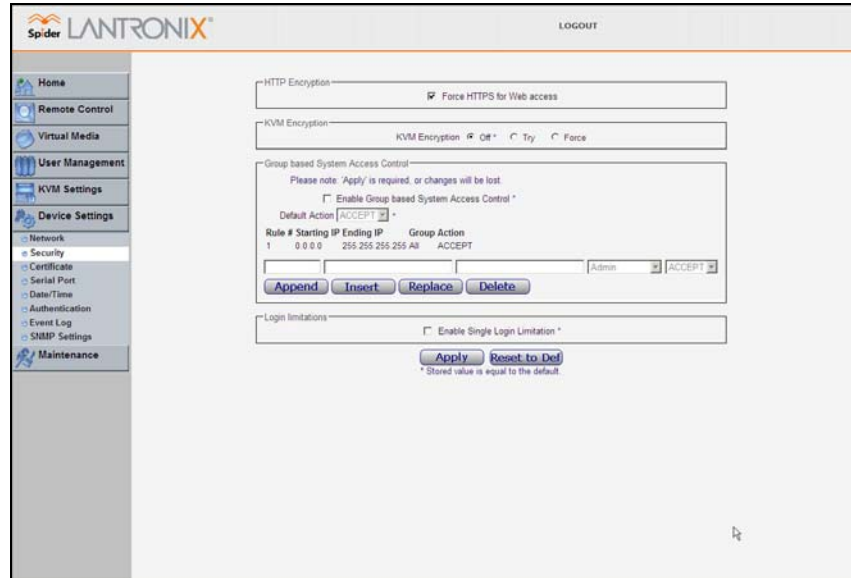
- Click **Apply** to save settings. Click **Reset to Def** to restore system defaults.

Security

General settings for security parameters such as encryption and access control may be found at **Device Settings → Security**. Other areas with security implications include User Management/Permissions, Authentication, Network Settings, and the Event Log; see the appropriate sections for information on those areas.

To modify security settings:

1. Select **Device Settings**→**Security** from the Main Menu. The **Security** window displays.



2. Modify the following fields:

HTTP Encryption**Force HTTPS for Web Access**

Typically, the Spider listens on both HTTP and HTTPS ports for incoming connections. If this box is checked, access can only be made using SSL, and connection requests on the HTTP port will be ignored. See the section on Certificate for further information on how the Spider identifies itself using a cryptographic certificate.

KVM Encryption**KVM Encryption**

In addition to the SSL encryption of the Spider's web pages, the keyboard, mouse, and video data may be encrypted. Select **Off** to use no encryption. Select **Try** for the Spider to attempt to make an encrypted connection but will back off to unencrypted if one cannot be established. Select **Force** for an encrypted connection to be made or an error will be reported.

Group Based Access Control**Enable Group Based System Access**

When this box is checked, the rules for IP based access are enforced. They are ignored when the box is not checked.

Default Action

If after evaluation of all rules a request for connection from a given IP address has not had either an Accept or Drop decision made, this selection can allow it to be either Accepted or Dropped. In other words, this pull-down defines the default action for IP addresses with no rules defined.

| | |
|----------------------------------|---|
| Rule creation and editing | <p>Spiders come from the factory with one rule defined as an example of the rule structure: Rule 1 allows all groups access from source IP 0.0.0.0 to 255.255.255.255. Additional rules may be entered in the edit boxes. The Rule Number defines where in the evaluation sequence this rule is to be applied. The Starting and Ending IP Addresses define the range over which the rule applies. The Group defines which user group is affected by this rule. Built-in groups include Admin, All, and Unknown (no group assigned.) As additional groups are defined in User Management → Users → Group Management, these will appear in the pull-down. A rule can apply to only one group at a time. The Action selection chooses whether this is to be a Drop or Accept rule.</p> <p>After a rule has been defined, it needs to be put in the correct place in the list. Append will put the rule at the end of the list. The rule number will be changed to reflect the last position on the list. Insert will put the rule in the place on the list indicated by the rule number, renumbering and moving down the other rules to make room. Replace deletes the previous rule of that number, and replaces it with the new rule. Delete deletes the rule of that number, and moves the others up. Note that for a Delete the fields other than the rule number do not need to be filled in.</p> |
|----------------------------------|---|

