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Dominion® SX



General Questions

Questions	Answers
What is new with the Dominion SX product?	Raritan has just introduced models with 48-ports available with dual, load sharing power supplies, and dual-redundant network interfaces. Other models are also available with the dual-power option, as well as for 36-72V DC.
Does Dominion SX require any additional client software?	No. Dominion SX is truly “Plug-and-Play” making installation quick and set-up easy. It is not necessary to buy any additional client software or hardware. In addition, no special networking equipment or design is necessary.
The Dominion SX uses the Web to access serial devices. What are the advantages of Java-enabled Web browser access?	For many Solaris/UNIX/Linux system administrators, the <i>de facto</i> standard for accessing serial hosts is SSH. Additionally, Java-enabled browsers are available on so many platforms, including PDAs and handheld PCs. In short, the easy “point-and-click” access offered by Dominion SX is new. It allows administrators to have secure access from any Java-enabled Web browser.
Does Dominion SX provide an integrated interface that allows you to view all the Serial devices that are connected?	Yes, Dominion SX provides a single, consolidated view of all serial devices via one-sign-on. A single IP address gives access to all connected serial devices while any Java-enabled Web browser provides VT100/ANSI terminal emulation.
Can I open multiple windows and “tile” in order to monitor multiple servers and other IT equipment?	Yes, you may monitor and “tile” as many windows as there are serial ports on the Dominion SX with the GUI or using an SSH client. For example, up to 48 serial ports per Dominion SX 48-port unit.
Assuming I manage many servers, how do I select a server to connect to?	A simple menu provides the user-assigned name of each server. Users simply click on a server to connect to its console port.
As a user, do I see all servers connected to a Dominion SX?	No. Each user sees only a list of servers they are authorized to manage/view. The administrator of the Dominion SX sets up the access privileges to each server.
What code-sets does the terminal emulator in Dominion SX support?	Dominion SX supports VT100/ANSI with the following code-sets: US-ASCII ((ISO 646) ISO 8859- (Latin-1) ISO-8859-15 – (Latin –9)
What is the name of the terminal emulation package included with Dominion SX?	RaritanConsole.
How do I upgrade the software on my Dominion SX?	Use the Administrator option for Upgrade from a menu. The upgrade is done over the Ethernet port of the Dominion SX.

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Can I upgrade the Dominion SX software from CommandCenter® - SecureGateway?	Yes. CommandCenter-Secure Gateway can upgrade the software of the Dominion SX.
Are updates to Dominion SX software free?	Yes. All software upgrades are free.
Can I use Dominion SX over a VPN connection?	Yes, Dominion SX fits into most any network configuration utilizing TCP/IP. Set up the VPN (typically IPSec/SSL) connection then start the web-browser and enter the URL for the Dominion unit. The session to the Dominion runs transparently over the VPN tunnel.
Is there any software requirement for PCs connected to Dominion SX?	No. The Dominion SX secure console server does not require any software to be loaded or operated; it is 100% software independent. When using SSH, the customer has to provide an SSH client.
Which ports need to be open on the corporate firewall for a secure console session using Dominion SX?	Port 443 (for https); optionally port 80 (http) for user sessions. Also, either port 51000 or a user-designated port between 1024 and 65536.
I have a few serial devices located a distance away from my server closet and the Dominion SX. Can I connect these computers to my Raritan switch?	Yes. EIA RS232 specifications made in the 1970's recommended that the maximum distance serial devices be 30 feet (10 meters). However, with good cables and at low baud rates, customers report success up to 200 feet. Your results may vary.
Does Dominion SX work with Raritan's CommandCenter-SecureGateway?	Yes, Dominion SX is deployable as part of an enterprise-wide network management solution with Raritan's CommandCenter-SecureGateway.
How can I consolidate the sites where I have a Dominion SX installed?	Raritan's CommandCenter-SecureGateway is designed specifically to provide centralized management.
Do I need to be a UNIX expert to sell or install a Dominion SX? Is it easy to install?	Dominion SX is one of the easiest to install of all the secure console servers on the market. Dominion SX is very easy to install. From power-up, typical time for the installation is less than 3 minutes, with no need to edit files.
I have a server/serially managed device that is more than 300 feet from the Dominion SX -how do I connect?	Buy a 3 rd party RS232 to RS422/485 converter for each end (two units total)-one at the Dominion end and one connected to the device.
What level of control does Dominion SX have over attached target servers?	The remote user has direct command line access and total control of target devices for maintenance, administration, troubleshooting, and even rebooting. User rights are only restricted by their log-on privileges on Dominion SX and the server itself.
What remote access connection methods can Dominion SX accommodate?	Dominion SX provides network administrators with a choice of remote access via Internet, LAN/WAN or dial-up modem. That means servers can be accessed both in- and out-of-band so remote access to mission critical target servers is always available—even if the network is down.
Is the modem used only for administering the Dominion SX itself?	No, Dominion SX offers modem access to administer the box AND get to the target servers/devices.
Does the Dominion SX support modem call-back security?	Yes. With Windows XP/2000 and Linux clients.

