01 Unpack the DLP-S500 Appliance

Unpack the shipment package and verify its contents. The Symantec DLP-S500 series appliance ships with the following components:

- Symantec DLP-S500 appliance
- Two AC power cords
- Null modem serial cable
- Two/four-post slide-rail kit
- Electrostatic discharge (ESD) wrist band
- Software License Agreement
- Hardware Warranty document
- Safety and Regulatory Compliance Guide
- Quick Start Guide (this document)
- Grounding hardware
- Grounding wire (10 AWG)

Note: Symantec recommends plugging in cables, verifying the LEDs and LCD, and performing an initial configuration before rack-mounting the appliance. If you would rather install the appliance in the rack before performing configuration tasks, skip to Step 6—Rack-Mount the Appliance.

02 Connect the Cables

Symantec recommends that you plug in cables, verify the LEDs and LCD, and perform an initial configuration before rack-mounting the appliance. If you would rather install the appliance in the rack before performing configuration tasks, skip to Step 6—Rack-Mount the Appliance.

Note: Network cables are not included and must be supplied by the user.

To connect the DLP-S500’s cables:

a. Remove the End User License Agreement (EULA) sticker from the anti-static bag included with the appliance. By removing the sticker and installing the product, you are agreeing to the terms and conditions of the EULA.

b. Attach the lug-equipped end of the grounding wire (10 AWG) to both grounding studs on the appliance, securing it with the star washers and M5 nuts. Attach the other end of the grounding wire to a proper earth-ground.

c. Connect the appliance’s SYS MGMT 0:0 port to a management workstation with a browser, either directly or through a management network.

d. Connect the appliance’s serial port to a serial terminal or to a workstation with terminal-emulation software, using the included null-modem serial cable (optional).

e. Connect the socket end of the included power cords to the appliance’s power supply inlets. Connect the other ends of the power cords to a 120V or 220V power source. If the appliance does not automatically power one, press the rear soft power switch.

Note: Do not power off the appliance with the soft power switch or by removing the power cables! Abruptly removing power can result in irreparable damage. Always use the shutdown command from the CLI to power off the appliance.

03 Verify the LEDs and LCD

To verify the DLP-S500’s LEDs and LCD:

a. While the appliance is booting, the LCD panel displays Symantec and the Power LED is amber.

b. Near the end of the boot cycle, the Power LED alternates between amber and green.

c. When the appliance has finished booting, the Power LED is solid green and the LCD displays the appliance’s product code, serial number, and IP address.

<table>
<thead>
<tr>
<th>Power LED</th>
<th>Status LED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>Amber—Critical</td>
</tr>
<tr>
<td>Amber</td>
<td>Amber—Warning</td>
</tr>
<tr>
<td>Alternating amber/green</td>
<td>Amber—Healthy</td>
</tr>
<tr>
<td>Green</td>
<td>Amber—Blinking amber</td>
</tr>
</tbody>
</table>

Note: Following the initial configuration, the System Management LED continues blinking amber until a valid license is applied to the appliance.

After the appliance has been configured for network access, the DLP-S500 LCD displays various system statistics. You can use the left and right arrows to manually scroll through the statistics.

04 Perform the Initial Configuration

You must have the following network information on hand to perform the appliance’s initial configuration:

- DLP-S500 IP address
- Subnet mask
- Console password to access the advanced commands in the CLI
- Default Gateway IP address
- Primary DNS server IP address
- Admin password for authorizing access to the appliance

To perform the initial configuration for the DLP-S500:

a. Confirm that a null-modem serial cable is connected from the appliance to the workstation’s serial port.

b. Open a terminal emulation program such as Microsoft HyperTerminal®, PuTTY, Tera Term, or ProComm™.

c. Configure the terminal emulation software to the following settings:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baud rate</td>
<td>9600 bps</td>
</tr>
<tr>
<td>Parity</td>
<td>none</td>
</tr>
<tr>
<td>Flow control</td>
<td>none</td>
</tr>
<tr>
<td>Data bits</td>
<td>8</td>
</tr>
<tr>
<td>Stops bits</td>
<td>8</td>
</tr>
</tbody>
</table>

d. Power on the appliance (if it is not already powered on).

e. After the appliance boots, when prompted, press <Enter> three times. The configuration process begins.

05 License the DLP-S500 Appliance

After the DLP-S500 has been configured for network access and the console and enable passwords have been specified, log in to the CLI and install the hardware license.