Login Limitations

| | |
|---------------------------------------|--|
| Enable Single Login Limitation | If this box is checked, each username may only have one logged in connection at a time. If unchecked, multiple instances of username logins are allowed. |
|---------------------------------------|--|

3. Click **Apply** to save settings. Click **Reset to Def** to restore system defaults.

Certificate

The Spider uses the Secure Socket Layer (SSL) protocol for any encrypted network traffic between itself and a connected client. During the connection establishment the Spider has to expose its identity to a client using a cryptographic certificate. Upon leaving the factory this certificate and the underlying secret key is the same for all Spiders and will not match the network configuration where it is installed. The certificate's underlying secret key is also used for securing the SSL handshake.

It is possible to generate and install a new base64 x.509 certificate that is unique for a particular Spider. The Spider is able to generate a new cryptographic key and the associated Certificate Signing Request (CSR) that needs to be certified by a certification authority (CA).

To create and install a SSL certificate:

1. Select **Device Settings**→**Certificate** from the Main Menu. The Certificate Signing Request window displays.

Spider LANTRONIX

LOGOUT

Home
Remote Control
Virtual Media
User Management
KVM Settings
Device Settings
Network
Security
Certificate
Serial Port
Date/Time
Authentication
Event Log
SNMP Settings
Maintenance

Certificate Signing Request (CSR)

Common name
Organizational unit
Organization
Locality/City
State/Province
Country (ISO code)
Email
Challenge password
Confirm Challenge password

Key length (bits) [1024]

* Stored value is equal to the default.

2. Modify the following fields:

| | |
|-----------------------------------|---|
| Common Name | The network name of the Spider once it is installed in the user's network (usually the fully qualified domain name). It is identical to the name that is used to access the Spider with a web browser without the prefix "http://". In case the name given here and the actual network name differ, the browser will pop up a security warning when the Spider is accessed using HTTPS. |
| Organizational Unit | This field is used for specifying to which department within an organization the Spider belongs. |
| Organization | The name of the organization to which the Spider belongs. |
| Locality/City | The city where the organization is located. |
| State/Province | The state or province where the organization is located. |
| Country (ISO code) | The country where the organization is located. This is the two-letter ISO code (e.g. US for the United States). |
| Email | The email address of a contact person responsible for the Spider and its security. |
| Challenge password | Certain certification authorities require a challenge password to authorize later changes on the certificate (e.g. revocation of the certificate). The minimal length of this password is four characters. |
| Confirm Challenge password | Re-enter password. |
| Key length (bits) | Select the key length from the pull-down menu. |

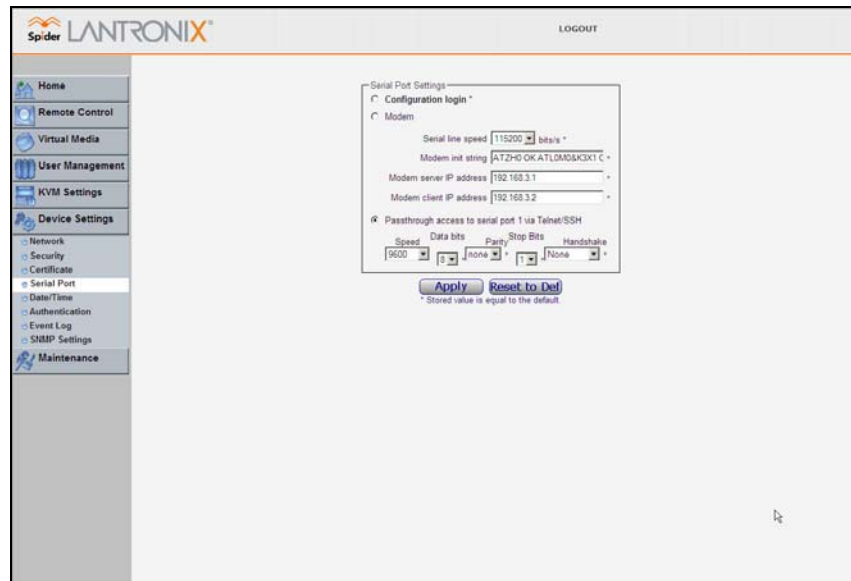
3. Click **Create** to initiate the Certificate Signing Request generation. Download the CSR by clicking **Download**. The **Download** button displays when a certificate is created. Send the saved CSR to a CA for certification.
4. Click **Upload** to upload the certificate from the client computer to the Spider. The Spider now has its own certificate used for identifying itself to its clients.

