OUT OF THE BOX

1 Getting Started 2
2 Input and Output Ports 3
3 Safety and Legal 5
4 Connecting to Console Port 13
5 Additional Resources 20
6 Warranty and Support 21
This Quick Start Guide covers the first time connection procedures for the Netgate SG-5100 Secure Router and also provides information needed to stay up and running.
Use the following steps to configure the TNSR Secure Router.

1. To configure the Network Interfaces and gaining access to the Internet, follow the instructions provided in the Zero-to-Ping documentation.

   **Note:** Not all steps in the Zero-to-Ping documentation will be necessary for every configuration scenario.

2. Once the Host OS is capable of reaching the Internet, check for updates (Updating TNSR) before proceeding. This ensures the security and integrity of the router before TNSR interfaces are exposed to the Internet.

3. Finally, configure the TNSR instance to meet the specific use case. The topics are listed on the left column of the TNSR Documentation site. There are also TNSR Configuration Example Recipes that might be of assistance when configuring TNSR.
INPUT AND OUTPUT PORTS

2.1 Rear Side

![Image of netgate device with input and output ports]

2.2 Network Ports

<table>
<thead>
<tr>
<th>Port Label</th>
<th>CentOS Label</th>
<th>TNSR Label</th>
<th>Port Type</th>
<th>Port Speed</th>
</tr>
</thead>
<tbody>
<tr>
<td>IGB0</td>
<td>enp3s0</td>
<td>GigabitEthernet3/0/0</td>
<td>RJ-45</td>
<td>1 Gbps</td>
</tr>
<tr>
<td>IGB1</td>
<td>enp4s0</td>
<td>GigabitEthernet4/0/0</td>
<td>RJ-45</td>
<td>1 Gbps</td>
</tr>
<tr>
<td>IX0</td>
<td>enp6s0f0</td>
<td>TenGigabitEthernet6/0/0</td>
<td>RJ-45</td>
<td>1 Gbps</td>
</tr>
<tr>
<td>IX1</td>
<td>enp6s0f1</td>
<td>TenGigabitEthernet6/0/1</td>
<td>RJ-45</td>
<td>1 Gbps</td>
</tr>
<tr>
<td>IX2</td>
<td>enp8s0f0</td>
<td>TenGigabitEthernet8/0/0</td>
<td>RJ-45</td>
<td>1 Gbps</td>
</tr>
<tr>
<td>IX3</td>
<td>enp8s0f1</td>
<td>TenGigabitEthernet8/0/1</td>
<td>RJ-45</td>
<td>1 Gbps</td>
</tr>
</tbody>
</table>

**Note:** Intel C3000-based (Denverton) platforms using the SoC’s Intel X5333 network controllers utilize Intel’s ixgbe driver, not the igb driver, so the TNSR Label reports these ports as TenGigabitEthernet rather than GigabitEthernet.

Default Host OS Interface is **eno1**. The Host OS Interface is one network interface that is only available to the host OS and not available in TNSR. Though technically optional, we strongly recommend having one for accessing and updating the host OS.
## Status LED

<table>
<thead>
<tr>
<th>Left LED (Link Status)</th>
<th>State</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid Amber</td>
<td>Link has been established and there is no activity on this port</td>
<td></td>
</tr>
<tr>
<td>Blinking Amber</td>
<td>Link has been established and there is activity on this port</td>
<td></td>
</tr>
<tr>
<td>Off</td>
<td>No link has been established</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Right LED (Speed)</th>
<th>State</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid Green</td>
<td>Operating as a 100 Mbps connection</td>
<td></td>
</tr>
<tr>
<td>Blinking Amber</td>
<td>Operating as a Gigabit connection (1000 Mbps)</td>
<td></td>
</tr>
<tr>
<td>Off</td>
<td>No link has been established</td>
<td></td>
</tr>
</tbody>
</table>

