CommandCenter®

Version 2.20

General Questions

Questions	Answers
What is CommandCenter (CC)?	CommandCenter is a Raritan appliance management device that aggregates and integrates multiple servers and network equipment deployed in data centers. Connects to Raritan Dominion®, Paragon® or IP-Reach appliances. Provides a single point of access to HP iLO/RILOE and RILOE II cards.
Why would I need CommandCenter?	As you deploy more data center servers and devices, IT management becomes increasingly complex. CommandCenter allows an IT administrator to access, manage and view all servers, equipment and users from a single remote device.
Which Raritan products does CommandCenter support?	CommandCenter is able to manage analog KVM switches and digital appliances, including Raritan's Dominion® KX KVM-over-IP switches, Dominion SX serial-over-IP console servers and Dominion KSX remote office appliances. With Paragon® II System Controller (P2-SC), multiple Paragon II switches and the servers that are connected to these switches can be accessed and controlled with CommandCenter. P2-SC also provides single sign-on, and centralized authentication and authorization of remote Paragon II users and enables administrators to centrally perform administrative functions on Paragon II switches.
How does CommandCenter integrate with other Raritan products?	CommandCenter uses a powerful proprietary search and discovery technology that identifies and connects selected Raritan devices. Once CommandCenter is connected and set up, device connection is transparent and administration is simple.
Is the status of CommandCenter limited by the status of the devices that it proxies?	No. CommandCenter software resides on the dedicated appliance. This means that even if the device being proxied by CommandCenter is not operating, you will still be able to access CommandCenter.
Can I upgrade to newer versions of CommandCenter software as they become available?	Yes. Contact your authorized Raritan sales representative or Raritan directly. Usually, upgrades are done through CommandCenter's client Graphical User Interface. Latest versions of the firmware can be downloaded from the Raritan website. Also, the CommandCenter appliance has a CD/ROM drive to facilitate install/upgrades.

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How many login accounts can be created for CommandCenter?	Check your licensing restrictions. There is no specified limit to the number of login accounts that can be created for CommandCenter, but the number is not limitless (approx 75). The size of the database, the performance of the processor, and the amount of memory on the hosting server will determine how many user accounts can actually be created. These user accounts can be any combination of administrators and operators with at least one administrator account.
How many target devices (ports) and/or Dominion Paragon and/or IP-Reach units can be connected to CommandCenter?	There is no specified limit to the number of ports and/or Dominion, Paragon and/or IP-Reach™ units that can be connected to CommandCenter. But the number is not limitless, the performance of the processor and the amount of memory on the hosting server will determine how many ports can actually be connected and still provide acceptable performance.
Can I assign specific port access to a specific user?	Yes, if you have Administrator permissions. Administrators have the ability to assign specific ports per user.
How are passwords secured in CommandCenter?	Passwords are encrypted using MD5 encryption, which is a one-way hash. This provides additional security to prevent unauthorized users from accessing the password list.
Is there any way to optimize the performance of Microsoft Internet Explorer for CommandCenter?	To improve the performance of Microsoft IE when accessing the CommandCenter console, select Tools > Internet Options > Advanced from the main IE menu bar. Scroll down and disable (uncheck) the "JIT compiler for virtual machine enabled," "Java logging enabled," and "Java console enabled" options.
What do I do if I am unable to add a console/serial port to CommandCenter?	Assuming the console/serial device is a Dominion product, ensure that the following conditions are met: The Dominion unit is active and the user has correct permissions.

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Sometimes I receive a "No longer logged in" message when I click on any Menu in CommandCenter, after leaving my workstation idle for a period of time. Why?	CommandCenter times each user session. If there is no activity for a pre-defined period of time, CommandCenter logs the user out. The time period is pre-set to 30 minutes, but can be reconfigured. It is recommended that users exit CommandCenter when they finish an operation.
An administrator added a new port to the CommandCenter database and assigned it to me, but I cannot see it in my Device Selection table. Why?	Newly added ports should automatically appear in the user's ports table. To update the table, and see the newly assigned port, click the [Refresh] button. Note: Clicking refresh on the CC toolbar will not close the session. Only the browser refresh button will close the session.
The event times in the Audit Trail seem incorrect. Why?	Event times are logged according to the time settings of the computer that CommandCenter is installed on. You can correct this by adjusting the computer's time settings.
Is it possible to put a specific server in more than one group?	Yes
Which version(s) of Java does CommandCenter support?	For the server side, CommandCenter supports Java 1.4.0 and later versions. On the client side, CommandCenter supports Java 1.4.2 and later versions. You need to download the Java 2 plug-in if using IE. Netscape by default will use the Sun JVM. Please check the Application Notes, available on the website http://www.raritan.com/support/sup_prdmanuals.aspx, for your release to confirm correct supported versions.
If there are more than 1,000 users, how would this be managed, e.g., support for Active Directory?	CommandCenter works with Microsoft Active Directory, Sun iPlanet or Novell eDirectory. If a user account already exists in an authentication server then CommandCenter supports remote authentication using Active Directory / TACACS+ /RADIUS/LDAP or LDAP(S) authentication. CommandCenter also supports remote authorization for Active Directory
Can customers also have root access or does Raritan provide another method of auditability / accountability?	Yes. Customers can have root access.

