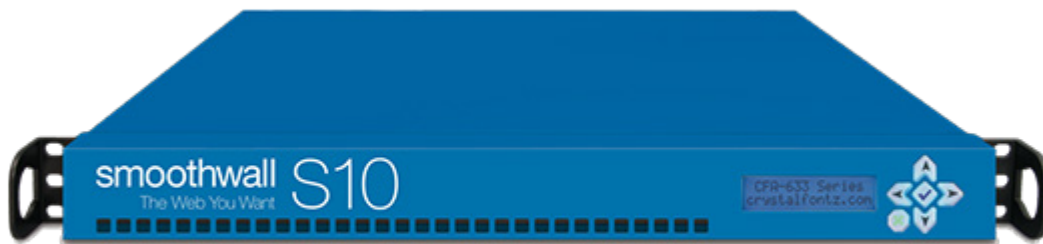


# smoothwall

## Smoothwall S10 Appliance

### Getting Started Guide



**For future reference:**

Serial number:

Date installed:

Smoothwall contact:

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All brands or product names used in this document are acknowledged.

## Contacting Smoothwall

**Email:** [info@smoothwall.com](mailto:info@smoothwall.com)

**Web:** [www.smoothwall.com](http://www.smoothwall.com)

### UK

Smoothwall Limited  
Avalon House  
1 Savannah Way  
Leeds Valley Park  
Leeds. LS10 1AB  
United Kingdom

**Tel:** 0870 1 999 500

**Fax:** 0870 1 991 399

### USA and Canada

Smoothwall Inc  
8008 Corporate Center Drive  
Suite 410,  
Charlotte NC  
28226-4489  
USA

**Tel:** 1 800 959 3760

**Fax:** 1 888 899 9164

### All other countries

Smoothwall Limited  
Avalon House  
1 Savannah Way  
Leeds Valley Park  
Leeds. LS10 1AB  
United Kingdom

**Tel:** +44 870 1 999 500

**Fax:** +44 870 1 991 399

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# About this guide

This guide provides an introduction to the Smoothwall S10 Appliance, guiding you through the initial setup of your Smoothwall S10 Appliance.

## Audience and scope

This guide is aimed at system administrators maintaining and deploying an S10 Appliance.

This guide assumes the following prerequisite knowledge:

- An overall understanding of the functionality of Secure Web Gateway or Unified Threat Management.
- An overall understanding of networking concepts.

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**Note:** We strongly recommend that everyone working with Smoothwall products attend Smoothwall training. For information on our current training courses, contact your Smoothwall representative.

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## Related information

For additional information relating to your S10 Appliance see:

- <https://help.smoothwall.com> containing the Smoothwall latest product documentation.
- <https://kb.smoothwall.net> enables you to troubleshoot problems and find articles you may find useful.

# Introduction to the S10 Appliance

## About the S10 Appliance

The Smoothwall S10 Appliance is ideal for a large school or organization. Fitting neatly between the existing S8 and S14 models, the S10 is a mid-range appliance packing a high speed punch, providing filtering for up to 4000 users. Powered by an Intel Xeon E5 core processor, the S10 has a 2TB hard disk, offering plenty of storage for large school or office needs.

The S10-D variant offers a dual 2TB RAID-1 drive configuration for the added assurance of storage redundancy.

The Smoothwall S10 Appliance come preinstalled with Smoothwall and provides you with the hardware platform required to run either:

**Secure Web Gateway** delivering the features you need to provide a security online experience for all types of users. Smoothwall's web content filtering analyzes actual page content to make an intelligent filtering decision.

**OR**

**Unified Threat Management** delivering all the features of the Secure Web Gateway paired with a next generation firewall to give you total protection.