### 2.3 Other Ports and Indicators

- Console (Mini-USB)
- Status LEDs
- 2x USB 3.0

### 2.4 Front Side

1. Recessed Reset Button
2. Power Button
3. Power (12VDC with threaded locking connector)

Center Pin Positive
Contents

- Safety and Legal
  - Safety Notices
  - Electrical Safety Information
  - FCC Compliance
  - Industry Canada
  - CE Marking
  - RoHS/WEEE Compliance Statement
  - Declaration of Conformity
  - Disputes
  - Applicable Law
  - Site Policies, Modification, and Severability
  - Miscellaneous
  - Limited Warranty

3.1 Safety Notices

1. Read, follow, and keep these instructions.
2. Heed all warnings.
3. Only use attachments/accessories specified by the manufacturer

**Warning:** Do not use this product in location that can be submerged by water.

**Warning:** Do not use this product during an electrical storm to avoid electrical shock.
3.2 Electrical Safety Information

1. Compliance is required with respect to voltage, frequency, and current requirements indicated on the manufacturer’s label. Connection to a different power source than those specified may result in improper operation, damage to the equipment or pose a fire hazard if the limitations are not followed.

2. There are no operator serviceable parts inside this equipment. Service should be provided only by a qualified service technician.

3. This equipment is provided with a detachable power cord which has an integral safety ground wire intended for connection to a grounded safety outlet.
   a) Do not substitute the power cord with one that is not the provided approved type. If a 3 prong plug is provided, never use an adapter plug to connect to a 2-wire outlet as this will defeat the continuity of the grounding wire.
   b) The equipment requires the use of the ground wire as a part of the safety certification, modification or misuse can provide a shock hazard that can result in serious injury or death.
   c) Contact a qualified electrician or the manufacturer if there are questions about the installation prior to connecting the equipment.
   d) Protective grounding/earthing is provided by Listed AC adapter. Building installation shall provide appropriate short-circuit backup protection.
   e) Protective bonding must be installed in accordance with local national wiring rules and regulations.

3.3 FCC Compliance

Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential environment.

3.4 Industry Canada

This Class B digital apparatus complies with Canadian ICES-3(B). Cet appareil numérique de la classe B est conforme à la norme NMB-3(B) Canada.

3.5 CE Marking

CE marking on this product represents the product is in compliance with all directives that are applicable to it.
3.6 RoHS/WEEE Compliance Statement

3.6.1 English

European Directive 2002/96/EC requires that the equipment bearing this symbol on the product and/or its packaging must not be disposed of with unsorted municipal waste. The symbol indicates that this product should be disposed of separately from regular household waste streams. It is your responsibility to dispose of this and other electric and electronic equipment via designated collection facilities appointed by the government or local authorities. Correct disposal and recycling will help prevent potential negative consequences to the environment and human health. For more detailed information about the disposal of your old equipment, please contact your local authorities, waste disposal service, or the shop where you purchased the product.

3.6.2 Deutsch


3.6.3 Español

La Directiva 2002/96/CE de la UE exige que los equipos que lleven este símbolo en el propio aparato y/o en su embalaje no deben eliminarse junto con otros residuos urbanos no seleccionados. El símbolo indica que el producto en cuestión debe separarse de los residuos domésticos convencionales con vistas a su eliminación. Es responsabilidad suya desechar este y cualesquiera otros aparatos eléctricos y electrónicos a través de los puntos de recogida que ponen a su disposición el gobierno y las autoridades locales. Al desechar y reciclar correctamente estos aparatos estará contribuyendo a evitar posibles consecuencias negativas para el medio ambiente y la salud de las personas. Si desea obtener información más detallada sobre la eliminación segura de su aparato usado, consulte a las autoridades locales, al servicio de recogida y eliminación de residuos de su zona o pregunte en la tienda donde adquirió el producto.

