



# **Tamar FCSAS2400 Fibre Channel to SAS Bridge 3014.4200 User Manual V3.6**

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## **Bridgeworks**

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## Manual Revision History

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3.4	May 2012	V3_03	AP
3.5	August 2012	V3_03	AP
3.6	October 2013	V3_04	AP

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## Warning

The Bridgeworks Potomac FCSAS2400 FC to SAS Bridge contains no user-serviceable components. Only an Authorized Service Centre should carry out any servicing or repairs. Unauthorized repairs or modifications will immediately void your warranty.

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## Before You Start

There are a number of additional pieces of equipment you will require for the successful installation of your Bridge:

### **Ethernet Cable**

You will require a good quality cable of suitable length to go between your network access point and the Bridge. This should be marked as certified to Cat 5e and have a RJ45 style connector at the Bridge end.

### **Fibre Channel Interface**

The Fibre Channel Bridge supports the use of SFP modules to connect to the Fibre Channel. You will require the correct type to connect to your existing infrastructure.

### **Fibre Channel Cable**

In addition to the fibre channel interface, you will require a good quality cable of suitable length to go between your Bridge and your initiator or fibre channel switch.

### **SAS Cable**

The Bridge uses a “Mini SAS” style connector, also known as an iPASS connector, with 4 SAS connections per port. You will require a SAS cable that supports this connector at the Bridge end and the type of connect your peripheral device supports at the other.

**If you are in any doubt, please contact your reseller for assistance.**

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## 1.0 Introduction

Thank you for purchasing the Bridgeworks Fibre Channel to SAS Bridge.

The Bridge has been designed to ensure that in the majority of installations it will require the minimum of set up before use. However, we suggest you read the following, which will guide you through setting up both the Fibre Channel Network and SAS aspects of the Fibre Channel Bridge

The GUI Management section will guide you through the initial set up required to install the Bridge on to your network

### 1.1 Overview

The Fibre Channel Bridge creates an interface between a network, which utilises the Fibre Channel protocol, and peripherals that utilise the SAS protocol. The internal circuitry of the Bridge acts as a two-way interface converting the data packets that are received on the Fibre Channel network into data transfers and electrical signals that storage devices such as disks, tape drives and optical disks understand on the SAS bus.



The Bridgeworks FCSAS2400 Fibre Channel Bridge

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## 1.2 Manual Layout

Throughout the manual symbols will be used to quickly identify different pieces of information.



This icon represents a note of interest about a step or section of information.



This icon represents an important piece of information.



This icon represents a warning, care must be taken and the warning should be read thoroughly.

## 1.3 Definitions

In order to understand the process of identifying and configuring devices on the SCSI bus for the Server to communicate with it is necessary to understand some of the terms used by the menus.

### Logical Unit Numbers (LUN)

Each SCSI device on the SCSI bus can support sub-devices. These are called LUNs. Within the iSCSI Connect Bridge each SCSI ID on the SCSI bus can support 7 LUNs.

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## 1.4 Safety Notices



This device should only be installed by suitably trained personnel.

Protection provided by the equipment may be impaired if used in a manner not specified by the manufacturer.

Do not block the enclosure's vents. Air enters from the front and is exhausted out the back of the device.



This device is connected to the AC power line. Before using the device, please read the instructions carefully, in order to use the device correctly and safely. For the installation instructions, refer to the installation section of this guide.

Class I Equipment. This equipment must be earthed. The power plug must be connected to a properly wired earth ground socket outlet. An improperly wired socket outlet could place hazardous voltages on accessible metal parts.

Do not attempt to service the equipment yourself, doing so will void the warranty and may damage the system. This unit contains hazardous voltages and should only be opened by a trained and qualified technician. To prevent electric shock, do not remove the cover. There are no user-serviceable parts inside.

The power cord is used as a disconnection device. To de-energize the equipment, disconnect the power cord.

Do not use the equipment where it can get wet. Protect equipment from liquid intrusion. If your equipment gets wet, disconnect power to the equipment and to any attached devices. If the Bridge is connected to an electrical outlet, turn off the AC power at the circuit breaker before attempting to remove the power cables from the electrical outlet. Disconnect any attached devices.

Use only the power supply cord set provided with the system for this unit, should this not be correct for your geographical area, please contact your supplier.

The mains plug to the rear of the unit is used as the power disconnect device, please ensure that this is kept clear from any obstruction and is visible at all times.

Before installing or removing signal cables, ensure that the power cables for the system unit and all attached devices are unplugged.

To prevent electrical shock hazard, disconnect the power cable from the electrical outlet before relocating the system.



Class 1 Laser Product: Certain models will use a Small Form Factor Pluggable GBIC module for connection to an optical network. These devices may use a Class 1 Laser device – it is important that you do not stare into the Laser beam.

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## 2.0 Installing the FCSAS2400 Bridge

There are 4 basic steps to installing the FC Bridge

- Connecting the Fibre Channel interface
- Connecting the Ethernet cables
- Connecting the SAS cables
- Connecting the Power Supply

### 2.1 Connecting the Fibre Channel Interface

The FC Bridge can be used on the following network configurations

- 1Gb FC
- 2Gb FC
- 4Gb FC

It is not necessary to specify which network type you are connected to, as the FC Bridge will automatically select the correct network speed when first powered up.

The connection to the FC network is via an industry Small Form-factor Pluggable (SFP) interface Module that is inserted into the SFP receptacle on the front of the unit.

Once the SFP is inserted securely into the Bridge, insert one end of a fibre channel cable into the Bridge and the other end into your initiator or switch.

#### Front Panel of the Bridge Showing FC Cable Connections



**Note:** Only use an SFP that meets or exceeds the following standards:  
EU: IEC/EN 60825-1, North America: FCC, CDRH



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## 2.2 Ethernet Connection

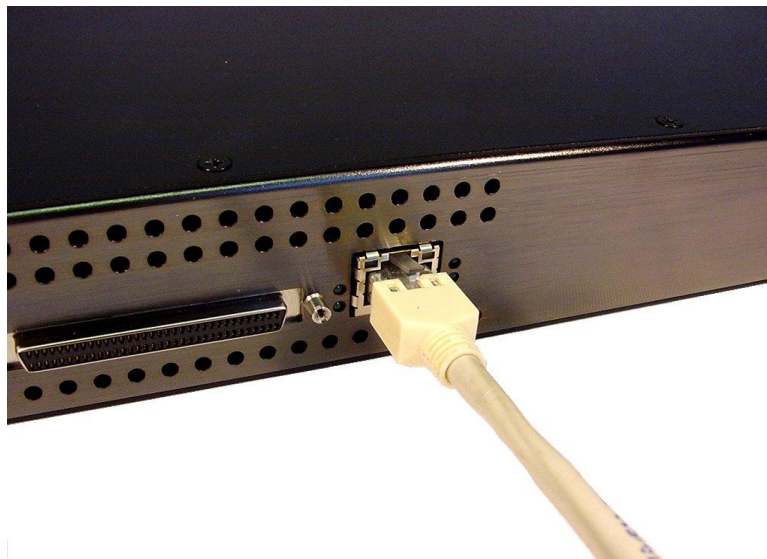
The Bridge can be used on the following network configurations:

- 10BaseT
- 100BaseT
- 1000BaseT (Gigabit)

It is not necessary to specify which network type you are connected to, as when powered up the Bridge will automatically select the correct network speed.

The connection to the Ethernet network is via an industry standard twisted pair, RJ45 copper interface on the front of the unit.

To connect the Bridge to the Ethernet network, insert a Cat 5E cable directly into the connector on the unit as shown below. When the plug is in the correct position a “click” should be heard.



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## 2.3 SAS Bus Connections

The SAS bus on the FC Bridge is capable of running at speeds of up to 3Gbits/s. However, devices that operate at slower speeds can still be connected to this SAS bus. In a manner similar to the Ethernet and FC connections, the FC Bridge will automatically negotiate with these devices to obtain their optimal operating speed upon power up. Each SAS port on the FC Bridge port will support up to 4 SAS channels.

Connect the SAS cable to the front of the FC Bridge as shown below, ensuring that connector is the correct way up.

Connecting the SAS Cable to the Bridge SAS Port



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## 2.4 Connecting the Power Supply

Before connecting the Power Supply to the unit, ensure the wall plug is removed or switched off.

Connect the Power Supply to the rear of the Bridge as shown below.



**Note:** Before powering up the Bridge, ensure all the peripherals are powered up and you have a connection to the network.

To turn on the Bridge use the switch next to the power connector and push in the button. (The image above shows the button in the off position). Whenever the Bridge is powered on the blue LED on the front panel will be illuminated.

Now that the Bridge is installed, the next stage is to configure it. This is described in the next chapter.

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## 3.0 Configuring the FCSAS2400 Bridge

Before the FC Bridge can be used on the network for the first time, it is necessary to configure a number of parameters.

### 3.1 Using the Web Interface

Now that the Bridge is fully connected the primary method for configuring any option is through its web interface. The following section highlights the requirements needed to access these pages and the consistent layout used throughout.



