



Secure Router Manual

SG-5100

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Feb 06, 2026

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This Quick Start Guide covers the first time connection procedures for the [Netgate 5100 Secure Router](#) and also provides information needed to stay up and running.

CHAPTER
ONE

GETTING STARTED

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



2.2 Network Ports

Table 1: Netgate 5100 Network Interface Layout

Port Label	Linux Label	TNSR Label	Port Type	Port Speed
IGB0	enp3s0	GigabitEthernet3/0/0	RJ-45	1 Gbps
IGB1	enp4s0	GigabitEthernet4/0/0	RJ-45	1 Gbps
IX0	enp6s0f0	GigabitEthernet6/0/0	RJ-45	1 Gbps
IX1	enp6s0f1	GigabitEthernet6/0/1	RJ-45	1 Gbps
IX2	enp8s0f0	GigabitEthernet8/0/0	RJ-45	1 Gbps
IX3	enp8s0f1	GigabitEthernet8/0/1	RJ-45	1 Gbps

Note: Default Host OS Interface is `enp3s0`. The Host OS Interface is one network interface that is only available to the host OS and not available in TNSR. Though technically optional, the best practice is to have one for accessing and updating the host OS.

Status LED	State	Description
Left LED (Link Status)	Solid Amber	Link has been established and there is no activity on this port
	Blinking Amber	Link has been established and there is activity on this port
	Off	No link has been established
Right LED (Speed)	Solid Green	Operating as a 100 Mbps connection
	Blinking Amber	Operating as a Gigabit connection (1000 Mbps)
	Off	No link has been established

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

Note: The power button on the Netgate 5100 has been programmed to perform a graceful shutdown when depressed.

CONNECTING TO THE USB CONSOLE

This guide shows how to access the serial console which can be used for troubleshooting and diagnostics tasks as well as some basic configuration.

There are times when directly accessing the console is required. Perhaps GUI or SSH access has been locked out, or the password has been lost or forgotten.

3.1 USB Serial Console Device

This device uses a **Prolific PL2303 USB-to-UART Bridge** which provides access to the console. This device is exposed via the **USB Mini-B (5-pin)** port on the appliance.

3.1.1 Install the Driver

If needed, install an appropriate **Prolific PL2303 USB to UART Bridge** driver on the workstation used to connect with the device.

Windows

There are drivers available for Windows [available for download](#).

macOS

There are drivers available for macOS [available for download](#).

Linux

There are drivers available for Linux [available for download](#).

FreeBSD

3.1.2 Connect a USB Cable

Next, connect to the console port using the cable that has a **USB Mini-B (5-pin)** connector on one end and a **USB Type A** plug on the other end.

Gently push the **USB Mini-B (5-pin)** plug end into the console port on the appliance and connect the **USB Type A** plug into an available USB port on the workstation.

Tip: Be certain to gently push in the **USB Mini-B (5-pin)** connector on the device side completely. With most cables there will be a tangible “click”, “snap”, or similar indication when the cable is fully engaged.

3.1.3 Apply Power to the Device

On some hardware, the USB serial console port may not be detected by the client operating system until the device is plugged into a power source.

If the client OS does not detect the USB serial console port, connect the power cord to the device to allow it to start booting.

If the USB serial console port appears without power applied to the device, then the best practice is to wait until the terminal is open and connected to the serial console before powering on the device. That way the client can view the entire boot output.

