



# Documentation

**Services**

**SERVICES**

## Services included with Panda GateDefender Performa

Panda Antivirus GateDefender includes a full suite of services, available for the subscribed period, to guarantee your complete piece of mind.

### Personal Technical Support 24h-365d

For the answer to any questions you might have about Panda GateDefender, we have set up a special area in the Support section of our website at: <http://enterprises.pandasoftware.com/support>.

If you can't find the answer there, our expert technical staff are on hand to help, any time of the day, all year round. You will find the details you need to contact us by e-mail or phone in the "Panda Worldwide List" in the product box or at <http://enterprises.pandasoftware.com/about/contact/>.

### Automatic updates

Updates are essential to ensure protection against the new threats (viruses, spam and undesirable web content) that are constantly appearing. At least once a day, Panda GateDefender is updated automatically to guarantee maximum protection with a minimum of fuss. These updates also provide access to the constant improvements and new technology incorporated in the solution.



**Note:** Protection against new threats is subject to the modules contracted (antivirus, anti-spam and web filtering).

### 24h-SOS Virus

Dangerous, unknown viruses are constantly appearing and threatening your company's IT resources. Panda Software provides the most effective solution: just send an e-mail with any suspicious files to [virus@pandasoftware.com](mailto:virus@pandasoftware.com) and in less than 24 hours, you'll have an answer to your problem.

# Installation Guide

INSTALLATION

## Installation Summary (Index)

1. Installation requirements.
2. Checking the installation material.
3. Checking the license certificate details .
4. Installing Panda GateDefender Performa in a rack.
5. Install Panda GateDefender Performa units in the network.
6. Installation.
7. Access to the administration console.
8. About the Network IP and the Configuration IP.

### 1. Installation requirements

For installing the hardware:

- Power supply: 100-240V AC, 50-60Hz.

For the administration console:

- Internet Explorer 5.0 (or later), Mozilla, Mozilla Firefox or Netscape 6 (or later).
- SVGA Monitor - 1024 x 768 pixels (recommended) and 65536 colors.

### 2. Checking the installation material

Before selecting the best location for Panda GateDefender Performa and starting the installation process, check that you have the following:

- Panda GateDefender Performa.
- 2 Ethernet network cables.
- 1 cable for connecting to the console port (used by tech support for maintenance tasks).
- 1 power cable for models 8050 and 8100, 2 for model 8200.
- Rack setup kit.

### 3. Checking the license certificate details

When you purchase Panda GateDefender Performa, you will receive a license certificate via e-mail that will specify your client details, the identifiers of the appliances you have purchased and the protection modules assigned to each one.

Before installing Panda GateDefender Performa it is **VITAL** that you check the details that appear in the license certificate. To do this, follow the steps below:

1. Open the license certificate you have received via e-mail and check that the identifiers of the appliances that appear in this certificate match the codes that appear on the sticker on the underside of each Panda GateDefender Performa appliance.
2. Then check the protection modules assigned to each Panda GateDefender Performa appliance and bear this information in mind when installing them.

### 4. Installing Panda GateDefender Performa in a rack

This section explains how to install Panda GateDefender Performa in a rack with the rails supplied (depending on the model). If you are not going to install it in a rack, go to **Situating the Panda GateDefender Performa units in the network**.



**Note:** Model 8050 is a desktop model but can be rack-mounted using the fixtures provided with the appliance.

#### Prior considerations

Before mounting Panda GateDefender Performa in a rack, the following aspects must be considered:

- Leave enough space at the front of the rack for the front door to be opened completely (approximately 65cm).
- Leave approximately 80cm at the back of the rack, to allow for correct ventilation and to facilitate future servicing.
- Model 8100 is 1U (45 mm) in size. Model 8200 is 2U (90 mm). Bear this in mind when installing it in a rack.

## Precautions

### Rack precautions

- Make sure the rack base lies flat on the floor and the entire weight of the rack rests on it.
- In single rack installation, stabilizers must be attached to the rack.
- In multiple rack installation, the racks should be coupled together.