**Note:** The default IP address of the web interface for the Bridge is **http://10.10.10.10/**

#### 3.1.1 Browsers

This Bridge supports the following browsers

- Microsoft Internet Explorer 7
- Microsoft Internet Explorer 8
- Microsoft Internet Explorer 9
- Mozilla Firefox 9
- Mozilla Firefox 10
- Google Chrome Latest



**Note:** JavaScript must be enabled within the web browser to use the web interfaces functionality.



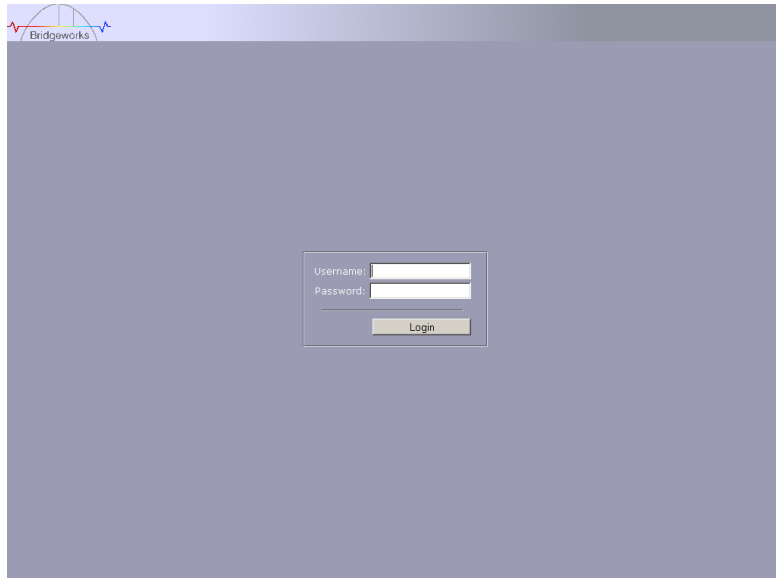
**Important:** If you choose to use a browser that is not on the list of supported browsers Bridgeworks cannot guarantee the behaviour of the Bridge's functionality.

#### 3.1.2 Connecting to the Web Interface

From within your web browser, connect to the Bridge using the address **http://10.10.10.10/** (or, if you have changed this previously, the address of the left-hand network port).

Depending on your current network parameters, it may be necessary to change your network settings on your computer for the initial set up. See Appendix A for further help.

Once you have connected to the web interface on the Bridge you will see the entry page shown below.



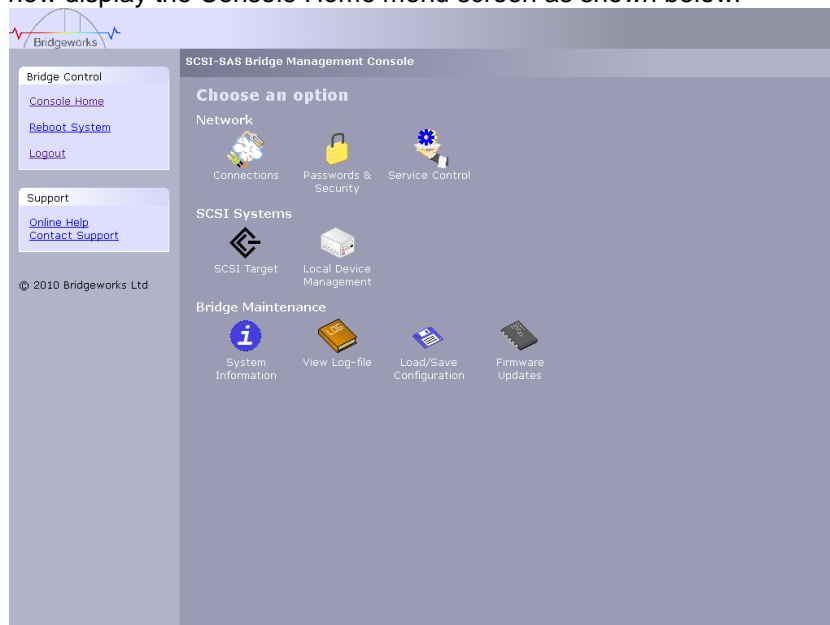
To access the web interface a user name and password must be used, the defaults of which are:

Username: **admin**  
Password: **admin**



**Note:** We suggest that you change your password at the next possible opportunity.

The GUI will now display the Console Home menu screen as shown below.



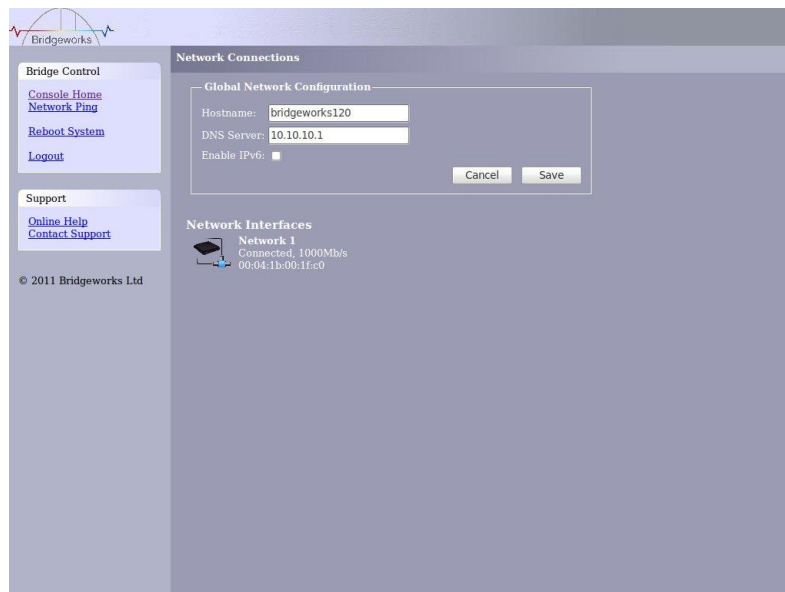
**Note:** For security reasons only one person can access this GUI at any one time. Therefore, to avoid the situation where one person forgets to logout, effectively locking up the GUI, the Bridge incorporates a five minute idle timer, which will automatically logout any user after this period.

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Within the Support section there is a link that will open up your mail service with Bridgeworks' Email address loaded and an Online Help button. The Online help is contextually aware of which GUI page you are currently viewing and will provide you with help relevant to the display and configuration data.

## 3.2 Configuring the Network Parameters

Click on the Connections icon to enter the network configuration page.



### 3.2.1 Setting the Hostname

In this box enter the name you wish to use to address this Bridge in the future. We suggest that you use a name that is relevant to its location and/or its purpose.



**Note:** If you select the DHCP mode, ensure your DHCP server is set to automatically update the DNS server.

### 3.2.2 Enabling IPv6

Checking this box will enable the Bridge to use IPv6 IP addresses. As with Ipv4, you can either choose to use DHCP or assign a static IPv6 address.

To change the settings of the connection, click on the connection. You will be presented with the screen as shown below where you can make changes to the connection.

The screenshot shows the Bridgeworks Network Port configuration page for Network 1. On the left is a sidebar with links: Bridge Control, Console Home, Network Ping, Reboot System, Logout, Support, Online Help, and Contact Support. The main area is titled 'Network Port: Network 1' and contains the following sections:

- Port Settings:** MTU Size is set to 1500.
- IP Addressing:**
  - Use DHCP to assign an IP address automatically (selected).
  - Use the following IP address: IP Address: 10.10.10.120, Netmask: 255.255.255.0, Gateway: (empty).
  - Use automatic IPv6 address assignment (selected).
  - Use the following IPv6 address: IPv6 address: (empty), Default gateway: (empty).
- Link Status:**

Link State:	Up	Link Speed:	1000Mb/s
RX Bytes:	161579	TX Bytes:	596400
RX Errors:	0	TX Errors:	0
IPv4 Address:	10.10.10.120		
IPv6 Address:			

At the bottom right are 'Cancel' and 'Save' buttons.

### 3.2.3 Setting the MTU

Enabling larger frames on a jumbo frame capable network can improve the performance of your backup operations. Jumbo frames are Ethernet frames that contain more than 1500 bytes of payload (MTU). Before enabling jumbo frames, ensure that all the devices/hosts located on the network support the jumbo frame size that you intend to use to connect to the Bridge. If you experience network related problems while using jumbo frames, use a smaller jumbo frame size. Consult your networking equipment documentation for additional instructions.

Some networking switches require you to specify the size of the jumbo frame (MTU) when enabling, as opposed to a simple enable command. On these switches it might be required to add the necessary bytes needed for the frame header (i.e., header information + MTU). Typical header size is 28 bytes, so a 9000 byte MTU would translate to 9028 byte setting. Refer to your switch documentation to understand what the maximum frame size settings are for your switch.

### 3.2.4 Setting the IP Address

There are two possibilities when configuring the IP address for the Bridge:

DHCP - the Bridge will seek out the DHCP server on your network and obtain an IP address from the server each time it powers up.

Static IP - the IP address set in this page will be the IP address the unit will use each time it powers up.

Depending on your configuration, either click the DHCP button or set your Static IP address.



**Note:** If you select the DHCP mode, ensure your DHCP server is set to automatically update the DNS server.

### 3.2.5 Setting the Subnet Mask

If the Bridge is configured to use DHCP the net mask will be issued from the DHCP server. If you are using static IP address enter the IP mask in this box.