Serial Port

After it has been used to set up the Spider's network parameters, the serial port may be put to other use. A PPP connection may be established to use a modem or other serial connection to log in to and operate the Spider. If you want to use the serial port to tunnel through to the network side of the Spider, Telnet and/or SSH connections are available.

To configure the serial port:

1. Select **Device Settings**→**Serial Port** from the Main Menu. The **Serial Port Settings** window displays.



2. Modify the following fields:

| | |
|----------------------------|--|
| Configuration Login | Select this option to use the serial port locally only to set up network parameters or reset the unit. |
| Modem | Connect to the Spider via a dial-up or ISDN connection, using PPP. Essentially, the Spider acts as an ISP which you dial in to. The client system will need to be set up accordingly, for example using the Windows Network Connection Wizard. Change the following parameters as necessary: Serial Line Speed: Most modems support 115200 bps. Modem Init String: The initialization string sent out to set up the modem. If you have a special modem or are going through a PBX requiring an access sequence the string may be modified. Consult the modem's manual on the AT command syntax. Modem server and client IP addresses: As part of the PPP handshake, IP addresses are assigned to the Spider and client system. |
| Passthrough Access | The serial port may be used to connect to the target server's COM port for integrated access to command line functions or used to control a serial-interfaced peripheral. Telnet and SSH are network protocols that enable a tunnel from the client system over the network to the Spider's serial port. Once the port is set up, it may be accessed through the web interface at the Telnet Console window, or using a Telnet/SSH client to connect directly. |

| | |
|--|--|
| | Set the parameters to match connected equipment. |
|--|--|

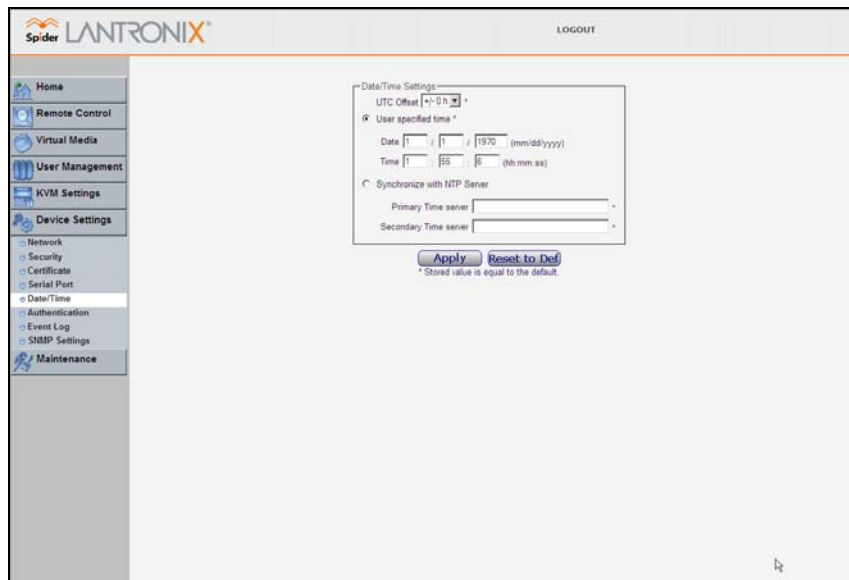
- Click **Apply** to save settings. Click **Reset to Def** to restore system defaults.

Date/Time

The Spider contains an internal real time clock which maintains a basic date and time after being set. The clock, however, will be reset if the unit loses power. If an accurate date and time are critical, the Spider supports synchronization with Network Time Protocol servers. Internally, the date and time are only used to timestamp events in the log and for the inactivity timeout.

To configure the date and time settings:

- Select **Device Settings**→**Date/Time** from the Main Menu. The **Date/Time Settings** window displays.