For the latest Smoothwall product documentation, refer to <http://help.smoothwall.com>

## Reviewing package contents

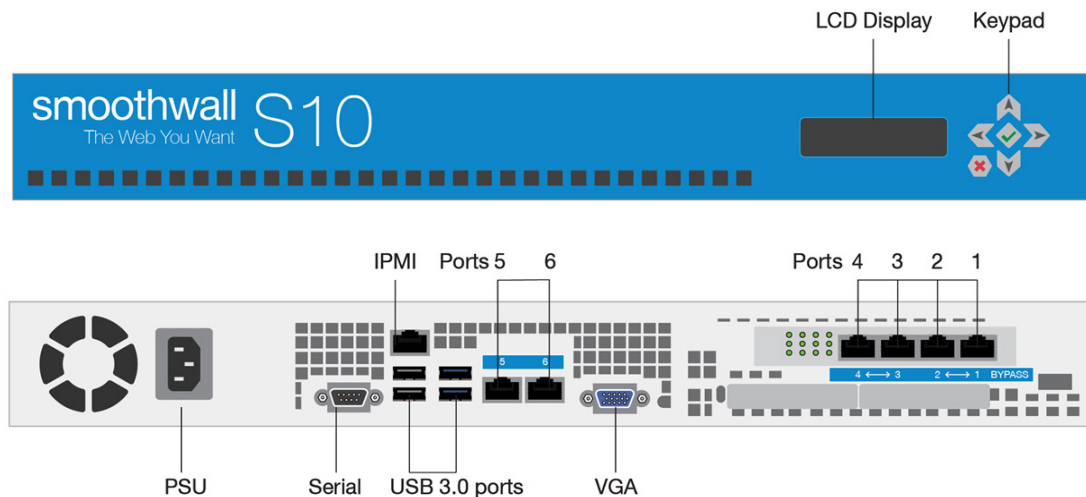
Your S10 package contains the items needed to initially set up an S10 Appliance.







For a detailed hardware specification, refer to your Smoothwall representative.

Component	Information
<b>S10</b>	The S10 Appliance.
<b>AC power cord (US and UK)</b>	Provided with the S10 Appliance.
<b>S10 Getting Started Guide</b>	This guide.
<b>Information sheets</b>	Applicable warranty and certification sheets.

## Reviewing the panel and ports

The image below provides an overview of the S10 Appliance's ports, buttons and screen:




Object	Description
<b>Ports 1-6</b>	<p>Port 1 is the default interface.</p> <p>The other ports can be used to provide internal networking zones and external connections. If required, you can configure ports 1 and 2, or 3 and 4, to be shorted together to provide a bypass port should the appliance be powered off whilst still connected to the network. This leaves the client network with unfiltered network access without having to re-cable.</p> <p>For a detailed description of how to configure bypass ports, refer to the Smoothwall product help – <a href="https://help.smoothwall.com">https://help.smoothwall.com</a>.</p>
<b>IPMI port</b>	<p>Intelligent Platform Management Interface (IPMI) Ethernet interface for monitoring and managing the appliance hardware.</p> <p>IP configuration is set to DHCP by default, this can be configured in the BIOS menu. Default username and password is printed on the sticker at the rear of the S10.</p>
<b>Serial/VGA ports</b>	Used to connect a console to the S10 Appliance.
<b>USB ports</b>	Connection of external storage devices and keyboard, if required.
<b>Power on</b>	If the appliance does not power on and boot automatically, hold down the  key on the keypad for one second to power on the S10 Appliance.
<b>Power off</b>	Hold down the  key on the keypad for four second to power off the S10 Appliance.
<b>Reset</b>	If the appliance becomes unresponsive—Hold down the  key on the keypad for four seconds to reboot the S10 Appliance.
<b>LCD screen</b>	<p>By default, the panel screen runs in information mode and displays the following information:</p> <ul style="list-style-type: none"> <li>• Current bandwidth usage on the external connection</li> <li>• The internal IP address</li> <li>• Current memory usage</li> <li>• The hostname</li> <li>• Time and date</li> </ul> <p>This is also where you view and access the panel menu options available.</p>
	LCD panel navigation buttons used to scroll through the S10 Appliance menu options.
	Used to select and confirm panel menu options. This button can also be used to advance the display of information when the LCD is in idle mode.
	Used to cancel panel menu options.

## Panel menu

The panel menu enables you to reset administrator access and settings as well as reboot or shut down the appliance.

### To access the panel menu, do the following:

1. Press any panel navigation button to access the menu.
2. Continue to navigate through the various menu options. The menu options available are:
  - **Reset Admin Access** Enter `admin`. This is the default account used to administer the Smoothwall System.
  - **Restore Default Settings** Restores the appliance to the settings it had on first boot.
  - **Restore Settings from USB** Restores the appliance using settings stored on an attached USB storage device.
  - **Reboot** Reboots the appliance immediately.
  - **Shutdown** Prompts the appliance to perform a system shutdown.
3. Select the option you require and press  to confirm your selection.