### 3.2.6 Setting the Gateway Address

Enter in this box the address of your gateway controller for your network.



### 3.2.7 Setting an IPv6 IP Address

If IPv6 is enabled on the network connections page, here you can choose to use DHCP to automatically assign an IPv6 address, or you can set a static IPv6 address. If you choose to assign a static IPv6 address, you will also need to assign an IPv6 subnet mask.

### 3.2.8 Committing the changes



**Note:** Before you commit these parameters to memory, it is worth checking that all the parameters and spellings are correct and that these have been written down in a safe place for future reference.

Click the save button to save these parameters and then click the reboot button in the left hand pane.

### 3.2.9 Reconnect to the Bridge

If you made changes to your computer, return them to their previous setting and reconnect to the Bridge using the IP address or hostname, depending on which addressing mode you selected.

### 3.2.10 Network Ping

You can test your network connection by using the 'Network Ping' tool. To access the Network Ping, click on the link in the left hand panel.

The screenshot shows the Bridgeworks web interface. On the left is a sidebar with links: Console Home, Connections, Reboot System, Logout, Online Help, and Contact Support. The main area is titled 'Network Connections' and contains a 'Ping' section. This section has a 'Ping' button, a 'Host:' text box, a 'Count:' text box with the value '5', and a large empty box for the results.

Network Ping

Enter the IP Address that you want to ping in the Host box and the number of times that you want to ping in the count box. The results of the ping will be displayed in the box below.



**Note:** If you enter 0 into the count box the ping will carry on until you leave the page or enter a value greater than 0 in to the count box and hit ping again.

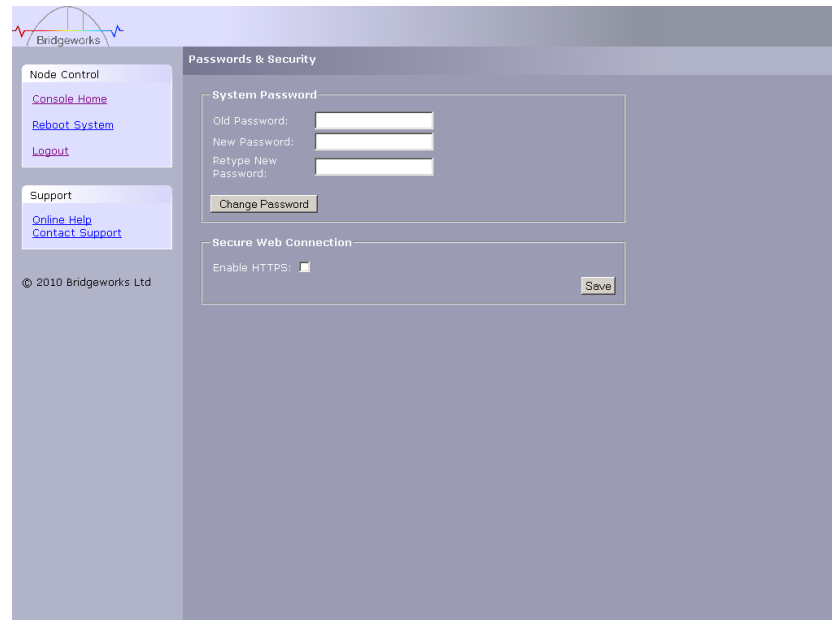
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### 3.3 Passwords and Security

This configuration page will allow the administrator to change the access password for the GUI.

From within the main menu select the Password and Security icon under the Network section

The GUI will now display the following window



The screenshot shows the 'Passwords & Security' configuration page in the Bridgeworks GUI. On the left is a sidebar with 'Node Control' (Console Home, Reboot System, Logout) and 'Support' (Online Help, Contact Support) links, along with a copyright notice for 2010 Bridgeworks Ltd. The main content area has a title bar 'Passwords & Security'. It contains two sections: 'System Password' with three input fields for 'Old Password', 'New Password', and 'Retype New Password', followed by a 'Change Password' button; and 'Secure Web Connection' with an 'Enable HTTPS' checkbox and a 'Save' button.

To change your password, type the existing password and the new password into the appropriate boxes and press save.

Secure Connection – by clicking this box it will force all further transactions with the GUI to be done via a secure, encrypted HTTPS connection.

Once you have clicked this option, save the configuration, logout and login again.



**Note:** It is not possible to reset the password without logging into the GUI so ensure you remember your password!

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## 3.4 Network Services

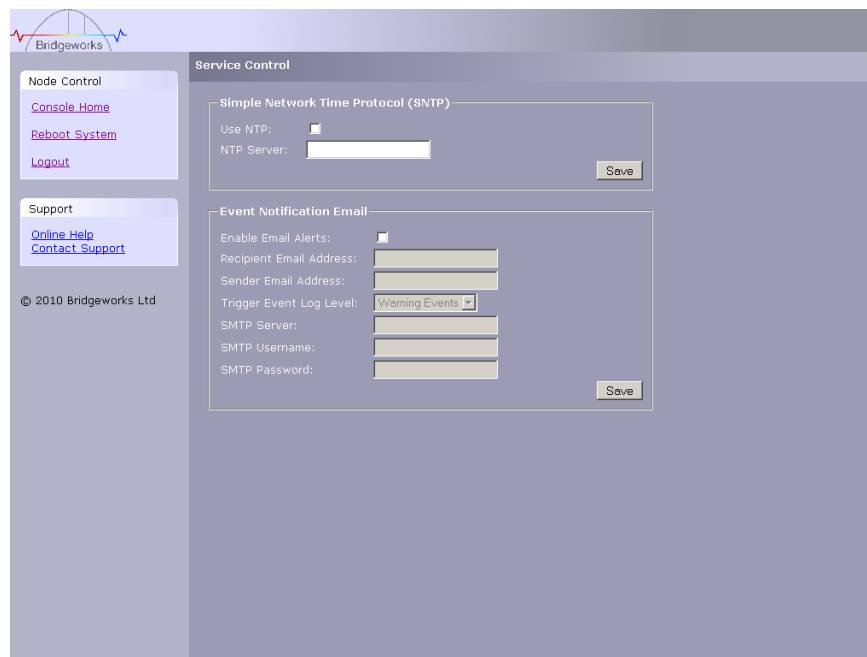
### 3.4.1 NTP

The Network Time Protocol (NTP) is a protocol for synchronising the clocks of computer systems over the IP network. This is used by the Bridge to synchronise its internal clock with the rest of the network.

This configuration page will allow the administrator to configure the IP addresses for the Network Time Domain server.

From within the main menu select the Service Control icon under the Network section

The GUI will now display the following window



The screenshot shows the Bridgeworks Service Control interface. On the left is a sidebar with 'Node Control' (Console Home, Reboot System, Logout) and 'Support' (Online Help, Contact Support) links, along with a copyright notice for 2010 Bridgeworks Ltd. The main area is titled 'Service Control' and contains two sections: 'Simple Network Time Protocol (SNTP)' and 'Event Notification Email'. The SNTP section has a 'Use NTP' checkbox and an 'NTP Server' text field, with a 'Save' button. The Email section has an 'Enable Email Alerts' checkbox, a 'Recipient Email Address' field, a 'Sender Email Address' field, a 'Trigger Event Log Level' dropdown menu (set to 'Warning Events'), an 'SMTP Server' field, an 'SMTP Username' field, and an 'SMTP Password' field, with a 'Save' button.

To enable NTP on the Bridge, click the tick box and enter the IP address for the NTP Server and then click the save button.

### 3.4.2 Email Alerts

The Bridge can notify a systems administrator when certain level log events are observed in the Bridges logs.

To enable email alerts on the Bridge, click the tick box next to “Enable Alerts”, this will allow you to alter the contents of the currently greyed out fields. The following fields need to be completed.

**Recipient Email Address** - This is the email address to which the emails will be sent.

**Senders Email Address** - This is the email address that emails will be sent from. This can be any address and does not have to be genuine, which is useful for email filtering. For example entering logs@4bridgeworks.com would allow emails from this address to be filtered to a specified folder in the users email client.

**Trigger Event Log Level** - This allows the user to specify what severity of event will trigger the log to be emailed with Critical Events being the most severe and Warning Events being the least. For each level picked the higher level logs will also be emailed, for example selecting Error Events will also send all Critical Events.

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Below are examples of events that will be sent for each log level

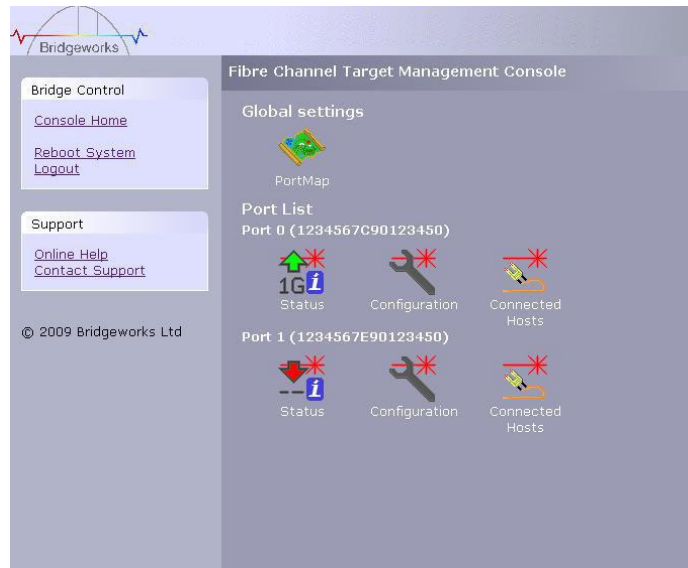
- Critical: The Bridge is running at non recommended temperatures
- Error: The Bridge rejected a login attempt.
- Warning: An Initiator has logged out of the Bridge.