- Modify the following fields:

| | |
|---|---|
| UTC Offset | Time servers deliver time as Coordinated Universal Time (UTC, or Greenwich Mean Time). Select the appropriate offset in hours \pm from the pull-down menu. |
| User Specified Time | Manually input the current date and time. The Spider keeps time as long as power is applied. It has an internal calendar, but does not know about daylight savings time and requires resetting twice a year. The internal clock accuracy is ± 30 ppm. |
| Synchronize with NTP Time Server | Enter a primary and secondary time server in the respective fields. Ensure NAT and firewalls are set up to allow the protocol to pass. Also, provide the Spider with DNS server names. |

- Click **Apply** to save settings. Click **Reset to Def** to restore system defaults.

Remote Authentication

If the Spider's Authentication Settings have been set to Local Authentication (the default), the Spider uses its own database to perform authentication. If one of the remote authentication protocols is selected, the Spider communicates with a remote server to authenticate user passwords.

To configure authentication settings:

1. Select **Device Settings**→**Authentication** from the Main Menu. The Authentication Settings window displays.

2. Modify the following fields:

| | |
|-----------------------------|--|
| Local Authentication | When Local Authentication is selected, the Spider will authenticate against its internal database of users and passwords, as described in Local User Management. |
|-----------------------------|--|

LDAP Authentication

When LDAP Authentication is selected, the Spider will communicate with a Microsoft Active Directory, Novell Directory Service, or generic LDAP server for user authentication. The user profile must be set up in the local database as described in Local User Management, but no password is stored locally. When a user attempts to log in, the Spider contacts the specified LDAP server, which will either approves or denies access.

| | |
|-------------------------------------|---|
| User LDAP Server | Enter the name or IP address of the LDAP server, reachable over the network by the Spider, containing the user database. Be sure to configure a DNS server if a name rather than address is used. |
| Base DN of User LDAP Server | Specify the Distinguished Name (DN) where the directory tree starts in the user LDAP server. |
| Type of external LDAP Server | Sets the type of the external LDAP server. Available selections are Generic LDAP , Novell Directory Service , and Microsoft |

| | |
|--------------------------------|--|
| | Active Directory. If a Generic LDAP Server is selected, edit the LDAP scheme. |
| User search subfilter | Restrict the search for users. |
| Active Directory Domain | This option represents the active directory domain that is configured in the Microsoft Active Directory server. This option is only valid if Microsoft Active Directory is the LDAP server type. |

RADIUS

When RADIUS is selected, the Spider communicates with a RADIUS server for user authentication. To access a Spider set up for RADIUS, log in with a name and password. The Spider contacts the RADIUS server for authentication and, if approved, the Spider uses the locally stored user profile. If there is no such profile access via RADIUS will be refused. The RADIUS implementation also has a timeout whereby if there is no activity for half an hour the connection to the Spider will be terminated.

| | |
|----------------------------|--|
| Server | Enter the name or IP address of the RADIUS server, reachable over the network by the Spider, containing the user database. Configure a DNS server if a name rather than an address is used. |
| Shared Secret | A shared secret is a text string that serves as a password between the RADIUS client and RADIUS server. In this case the Spider acts as a RADIUS client. A shared secret is used to verify that RADIUS messages are sent by a RADIUS-enabled device that is configured with the same shared secret and to verify that the RADIUS message has not been modified in transit (message integrity). Enter a maximum of 128 alpha-numeric characters and symbols such as an exclamation point ("!") or an asterisk ("*"). |
| Authentication Port | The port the RADIUS server listens for authentication requests. The default value is 1812 . |
| Accounting Port | The port the RADIUS server listens for accounting requests. The default value is 1813 . |
| Timeout | Sets the request time-to-live in seconds. The time-to-live is the time to wait for the completion of the authentication request. If the request job is not completed within this interval of time it is cancelled. The default value is 1 second. |
| Retries | Sets the number of retries if a request could not be completed. The default value is 3 times. |

3. Click **Apply** to save settings. Click **Reset to Def** to restore system defaults.

Event Log

The Event Log maintains a list of significant events locally. Alternatively it can use an NFS log file, SMTP email, or SNMP to distribute event information on the network. The Spider monitors five classes of events with the logging of each enabled or disabled.