# Installing the S10 Appliance

This section describes the steps needed to install the S10 Appliance in a number of scenarios, including:

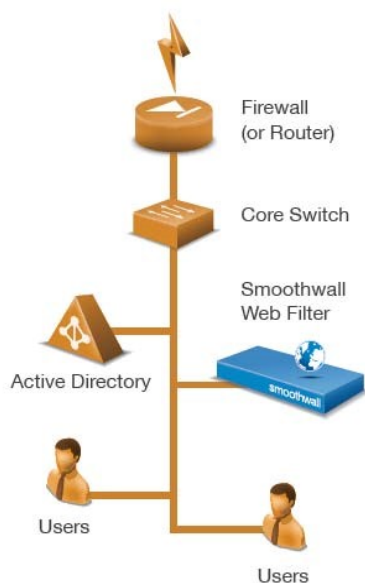
- [Installing as a basic web proxy on page 5](#)
- [Installing in firewall mode on page 6](#)

## Installing as a basic web proxy

This is the simplest scenario. The S10 Appliance is deployed using only one interface plugged into the network. Typically, this is used in a Secure Web Gateway installation.

**To configure a basic installation, do the following:**

1. Place the appliance in a stable and secure location.
2. Connect an Ethernet cable from port 1 to your network; the other ports are not used:




3. Using the supplied AC power cord, connect the appliance to the power supply.

The appliance boots.

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Note: On initial start-up your S10 Appliance will perform a series of system configuration tasks. Please be patient while your S10 Appliance completes this initial start-up procedure.

---

If the appliance does not power on and boot automatically, hold down the  key on the keypad for one second.

For details on how to register your appliance, see [Getting started on page 7](#).

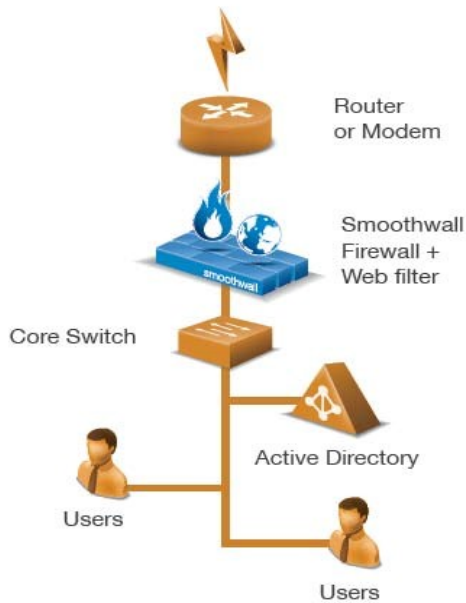


## Installing in firewall mode

This section describes how to install the appliance as a firewall. Typically, this is used in a Unified Threat Management installation.

**To install the appliance as a firewall, do the following:**

1. Place the appliance in a stable and secure location.
2. Connect an Ethernet cable from your network switch to port 1 of the appliance.
3. Connect an Ethernet cable from a port on the appliance to an external network, or internet connected router or firewall.




4. Using the AC power cord, connect the appliance to the power supply.

The appliance boots.

---

Note: On initial start-up your S10 Appliance will perform a series of system configuration tasks. Please be patient while your S10 Appliance completes this initial start-up procedure.

---

If the appliance does not power on and boot automatically, hold down the  key on the keypad for one second.

For details on how to register your appliance, see [Getting started on page 7](#).

# Getting started

This section describes the initial setup of the S10 Appliance, including:

- [Registering the S10 Appliance on page 7](#)
- [Configuring the S10 Appliance for your network on page 9](#)
- [Updating the Smoothwall on page 12](#)
- [Getting the latest guardian blocklists on page 13](#)

## Registering the S10 Appliance

You must register the S10 Appliance before you can use it.

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Note: The appliance comes with pre-assigned internal IP addresses to allow access for the initial configuration, after which you must change them. For more information, see [Changing the IP address on page 9](#).

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### To register the appliance, do the following:

1. From a computer on the same subnet as the Smoothwall System, start a web browser and connect to Smoothwall System via HTTPS, using the following URL:

`https://192.168.110.1:441/`

or via HTTP, using the following URL:

`http://192.168.110.1:81/`

If the computer is not in the same subnet, you can add an alias or second IP to your computer's network card, for example: `192.168.110.2 subnet mask 255.255.255.0`.