3.6.4 Français

La directive européenne 2002/96/CE exige que l’équipement sur lequel est apposé ce symbole sur le produit et/ou son emballage ne soit pas jeté avec les autres ordures ménagères. Ce symbole indique que le produit doit être éliminé dans un circuit distinct de celui pour les déchets des ménages. Il est de votre responsabilité de jeter ce matériel ainsi que tout autre matériel électrique ou électronique par les moyens de collecte indiqués par le gouvernement et les pouvoirs publics des collectivités territoriales. L’élimination et le recyclage en bonne et due forme ont pour but de lutter contre l’impact néfaste potentiel de ce type de produits sur l’environnement et la santé publique. Pour plus d’informations sur le mode d’élimination de votre ancien équipement, veuillez prendre contact avec les pouvoirs publics locaux, le service de traitement des déchets, ou l’endroit où vous avez acheté le produit.

3.6.5 Italiano

La direttiva europea 2002/96/EC richiede che le apparecchiature contrassegnate con questo simbolo sul prodotto e/o sull’imballaggio non siano smaltite insieme ai rifiuti urbani non differenziati. Il simbolo indica che questo prodotto non deve essere smaltito insieme ai normali rifiuti domestici. È responsabilità del proprietario smaltire sia questi
prodotti sia le altre apparecchiature elettriche ed elettroniche mediante le specifiche strutture di raccolta indicate dal governo o dagli enti pubblici locali. Il corretto smaltimento ed il riciclaggio aiuteranno a prevenire conseguenze potenzialmente negative per l’ambiente e per la salute dell’essere umano. Per ricevere informazioni più dettagliate circa lo smaltimento delle vecchie apparecchiature in Vostro possesso, Vi invitiamo a contattare gli enti pubblici di competenza, il servizio di smaltimento rifiuti o il negozio nel quale avete acquistato il prodotto.

3.7 Declaration of Conformity

3.7.1 Česky[Czech]

NETGATE tímto prohla úje, e tento NETGATE device, je ve shod se základními po adavky a dal ými p íslu n mi ustanoveními sm rnice 1999/5/ES.

3.7.2 Dansk [Danish]

Undertegnede NETGATE erklærer herved, at følgende udstyr NETGATE device, overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.

3.7.3 Nederlands [Dutch]

Hierbij verklaart NETGATE dat het toestel NETGATE device, in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG. Bij deze verklaart NETGATE dat deze NETGATE device, voldoet aan de essentiële eisen en aan de overige relevante bepalingen van Richtlijn 1999/5/EC.

3.7.4 English

Hereby, NETGATE , declares that this NETGATE device, is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

3.7.5 Eesti [Estonian]

Käesolevaga kinnitab NETGATE seadme NETGATE device, vastavust direktsii 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

3.7.6 Suomi [Finnish]

NETGATE vakuuttaa täten että NETGATE device, työppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen. Français [French] Par la présente NETGATE déclare que l’appareil Netgate, device est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.

3.7.7 Deutsch [German]

Hiermit erklärt Netgate, dass sich diese NETGATE device, in Übereinstimmung mit den grundlegenden Anforderungen und den anderen relevanten Vorschriften der Richtlinie 1999/5/EG befindet’. (BMWió)
3.7.8 **Ελληνικά** **[Greek]**

ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ NETGATE ΔΗΛΩΝΕΙ ΟΤΙ NETGATE device, ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1995/5/EK.

3.7.9 **Magyar** **[Hungarian]**

Alulírott, NETGATE nyilatkozom, hogy a NETGATE device, megfelel a vonatkozó alapvető követelményeknek és az 1999/5/EC irányelv egyéb előírásainak.

3.7.10 **Íslenska** **[Icelandic]**

Hér me l sir NETGATE yfir vi a NETGATE device, er í samræmi vi grunnkröfur og a rar kröfur, sem ger ar eru í tilskipun 1999/5/EC.

3.7.11 **Italiano** **[Italian]**

Con la presente NETGATE dichiara che questo NETGATE device, è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.

3.7.12 **Latviski** **[Latvian]**

Ar o NETGATE deklar , ka NETGATE device, atbilst Direkt vas 1999/5/EK b tiskaj m pras b m un citem ar to saist tajiem noteikumiem.