## 3.5 FC Target Connections

This configuration page will allow the administrator to configure the Fibre Channel Interface of the Bridge

From within the main menu select the FC Target icon from the SCSI System section.

The GUI will now display the following window



The left hand most icons display the current state of each Fibre Channel Port.

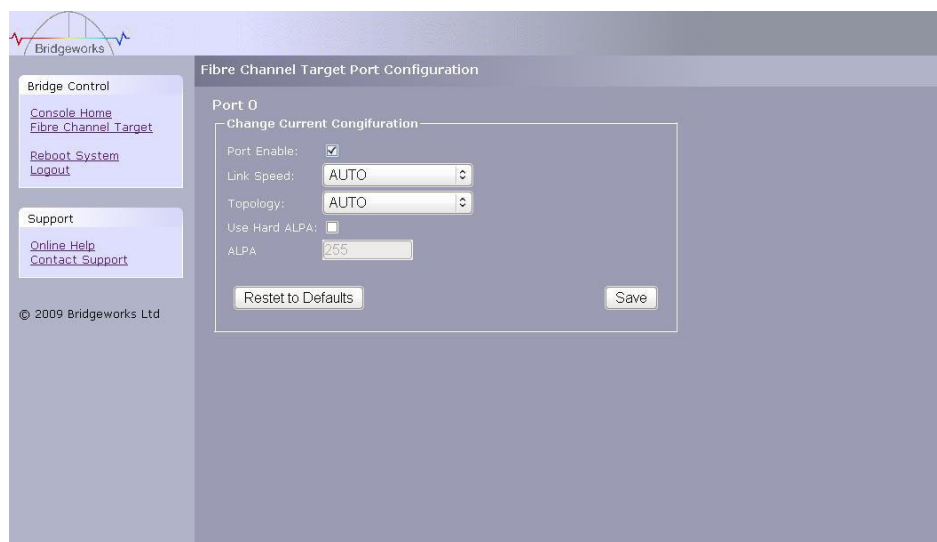
The green / red arrow display whether the port is up or down whilst the number displays the negotiated Fibre Channel speed

Clicking on the icon will take you into a further screen displaying more detailed information.

### Port Configuration

Now select the first of the ports configuration icon

The Screen will now display the following



The first parameter is the link enable check box

---

Check this to enable the link on to the FC SAN

The link speed pull down menu allows you to select the FC network speed. We recommend you select the automatic option from the pull down menu

Topology – this allows you to force the FC topology when the Bridge logs on to the FC network



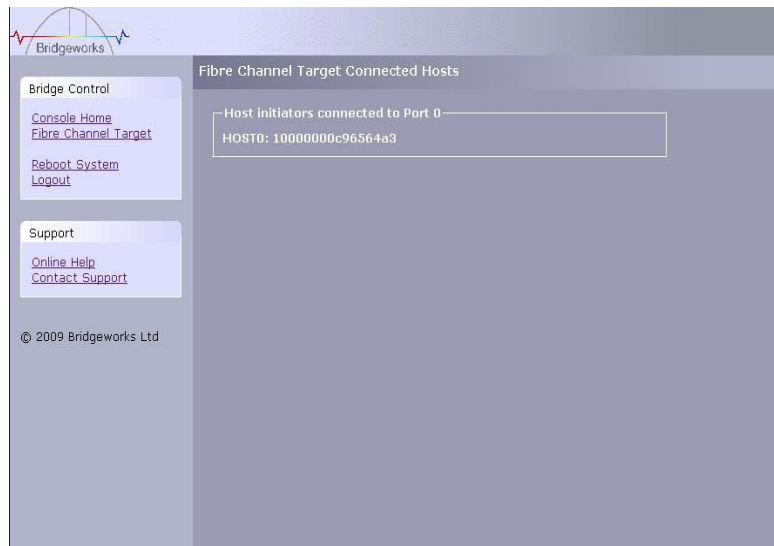
**Note:** We suggest you leave this unchecked unless you are conversant with the lower levels of the Fibre Channel protocol as certain ALPA addresses are reserved.

Save – This will save the configuration to the local Flash memory for use at the next reboot.

Repeat this process for the other Network Port as required.

### Connected Hosts

To List which hosts are connected to the Bridge, from the Fibre Channel main page select the connected hosts icon for the port you require

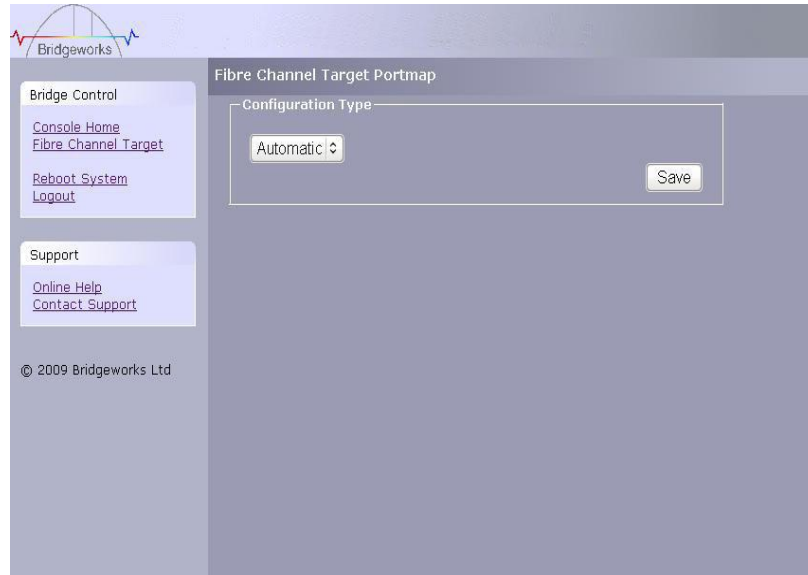


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## Port Map

Once the Fibre Channel interface has been configured the target devices can now be assigned to the Fibre Channel ports.

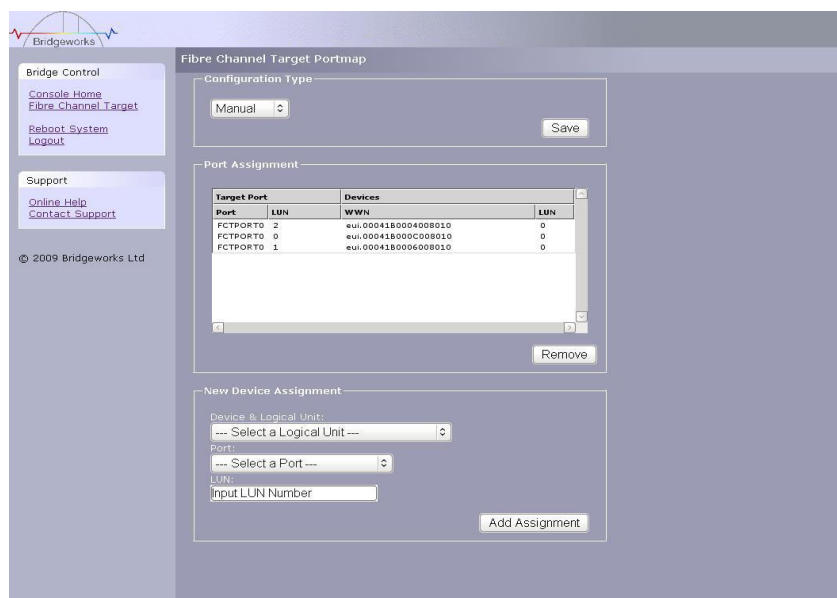
From the Fibre Channel Management page select the port map icon.



There are two choices from the drop down list

- Automatic this will assign to both Fibre Channel ports all the target devices so that any host connected to either of the Fibre Channel ports will see the same devices.
- Manual this will allow the user to manually assign which target device appears on which Fibre Channel.

Selecting Manual will bring up the following screen



To assign a target device to a Fibre Channel Port

- Select the SAS target device from the list in the Logical Unit drop down menu
- Select which Fibre Channel Port you wish the LUN to appear on
- Select the LUN number you wish the device to have on the Selected Fibre Channel Port

- 
- Click the Add Assignment button at the bottom of the panel

In the example above the Port Assignment shows you 3 devices assigned to Port 0 with the LUN numbers 0, 1 and 2.



## 3.6 Device Manager

This configuration page will allow the administrator to configure a number of parameters that control the behavior of the SAS bus.

From within the main menu select the Device Management section.