If your appliance is used in a Secure Web Gateway installation, and you need to specify a gateway, use one appropriate to your network.

2. Accept the appliance's security certificate and when the Login page opens, enter the following credentials:

- **Username**            Enter `admin`. This is the default account used to administer the Smoothwall System.
- **Password**            Enter `smoothwall`. This is the default password for the `admin` username.

3. Click **Login**.

4. When prompted, enter the following information:

- **Serial number**        The software license key provided by your Smoothwall representative.  
The serial number determines whether the appliance is configured as Secure Web Gateway or as Unified Threat Management.
- **Name**                 Your organization's contact person in matters relating to the appliance.
- **Organization**        The name of your organization.
- **Department**         The department within your organization that has ownership of the appliance.
- **Locality or town**     The town, or location, in which your organization is located.
- **State**                 The state in which your organization is located.
- **Country**              The country in which your organization is located.
- **Email**                 Email address of your organizations appliance contact.

5. Click **Save**. Review the information you have supplied.

6. Click **Confirm**.

The appliance reboots and configures its initial settings. This can take up to five minutes to complete.

Once the appliance has rebooted, the browser will refresh back to the login prompt.

7. Re-enter the default username and password.

8. Click **Login**.

9. When prompted, enter the following information:

- **Timezone** From the **Timezone** drop-down list, select your timezone.
- **Admin password** Enter your new system administrator password, re-entering the new admin password in the **Again** field to confirm consistent password entry.
- **Root password** Enter your new system root password, re-entering the new root password in the **Again** field to confirm consistent password entry.
- **Initial web filter policy setup** Select one of the following web filter policies:

Option/field	Description
<b>Education web filter policy</b>	This is designed to protect students and is highly restrictive. It is suitable to use as a basis for British Educational Communications and Technology Agency (BECTA) compliance.
<b>Workplace/productivity web filter policy</b>	This policy blocks adult, drug, and gambling content. It also blocks social networking, and other sites that may impact productivity at work.
<b>Workplace web filter policy</b>	This policy is a less restrictive workplace web filtering policy. It only blocks adult, drug, and gambling content.
<b>CIPA web filter policy</b>	This is a minimal web filtering policy designed to comply with the USA's Children's Internet Protection Act (CIPA).  Note: The CIPA web filter policy does not include an intolerance category as the American Civil Liberties Union (ACLU) considers such a category to be a violation of the USA constitution's First Amendment.

10. Click **Save**.

The appliance applies your selection and displays the Dashboard which is its default home page containing external connectivity controls and a number of reports. The browser will refresh back to the login prompt.

11. Enter your new login credentials and click **Login**.

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**Note:** The S10 Appliance displays a warning message stating it is unable to register. This warning remains up to 5 minutes after the appliance has an IP address and correct DNS assigned, and has successfully connected to the Internet.

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# Configuring the S10 Appliance for your network

To use the S10 Appliance on your network, you must do the following:

- [Changing the IP address on page 9](#)
- [Creating an external connection on page 11](#)

## Changing the IP address

The S10 Appliances have pre-assigned internal IP addresses. You must change them to make the appliance accessible on your network.

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**Tip:** The safest method is to add an additional IP address to the interface, then delete the preassigned address. This way, should the wrong IP address be configured, you can still access the administration user interface to correct it.

---

### To change the IP address, do the following:

1. Browse to **Network > Configuration > Interfaces**.
2. Click the **IP addresses** link for the relevant interface to display the **Attached addresses** table.
3. Click **Add new IP address**.
4. Complete the following:
  - **Status** — New IP addresses are enabled by default.
  - **Type** — Choose whether this IP address is assigned a static IP address (**Static IPv4**), or an IP address assigned via DHCP (**DHCP IPv4**).