3.7.13 **Lietuviškai** **[Lithuanian]**

NETGATE deklaruoja, kad šis NETGATE įrenginys atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.

3.7.14 **Malti** **[Maltese]**

Hawnhekk, Netgate, jiddikjara li dan NETGATE device, jikkonforma mal- ti ijiet essenzjali u ma provvedimenti o rajn relevanti li hemm fid-Dirrettiva 1999/5/EC.

3.7.15 **Norsk** **[Norwegian]**

NETGATE erklærer herved at utstyret NETGATE device, er i samsvar med de grunnleggende krav og øvrige relevante krav i direktiv 1999/5/EF.

3.7.16 **Slovensky** **[Slovak]**

NETGATE t mto vyhlasuje, e NETGATE device, sp a základné po iadavky a v etky príslu né ustanovenia Smernice 1999/5/ES.
3.7.17 Svenska [Swedish]
Härmed intygar NETGATE att denna NETGATE device, står I överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

3.7.18 Español [Spanish]
Por medio de la presente NETGATE declara que el NETGATE device, cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.

3.7.19 Polski [Polish]
Niniejszym, firma NETGATE o wiadcza, e produkt serii NETGATE device, spełnia zasadnicze wymagania i inne istotne postanowienia Dyrektywy 1999/5/EC.

3.7.20 Português [Portuguese]
NETGATE declara que este NETGATE device, está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.

3.7.21 Română [Romanian]
Prin prezenta, NETGATE declară că acest dispozitiv NETGATE este în conformitate cu cerintele esentiale și alte prevederi relevante ale Directivei 1999/5/CE.

3.8 Disputes

ANY DISPUTE OR CLAIM RELATING IN ANY WAY TO YOUR USE OF ANY PRODUCTS/SERVICES, OR TO ANY PRODUCTS OR SERVICES SOLD OR DISTRIBUTED BY RCL OR ESF WILL BE RESOLVED BY BINDING ARBITRATION IN AUSTIN, TEXAS, RATHER THAN IN COURT. The Federal Arbitration Act and federal arbitration law apply to this agreement.

THERE IS NO JUDGE OR JURY IN ARBITRATION, AND COURT REVIEW OF AN ARBITRATION AWARD IS LIMITED. HOWEVER, AN ARBITRATOR CAN AWARD ON AN INDIVIDUAL BASIS THE SAME DAMAGES AND RELIEF AS A COURT (INCLUDING INJUNCTIVE AND DECLARATORY RELIEF OR STATUTORY DAMAGES), AND MUST FOLLOW THE TERMS OF THESE TERMS AND CONDITIONS OF USE AS A COURT WOULD.

To begin an arbitration proceeding, you must send a letter requesting arbitration and describing your claim to the following:

Rubicon Communications LLC
Attn.: Legal Dept.
4616 West Howard Lane, Suite 900
Austin, Texas 78728
legal@netgate.com
3.9 Applicable Law

By using any Products/Services, you agree that the Federal Arbitration Act, applicable federal law, and the laws of the state of Texas, without regard to principles of conflict of laws, will govern these terms and conditions of use and any dispute of any sort that might arise between you and RCL and/or ESF. Any claim or cause of action concerning these terms and conditions or use of the RCL and/or ESF website must be brought within one (1) year after the claim or cause of action arises. Exclusive jurisdiction and venue for any dispute or claim arising out of or relating to the parties’ relationship, these terms and conditions, or the RCL and/or ESF website, shall be with the arbitrator and/or courts located in Austin, Texas. The judgment of the arbitrator may be enforced by the courts located in Austin, Texas, or any other court having jurisdiction over you.

3.10 Site Policies, Modification, and Severability

Please review our other policies, such as our pricing policy, posted on our websites. These policies also govern your use of Products/Services. We reserve the right to make changes to our site, policies, service terms, and these terms and conditions of use at any time.