The GUI will now display the following window

The screenshot displays the Bridgeworks Device Management GUI. On the left is a sidebar with 'Bridge Control' (containing 'Console Home', 'Reboot System', 'Logout') and 'Support' (containing 'Online Help', 'Contact Support'). The main panel is titled 'Device Management' and is divided into two main sections: 'Global Settings' and 'Device Info'.

**Global Settings:**

- Persistent LUN by Device's:
- Mapping Type:
- 

**Device Info:**

This section contains a list of devices, each with a blue triangle icon to its left. The first device is expanded, showing the following details:

LUN 0	Present	enabled	Persistent
Target WWN: Teui.5000E11112E32002.L0x0000000000000000			
Target Alias: Teui.5000E11112E32002.L0x0000000000000000			
Logical Units Attached: 1			
Target WWN: Teui.5000E11112E32002.L0x0001000000000000			
Target Alias: Teui.5000E11112E32002.L0x0001000000000000			
Logical Units Attached: 1			
LUN 0			
Device	IBM - ULT3580-HH4 Rev (8192)		
Device Type	Sequential Access Device		
SCSI Revision	SPC-3		
Media Type	Removable Media		
Device WWN	5000E11112E32005.L0x0000000000000000		
Device SCSI ID	0:0:0:0		
Persistent LUN	1		
Enable / Disable Device	<input type="text" value="Enabled"/>		

At the bottom of the Device Info section are three buttons: 'Refresh', 'Clear Configuration', and 'Update Configuration'.

In the first Box at the top of the screen are a number of options for configuring how the Bridge will present the SAS devices on the SCSI interface.

- Single Target with Multiple LUNs – Choose this option if you require all the devices on the SAS ports to appear as a single WWN with devices as LUN underneath this.

By clicking on the blue triangle in the Device info box you can display further information about each SAS device.

The expanded information also gives you a device control option

Enable / Disable Device – This pull down menu option allows you to disable a SAS device from appearing on the SCSI interface.

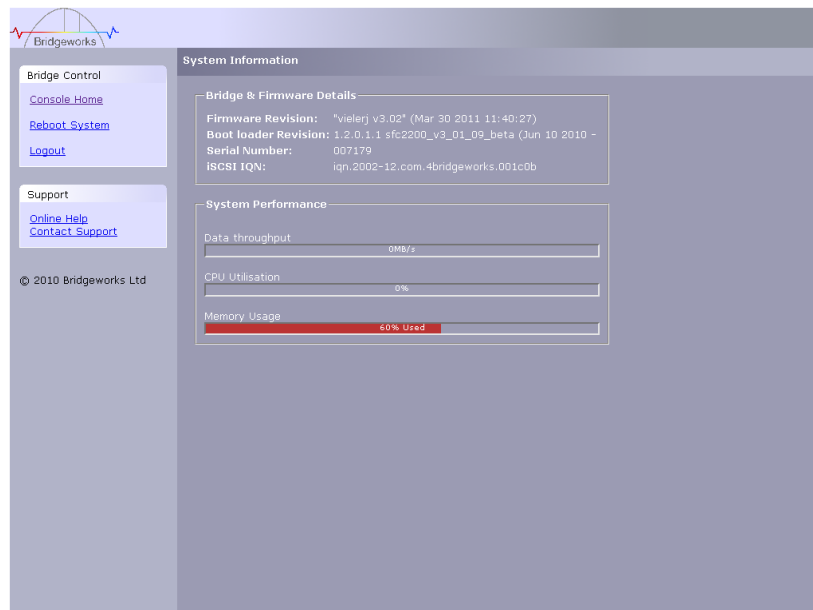
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## 4.0 Information

### 4.1 System Information

This System Information page will allow the administrator to view the Performance of the Bridge. From within the main menu select the System Information icon from the Bridge Maintenance section.

The GUI will now display the following window



Within the top window the following information is displayed

- Current Firmware & Boot Loader Revision Level
- SAS Firmware Revision Level
- Serial Number of the Bridge

Within the lower window are 3 bar graphs, which provide an approximation of the following performance parameters:

- Data Throughput - This indicates the current performance in MB/s.
- CPU - This indicates the percentage of the time the CPU is occupied undertaking the management and scheduling the transfer of data between the two interfaces
- Memory Usage - This indicates the percentage of memory used by all processes

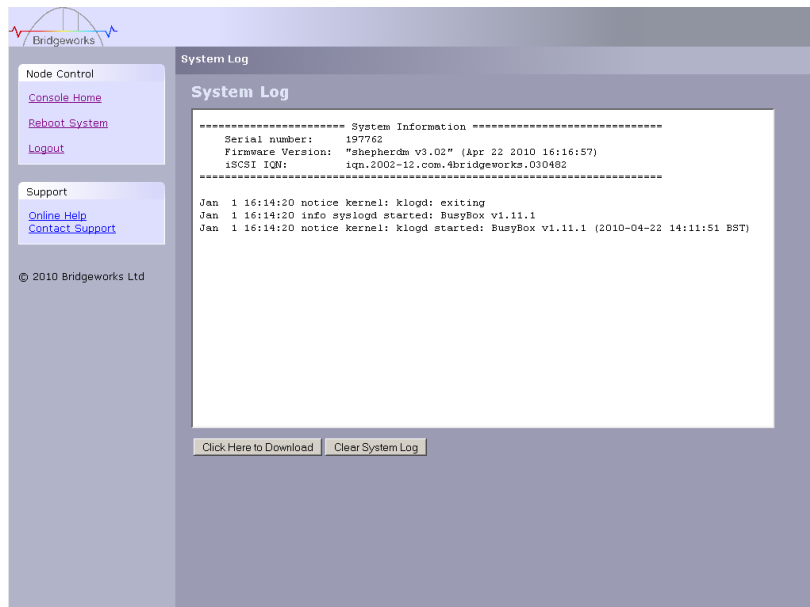
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## 4.2 System Log

This System Log page allows the administrator to view the logged status of the Bridge.

From within the main menu select the View Log-file icon from the Bridge Maintenance section.

The GUI will now display the following window



Below the log display pane are two options:

- Clear System Log – this will delete the current and saved logs within the Bridge
- Download – this will download the log file to your local disk. You may be asked by our support team to email this log file to them to aid them in any problem resolution.

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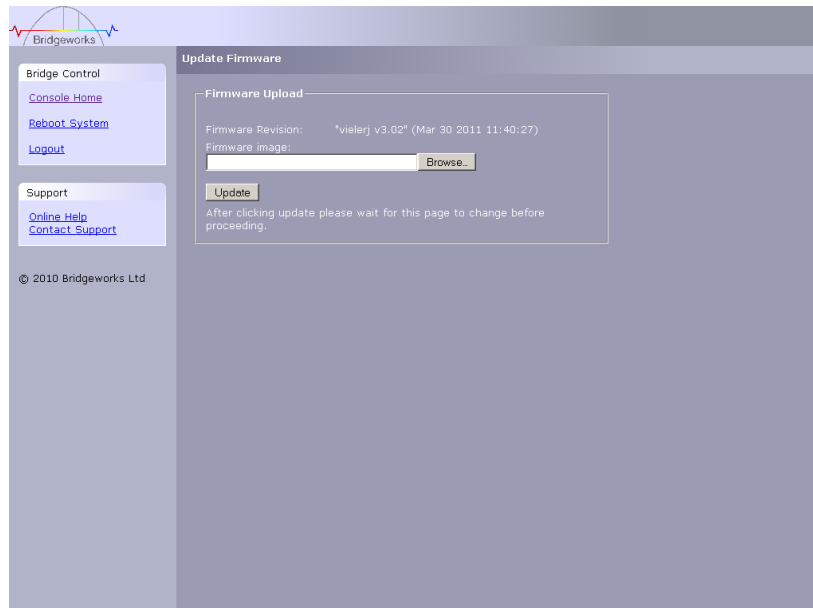
## 5.0 Maintenance

### 5.1 Firmware Updates

The Firmware Updates page will allow the administrator to load new firmware into the Bridge.

From within the main menu select the Firmware Updates icon from the Bridge Maintenance section.

The GUI will now display the following window.



From time to time it may be necessary to upgrade the firmware within the Bridge. New versions contain resolutions to known issues as well as new features and improvements to the functionality of the Bridge. It is advisable to check for the latest release on a regular basis.

New versions of the firmware can be downloaded from the Bridgeworks web site at:

[http://www.4bridgeworks.com/software\\_downloads.phtml](http://www.4bridgeworks.com/software_downloads.phtml)

Once you have downloaded the new firmware to a local disk drive:

- Click on the browse button to locate the file you have downloaded from the website.
- Click on the update button.

Updating the firmware will take a few minutes after which it will be necessary to reboot the system to bring the new code into memory.

