



eRIC® G4

General Questions

Questions	Answers
What is eRIC G4?	eRIC G4 is a remote management card that enables IT administrators to access and control a server over the network with BIOS-level functionality. eRIC G4 is completely hardware and OS independent; users can troubleshoot and reconfigure servers even when servers are down.
How does eRIC G4 differ from remote control software?	<p>When using eRIC G4 remotely, its interface may seem similar to remote control software such as pcAnywhere®, Windows® Terminal Services / Remote Desktop or VNC. However, because eRIC G4 is not a software but a hardware solution, it is much more powerful:</p> <ul style="list-style-type: none"> • OS and hardware independent – eRIC G4 can be used to manage any type of server running any OS, whether Intel®, Sun®, PowerPC™ running Windows, Linux®, Solaris™, Novell®, etc. • State-independent / Agent-less – eRIC G4 does not require the managed server's OS to be up and running, nor does it require any special software to be installed on the managed server. • Network-independent – Even if the managed server's own network connection is unavailable, it can still be managed through eRIC G4's modem port. • BIOS-level access – Even if the server is hung at boot up, requires booting to safe mode, or requires system BIOS parameters to be altered, eRIC G4 still works flawlessly to enable these configurations to be made.
For what kind of application is the eRIC G4 manufactured?	The eRIC G4 is especially suited for remote administration of all kinds of servers and PCs, because any compatibility problems are averted. System integrators can stock just one type of card and deploy it in a wide range of platforms. As a non-switched solution, it is also well suited toward mission-critical servers needing a fully dedicated access path.
Can two people view the same server at the same time?	Yes, up to 15 people can view the same server at the same time.

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In order to access eRIC G4 from a client, what hardware, software, or network configuration is required?	<p>Because eRIC G4 is completely Web-accessible, it does not require proprietary software to be installed on clients used for access.</p> <p>eRIC G4 can be accessed through any major Web browser, including Safari, Firefox, and Internet Explorer. Currently, eRIC G4 requires a Java-enabled Web browser.</p> <p>eRIC G4 administrators can also perform remote management (set passwords and security, rename servers, change IP address, etc.). To perform remote management from a given workstation, you must also have Java Runtime Environment v1.5.x or greater installed.</p>
How do I access servers in which eRIC G4 is installed if the network ever becomes unavailable?	<p>eRIC G4 offers a modem port for attaching an external modem (high-profile bracket only). With this modem, your servers can still be remotely accessed in the event of a network failure. In addition, you may attach eRIC G4 to a separate network that is independent of the network to which your servers are connected.</p>
What is the slowest connection (lowest bandwidth) over which eRIC G4 can operate?	<p>The slowest connection is 9600 bits per second (a slow dial-up modem).</p>
What is the speed of eRIC G4's Ethernet interfaces?	<p>eRIC G4 offers an Ethernet interface with 10/100 Mbit/sec and duplex settings (both can be auto-detected or manually set). eRIC G4 does not require a Gigabit Ethernet interface because its output (see above question) does not exceed the 100Mbit/sec limit of 10/100 Ethernet networking.</p>
Can eRIC G4 be used over the WAN (Internet), or just over the corporate LAN?	<p>Both. Whether via a fast corporate LAN, the less predictable WAN (Internet), a cable modem, or dial-up modem, eRIC G4's KVM-over-IP technology can accommodate your connection.</p>
How many TCP ports must be open on my firewall in order to enable network access to eRIC G4? Are these ports configurable?	<p>At least one. If unencrypted Web access is used, then two ports must be open. The Web interface can be accessed via port 80 (unencrypted) or port 443 (encrypted via SSL layer). Both ports are completely configurable.</p>
How large is eRIC G4?	<p>eRIC G4 is a low-profile card, measuring: 6.6" [167,64mm] (W), 2.54" [64.41mm] (D), and 0.51" [15mm] (H). eRIC G4 is delivered with a low-profile bracket and with a high-profile bracket to be installed in standard PCI slots.</p>
Does eRIC G4 require an external authentication server to operate?	<p>No. eRIC G4 is a completely self-sufficient card. After assigning an IP address to eRIC G4, it is ready to use – with Web browser and authentication capabilities completely built-in.</p> <p>Should you desire to use an external authentication server (such as LDAP, Active Directory®, etc.), eRIC G4 allows you to do this.</p>