3.11 Miscellaneous

If any provision of these terms and conditions of use, or our terms and conditions of sale, are held to be invalid, void or unenforceable, the invalid, void or unenforceable provision shall be modified to the minimum extent necessary in order to render it valid or enforceable and in keeping with the intent of these terms and conditions. If such modification is not possible, the invalid or unenforceable provision shall be severed, and the remaining terms and conditions shall be enforced as written. Headings are for reference purposes only and in no way define, limit, construe or describe the scope or extent of such section. Our failure to act with respect to a breach by you or others does not waive our right to act with respect to subsequent or similar breaches. These terms and conditions set forth the entire understanding and agreement between us with respect to the subject matter hereof, and supersede any prior oral or written agreement pertaining thereto, except as noted above with respect to any conflict between these terms and conditions and our reseller agreement, if the latter is applicable to you.

3.12 Limited Warranty

DISCLAIMER OF WARRANTIES AND LIMITATION OF LIABILITY

THE PRODUCTS/SERVICES AND ALL INFORMATION, CONTENT, MATERIALS, PRODUCTS (INCLUDING SOFTWARE) AND OTHER SERVICES INCLUDED ON OR OTHERWISE MADE AVAILABLE TO YOU THROUGH THE PRODUCTS/SERVICES ARE PROVIDED BY US ON AN “AS IS” AND “AS AVAILABLE” BASIS, UNLESS OTHERWISE SPECIFIED IN WRITING. WE MAKE NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AS TO THE OPERATION OF THE PRODUCTS/SERVICES, OR THE INFORMATION, CONTENT, MATERIALS, PRODUCTS (INCLUDING SOFTWARE) OR OTHER SERVICES
INCLUDED ON OR OTHERWISE MADE AVAILABLE TO YOU THROUGH THE PRODUCTS/SERVICES, UNLESS OTHERWISE SPECIFIED IN WRITING. YOU EXPRESSLY AGREE THAT YOUR USE OF THE PRODUCTS/SERVICES IS AT YOUR SOLE RISK.

TO THE FULL EXTENT PERMISSIBLE BY APPLICABLE LAW, RUBICON COMMUNICATIONS, LLC (RCL) AND ELECTRIC SHEEP FENCING (ESF) DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. RCL AND ESF DO NOT WARRANT THAT THE PRODUCTS/SERVICES, INFORMATION, CONTENT, MATERIALS, PRODUCTS (INCLUDING SOFTWARE) OR OTHER SERVICES INCLUDED ON OR OTHERWISE MADE AVAILABLE TO YOU THROUGH THE PRODUCTS/SERVICES, RCL’S OR ESF’S SERVERS OR ELECTRONIC COMMUNICATIONS SENT FROM RCL OR ESF ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. RCL AND ESF WILL NOT BE LIABLE FOR ANY DAMAGES OF ANY KIND ARISING FROM THE USE OF ANY PRODUCTS/SERVICES, OR FROM ANY INFORMATION, CONTENT, MATERIALS, PRODUCTS (INCLUDING SOFTWARE) OR OTHER SERVICES INCLUDED ON OR OTHERWISE MADE AVAILABLE TO YOU THROUGH ANY PRODUCTS/SERVICES, INCLUDING, BUT NOT LIMITED TO DIRECT, INDIRECT, INCIDENTAL, PUNITIVE, AND CONSEQUENTIAL DAMAGES, UNLESS OTHERWISE SPECIFIED IN WRITING.

IN NO EVENT WILL RCL’S OR ESF’S LIABILITY TO YOU EXCEED THE PURCHASE PRICE PAID FOR THE PRODUCT OR SERVICE THAT IS THE BASIS OF THE CLAIM.

CERTAIN STATE LAWS DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES OR THE EXCLUSION OR LIMITATION OF CERTAIN DAMAGES. IF THESE LAWS APPLY TO YOU, SOME OR ALL OF THE ABOVE DISCLAIMERS, EXCLUSIONS, OR LIMITATIONS MAY NOT APPLY TO YOU, AND YOU MIGHT HAVE ADDITIONAL RIGHTS.
4.1 Simple Configuration

Below are the simple instructions for connecting to the console port with Microsoft Windows. If these steps do not work for you or if you’re an operating system other than Windows, then please skip forward to Advanced Configuration.