To license the DLP-S500:

a. Enter:

   \[ssh admin@[your host name here]\]

b. Enter your console password:

   \[your console password here\]

c. At the prompt, enter enable:

   \[localhost>\] enable

d. Enter your enable password:

   \[localhost#\] [your enable password here]

e. To apply the hardware license previously saved to an http server URL, enter:

   \[localhost#\] licensing load url [your url here]

f. To confirm that the license has been installed, enter:

   \[localhost#\] licensing view

g. Reboot the appliance for the license to take effect, enter:

   \[localhost#\] restart

h. Go to the Symantec Data Loss Prevention Enforce Server administration console to configure the communication between the DLP-S500 and the Enforce Server administration console. For more information on using Symantec Data Loss Prevention, go to: https://support.symantec.com/en_US/dpl.56500.html

i. To proceed to rack-mounting the DLP-S500, carefully power off the appliance with the shutdown command:

   \[log in to the DLP-S500 command-line interface.\]

   \[when prompted, press 1 to access the CLI.\]

   \[to access privileged commands, enter: enable\]

   \[to power off the appliance, enter: shutdown\]

Note: Do not power off the appliance with the soft power switch or by removing the power cables! Abruptly removing power can result in irreparable damage. Always use the shutdown command from the CLI to power off the appliance.

For additional installation information and configuration options, see the Data Loss Prevention documentation at: https://support.symantec.com/en_US/dpl.56500.html
06 Rack-Mount the DLP-S500 Appliance

The included slide-rail rack-mounting kit allows you to install the appliance in a two- or four-post rack. The kit is comprised of the following parts:

**Hardware Pack**
- M3 T-Type Screw x 10
- M6 Screw x 8
- M6 Cage Nut x 8 (optional)

To install the DLP-S500 in a four-post equipment rack, you may need the following tools and hardware:
- M4 nut driver
- Adjustable wrench
- #2 Phillips head screwdriver
- Rack specific screws
- Headlamp (recommended)

**CAUTION:**
Before rack-mounting the appliance:
- Power off the appliance and disconnect all cables.
- Verify that the weight of the system does not exceed the rack’s fully populated weight limit. For more information, refer to the manufacturer’s instructions included with the rack.
- For weight stability, load the rack from the bottom up.
- Read the “Rack Mount Warnings” section of the included Safety and Regulatory Compliance Guide.
- Take adequate safety and grounding measures to avoid creating an electrical shock hazard and to prevent bodily injury.

For comprehensive information on the slide-rail rack mounting kit, see the S-Series Maintenance and Upgrade Guide at: https://support.symantec.com/en_US/article.DOC9795.html

**Note:** You must remove the inner rail from Rail A before rack-mounting the appliance. Refer to the S-Series Maintenance and Upgrade Guide for instructions.

To install the DLP-S500 into a four-post equipment rack:

**a.** Attach the inner rails to the appliance:
- Align the inner rail to the four mounting posts on the side of the chassis and lock the rail into position by sliding it toward the rear of the appliance (A). Make sure that all six mounting posts snap into the slots in the inner rail.
- Install two (2) M3 screws to secure the inner rail to the appliance (B).
- Repeat the previous steps for the opposite inner rail.

**b.** Assemble the slide-rails:
- Loosely attach Rail C to Rail A. The precise attachment location will depend on how far Rail C must be extended or retracted to fit the rack model. It may be necessary to remove Rail C from Rail A to determine the proper installation length for the rack.
- Temporarily mount Rail C to Rail A:
  - Align the front- and rear-mounting faces against the rack. Make sure that the slide-rail mounting faces are on the outside of the rack’s vertical rails.
  - After you have determined the installation length, temporarily install three (3) M3 screws in the slot in Rail C. Make sure the screws are equidistant from each other to distribute the load on the rail.
- Repeat the previous steps for the opposite slide-rail.
- Mount the slide-rail assemblies in the four-post rack:
  - Place the assembled slide-rail against the rack and secure the Rail A front bracket to the outside face of the rack using two (2) rack screws (A). Do not fully tighten the screws just yet. You will do so after the appliance is installed in the rack.
  - Repeat the previous steps for the opposite slide-rail assembly.
  - Extend or retract Rail C to align the mounting face of the bracket with the outside face of the rack and secure it with two (2) rail screws (B). Do not fully tighten the screws just yet. You will do so after the appliance is installed in the rack.
  - Tighten the Rail C side-mounting screws (C).
- Slide the appliance into the rack:
  - Align the grooves on the inner rail with the grooves on Rail A and slide the appliance half-way into the rack (A).
  - Press the gray tab on the inner rails to slide the appliance all the way into the rack (B).
  - Slide the appliance out of the rack, far enough to access the rack-mounting screws. Fully tighten the Rail A and Rail C rack-mounting screws to secure the slide-rails to the rack.
  - Gently push the appliance all the way to the back of the rack.
  - Tighten the thumbscrews on the retaining ears to prevent the appliance from sliding out of the rack (C).
- Reconnect the cables as documented in Step 2—Connect the Cables and verify the appliance is functioning as in Step 3—Verify the LEDs and LCD.

**Technical Support**
- Contact Information
- MySymantec
  - https://mysymantec.force.com/customer/s/

**Documentation**
- Symantec Data Loss Prevention Software Documentation
- DLP-S500 Appliance Documentation
  - S-Series Maintenance and Upgrade Guide
  - S500 Series Safety and Regulatory Compliance Guide

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