To configure event log settings:

1. Select **Device Settings**→**Event Log** from the Main Menu. The **Event Log** window displays.

2. Modify the following fields:

Event Log Targets

| | |
|-----------------------------|--|
| List logging enabled | Check this box to use the internal log list of the Spider. The maximum number of entries is 1,000. Every entry that exceeds this limit overrides the oldest one. The number of log entries shown on each page may be changed in the text box. The internal log list is cleared when power is removed from the Spider, or when the Clear button is clicked. |
| NFS Logging enabled | The Spider can write log information to a file on an NFS server. Provide the name of the server, share, and file in the boxes. The NFS share will be mounted immediately, and an error message will result if it cannot be found. |
| SMTP Logging enabled | With this option the Spider is able to send emails to an address given by the email address text field in the Event Log Settings. These emails contain the same description strings as the internal log file and the mail subject contains the event class. In order to use this log destination, specify an SMTP Server , the Receiving Email Address , and Sender Email Address . Enter the mail server and SMTP port as <serverip>:<port>. |
| SNMP Logging enabled | If selected, the Spider sends an SNMP trap to a specified destination IP address every time a log event occurs. Configure the Destination IP and Community . View the SNMPMIB implemented in the Spider by clicking on the SLS SNMP MIB link. |

Event Log Assignments

| | |
|------------------------------|--|
| Event Log Assignments | Select the event classes for monitoring, local logging, and exportation. |
|------------------------------|--|

3. Click **Apply** to save settings. Click **Reset to Def** to restore system defaults.

SNMP

The Spider has an internal SNMP agent which has various objects accessible in its MIB. It also can generate traps based on events. The Spider permits enabling or disabling the

SNMP agent, input read and write communities, location information, contact information, and viewing the MIB.

To configure SNMP settings:

1. Select **Device Settings**→**SNMP Settings** from the Main Menu. The **SNMP Settings** window displays.



2. Modify the following fields:

| | |
|--|--|
| Enable SNMP Agent | Click the checkbox to enable the Spider SNMP agent. |
| Read Community | Enter the SNMP read community name. The default is public . |
| Write Community | Enter the SNMP read/write community name. No default is configured.. |
| System Location | Enter the system location. |
| System Contact | Enter the contact name for the system. |
| Click here to view the SNMP MIB | Click the link to view the SNMP MIB. |

3. Click **Apply** to save settings. Click **Reset to Def** to restore system defaults.

10: Maintenance

Device Information

The Device Maintenance page contains a table with various pieces of information about the Spider's hardware and firmware. This information is useful if technical support is required.

To view device information:

1. Select **Maintenance**→**Device Information** from the Main Menu. The **Device Information** window displays.

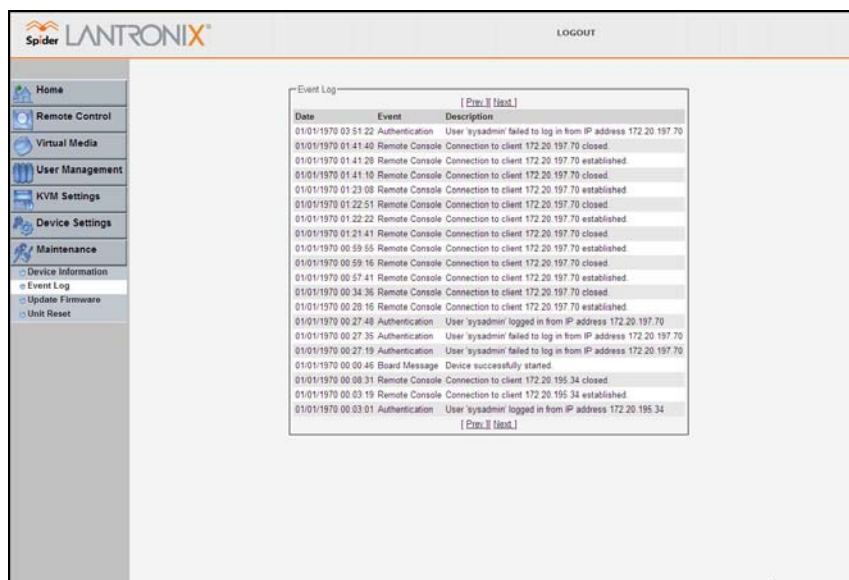


2. Connected Users displays the IP address of all connected users, and their level of activity. It also shows whether the user is connected to the Remote Console, and if so whether exclusive access mode is activated.
3. System Identifier displays whether a Spider's LED is lit. Each Spider has an orange LED which can be lit by remote control, making it easier to locate. By default the LED is off, but you can uncheck the box to turn on the LED on the Spider you are connected to.
4. Click **Apply**.