Depending the type of IP address, additional parameters may require configuration:

Use as	Additional Parameter	Description
<b>Static IPv4</b>	<b>IP address</b>	Enter the additional IP address for this interface.
	<b>Subnet mask</b>	Enter the subnet mask for the IP address
	<b>Gateway</b>	If traffic from this IP address needs to go through a gateway, select <b>User defined</b> , and either enter it into the box provided, or choose it from the drop-down list. Else, leave <b>None</b> selected.
	<b>Bandwidth</b>	This parameter is only displayed if a <b>User defined Gateway</b> is configured. If multiple gateways are configured and used, enter the minimum bandwidth used to load balance traffic between connections. If a single gateway is configured, load balancing is not used so this parameter can be left at 1. Select whether the configured value is in kilobits per second ( <b>kbps</b> ), or in megabits per second ( <b>Mbps</b> ).
	<b>Connection monitoring</b>	This parameter is only displayed if a <b>User defined Gateway</b> is configured. Connection monitoring is enabled by default. It is not recommended you disable connection monitoring for external gateways, otherwise S10 assumes the gateway always has an internet connection.

Use as	Additional Parameter	Description
<b>DHCP IPv4</b>	<b>Bandwidth</b>	If multiple gateways are configured and used, enter the minimum bandwidth used to load balance traffic between connections. If a single gateway is configured, load balancing is not used so this parameter can be left at 1.  Select whether the configured value is in kilobits per second ( <b>kbps</b> ), or in megabits per second ( <b>Mbps</b> ).
	<b>Connection monitoring</b>	Connection monitoring is enabled by default.  It is not recommended you disable connection monitoring for external gateways, otherwise S10 assumes the gateway always has an Internet connection.
	<b>DHCP client hostname</b>	Optionally, enter the DHCP client hostname as specified by the DHCP server.

- **Comment** — If require, enter any information relating to this IP address.

If comments have been added, the **Show comments** button is displayed on the **Attached addresses** table. Clicking this displays comments added for the IP address.

5. Click **Add**.

The appliance applies the new IP address to the interface.

6. Log out of the administration user interface, and browse to the new IP address, via HTTPS using port 441 or HTTP using port 81.
7. Browse to **Network > Configuration > Interfaces**.
8. Click the **IP addresses** link for the relevant interface to display the **Attached addresses** table.
9. Locate and select the pre-assigned IP address.
10. Click **Delete**.
11. Browse to **Network > Configuration > DNS**.
12. From the Global panel, select System internal DNS server.
13. Click Save changes.
14. From the **DNS forwarders** panel, click **Add new DNS forwarders** to configure the DNS servers for the DNS proxy service to use when resolving requests as follows:

- **Status** New DNS forwarders are enabled by default.
- **Server IP address** Either enter the server IP addresses, or select the relevant DNS IP addresses, or range from the drop-down list.  
  
For a detailed description about working with address objects, refer to the Smoothwall product help – <https://help.smoothwall.com>
- **Link Load Balancing pool or Local IP address** Leave this option as **Default**.  
  
For a detailed description about link load balancing, refer to the Smoothwall product help – <https://help.smoothwall.com>
- **Comment** Enter an optional comment for this DNS server.
- **Show comments** Displayed on the **DNS forwarders** table if any comments have been added. Clicking this displays the comments added for the server IP address.

15. Click **Add**.
16. Browse to the **Web proxy > Web proxy > Settings**.
17. Click **Save and Restart** to apply the changes to the web proxy.

## Creating an external connection

If your Smoothwall system is to provide access to the Internet, you must configure the connection details as follows:

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**Note:** The following instructions are for external connections made through a NIC (Network Interface Card) interface. You can also configure an external connection to use a PPPoE connection. For a detailed description of how to configure a PPPoE connection, refer to the Smoothwall product help – <https://help.smoothwall.com>.

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1. Browse to **Network > Configuration > Interfaces**.
2. Select the relevant interface, and click **Edit**.
3. Complete the following:
  - **Name** — Enter a meaningful name for this connection.
  - **Use as** — Select **External**.
  - **Spoof MAC** — If MAC address spoofing is required, enter the new MAC address here.
  - **MTU** — If required, you can set the Maximum Transmission Unit (MTU) size, in bytes, for this connection.
  - **Comment** — Enter an optional comment for this external interface.  
If any comments are added, a **Show comments** button is displayed allowing interface comments to be reviewed.
4. Click **Save changes**.  
You must assign the IP address, and gateway if provided, as advised by your ISP. This can either be a static IP address or one assigned dynamically.
5. Click the **▼ IP addresses** link for the external interface to display the **Attached addresses** table.
6. Click **Add new IP address**.
7. Complete the following:
  - **Status** — New IP addresses are enabled by default.
  - **Type** — Choose whether this IP address is assigned a static IP address (**Static IPv4**), or an IP address assigned via DHCP (**DHCP IPv4**).