4.1.1 Serial Terminal Emulation Client

A serial terminal emulation program is required to access the Netgate appliance console through the serial interface. Microsoft Windows no longer includes HyperTerminal in Versions 7 and up. PuTTY is free and can be downloaded from:

http://www.chiark.greenend.org.uk/~sgtatham/putty/download.html

4.1.2 Configuring Serial Terminal Emulator

PuTTY must be configured to communicate with the Netgate appliance. In order to do so, you must first know what COM Port your computer has assigned to your serial port. Even if you assigned your serial port to COM1 in the BIOS, Windows may remap it to a different COM Port.

To determine this, you must open Windows Device Manager and view the COM port assignment:
Note: The first time you connect your computer to the SG-5100, it may take up to 3 minutes for the driver to install. It should install automatically for Windows 7 and above.

Open PuTTY and locate the Session display as shown below. For the Connection type, select Serial. Set Serial line to the COM Port that is displayed in Windows Device Manager, COM3 for this example, and the Speed to 115200 bits per second, the speed of the BIOS in this case.
Select **Open** and the console screen will be displayed.

### 4.2 Advanced Configuration

A Prolific PL2303 USB-to-UART bridge is used to provide access to the serial port that acts as a system console. This is exposed via a USB Mini-b (5-pin) port on the front of the case. There are several steps required to access the system console via this port.

#### 4.2.1 Install the Driver

Install an appropriate PL2303 USB to UART Bridge VCP (virtual COM port) driver on the workstation used to connect with the system if needed. There are drivers available for Windows, Mac OS X, and Linux available in the Download Software section of the Prolific Website.
4.2.2 Connect a USB Cable

Next, locate an appropriate USB cable. The type of cable required for the serial console has a USB Mini-b (5-pin) connector on one end and a regular USB (Type A) plug on the other end. These cables are commonly used with smaller USB peripherals such as GPS units, cameras, and so on.

Attach the USB cable between a workstation and the system. Gently push the Mini-B plug end into the console port on the system and connect the USB type A plug into an available USB port on the workstation.

**Tip:** Be certain to gently push in the Mini-B connector on the system side completely. With most cables there will be a tangible “click”, “snap”, or similar indication when the cable is fully engaged.

4.2.3 Locate the Console Port Device

The appropriate device to attach the terminal program to each platform varies by platform and must be located before attempting to connect to the console.

**Windows**

To locate the device name on Windows, open Device Manager and expand the section for Ports (COM & LPT). Look for an entry with a title such as Prolific USB-to-Serial Comm Port. If there is a label in the name that contains “COMX” where X is a decimal digit (e.g. COM1), that value is what would be used as the port in the terminal program.

**Mac OS X**

The device associated with the system console is likely to show up as /dev/cu.usbserial.

**Linux**

The device associated with the system console is likely to show up as /dev/ttyUSB0. Look for messages about the device attaching in the system log files or by running dmesg.

**Note:** If the device does not appear in /dev/, see the note above in the driver section about manually loading the Linux driver and then try again.
FreeBSD

The device associated with the system console is likely to show up as /dev/cuaU0. Look for messages about the device attaching in the system log files or by running `dmesg`.

4.2.4 Launch a Terminal Program

Use a terminal program to connect to the system console port. PuTTY is a popular terminal program that is available on various operating systems. Some other choices of terminal programs:

- Linux: screen, PuTTY, minicom, dterm
- Mac OS X: screen, ZTerm, cu
- Windows: PuTTY, SecureCRT. **Do not use Hyperterminal**
- FreeBSD: screen, cu

The settings to use within the terminal program are:

- **Speed**: 115200 baud
- **Data bits**: 8
- **Parity**: none
- **Stop bits**: 1
- **Flow Control**: Off or XON/OFF. Hardware flow control (RTS/CTS) **must** be disabled.

