

ACM5500 Remote Management Gateway with Smart OOB™ and Failover to Cellular™

The Opengear ACM5500 management gateway enables secure remote monitoring, access and control of distributed networks and remote sites, ensuring business continuity and delivering complete and uninterrupted remote management for central operations staff.

Problem: Downtime costs money. Businesses rely on uninterrupted connectivity and a wide array of complex IT, network and power infrastructure distributed around office buildings and remote locations for continued operations. In these distributed environments, IT managers, engineers and technicians need cost-effective tools to reduce expensive on-site service calls and truck rolls, improve operational efficiency and minimize downtime.

Solution: Opengear's ACM5500 remote management gateway enables secure remote access and control even when the primary network is down. The ACM5500 deploys alongside distributed IT, network and power infrastructure, providing always-available secure remote access, true out-of-band management, proactive monitoring and smart automated response capabilities. Failover to Cellular™ ensures high levels of Internet availability even when the primary Internet connection is down. The result is faster problem resolution without the need for expensive on-site technical visits.



Smart OOB™ for comprehensive out-of-band management

Maintain complete control during infrastructure fault conditions and network outages with serial, Ethernet and USB connectivity to server, networking, and power equipment management consoles. Built-in 4G LTE or 3G cellular modem provides secure alternate path for trouble-shooting and repair. Monitor infrastructure status, as well as environmental conditions and physical sensors. Detect water ingress and physical tampering in remote cabinets with digital I/O sensor ports. Smart alert escalation through SNMP, email and direct SMS — extend the reach of Nagios & SolarWinds NMS and respond before a catastrophe. Automatically detect and recover from common causes of network outages including device misconfiguration and lock up.

Transparent Failover and Failback

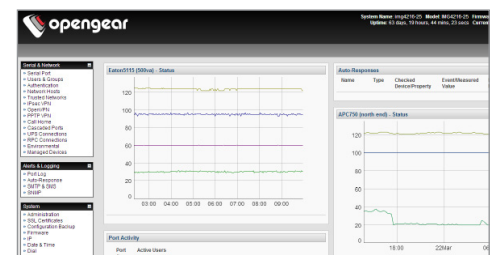
Failover to Cellular™ (F2C) feature built on reliable IP Passthrough technology integrates with your existing networking routers to enable continued Internet connectivity over high speed 4G LTE or 3G cellular networks when the router's primary Internet connection fails. Smart failover between PSTN and Cellular and dual/multiple network interfaces ensures the highest levels of out-of-band access to your IT devices. Automatic failover and failback reduces frequency of manual intervention for remediating network faults.

Solutions for Cisco® and multi-vendor installs

Immediate access to any Cisco device at any time, from anywhere, with ACM5500's integrated serial and USB console server. Simple straight-through Cat 5 cabling to Cisco-style RS-232 consoles of remote routers, switches, security appliances and other network equipment — no special cables, no adapters. Detect console warnings and errors, break into ROMmon for remote provisioning and recovery. Built-in TFTP server stores and serves IOS images, running configuration and offline logs. As well as Cisco, ACM5500 supports the widest array of IT, network and power infrastructure and vendors. Manage firewalls, switches, routers, and WAN optimization via RJ45 or DB9 serial console, or Ethernet management interfaces via integrated management switch (optional). Vendor-neutral power management support for UPS and switched PDUs enables complete out-of-band power control and hotkey power cycling from inside the console management session.

Business Continuity for your Remote Sites

- Remote site out-of-band access over 4G LTE, 3G, or PSTN with smart failover
- Deploy in popup stores, wiring closets, branch offices, communications cabinets and harsh remote sites
- Failover to Cellular™ for uninterrupted network connectivity
- Integrated console server — manage router, switch and firewall serial & USB consoles
- FIPS 140-2 validated encryption, SSL and SSH, stateful firewall, OpenVPN & IPsec
- Environmental and physical sensor alarm notification via SMS, SNMP or Nagios
- Automatically detect and recover from network outages and repair equipment faults



Integrated Dashboard
Simplify management and secure business continuity across the entire enterprise

Remote Management Benefits

- **Reduce IT costs** by equipping central operations teams with always-available, low level remote control of IT, network, UPS and PDU systems
- **Minimize disruption and downtime** with transparent, automatic failover to cellular — and failback. No manual intervention
- **Reduce mean-time-to-repair (MTTR)**, detect and alert on faults and outages, meet SLAs and reduce downtime with remote and auto-remediation
- **Full lifecycle remote management** with onboard storage for initial network provisioning, out-of-band maintenance and disaster recovery
- **Extend best practice management** from the data center and NOC to remote sites, with per-port user & group AAA, access logs & audit trail

Who can most benefit from ACM5500 remote management?