### Precautions with the appliance

- Check the condition of your electric installation and take general safety precautions.
- Determine the correct location of every rack component before screwing the piece in place.
- Install the heaviest components at the bottom of the rack first, and then work up.
- Use an uninterrupted power supply (UPS). This will protect the server against possible electrical power surges and keep the system functioning even in the event of power failure.
- Ensure correct cooling by keeping the front door of the rack and the server panels and components closed when they are not in use.
- If you are going to use several Panda GateDefender Performa appliances in load balancing, make sure you leave at least 3cm between each one in order to allow proper ventilation. If you don't allow for adequate ventilation, this can cause overheating and melting of components. The Panda GateDefender Performa warranty does not cover faults derived from this situation.

### Placing the appliance in a rack

Before starting, consider the following aspects:

- There are many rack units on the market; therefore the assembly process might vary depending on the rack unit.
- This guide explains how to install Panda GateDefender Performa in a rack, using the supports provided with Panda Antivirus GateDefender Performa. You can also use your rack unit installation guide as a reference.

The general steps to follow are these:

1. Attach the supports to the Panda Antivirus GateDefender Performa unit.
2. Screw the supports to the rack case.

### Identifying the elements

Two pieces are provided with Panda GateDefender Performa. Each rail has two components:

- Small metal plates that are screwed to the back of the rack case (A).
- The unit supports, which are screwed to the metal plates and support the appliance (B).

### Attaching the supports to the appliance

To attach the supports to the Panda GateDefender Performa chassis, follow the steps below:

- Place the support next to the chassis. Make sure the slit for the screws of the support are aligned with the holes on the side of Panda GateDefender Performa.

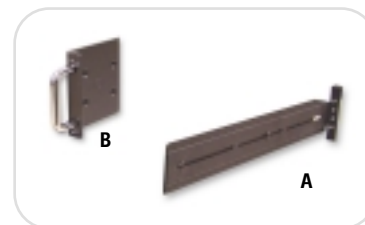


Figure 1



**Note:** The position of the support is specific for each side. One is designed to be placed on the left and the other on the right.

- Screw the supports to the sides of the unit. You must also do this when you are installing Panda Antivirus GateDefender Performa in a Telco rack.

### Attaching the supports to the rack

In order to attach the rails to the rack, bear the following in mind:

- Determine the location of Panda GateDefender Performa in the rack.
- Attach one of the small metal plates to a support by inserting the part protruding from the side of the support into the slits in the metal plate, so that the screw holes in both pieces are aligned (Figure 1). After doing this, screw both pieces to the back of the rack case..
- Repeat the same procedure with the other two pieces.

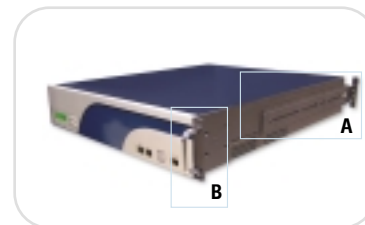



Figure 2



Figure 3



## 5. Install Panda GateDefender Performa units in the network

 **Note:** The following is an explanation of a typical Panda GateDefender Performa installation. If the installation of the appliance that you want is different, we advise you to go to the downloads area on Panda Software's website, where you will find other examples of installations.

First of all, select an appropriate location for the Panda GateDefender Performa unit in the network. The most appropriate location is that which provides maximum antivirus protection against external threats. A typical location for the appliance is between the firewall and a LAN (local area network).

All the data that passes through the appliance and uses the protocols configured in the Web console, will be automatically scanned for viruses and other Internet-borne threats. By doing this, the internal network will be protected against virus threats from external networks and the Internet.

## 6. Installation


### Installation between the *firewall or router* and a *switch*

1. Disconnect the cable that connects the *firewall* or router to the *switch*.
2. Connect one end of the cable provided with Panda GateDefender Performa (or similar) to the network socket that has been freed up in the *firewall* or *router* and connect the other end of the cable to one of the network connectors in the Panda GateDefender Performa unit.