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Is a modem standard on any Dominion SX models?	Many Dominion SX models are available with a built-in 56Kbps modem; other models have a dedicated modem port via a DB9-Male connector.
Does Dominion SX include the 19" rack mount kit or is there an extra charge for this option?	Dominion SX delivers a complete ready-to-install 19" rack mount kit standard with the units typically deployed in a data-center environment. On other models a rack mount kit is available as an option.
What is the MTBF for the power supply in the Dominion SX?	350,000 hours. But, keep in mind that the life of a power supply depends on environmental factors like temperature, humidity, variation in power, and other factors.
What is the ESD (electro-static discharge) protection on the Dominion SX serial ports?	15KV (Kilo Volts)
Why do I need to use a serial adapter to connect to some servers?	While EIA published a standard for RS232 on DB25 and DB9 connectors, there is no standard for RS232 on RJ-45. Also, some manufacturers have chosen not to follow the pin out assignments of the EIA.
Is the Dominion SX series SolarisReady™?	Yes. The Dominion SX series is SolarisReady certified by SUN® Microsystems.
Is the Dominion SX unit SUN "break-safe"?	All Dominion SX units are SUN "break-safe" for use with SUN Solaris.
I have lost my Admin password to the Dominion SX. Is there a back door or secret password?	For security reasons, Dominion SX does not have any factory default username or password. There is no back-door password. The only option is to restore the unit to its factory default settings and create the Admin username and password again. A hardware reset function to restore the unit to factory default facility is provided.
Is the Ethernet port on the Dominion SX unit 10/100Mbps auto-sensing?	Yes. If the Dominion SX has dual Ethernet ports, both ports are capable of 10/100Mbps.
Can the network interface on the Dominion SX be forced to run at 100Mbps full-duplex?	Yes. Use the CLI (SSH/Telnet, if enabled) to set the interface speed to 100Mbs full-duplex.
Does Dominion SX support RS422 and RS485?	No currently Dominion SX supports only asynchronous RS232 (also commonly called serial, even though serial is a broad term that covers more than RS232). RS 422 and RS485 are used in industrial automation and other markets. Dominion is currently designed for connection to serially managed server and other devices typically found in the data-center and server rooms. This includes serially controlled power strips, like Raritan's line of remote power control units.
How do I get access to the Command Line Interface (CLI) of the Dominion SX?	Use an SSHv2 client and connect to the Dominion SX secure appliance. This will provide access to the CLI for accessing ports and for some administrative functions. However, note that for security reasons there is NO access possible to the CLI/shell of the operating system of the Dominion SX.
Is Raritan new to the secure console server market?	No. On the contrary, Raritan has been in the secure console server business since 2002, following the acquisition of Arula Systems from Hewlett-Packard.

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