Event Log

To view the current event log:

1. Select **Maintenance**→**Event Log** from the Main Menu. The **Event Log** window displays.



2. Navigate between logs by clicking **Prev** and **Next**.

11: Firmware Updates and Resets

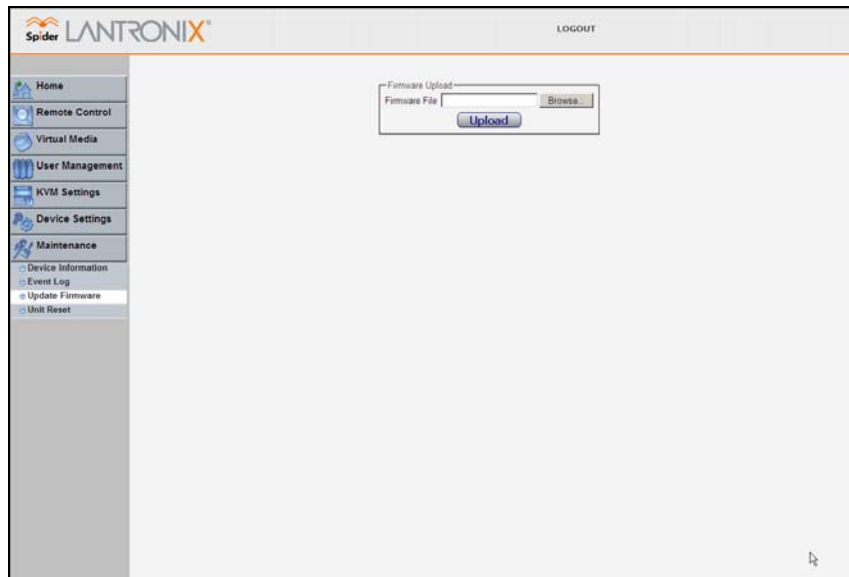
Update Firmware

Many of the functions and features of the Spider are implemented in firmware and capable of field upgrades. The latest firmware may be found at www.lantronix.com. The firmware file, when uncompressed, is approximately 4Mbytes in size and has a .bin suffix.

Upon updating firmware, the Spider resets itself. After the reset, the login page displays (if not, manually return to the login page)

To update Spider firmware:

1. Download the firmware file to the client system's local drive or an accessible network drive.
2. From the Main Menu, select **Maintenance**→**Update Firmware**. The **Firmware Upload** page displays.



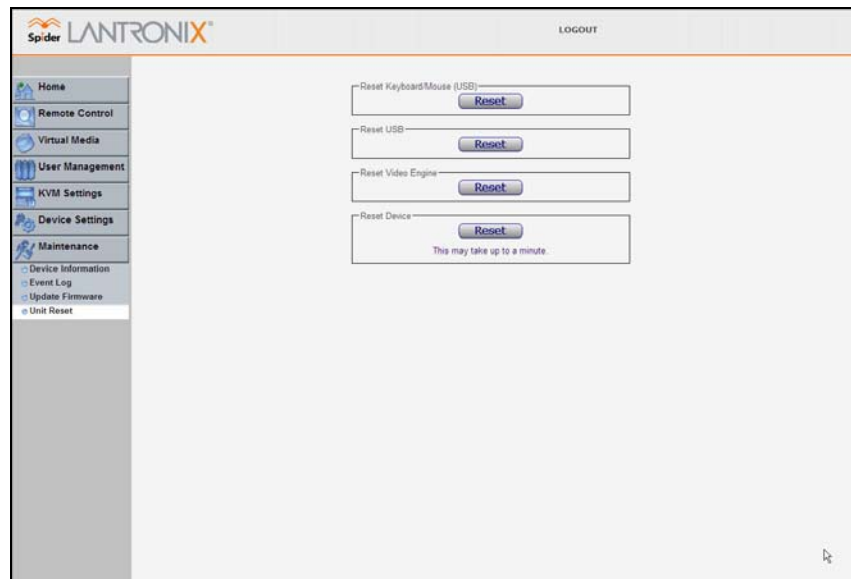
3. Click **Browse**. In the pop-up window, navigate and locate the firmware file.
4. Click **Upload** to copy the file into the Spider's local memory. When uploaded correctly, the Firmware Upload window displays the version number of the new firmware. Click **Update** to replace the old with the new. Do not interrupt power to the Spider during the update process.