 **Note:** Network connectors in Panda GateDefender Performa 8100.

3. Then connect another Ethernet cable to the other network connector in Panda GateDefender Performa. The other end of this cable will be connected to the *switch*.


 **Note:** In Panda GateDefender Performa 8050 the network connectors are at the back.

4. Once the two network cables have been connected, plug in Panda GateDefender Performa (two plugs for the 8200 model).
5. Switch on Panda GateDefender Performa.
6. Wait for around two minutes while the appliance starts up.
7. Finally configure Panda GateDefender Performa from the Web console.

## 7. Access to the administration console

When configuring Panda GateDefender Performa for the first time, do so using a computer with an Internet connection that is in the same network segment as the appliance, and follow the instructions below:

1. Check the current IP of the computer. To do this, use the **ipconfig** command.
2. Modify the properties of the TCP/IP protocol (**Control Panel – Network and Dial-Up Connections, right-click on Local Area Connection – Internet protocol (TCP/IP) – Properties**). Add the following values:
  - IP address: `172.16.1.2`
  - Net mask: `255.255.255.0`


 **Note:** You can also include these details as an additional IP address.

3. If you access the Internet via a proxy server, you must configure your browser not to use the proxy to access IP addresses starting with `172.16.1`. To do this follow the instructions below:
  - Open Internet Explorer, click on **Tools - Internet Options - Connections** tab- **LAN Settings- Advanced**. Enter the IP address `172.16.1` in **Exceptions**.
  - In Netscape 7.1, click on **Edit - Preferences**, double click on **Advanced - Proxies**. In the **No proxy** for box, enter the following IP address `172.16.1`.
4. Enter the following address in the address bar in the browser:  
`https://172.16.1.1`.
5. A pop-up message (with the security certificate for the web console) will ask you if you want to continue. Click on **Yes**.



6. Select the language in the screen for accessing the GateDefender Performa web administration console.
7. Enter the following details and click on **Enter**:
  - User name: *defaultuser*
  - Password: *defaultpass*
8. It is highly recommendable to change the default user name and password. To do this, follow the steps below.
  - Click on **System settings** in the main menu in the console.
  - Go to the **Access the console** section.
  - Enter the user name and password you want to use. In this section you can also change the default IP address used to access the console (172.16.1.1).
9. Then you must configure the appliance to provide the Internet access needed to carry out updates, send warnings, etc. To do this, follow the steps below:
  - Click on **System settings** in the main menu in the console. Then click on **Network environment**.
  - In the **Network data** section, enter the network IP address, the subnet mask and the gateway Panda GateDefender Performa will use to connect to the Internet.
  - If the unit is going to connect to the Internet via a proxy server, you need to enter the corresponding details in **Access the Internet via HTTP proxy**. After entering these details, click on **Save**.



 **Note:** Neither the network IP address nor the appliance configuration IP address must belong to the subnet 1.1.1.0/24, as this range is used internally by the appliance.

## 8. About the Network IP and the Configuration IP

One of the most frequent areas of doubt is to understand and differentiate the network IP address and the configuration IP address. The characteristics of both are explained below:

**Configuration IP:** this is the IP address used by Panda GateDefender Performa to access the Web Administration console.

All units of Panda GateDefender Performa have the same default (factory settings) configuration IP address (172 . 16 . 1 . 1). This address can be changed, but bear in mind that should you forget it, you will not be able to access the Web console unless you restore the original settings using the button on the back of the appliance.

**Network IP:** this is the IP address used by Panda GateDefender Performa to activate itself and update from the Internet, as well as to connect to a mail server to send any possible alerts and re-route spam messages, where applicable.


This IP address (by default 192 . 168 . 1 . 1) is the one the appliance uses to make connections and is completely different from the Configuration IP, which is only used to access the Web administration console.

 **Note:** If you want more information about both IP addresses, refer to the settings section in the console help file.

## 9. Activating Panda GateDefender Performa

To activate the Panda GateDefender Performa appliance, you have to enter in the console, the user name and password you will have received by email. To do this, follow these steps:

- Click on **License management** in the main console menu.
- Click on the link that appears in the section **Registration/activation details**.
- In the screen that appears, enter the **user name** and **password** that you received by email, and click on **Save**.

