opengear

SMART SOLUTIONS FOR RESILIENT NETWORKS

ACM5000 Remote Site Manager with *Smart* OOB™

The Opengear ACM5000 remote site manager integrates all the features needed to efficiently monitor, access and control all the infrastructure at your local or remote site — from servers through networking equipment, power supplies, security cameras, door sensors, temperature & humidity monitoring and digital I/O sensing.

Problem: Downtime costs money. Businesses rely on a wide array of increasingly complex and mission critical IT, network and power infrastructure distributed around office buildings, enterprise campuses and around the globe for continued operations. Simple remote networking tools are just not enough for enterprises and service providers to keep networks running and meet infrastructure SLAs required for today's always-on businesses.

Solution: The *Smart* OOB™ enabled Opengear ACM5000 Remote Site Manager allows secure remote monitoring, access and control of distributed networks and remote sites, delivering complete & uninterrupted out-of-band management of critical equipment. The ACM5000 deploys alongside distributed network, power and other IT infrastructure, providing always-available secure remote access, true out-of-band management, proactive monitoring and smart automated response capabilities. The result is a drastic reduction on-site technical visits and rapid problem resolution.

Smart OOB™ for advanced out-of-band management

Maintain complete control during infrastructure fault conditions and network outages with serial, Ethernet and USB connectivity to critical infrastructure management consoles. Built-in dial-up and 3G cellular modem provides a 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 or SolarWinds NMS and respond before catastrophe. Automatically detect and recover from common causes of network outages including device misconfiguration and lock up. *Smart* OOB™ minimizes mean-time-to-repair and increases efficiency.

Multi-vendor, multi-device management

ACM5000 supports the widest array of network, IT and power infrastructure and vendors. Manage firewalls, switches, routers and WAN optimization via RJ45 or DB9 serial console, or Ethernet management interfaces. 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.

Solutions for Cisco installs

Immediate access to any Cisco device at any time from anywhere, with ACM5000'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.

Complete Remote Site Management in One Box

- Deploy in wiring closets, branch offices, communications cabinets and harsh remote sites
- Out-of-band remote site access over 3G cellular or PSTN with smart failover
- Manage routers, switches, firewalls, PDUs, serial & USB consoles
- Failover to 3G cellular for uninterrupted network connectivity
- 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
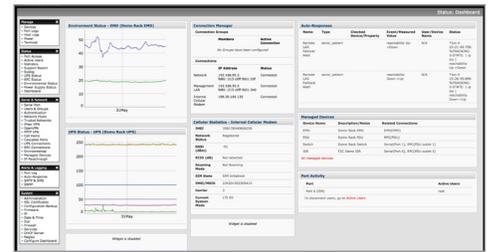
Integrated Dashboard
Easy to use dashboard provides at-a-glance view of your remote sites.

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
- **Reduce mean-time-to-repair (MTTR)**, detect and alert on faults and outages, meet SLAs and reduce downtime with remote and auto-remediation
- **Minimize disruption and downtime** with transparent, automatic failover to cellular — and failback. No manual intervention
- **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 and audit trail

Opengear
SMART SOLUTIONS FOR RESILIENT NETWORKS

Who can most benefit from ACM5000 remote management?

- Retail Chains
- Hosting and Cloud Providers
- Managed Service Providers
- Distributed Enterprises
- ISP and Telco
- Education and Research
- Finance and Insurance

Key Management Features

▪ **Comprehensive out-of-band with *Smart* OOB™**
Maintain complete control during infrastructure fault conditions and network outages with serial Ethernet and USB connectivity to critical infrastructure management consoles.

▪ **Cellular out-of-band**
Fast to provision, simple to deploy and fully integrated into ACM5000. Always-available, high-performance remote access over the 3G network. Minimize costs with connectivity watchdog, smart failover and data usage monitoring.

▪ **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 ACM5000 with Opengear Lighthouse central management to manage up to 5,000 remote installs.

Technical Specifications

Power
All:
Less than 6W consumption; AC~12V DC (default) / -48V DC~12V DC (SDC adapter)
Rugged (-I) models:
9V-30V DC (terminal block)

Dimensions
4 x 3.5 x 1 1/8 in - 12 oz
10.2 x 8.8 x 2.8cm- 340 gm

Storage
4GB internal flash (some models)

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/acm5000-remote-site-manager

Your Contact

Ordering Information

ACM5000 Model	Serial Ports	USB Ports	Network Ports	Internal Modem	Env / DIO Ports	Internal Flash
ACM5002-F-E	2	1	1	-	DIx4	4GB
ACM5003-M-F-E	3	1	1	V.92	DIx4	4GB
ACM5004-F-E	4	2	1	-	DIx4	4GB
ACM5004-2-I	4	2	2	-	DIx2 + HVDOx2	-
ACM5004-G/GV/GS-E	4	1	1	3G Cell	DIx4	-
ACM5004-G/GV/GS-I	4	1	1	3G Cell	DIx2 + HVDOx2	-
ACM5004-LR-E	4	1	1	4G Cell	DIx4	-
ACM5004-LR-I	4	1	1	4G Cell	DIx2 + HVDOx2	-

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.