Reset

In general, the Spider requires a reset when implementing a firmware update. In the event of an abnormal operation, a number of subsystems may be reset without resetting the entire Spider.

To reset the Spider:

1. Log into the Spider as **sysadmin**.
2. From the Main Menu, select **Maintenance**→**Unit Reset**. The **Unit Reset** page displays.



3. Click **Reset** for Keyboard/Mouse, USB, or Video Engine button to clear and reset the subsystem. Resetting subsystems does not terminate connected users.
4. To perform a complete reset, click **Reset** for Reset Device. A prompt displays, requesting confirmation. A complete reset closes all user connections and performs a full reboot.

A: Troubleshooting

1. No connection can be established to the Spider

Check cabling. Are both USB cables, or all of the USB and PS/2 cables plugged in? Are both Pwr LEDs lit? Is the Ethernet cable plugged in, and the Link light lit? Is there Activity?

Have a look on your network. Verify your network configuration (IP address, router). Send a ping request to the Spider to find out whether the Spider is reachable via the network. Establish a direct connection between the Spider and the client. If you use a firewall then check the appropriate port for accepting connections. The TCP ports 80 (for HTTP) and 443 (for both HTTPS and RFB) have to be open (the server providing the firewall has to accept incoming TCP connections on these ports). You may restrict these connections to the IP addresses used by the Spider and your client.

2. Login on the Spider fails.

Verify both your user login and your password. By default, the user **sysadmin** has the password **PASS**. Ensure the web browser is configured to accept cookies.

3. The Remote Console window of the Spider does not open.

A firewall may prevent the access to the Remote Console (TCP port 443). If there is a proxy server between the Spider and your host, then you may not be able to transfer the video data using RFB. Check the settings of the Spider and choose a different server port used for RFB transfer. A Java Runtime Environment may not be installed, or may be disabled.

4. The video quality is bad or the picture is grainy.

Enter the Remote Console and click the **Auto Adjust** button to adjust the Spider's video input parameters to the correct values.

5. Special key combinations (e.g. ALT+F2, ALT+F3) are intercepted by the client system and not transmitted to the remote computer.

You have to define a Button Key. This can be done in the Remote Console settings. Alternatively, use the soft keyboard feature.

6. The Spider web pages are not displayed correctly.

Check your browser's cache settings. Ensure the cache settings are not set to "do not check for newer pages". Otherwise the web pages may be loaded from your browser cache and not from the Spider.

7. Every time I open a dialog box with some buttons the mouse pointers are not synchronous anymore.

Disable the setting **Automatically move mouse pointer to the default button of dialog boxes** in the mouse settings of your operating system.

8. The Remote Console does not open with Opera in Linux.

Some versions of Opera do not grant enough permission if the signature of the applet cannot be verified. To solve the problem, add the lines grantcodeBase "nn.pp.rc.RemoteConsoleApplet" { permission java.lang.RuntimePermission "accessClassInPackage.sun.*"; to the java policy file of opera (e.g. /usr/share/opera/java/opera.policy).

9. I forgot my password. How can I reset the Spider to factory defaults?

Use the serial interface with a terminal emulator program. Within 2 seconds of booting the Spider, enter the **Esc** key a few times to get a **➔** prompt. Enter **Defaults**.

10. Cannot upload the signed SSL certificate in MacOS X.

If an "internal error" occurs while uploading the signed certificate either changes the extension of the file to .txt or adds a file helper using the Internet Explorer preferences for this type of file. Make sure that the encoding is set to "plain text" and the checkbox "use for outgoing" is set. As an alternative, you may also use a Mozilla based browser (Mozilla, FireFox).