 **Note:** If you have lost or forgotten your user name and/or password, you can contact us at:  
<http://www.pandasoftware.com/support/keys>

 Panda Software is committed to protecting the natural environment.

In order to minimize our impact on the environment, we provide the user guides for our products in electronic format, which you can find on the downloads area of our corporate website (<http://www.pandasoftware.com/download/Documents/>).



**Hardware warranty**

**WARRANTY**

## Panda Gatedefender warranty - hardware only

This Warranty Certificate applies only to the hardware components of Panda GateDefender. Warranties applying to the software integrated in Panda GateDefender are described in the End User License Agreement.

This warranty is applicable in all countries and is subject to the terms and conditions set out in this Warranty Certificate. However, warranty service availability and response times may vary from country to country in which the service is provided.

This Warranty Certificate is not transferable unless written authorization is granted by Panda Software, and therefore applies exclusively to the original client.

Panda Software guarantees that the Panda GateDefender you have bought, is free from production and workmanship defects and will function correctly and in accordance with the product documentation for the warranty period established below, provided that the instructions in said documentation are followed at all times.

The warranty period of Panda GateDefender begins the moment the product is bought. It will remain in force for as long as the software licenses are valid, whether bought or renewed. In all cases the maximum guarantee period is two years from the moment the product is bought. Under all circumstances, this Warranty is governed by applicable European Union legislation.

The purchase date in the invoice will be that used as proof of the start date of the warranty period. Please keep the invoice in a safe place.

While Panda GateDefender is under warranty, Panda Software will replace defective products for other equivalent products or those similar in functionality. The product replaced will become the property of Panda Software, therefore you must return the defective product to Panda Software as promptly as possible.

You must return the defective product to Panda Software in the same packaging used by Panda Software to send the replacement, or failing that, in packaging of a similar nature that adequately protects the product during shipping.

You must also include, along with the defective product, the documentation stipulated by Panda Software and clearly indicate in a visible place on the packaging the return number that Panda Software has given you.

The replacement of the product does not imply an extension to the warranty period.

Panda Software does not guarantee or accept responsibility for:

- 1.- Damage due to incorrect installation, use, modification or repair and/or tampering by unauthorized third parties or by yourself or damage caused by normal wear and tear.
- 2.- Damage caused by any other person or external element including acts of God.
- 3.- The suitability of the product for any specific use or purpose.
- 4.- Any instruction or command given by you and executed correctly by Panda Software.
- 5.- Cases in which the Warranty Sticker has been removed or broken or cases in which the serial or ID number has been removed, damaged or is otherwise defective.
- 6.- Use of incorrect power supply, or defective electrical installations. Use in places with irregular or frequently interrupted electricity supply or for UPS systems, as this warranty does not apply to problems originating from power supply.
- 7.- Loss or damage to the system during shipping not related to the delivery or replacement of the product by Panda Software.
- 8.- Failure to produce the invoice for the purchase of the product.
- 9.- Failure to include the return number on the packaging as specified in the present conditions.

In the abovementioned cases, the Warranty does not apply. In these cases the product may be repaired or replaced at the cost of the client, who will also bear any costs that arise from such repair or replacement, including but not limited to shipping or other administration costs.

Except as expressly set forth in this limited warranty, Panda Software makes no other warranties, express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Some states (or jurisdiction) do not allow limitations to warranties or implicit conditions; you should consult the applicable legislation in your state (or jurisdiction).

PANDA SOFTWARE will not be held responsible by any person or entity regarding any damage or loss allegedly caused by the use or inability to use the product, either directly or indirectly, including (but not limited to) business interruptions, monetary loss or loss of anticipated income as a result of the use of the product.

Once the Warranty period has expired and should the client have valid software licenses, or should these software licenses be renewed after having expired, panda Software recommends that should it be necessary to replace any hardware element, such elements should be the same as those delivered by Panda Software in the original product, as otherwise the software may not function correctly.