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<p>Does eRIC G4 depend on a Windows server to operate?</p>	<p>Absolutely not. Because you depend on your KVM infrastructure to always be available in any scenario (as you will likely need to use your KVM infrastructure to fix problems), eRIC G4 is designed to be completely independent from any external server.</p> <p>For example, should your data center come under attack from a malicious Windows worm or virus, you will need to use your KVM solution to resolve the situation. Therefore, your KVM solution, in turn, must not rely on the operation of these same Windows servers (or any server, for that matter) in order to function.</p>
<p>What software do I have to install in order to access eRIC G4 from a particular workstation?</p>	<p>None. eRIC G4 can be accessed completely with a Java-enabled Web browser.</p>
<p>What should I do to prepare a server for connection to eRIC G4?</p>	<p>Servers on which eRIC G4 is installed do not require any software agents to be installed, because eRIC G4 connects directly via hardware to the server's keyboard, video, and mouse ports. In order to provide users with the best mouse synchronization during remote connections, however, you must configure your managed servers mouse settings (principally, the "acceleration" setting) as instructed in the eRIC G4 Manual.</p>
<p>What comes in the eRIC G4 box (Base pack)?</p>	<p>(a) eRIC G4 board with standard PCI bracket; (b) Low-profile bracket; (c) VGA-USB cable; (d) Null-modem cable; (e) IPMI cable; (f) 20P ATX Power Cable Adaptor; (g) 24P ATX Power Cable Adaptor, (h) PS/2 cable, (i) CD with manuals and drivers and (j) Quick Install Guide.</p>
<p>Besides the unit itself, what do I need to order to install eRIC G4?</p>	<p>Typically, you do not need anything else to install eRIC G4 in your server. For certain servers (e.g., Dell Power Edge), you will have to order special adaptors. Please contact your local Raritan sales representative to find out if you need additional adaptors.</p>
<p>In what types of servers can eRIC G4 be installed?</p>	<p>eRIC G4 can be installed in any server or workstation that is based on x86 processor architecture and has a free PCI slot.</p>
<p>How do I connect a serially controlled (RS-232) device, such as a Cisco router/switch or a headless Sun server, to eRIC G4?</p>	<p>If you only have a serially-controlled device, you may connect this to the serial interface of eRIC G4 (high-profile bracket only).</p>
<p>Is it possible to manage several servers equipped with eRIC G4 at one time?</p>	<p>Yes. This can be done with KVM Vision Viewer, a Windows client for remote administration.</p>
<p>Can eRIC G4 be remotely managed and configured via web browser?</p>	<p>Yes. eRIC G4 can be completely configured remotely via Web browser. For usage of the Remote Console you will need the Java Runtime Environment 1.5.x (or greater) installed.</p> <p>After the initial configuration of eRIC G4's network settings, everything about the solution can be completely set up via Web browser.</p>
<p>What auditing or logging does eRIC G4 offer?</p>	<p>eRIC G4 generates various SNMP traps, SMTP and internal NFS for all major events. Reported events include user login, user logout, unsuccessful login and attempts at accessing protected data.</p>

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Can eRIC G4's internal clock be synchronized with a time server?	Yes, eRIC G4 supports the industry-standard NTP protocol for synchronization with either your corporate time server, or with any public time server (assuming that outbound NTP requests are allowed through your corporate firewall).
What is eRIC G4's default IP address?	By default, eRIC G4 will try to contact a DHCP server in the subnet to which it is physically connected. If a DHCP server is found it may provide a valid IP address, gateway address and net mask.
What is eRIC G4's default username and password?	For the highest level of security, Raritan strongly recommends that users reconfigure their eRIC G4 default administrative username [super] and password [pass] as soon as the unit is connected to the network.
I changed and subsequently forgot eRIC G4's administrative password; can Raritan retrieve it for me?	For the highest level of security, literally no one can retrieve lost administrative passwords. Contact Raritan's technical support for instructions on how to completely reset your unit to factory default settings.