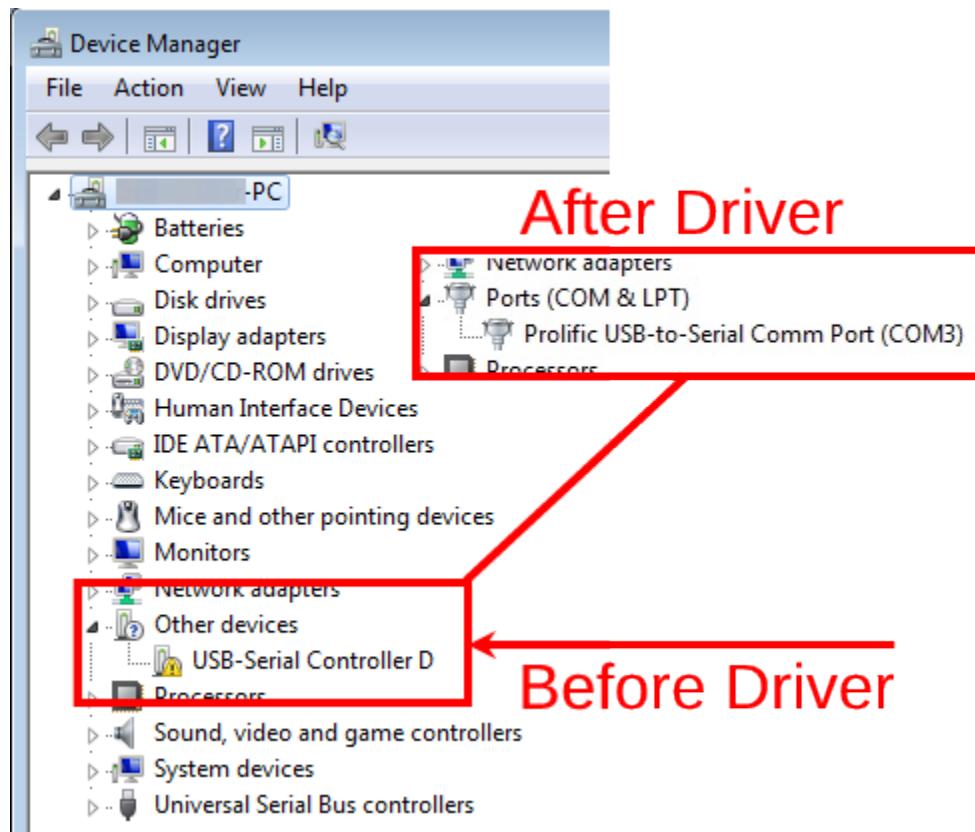
3.1.4 Locate the Console Port Device

The appropriate console port device that the workstation assigned as the serial port must be located before attempting to connect to the console.

Note: Even if the serial port was assigned in the BIOS, the workstation OS may remap it to a different COM Port.

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. COM3), that value is what would be used as the port in the terminal program.



macOS

The device associated with the system console is likely to show up as, or start with, `/dev/cu.usbserial-<id>`.

Run `ls -l /dev/cu.*` from a Terminal prompt to see a list of available USB serial devices and locate the appropriate one for the hardware. If there are multiple devices, the correct device is likely the one with the most recent timestamp or highest ID.

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`.

Note: If the serial device is not present, ensure the device has power and then check again.

3.2 Launch a Terminal Program

Use a terminal program to connect to the system console port. Some choices of terminal programs:

Windows

For Windows the best practice is to run *PuTTY on Windows* or *SecureCRT*. An example of how to configure PuTTY is below.

Warning: Do not use **HyperTerminal**.

macOS

For macOS the best practice is to run **GNU screen**, or **cu**. An example of how to configure **GNU screen** is below.

Linux

For Linux the best practices are to run **GNU screen**, *PuTTY on Linux*, **minicom**, or **dterm**. Examples of how to configure PuTTY and **GNU screen** are below.

FreeBSD

For FreeBSD the best practice is to run **GNU screen** or **cu**. An example of how to configure **GNU screen** is below.

3.2.1 Client-Specific Examples

PuTTY on Windows

- Open PuTTY and select **Session** under **Category** on the left-hand side.
- Set the **Connection type** to **Serial**
- Set **Serial line** to the *console port determined previously*
- Set the **Speed** to 115200 bits per second.
- Click the **Open** button

PuTTY will then display the console.

PuTTY on Linux

- Open PuTTY from a terminal by typing `sudo putty`

Note: The `sudo` command will prompt for the local workstation password of the current account.

- Set the **Connection type** to **Serial**
- Set **Serial line** to `/dev/ttyUSB0`
- Set the **Speed** to 115200 bits per second
- Click the **Open** button

PuTTY will then display the console.