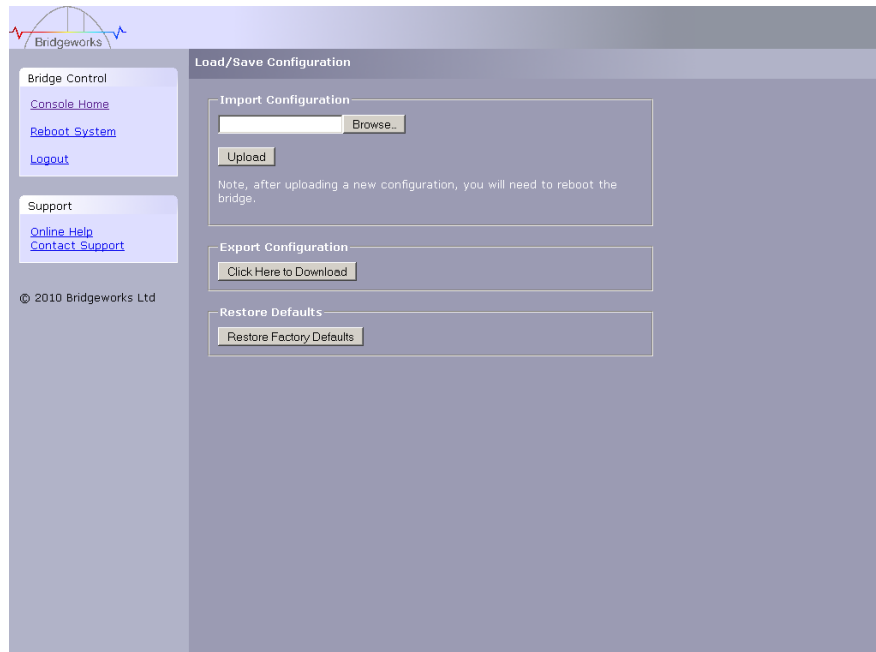
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## 5.2 Saving the Configuration to Disk

The Load/Save Configuration page will allow the administrator to save and load the configuration parameters to a file on a local disk.

From within the main menu select the Load/Save Configuration icon from the Bridge Maintenance section.

The GUI will now display the following window



Once you have finished configuring your Bridge we recommend that you save your configuration data to a local disk. By doing so you could save valuable time if the unit requires replacement, or if you require restoring an old firmware version, as the configuration may change due to upgrades.

It is possible to create a “Boiler Plate” configuration and load this into each new Bridge as it is initialised. This can ease the rollout of multiple Bridges within an enterprise.

To save the configuration data click on the “Click here to Download” link from within the Export Configuration window located in the centre of the page.

Depending on the browser you are using, select the option to save file to disk.

The Bridge will now download an encoded file that contains all the configuration settings for the Bridge.

---

## 5.3 Restoring a Saved Configuration

To reload the configuration, click on the Browse button and locate the required configuration to upload into the Bridge. Once located click the upload button and the new configuration data will be uploaded.

Once completed, use the various configuration pages to make any further adjustments required and then reboot the system.

## 5.4 Restoring Factory Defaults

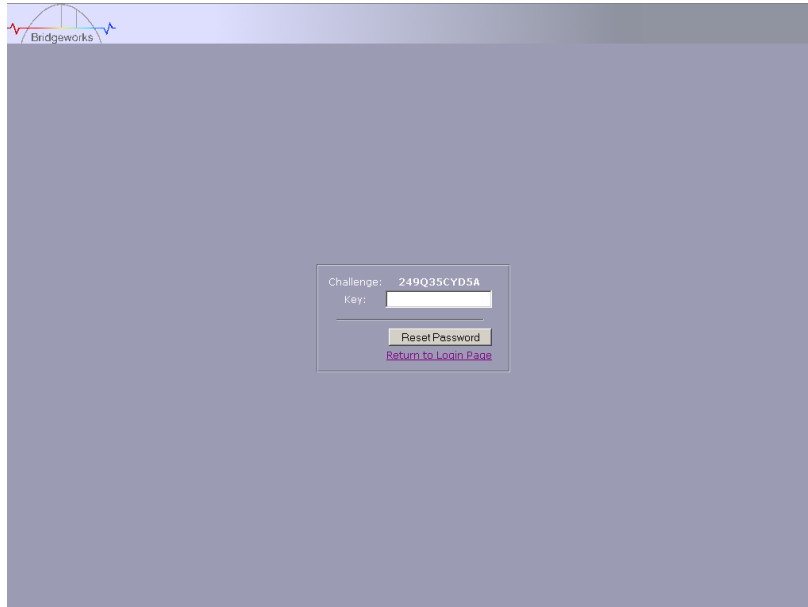
By clicking on this button all the parameters will be set back to the factory defaults. This includes IP address, hostname and passwords. We recommend that if you return the Bridge for maintenance that you reset to defaults to protect passwords and other sensitive information

---

## 6.0 Trouble shooting

### 6.1 Lost Password

If you have lost the admin password it is possible to reset it with help from Bridgeworks.

A screenshot of a web browser displaying the Bridgeworks password reset page. The page has a light blue header with the Bridgeworks logo. The main content area is a solid light blue color. In the center, there is a white rectangular box containing the following text: "Challenge: 249Q35CY05A", "Key: " followed by a text input field, and a "Reset Password" button. Below the button is a link that says "Return to Login Page".

First ensure that there is nothing entered into the user field and then type PASSWORDRESET into the password field.

The unit will respond with a challenge key.

Copy this key into an email along with your name, company and contact details – you must include your company's personnel email address for security purposes.

Send this email to [support@4bridgeworks.com](mailto:support@4bridgeworks.com) and a key will be returned for you to enter into the key field.

Press the reset button once you have entered the key – this will reset the admin user password back to admin.

---

## 6.2 Network problems

Under normal operation you should be able to “ping” the network address of the Bridge and receive a response. If this fails, run through the following checklist to help you identify the problem.

- Ensure that the Bridge is properly plugged into the library and that the library is powered on. Make sure that the power LED on the Bridge is illuminated.
- Ensure that the Ethernet cable is plugged in at both ends .
- Note the status of the LEDs positioned within the Ethernet connector – make sure that the “Link present” LED is illuminated. If it is not, check with your Network Administrator.
- If you are using a Bridge with two Ethernet ports and only one network cable, try using the other network address and/or the other network port.
- Ensure you are using the correct network address and netmask.
- Scan the network using the LAN Scan utility to find all the Bridges connected to the network in case the network address is different from that expected. See Section Lost IP Address.

If none of the above resolves your problem, then after consulting with your Network Administrator, please contact support.



---

## 6.3 Device related problems

Once the Bridge has booted and the target devices have finished initialising, these devices should be available on the host machine. After checking that you have correctly configured the initiator, run through the following checklist to help you identify the problem.

- Ensure that the devices are powered on and are ready – some libraries can take 5 minutes or more before they are ready and appear on the Bridge. (The power up status of libraries are usually displayed on the front panel).
- Ensure that the cables between the Bridge and the devices are connected.
- Connect to the Bridge via the GUI and check that devices are present in the Device management window and are enabled – you will need to drill down each device entry to see this option.
- If you can “ping” the Bridge but the GUI fails to appear check the setting within the Web Browser you are using. If you are directly connected to the Bridge then any proxy setting will require adjustment and may require you to contact your administrator.
- Ensure any Fibre channel cables do not have any kinks or a bend which exceeds your cable manufacturers maximum bend radius. Also confirm that then connector ends of the cable are fully “clicked in” inside the SFP’s on both your initiator or switch and Bridge.
- Some Manufacturers SFP’s do not report their speed correctly to the Bridge. To confirm that the speed is correct, first confirm the speed of your SFP by contacting your supplier.
- Once your speed is confirmed navigate to the fibre channel target page and click on the configuration next to the port you are using. Change the link speed form auto to the speed of your SFP. If you are in any doubt it is recommended to use A 4GB SFP as this will prevent any speed compatibility problems.
- Ensure there is no damage to the SFP, confirm the SFP is fully pushed into the FC enclosure and that the clip to secure the cable in place is functioning correctly. When a cable is connected to the initiator or switch correctly the Green LED on the front of the unit will flash.
- If using a fibre channel switch, ensure that the zones are correctly configured for the new device.
- Force a rediscovery from the initiator.
- Reboot the devices and Bridge.

If none of the above resolves your problem, please contact support.

---

## 6.4 Poor Performance

Poor performance can be caused by many differing reasons. The following checklist is provided as a guide to where you may find ways to improve performance.

- Ensure your initiator and Bridge are communicating at the fastest possible network speed. Within the GUI is the Network Connections window, select this and check the Link Speed entry in each of the Link Status Boxes. This should be 1000Mb/s - if this is 10 or 100Mb/s, this will limit the performance dramatically.
- Packet loss can be a cause of poor performance. Within the Link Status Box check the number of TX and RX errors for both network Interfaces that are displayed in the Network Connections window. This should be zero or a very small number. If these are showing large numbers of errors, check the connections between the Bridge and the initiator. Also check that the entire network cabling between the Initiator and the Bridge is Cat5e certified.
- By enabling Jumbo packets (increasing the MTU size to 9000 from within the GUI Network Connections window (section 3.2.2)) you can improve the throughput performance of the Bridge. This will only work if ALL of the components in the infrastructure between the Initiator and the Bridge are enabled for Jumbo packets. That includes the HBA, all switches and routers and the Bridge itself. If any of the components are not enabled or not capable of handling Jumbo packets then unexplained packet loss or corruption can happen.
- Data Digests are an extra level of checksum error checking on top of the standard TCP/IP checksum error checking (configured on the initiator). However, the calculation of these extra checksums can greatly affect overall performance. Therefore, Header and Data Digests should only be enabled where the integrity of the Network connection is in doubt.
- Poor GUI performance. If the Bridge is transferring large amounts of data then the response from the GUI may seem a little slow as the process that controls the GUI has the lowest priority for Network and CPU resources.