B: Supported Video Formats

The following table displays supported video formats for the Spider:

| Resolution (x,y) | Refresh Rates (Hz) |
|-------------------------|---------------------------|
| 640x340 | 70, 85 |
| 640x400 | 56, 85 |
| 640x480 | 60, 67, 72, 75, 85 |
| 720x400 | 70, 85 |
| 800x600 | 56, 60, 70, 72, 75, 85 |
| 832x624 | 75 |
| 1024x768 | 60, 70, 72, 75, 85 |
| 1152x864 | 75 |
| 1152x870 | 75 |
| 1152x900 | 66, 76 |
| 1280x960 | 60 |
| 1280x1024 | 60 |

C: Technical Support

If you are unable to resolve an issue using the information in this documentation:

Technical Support US

Check our online knowledge base or send a question to Technical Support at <http://www.lantronix.com/support>.

Technical Support Europe, Middle East, Africa

Phone: [+33 1 39 30 41 72](tel:+33139304172)

Email: mailto:eu_techsupp@lantronix.com or mailto:eu_support@lantronix.com

Firmware downloads, FAQs, and the most up-to-date documentation are available at <http://www.lantronix.com/support>

When you report a problem, please provide the following information:

- ◆ Your name, and your company name, address, and phone number
- ◆ Lantronix model number
- ◆ Lantronix serial number
- ◆ Firmware version
- ◆ Description of the problem
- ◆ Target computer interface (PS/2 or USB) and video format
- ◆ Status of the unit when the problem occurred (please try to include information on user and network activity at the time of the problem)

D: Compliance

(according to ISO/IEC Guide 22 and EN 45014)

Manufacturer's Name & Address:

Lantronix Inc., 15353 Barranca Parkway, Irvine, CA 92618 USA

Declares that the following product:

Product Name(s): SecureLinx Spider

Conform to the following standards or other normative documents:

- ◆ UL/CUL (CSA-22.2 No. 60950-1-03 / UL-60950-1)
- ◆ CE - IEC 60950-1
- ◆ C-Tick
- ◆ FCC Part 15, Equipment Class A
- ◆ VCCI V-3/2006.04 Class A
- ◆ AS/NZS CISPR 22: 2006 Class A
- ◆ EN55022:1998 +A1:2000 +A2:2003 Class A
- ◆ EN61000-3-2: 2000 +A2: 2005 Class A
- ◆ EN61000-3-3: 1995 +A1: 2001
- ◆ EN55024: 1998 +A1:2001 +A2:2003
- ◆ Pb-free components

E: Warranty

Lantronix warrants each Lantronix product to be free from defects in material and workmanship for a period of **TWO YEARS** after the date of shipment. During this period, if a customer is unable to resolve a product problem with Lantronix Technical Support, a Return Material Authorization (RMA) will be issued. Following receipt of an RMA number, the customer shall return the product to Lantronix, freight prepaid. Upon verification of warranty, Lantronix will -- at its option -- repair or replace the product and return it to the customer freight prepaid. If the product is not under warranty, the customer may have Lantronix repair the unit on a fee basis or return it. No services are handled at the customer's site under this warranty. This warranty is voided if the customer uses the product in an unauthorized or improper way, or in an environment for which it was not designed.

Lantronix warrants the media containing its software product to be free from defects and warrants that the software will operate substantially according to Lantronix specifications for a period of **60 DAYS** after the date of shipment. The customer will ship defective media to Lantronix. Lantronix will ship the replacement media to the customer.

* * * *

In no event will Lantronix be responsible to the user in contract, in tort (including negligence), strict liability or otherwise for any special, indirect, incidental or consequential damage or loss of equipment, plant or power system, cost of capital, loss of profits or revenues, cost of replacement power, additional expenses in the use of existing software, hardware, equipment or facilities, or claims against the user by its employees or customers resulting from the use of the information, recommendations, descriptions and safety notations supplied by Lantronix. Lantronix liability is limited (at its election) to:

refund of buyer's purchase price for such affected products (without interest)

repair or replacement of such products, provided that the buyer follows the above procedures.

There are no understandings, agreements, representations or warranties, express or implied, including warranties of merchantability or fitness for a particular purpose, other than those specifically set out above or by any existing contract between the parties. Any such contract states the entire obligation of Lantronix. The contents of this document shall not become part of or modify any prior or existing agreement, commitment or relationship.

For details on the Lantronix warranty replacement policy, go to our web site at www.lantronix.com/support/warranty.