- Retail Chains
- Managed Service Providers
- Distributed Enterprises
- ISP and Telco



Technical Specifications

Power

All:

4.2W - 11.3W consumption; AC~12V DC (default) / -48V DC~12V DC (SDC adapter)

Rugged (-I) models:

9V-30V DC (terminal block)

Dimensions

6.5" x 4" x 1 1/8" - 4 lbs
16.6 x 10.2 x 2.8 cm - 1.8 kg

Storage

4GB internal flash

Operating Temperature

All: 5°C to 50°C / 41°F to 122°F

Rugged (-I) models:

-35°C to 74°C / -31°F to 165°F

Software Features

Remote Management:

HTTPS & SSH console, Nagios NSCA & NRPE, SNMP, TFTP, FTP server

Gateway Router:

Stateful firewall, IPsec, OpenVPN, DHCP server, DDNS, Failover

Wireless Certification

PTCRB, NAPRD, GCF-CC, R&TTE, EN 301, A-Tick, CDG TIA/EIA-690, CDG TIA/EIA-98-E

Latest Specifications & Ordering

<http://opengear.com/products/acm5500-management-gateway>



Your Contact

Key Management Features

• **Smart OOB™**

Maintain complete control during infrastructure fault conditions and network outages with serial, Ethernet and USB connectivity to critical infrastructure management consoles. Fast to provision, simple to deploy and fully integrated into ACM5500. Always-available, high-performance remote access over the 4G LTE or 3G network. Minimize costs with connectivity watchdog and data usage monitoring.

• **Failover to Cellular™**

Increase reliability of your network at remote sites with integrated failover to 4G LTE or 3G cellular.

• **Automatic problem detection and remediation**

Leverage total remote site monitoring and connectivity to detect and respond to issues before they become outages. Power cycle unresponsive equipment, back-up and restore known good device configurations. Time-based alert escalation during protracted outages reduces the cost and incidence of false alarms.

• **Strong security and authentication**

Lock down management interfaces with local and remote AAA including Active Directory, Kerberos, TACACS+ and RADIUS with RSA SecurID. Encrypt sensitive management traffic with IPsec and OpenVPN. Simple, secure console access via your preferred SSH client or HTTPS AJAX web terminal.

• **Vendor-neutral power management**

Monitor UPS battery status, automate routine maintenance and load testing. Control PDU outlets via serial, USB and Ethernet. Enforce remote power permissions and map managed consoles to outlets, minimize MTTR with manual and automatic remote power control. Uniquely supports over 100 power vendors' equipment.

• **Cost effective, feature rich, open**

Stand alone, complete remote management solution in one box. Cost effective with rapid ROI, spec into standard network build as an inexpensive safety net. More features out of the box, with extensible root-level scripting access and custom development kit for specialized applications.

• **Remote management that scales**

Extend ACM5500 with Opengear Lighthouse central management to manage up to 5,000 remote installs.

Ordering Information

ACM5500 Model	Serial Ports	USB Ports	Network Ports	Modem (V.92)	Wireless Cell & Wi-Fi	Power
ACM5504-5-G/GS/GV-I	4	2	5	-	3G Cell	Ext AC/DC
ACM5504-5-G/GV-W-I	4	2	5	-	WAP & 3G Cell	Ext AC/DC
ACM5504-5-LA/LR/LV-I	4	2	5	-	4G LTE Cell	Ext AC/DC
ACM5508-2	8	2	2	-	-	Ext AC/DC
ACM5508-2-I	8	2	2	-	-	Ext AC/DC
ACM5508-2-M	8	2	2	Internal	-	Ext AC/DC
ACM5508-2-GS-I	8	2	2	-	3G Cell	Ext AC/DC
ACM5508-2-LA/LC/LR/LV-I	8	2	2	-	4G LTE Cell	Ext AC/DC

All models have external AC/DC adapter. Optional -48V DC power supply available (append model number with -SDC). All -I models have RS-232/422/485 serial and support elevated temperatures.