---

## 6.5 Lost IP Address

### Introduction

The utility will find any device irrespective of its IP address; this can be helpful in determining the IP address of a Bridgeworks device with an unknown IP address and for checking the number of Bridgeworks devices on a network.

### Downloading LAN Scan

The utility can be downloaded from:

<http://www.4bridgeworks.com/support/software.shtml>

### How to use LAN Scan

The utility is available under both Windows and Linux, and is a CLI based tool.

The downloaded file is in .zip format and contains the files lanscan, lanscan.exe and lanscan.bat.

For the GNU/Linux operating system the lanscan executable is needed.

For the Windows operating system the lanscan.exe and lanscan.bat files are required

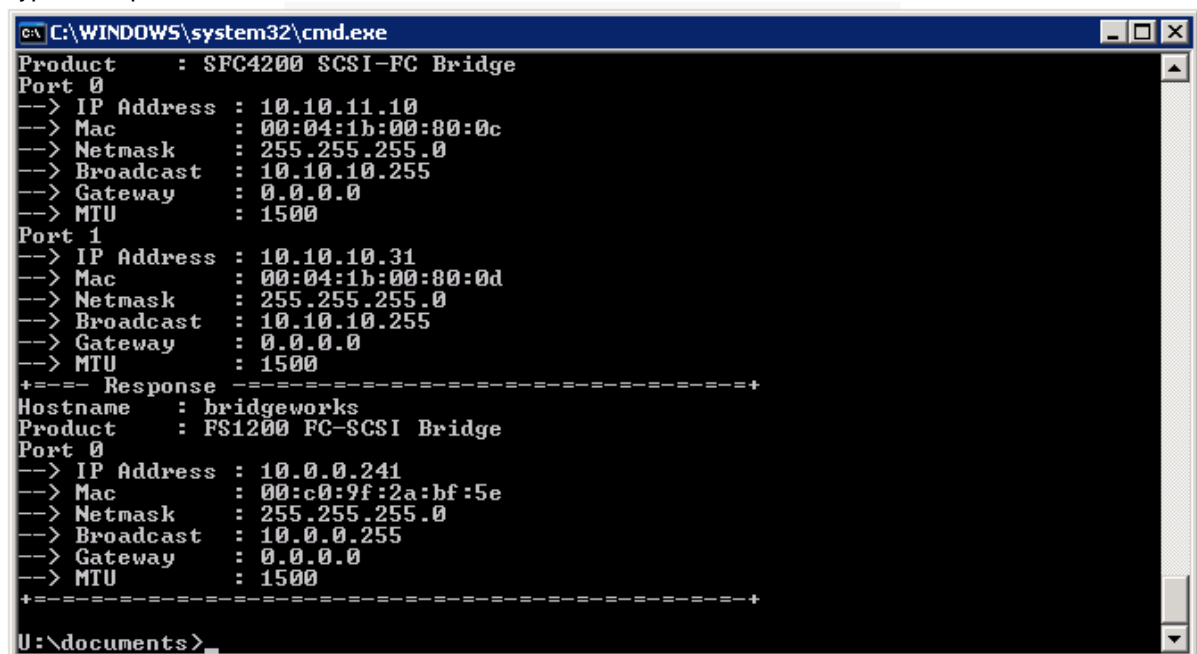
### Linux

Execute lanscan within a console and the output is displayed on screen.

### Windows

Double click on lanscan.bat. This will create a file named lanscan.txt. Open lanscan.txt within a text editor to view the discovered Bridgeworks devices.

Typical output



```
C:\WINDOWS\system32\cmd.exe
Product      : SFC4200 SCSI-FC Bridge
Port 0
--> IP Address : 10.10.11.10
--> Mac       : 00:04:1b:00:80:0c
--> Netmask   : 255.255.255.0
--> Broadcast : 10.10.10.255
--> Gateway   : 0.0.0.0
--> MTU       : 1500
Port 1
--> IP Address : 10.10.10.31
--> Mac       : 00:04:1b:00:80:0d
--> Netmask   : 255.255.255.0
--> Broadcast : 10.10.10.255
--> Gateway   : 0.0.0.0
--> MTU       : 1500
+==-- Response -==+
Hostname     : bridgeworks
Product      : FS1200 FC-SCSI Bridge
Port 0
--> IP Address : 10.0.0.241
--> Mac       : 00:c0:9f:2a:bf:5e
--> Netmask   : 255.255.255.0
--> Broadcast : 10.0.0.255
--> Gateway   : 0.0.0.0
--> MTU       : 1500
+==-- Response -==+
U:\documents>
```

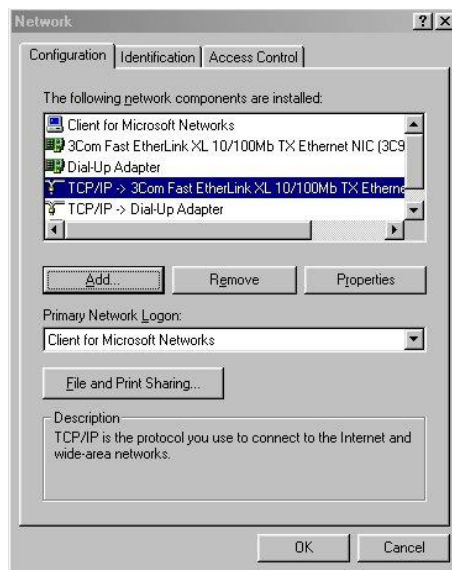
# Appendix A Setting up your Computer for Initial Setup

## A1 Windows 95, 98 or NT

If your computer is running Windows 95, 98 or NT follow the instructions below. For users with Windows 2000, 2003 or XP, instructions are detailed in Appendix A2 and for Windows server 2008, 7 or Vista, instructions are detailed in Appendix A3.

From the **Start** menu, choose **Settings** then **Control Panel**.

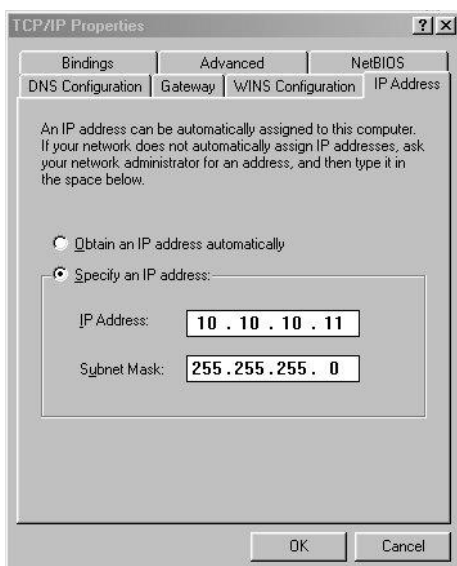
Then click the **Network** icon



In the **Network** window's **Configuration** tab,

Select the **TCP/IP** entry

Then the **Properties** Button



Click on the **IP Address** tab

**Make a Note of your current set up** then:

Click on the **Specify an IP** address button

Enter **10.10.10.11** into the **IP Address** field

Enter **255.255.255.0** into the **Subnet Mask** field

Finally click the OK button and reboot your computer.



**Note:** Once you have completed the initial set up of the Bridge, return your computer to the original settings and reconnect to the Bridge.

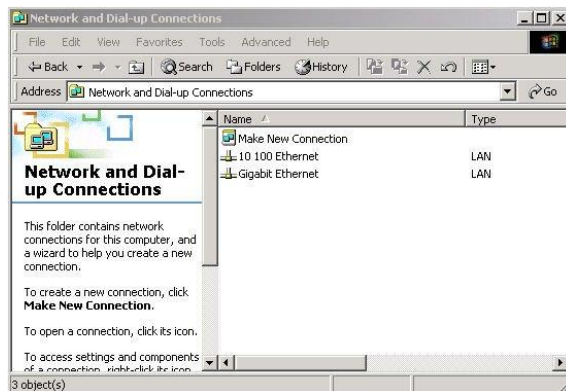
## A2 Windows 2000, 2003, XP

If your computer is running Windows, 2000, 2003 or XP follow the instructions below .For users with Windows 95, 98 or NT instructions are detailed in Appendix A1 and for Windows Server 2008, 7 or Vista, instructions are detailed in Appendix A3.