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What is the impact on other usage that would be blocked through the active usage of the console port?	A console is generally considered a secure and reliable access path of last resort. Some UNIX systems allow root login only from the console. For security reasons, other systems might prevent multiple logins, so that if the administrator is logged in from the console, other means of access are denied. In addition, from the console, the administrator can also disable the network interfaces when/if necessary to block all other access.
What is the bandwidth usage per client?	Remote access to a serial console over TCI/IP is about the same level of network activity as a telnet session. However, it is limited to the RS232 bandwidth of the console port itself, plus SSL/TCP/IP overhead. The Raritan Remote Client (RRC) controls remote access to a KVM console. This application provides tunable bandwidth from LAN levels down to something suitable for a remote dial-up user. Using direct mode on CC, the bandwidth usage is between CC client and the device, not the CC server.
Specifically what type of changes can a management system monitor and alert on?	CommandCenter will log user activity (login/logout, connect/disconnect) and configuration changes at both CommandCenter and managed Raritan appliances, and status changes of the connected appliances. All of the above can be forwarded to a network management system or enterprise notification system via SNMP or syslog.
What is the recommended use of Computer Interface Modules (CIMs) being moved / swapped at the physical level with changes to the logical database ?	Each CIM includes a serial number and a target system name. Raritan systems devicesassume that a CIM remains connected to its named target when it's connection is moved to another switch. This move is automatically reflected in the system configuration and is propagated to CommandCenter. If the CIM is moved to another server, an administrator must rename the CIM.
How does CommandCenter integrate with Blade Chassis products?	CommandCenter can support any device with a KVM or serial interface as a transparent pass-through.
To what level can I integrate with 3rd party KVM tools and at 3rd party KVM port level ?	Third-party KVM switch integration is typically done through keyboard macros when the third-party KVM vendor does not publicize the communications protocols. Depending on the capability of the third-party KVM switch, the tightness of integration may vary.

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What options are available for authentication with directory services and security tools, e.g., LDAP, Active Directory, Radius, etc.?	CommandCenter permits local authentication as well as remote authentication. Supported remote authentication servers include: Active Directory TACACS+ RADIUS LDAP
Will the current Paragon boxes work with CommandCenter?	Raritan has introduced a new interface device -- Paragon® II System Controller (P2-SC) -- that integrates Raritan's Paragon® II analog, Cat5 KVM switches with CommandCenter.
Can authorization be achieved via AD?	CommandCenter supports AD remote authorization. RADIUS, TACACS+ and LDAP are used for remote authentication.
For the leaf nodes how will I know if someone else is logged in?	CommandCenter presents the list of users logged in to a leaf device and can show which users are currently accessing an edge port through the active users on an edge port feature Refer to users tab.
Does CommandCenter have ability to look at multiple device screens? If yes, how is this presented?	If there are many devices connected to CommandCenter, you can scroll through the screens to view them all. You will be able to open many screens, each one corresponding to one edge port, but you will be restricted on the KVM side by the capacity of the KVM-over -IP channels.
Is SSL encryption internal or external -(not just WAN, LAN as well.)	Both. The session is encrypted regardless of source, i.e. LAN/WAN.
Can audit/logging abilities track down to who switched a power plug on/off?	Direct power switch off is not logged, but the power on -off through the CommandCenter GUI can be logged to audit logs.
How many concurrent users can CommandCenter support before performance degradation	CommandCenter can support up to 75 concurrent users before any performance degradation is experienced.
Does Command Center support Client Certificate Request?	Yes. Under CC, navigate to Security Manager under Setup