Client-Specific Examples

**PuTTY**

Launch PuTTY and configure it for a **Serial** type connection with a speed of **115200** using the port name located previously.

- **Windows Example**:

- **Linux Example**:
PuTTY generally handles most cases OK but can have issues with line drawing characters on certain platforms. These settings seem to work best (tested on Windows):

- **Window**  Columns x Rows = 80x24
- **Window > Appearance**  Font = *Courier New 10pt* or *Consolas 10pt*
- **Window > Translation**  Remote Character Set = *Use font encoding* or *UTF-8*
- **Window > Translation**  Handling of line drawing characters = *Use font in both ANSI and OEM modes*  or *Use Unicode line drawing code points*
- **Window > Colours**  Indicate bolded text by changing = The colour

**GNU screen**

In many cases *screen* may be invoked simply by using the proper command line:

- **Mac OS X**
  ```bash
  sudo screen /dev/cu.usbserial 115200
  ```
- **Linux**
  ```bash
  sudo screen /dev/ttyUSB0 115200
  ```
- **FreeBSD**
  ```bash
  sudo screen /dev/cuaU0 115200
  ```

If portions of the text are unreadable but appear to be properly formatted, the most likely culprit is a character encoding mismatch in the terminal. For example, on OS X this is commonly required

```bash
sudo screen -U /dev/cu.usbserial 115200
```

Adding the `-U` parameter to the *screen* command line arguments forces it to use UTF-8 for character encoding.

**4.2.5 Troubleshooting**

**No Serial Output**

If there is no output at all, check the following items:

- Ensure the cable is correctly attached and fully inserted
- Ensure the terminal program is using the correct port
- Ensure the terminal program is configured for the correct speed. The default BIOS speed is 115200, and many other modern operating systems use that speed as well. Some older operating systems or custom configurations may use slower speeds such as 9600 or 38400.
- Ensure the operating system is configured for the proper console (e.g. *ttyS1* in Linux). Consult the various operating install guides on this site for further information.

**Garbled Serial Output**

If the serial output appears to be garbled, binary, or random characters check the following items:

- Ensure the terminal program is configured for the correct speed. (See “No Serial Output” above)
• Ensure the terminal program is configured for the proper character encoding, such as UTF-8 or Latin-1, depending on the operating system. (See the previous entry under “GNU screen”)

Serial Output Stops After the BIOS

If serial output is shown for the BIOS but stops afterward, check the following items:

• Ensure the terminal program is configured for the correct speed for the installed operating system. (See “No Serial Output” above)

• Ensure the installed operating system is configured to activate the serial console.

• Ensure the installed operating system is configured for the proper console (e.g. ttyS1 in Linux). Consult the various operating install guides on this site for further information.

• If booting from a USB flash drive, ensure that the drive was written correctly and contains a bootable operating system image.
5.1 Professional Services

Support does not cover more complex tasks such as network design and conversion from other firewalls. These items are offered as professional services and can be purchased and scheduled accordingly.

https://www.netgate.com/our-services/professional-services.html

5.2 Netgate Training

Netgate training offers training courses for increasing your knowledge of Netgate products and services. Whether you need to maintain or improve the security skills of your staff or offer highly specialized support and improve your customer satisfaction; Netgate training has got you covered.

https://www.netgate.com/training/

5.3 Resource Library

To learn more about how to use your Netgate appliance and for other helpful resources, make sure to browse our Resource Library.

https://www.netgate.com/resources/
WARRANTY AND SUPPORT

- One year manufacturer’s warranty.
- Please contact Netgate for warranty information or view our Product Lifecycle page.
- All Specifications subject to change without notice.

Enterprise Support is included with an active software subscription, for more information view our Netgate Global Support page.

See also:

For more information on how to use pfSense® software, see the TNSR Documentation and Resource Library.