Depending the type of IP address, additional parameters may require configuration:

Use as	Additional Parameter	Description
<b>Static IPv4</b>	<b>IP address</b>	Enter the additional IP address for this interface.
	<b>Subnet mask</b>	Enter the subnet mask for the IP address
	<b>Gateway</b>	If traffic from this IP address needs to go through a gateway, select <b>User defined</b> , and either enter it into the box provided, or choose it from the drop-down list. Else, leave <b>None</b> selected.

Use as	Additional Parameter	Description
	<b>Bandwidth</b>	<p>This parameter is only displayed if a <b>User defined Gateway</b> is configured.</p> <p>If multiple gateways are configured and used, enter the minimum bandwidth used to load balance traffic between connections. If a single gateway is configured, load balancing is not used so this parameter can be left at 1.</p> <p>Select whether the configured value is in kilobits per second (kbps), or in megabits per second (Mbps).</p>
	<b>Connection monitoring</b>	<p>This parameter is only displayed if a <b>User defined Gateway</b> is configured.</p> <p>Connection monitoring is enabled by default.</p> <p>It is not recommended you disable connection monitoring for external gateways, otherwise the S10 assumes the gateway always has an internet connection.</p>
<b>DHCP IPv4</b>	<b>Bandwidth</b>	<p>If multiple gateways are configured and used, enter the minimum bandwidth used to load balance traffic between connections. If a single gateway is configured, load balancing is not used so this parameter can be left at 1.</p> <p>Select whether the configured value is in kilobits per second (<b>kbps</b>), or in megabits per second (<b>Mbps</b>).</p>
	<b>Connection monitoring</b>	<p>Connection monitoring is enabled by default.</p> <p>It is not recommended you disable connection monitoring for external gateways, otherwise S10 assumes the gateway always has an internet connection.</p>
	<b>DHCP client hostname</b>	<p>Optionally, enter the DHCP client hostname as specified by the DHCP server.</p>

- **Comment** — Enter an optional comment for this IP address.

If comments have been added, the **Show comments** button is displayed on the **Attached addresses** table. Clicking this displays comments added for the IP address.

8. Click **Add**. The appliance applies the new IP address to the interface.

## Updating the Smoothwall

You must ensure the S10 Appliance has the latest Smoothwall software release and update:

- Releases provide new features and product improvements.
- Updates provide bug fixes and enhancements to address potential security threats.

The Smoothwall must be connected to the Internet in order to discover, download and install system updates. Smoothwall's support systems are directly integrated with the Smoothwall's update procedure.

**To check for and install releases and updates, do the following:**

1. Browse to **System > Maintenance > Updates and releases**.
2. In the **Update: fix and patch your installed release** section, click **Check for updates**.
  - If an update exists it will be listed under **Available updates**.
  - If a new release exists it will be listed under the **Available releases**, in the **Releases: new functionality and major upgrades** section.
3. If you want to:

- **Review Update/Release details:**
  - a. Click **Details**. Review details of the current update including any previous release updates.
  - b. Click **OK** to close the Update information dialog.
- **Install the Smoothwall Update/ Release:**
  - a. Click **Install**. Details of the update, including details of any previous release updates are displayed.
  - b. Click **Install and reboot**.
- **Schedule the Smoothwall Update/ Release install at a later time:**
  - a. Click **Schedule**.
  - b. Select the preferred update implementation time.
  - c. Click **Apply**.

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**Note:** The scheduled update process will automatically reboot the system following the scheduled install.

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For a detailed description of further configuration needed for your Smoothwall system, refer to the Smoothwall product help – <https://help.smoothwall.com>.

## Getting the latest guardian blocklists

Guardian blocklists are groups of settings, which are updated on a regular basis by Smoothwall, to maintain the Smoothwall System's list of undesirable, inappropriate or objectionable content.

**To update Guardian blocklists, do the following:**

1. Browse to **System > Maintenance > Licenses**.
2. Within the Blocklist subscriptions panel, click **Update**.

The Smoothwall System downloads and installs the latest blocklist.

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**Note:** After this initial blocklist download, the Smoothwall System automatically checks for and downloads updated blocklists daily.

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