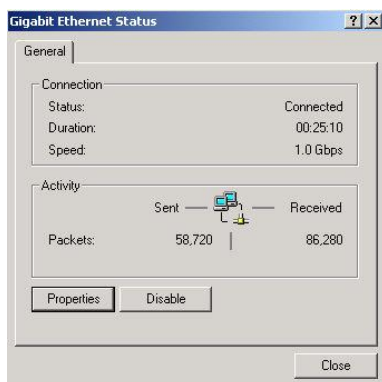
From the **Desktop** or **Start** menu, select **My Computer**



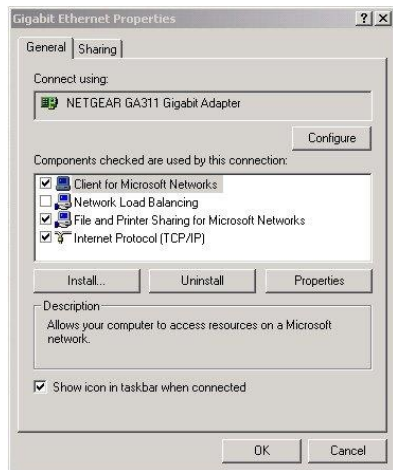
In the My Computer window select **Network and Dial-up Connections** positioned in the bottom left hand corner



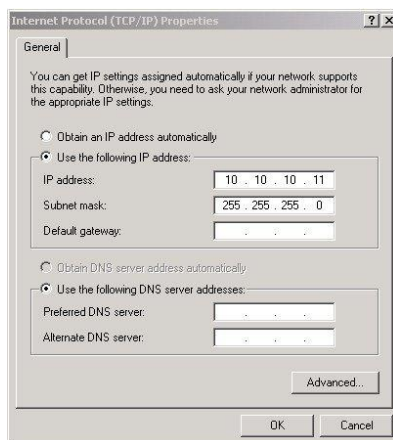
From within the displayed **Network and Dial-up Connections** select the interface connection that will be used to connect to the Bridge – in this example we have selected the Gigabit Ethernet interface.



A general status page will be displayed. From within this page select **Properties**



Select the **Internet Protocol (TCP/IP)** entry and then **Properties**



**Make a Note of your current set up then:**

Click **Use the following IP Address**

Enter **10.10.10.11** into the **IP Address** field

Enter **255.255.255.0** into the **Subnet Mask** field

Finally click the OK button.

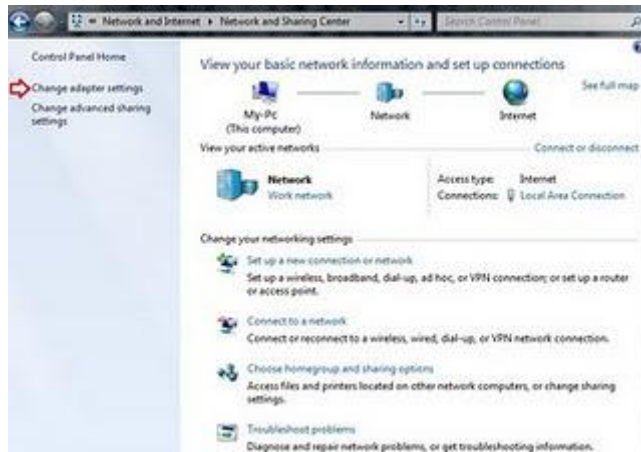


**Note:** Once you have completed the initial set up of the Bridge, return your computer to the original settings and reconnect to the Bridge.

## A3 Windows Vista / Server 2008 or Vista or 7

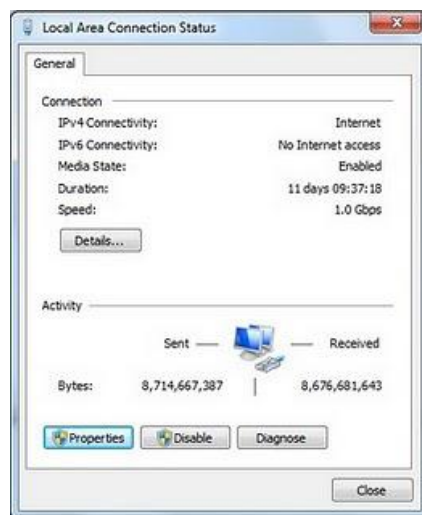
If your computer is running Windows, Vista or 7 follow the instructions below .For users with Windows 95, 98 or NT instructions are detailed in Appendix A1 and for Windows 2000, 2003 or XP, instructions are detailed in Appendix A2.

From the **Start** menu, select **Control Panel**

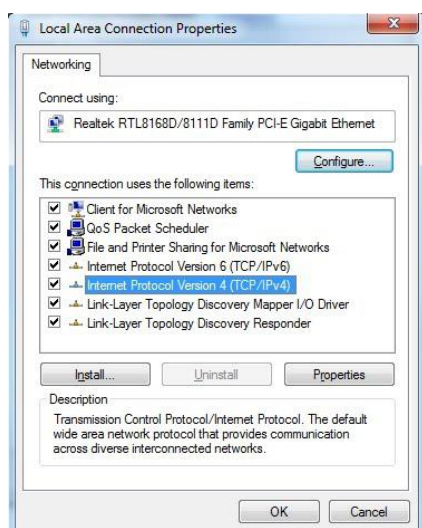


From the control panel select the **Network and Internet** link, followed by the **Network and Sharing Centre** link.

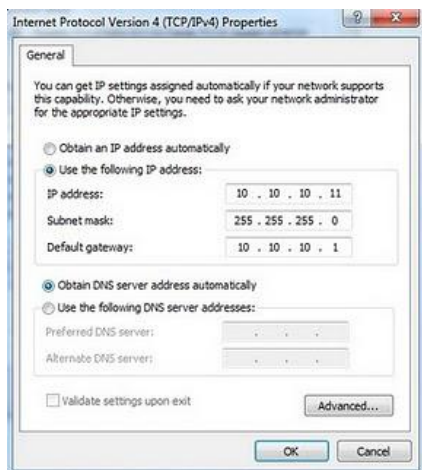
Now you can see the **Local Area connection** dialogue box. Double click Local Area Connections.



A general status page will be displayed. From within this page select **Properties**



Select the **Internet Protocol Version 4 (TCP/IP)** entry and then **Properties**



**Make a Note of your current set up then:**

Click **Use the following IP Address**

Enter **10.10.10.11** into the **IP Address** field

Enter **255.255.255.0** into the **Subnet Mask** field

Finally click the OK button.



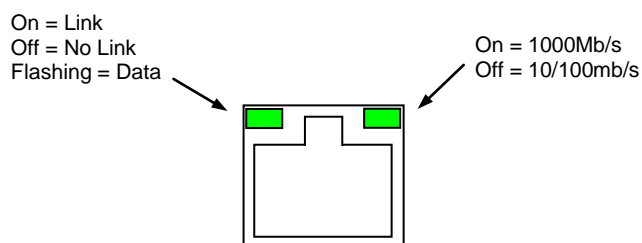
**Note:** Once you have completed the initial set up of the Bridge, return your computer to the original settings and reconnect to the Bridge.



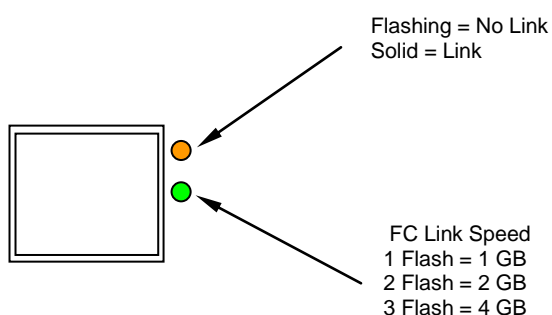
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## Appendix B Visual Indicators

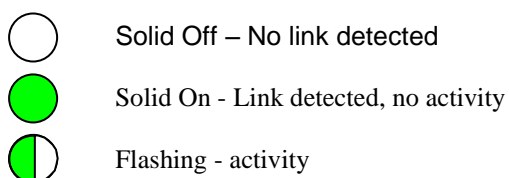
### Ethernet



### Fibre Channel



### SAS



**Note:** During heavy data transfers, the LEDs may appear off for an extended period.

## Appendix C Technical Specifications

<b>Physical</b>	
Form Factor	19" 1U Rack mount
Depth	170mm (10.6 in)
Height	44mm (1.7 in)
Width	437mm (17.2 in)
Weight	5.1Kg
Recommended minimum clearance for cooling	100mm (4.in) on front and rear faces
<b>Electrical</b>	
Input voltage	110 - 240V
Frequency	50 - 60Hz
Input current	1 Amp Maximum
Maximum Power Consumption	60 Watts Maximum
<b>Environmental</b>	
Operating	0 to 40C (32F to 104F)
Non Operating	-20C to 60C (-4F to 140F)
Operating Humidity	5% to 90% Non-condensing
Storage Humidity	5% to 90% Non-condensing
Operating Altitude	3,000m (9, 842ft)
Non Operating Altitude	8,000m (26,250ft)
<b>Fibre Channel Interface</b>	
Physical Interface	2 SFP connectors
Speed	4Gb, 2Gb, 1Gb Auto or manual selected
Protocol	FC-AL, FC-PLDA, FC-PH, FC-FLA, FCP-SCSI, FC-FS, FC-TAPE
Topology	NL_Port, FL_Port, F_Port, N_Port
Visual Indicators	Link connection, Link Speed
<b>SAS Interface</b>	
Physical	2x SFF – 8088 External mini-SAS
Speed	1.5Gb/s and 3Gb/s
Protocol	SAS 2.0
Visual Indicators	Link, Activity
<b>Ethernet Interface</b>	
Physical	RJ45

---

Speed	10, 100, 1000Mb/s
Protocol	IPv4, IPv6
Visual Indicators	Link, Activity