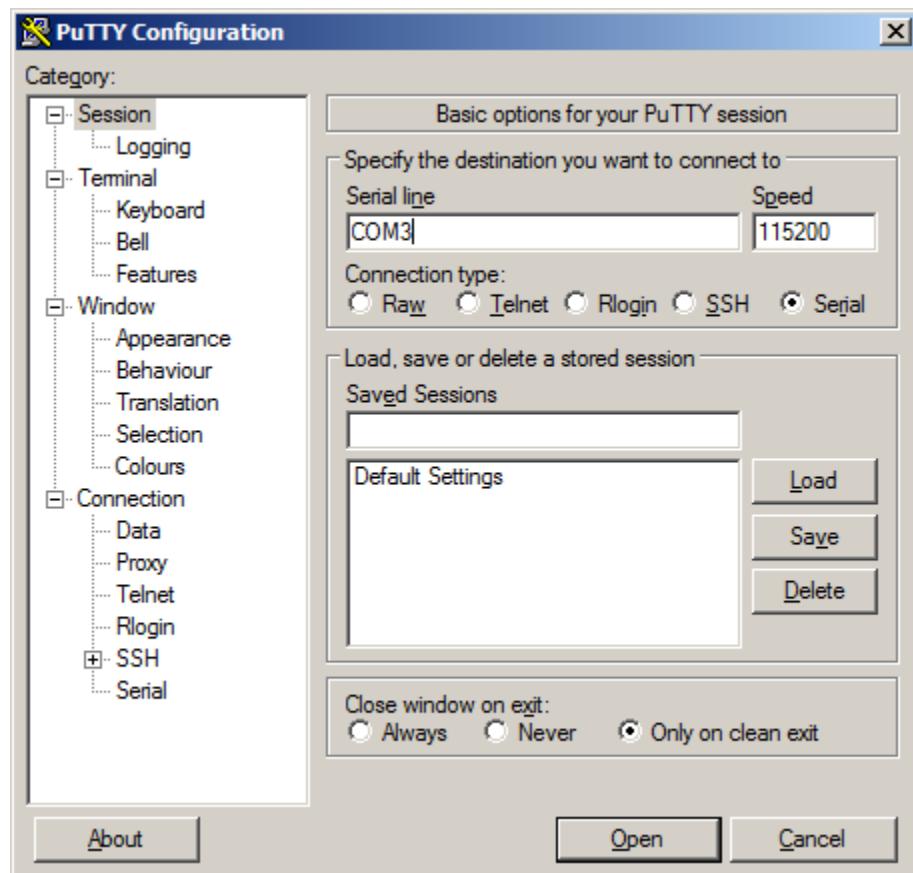


Fig. 1: An example of using PuTTY on Windows



Fig. 2: An example of using PuTTY on Linux

GNU screen

In many cases `screen` may be invoked simply by using the proper command line, where `<console-port>` is the console port that was located above.

```
$ sudo screen <console-port> 115200
```

Note: The `sudo` command will prompt for the local workstation password of the current account.

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

```
$ sudo screen -U <console-port> 115200
```

3.2.2 Terminal Settings

The settings to use within the terminal program are:

Speed

115200 baud, the speed of the BIOS

Data bits

8

Parity

None

Stop bits

1

Flow Control

Off or XON/OFF.

Warning: Hardware flow control (RTS/CTS) **must** be disabled.

Terminal Optimization

Beyond the required settings there are additional options in terminal programs which will help input behavior and output rendering to ensure the best experience. These settings vary location and support by client, and may not be available in all clients or terminals.

These are:

Terminal Type

xterm

This setting may be under Terminal, Terminal Emulation, or similar areas.

Color Support

ANSI colors / 256 Color / ANSI with 256 Colors

This setting may be under Terminal Emulation, Window Colors, Text, Advanced Terminfo, or similar areas.

Character Set / Character Encoding

UTF-8

This setting may be under Terminal Appearance, Window Translation, Advanced International, or similar areas. In GNU screen this is activated by passing the -U parameter.

Line Drawing

Look for and enable setting such as “Draw lines graphically”, “Use Unicode graphics characters”, and/or “Use Unicode line drawing code points”.

These settings may be under Terminal Appearance, Window Translation, or similar areas.

Function Keys / Keypad

Xterm R6

In Putty this is under **Terminal > Keyboard** and is labeled **The Function Keys and Keypad**.

Font

For the best experience, use a modern monospaced Unicode font such as DejaVu Sans Mono, Liberation Mono, Monaco, Consolas, Fira Code, or similar.

This setting may be under Terminal Appearance, Window Appearance, Text, or similar areas.

3.3 What's Next?

After connecting a terminal client, it may not immediately see any output. This could be because the device has already finished booting, or it may be that the device is waiting for some other input.

If the device does not yet have power applied, plug it in and monitor the terminal output.

If the device is already powered on, try pressing **Space**. If there is still no output, press **Enter**. If the device was booted, it should re-display the login prompt or produce other output indicating its status.

3.4 Troubleshooting

3.4.1 Serial Device Missing

With a USB serial console there are a few reasons why the serial port may not be present in the client operating system, including:

No Power

Some models require power before the client can connect to the USB serial console.

USB Cable Not Plugged In

For USB consoles, the USB cable may not be fully engaged on both ends. Gently, but firmly, ensure the cable has a good connection on both sides.

Bad USB Cable

Some USB cables are not suitable for use as data cables. For example, some cables are only capable of delivering power for charging devices and not acting as data cables. Others may be of low quality or have poor or worn connectors.

The ideal cable to use is the one that came with the device. Failing that, ensure the cable is of the correct type and specifications, and try multiple cables.

Wrong Device

In some cases there may be multiple serial devices available. Ensure the one used by the serial client is the correct one. Some devices expose multiple ports, so using the incorrect port may lead to no output or unexpected output.

Hardware Failure

There could be a hardware failure preventing the serial console from working. Contact Netgate TAC for assistance.

3.4.2 No Serial Output

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

USB Cable Not Plugged In

For USB consoles, the USB cable may not be fully engaged on both ends. Gently, but firmly, ensure the cable has a good connection on both sides.

Wrong Device

In some cases there may be multiple serial devices available. Ensure the one used by the serial client is the correct one. Some devices expose multiple ports, so using the incorrect port may lead to no output or unexpected output.

Wrong Terminal Settings

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.

Device OS Serial Console Settings

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

3.4.3 PuTTY has issues with line drawing

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*

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

3.4.4 Garbled Serial Output

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

Flow Control

In some cases flow control can interfere with serial communication, causing dropped characters or other issues. Disabling flow control in the client can potentially correct this problem.

On PuTTY and other GUI clients there is typically a per-session option to disable flow control. In PuTTY, the **Flow Control** option is in the settings tree under **Connection**, then **Serial**.

To disable flow control in GNU Screen, add the `-ixon` and/or `-ixoff` parameters after the serial speed as in the following example:

```
$ sudo screen <console port> 115200,-ixon
```

Terminal Speed

Ensure the terminal program is configured for the correct speed. (See [No Serial Output](#))

Character Encoding

Ensure the terminal program is configured for the proper character encoding, such as **UTF-8** or **Latin-1**, depending on the operating system. (See [GNU Screen](#))

3.4.5 Serial Output Stops After the BIOS

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

Terminal Speed

Ensure the terminal program is configured for the correct speed for the installed operating system. (See [No Serial Output](#))

Device OS Serial Console Settings

Ensure the installed operating system is configured to activate the serial console and that it is configured for the proper console (e.g. `ttyS1` in Linux). Consult the various operating installation guides on this site for further information.

Bootable Media

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

ADDITIONAL RESOURCES

4.1 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>

4.2 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/>

4.3 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 the [Product Lifecycle](#) page.
- All Specifications subject to change without notice.

Enterprise Support is included with an active software subscription, for more information view the [Netgate Global Support](#) page.

See also:

For more information on how to use TNSR® software, see the [TNSR Documentation and Resource Library](#).