

Preparing for Installation

Revised: January 1, 2008, OL-14672-01

This chapter describes safety instructions and site requirements for installing the MARS Appliance and guides you through installation preparation. It contains the following sections:

- [Safety, page 3-1](#)
- [Preparing Your Site for Installation, page 3-5](#)
- [Precautions for Rack-Mounting, page 3-8](#)
- [Required Tools and Equipment, page 3-9](#)
- [Packaging Contents Checklist, page 3-9](#)
- [Selecting the Appropriate Rail Kit, page 3-10](#)
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Safety

This section provides safety information for installing this product.

Warnings and Cautions

Read the installation instructions in this document before you connect the system to its power source. Failure to read and follow these guidelines could lead to an unsuccessful installation and possibly damage the system and components.

You should observe the following safety guidelines when working with any equipment that connects to electrical power or telephone wiring. They can help you avoid injuring yourself or damaging the MARS Appliance.



Note

The English warnings in this document are followed by a statement number. To see the translations of a warning into other languages, look up its statement number in the *Regulatory Compliance and Safety Information for the MARS 5.3.x*

The following warnings and cautions are provided to help you prevent injury to yourself or damage to the devices:

**Warning**

Before working on a system that has an On/Off switch, turn OFF the power and unplug the power cord. Statement 1

**Warning**

Before working on a chassis or working near power supplies, unplug the power cord on AC units; disconnect the power at the circuit breaker on DC units. Statement 12

**Warning**

This unit is intended for installation in restricted access areas. A restricted access area is where access can only be gained by service personnel through the use of a special tool, lock and key, or other means of security, and is controlled by the authority responsible for the location. Statement 37

**Warning**

This unit might have more than one power cord. To reduce the risk of electrical shock, disconnect all power supply cords before servicing the unit. Statement 106

**Warning**

The safety cover is an integral part of the product. Do not operate the unit without the safety cover installed. Operating the unit without the cover in place will invalidate the safety approvals and pose a risk of fire and electrical hazards. Statement 117

**Warning**

Do not work on the system or connect or disconnect cables during periods of lightning activity. Statement 1001.

**Warning**

Read the installation instructions before you connect the system to its power source. Statement 1004

**Warning**

To prevent bodily injury when mounting or servicing this unit in a rack, you must take special precautions to ensure that the system remains stable. The following guidelines are provided to ensure your safety: Statement 1006

**Warning**

There is the danger of explosion if the battery is replaced incorrectly. Replace the battery only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions. Statement 1015

**Warning**

This equipment must be grounded. Never defeat the ground conductor or operate the equipment in the absence of a suitably installed ground conductor. Contact the appropriate electrical inspection authority or an electrician if you are uncertain that suitable grounding is available. Statement 1024

**Warning**

Blank faceplates and cover panels serve three important functions: they prevent exposure to hazardous voltages and currents inside the chassis; they contain electromagnetic interference (EMI) that might disrupt other equipment; and they direct the flow of cooling air through the chassis. Do not operate the system unless all cards, faceplates, front covers, and rear covers are in place. Statement 1029

**Warning**

Ultimate disposal of this product should be handled according to all national laws and regulations. Statement 1040

**Warning**

Before opening the chassis, disconnect the telephone-network cables to avoid contact with telephone-network voltages. Statement 1041

**Warning**

This product requires short-circuit (overcurrent) protection, to be provided as part of the building installation. Install only in accordance with national and local wiring regulations. Statement 1045

**Warning**

IMPORTANT SAFETY INSTRUCTIONS

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device. Statement 1071

SAVE THESE INSTRUCTIONS

General Precautions

Observe the following general precautions when using and working with your system:

- Keep your system components away from radiators and heat sources, and do not block cooling vents.
- Do not spill food or liquids on your system components, and never operate the product in a wet environment. If the computer gets wet, see the appropriate chapter in your troubleshooting guide or contact the Cisco Technical Assistance Center. For instructions on contacting the Technical Assistance Center, see [Obtaining Documentation, Obtaining Support, and Security Guidelines](#), page xvii, in the Preface.
- Do not push any objects into the openings of your system components. Doing so can cause fire or electric shock by shorting out interior components.
- Position system cables and power cables carefully; route system cables and the power cable and plug so that they cannot be stepped on or tripped over. Be sure that nothing rests on your system components' cables or power cable.
- Do not modify power cables or plugs. Consult a licensed electrician or your power company for site modifications. Always follow your local/national wiring rules.

- To avoid possible damage to the system board, wait 5 seconds after turning off the system before removing a component from the system board or disconnecting a peripheral device from the computer.

Maintaining Safety with Electricity

Follow these guidelines when working on equipment powered by electricity:

- If any of the following conditions occur contact the Cisco Technical Assistance Center:
 - The power cable or plug is damaged.
 - An object has fallen into the product.
 - The product has been exposed to water.
 - The product has been dropped or damaged.
 - The product does not operate correctly when you follow the operating instructions.
- Use the correct external power source. Operate the product only from the type of power source indicated on the electrical ratings label. If you are not sure of the type of power source required, consult the Cisco Technical Assistance Center or a local power company.
- Use only approved power cable(s). You have been provided with a power cable for your MARS Appliance that is intended for your system (approved for use in your country, based on the shipping location). Should you have to purchase a power cable, ensure that it is rated for the product and for the voltage and current marked on the product's electrical ratings label. The voltage and current rating of the cable should be greater than the ratings marked on the product.
- To help prevent electric shock, plug the MARS Appliance, components, and peripheral power cables into properly grounded electrical outlets. These cables are equipped with three-prong plugs to help ensure proper grounding. Do not use adapter plugs or remove the grounding prong from a cable.
- Observe power strip ratings. Make sure that the total ampere rating of all products plugged into the power strip does not exceed 80% of the rating.
- To help protect your system and components from sudden, transient increases and decreases in electrical power, Cisco recommends the use an uninterruptable power supply (UPS) for your MARS Appliances.
- Do not modify power cables or plugs. Consult a licensed electrician or your power company for site modifications. Always follow your local and national wiring rules.

Protecting Against Electrostatic Discharge

Static electricity can harm delicate components inside your computer. To prevent static damage, discharge static electricity from your body before you touch any of your computer's electronic components, such as the microprocessor. You can do so by touching an unpainted metal surface on the computer chassis.

As you continue to work inside the computer, periodically touch an unpainted metal surface to remove any static charge your body may have accumulated.

You can also take the following steps to prevent damage from electrostatic discharge (ESD):

- When unpacking a static-sensitive component from its shipping carton, do not remove the component from the antistatic packing material until you are ready to install the component in your computer. Just before unwrapping the antistatic packaging, be sure to discharge static electricity from your body.
- When transporting a sensitive component, first place it in an antistatic container or packaging.
- Handle all sensitive components in a static-safe area. If possible, use antistatic floor pads and workbench pads.

Preventing EMI

When you run wires for any significant distance in an electromagnetic field, electromagnetic interference (EMI) can occur between the field and the signals on the wires.

**Note**

Bad plant wiring can result in radio frequency interference (RFI).

**Note**

Strong EMI, especially when it is caused by lightning or radio transmitters, can destroy the signal drivers and receivers in the system, and can even create an electrical hazard by conducting power surges through lines and into the system.

To predict and remedy strong EMI, consult RFI experts.

Preparing Your Site for Installation

This section describes the requirements your site must meet for safe installation and operation of your MARS Appliance. Ensure that your site is properly prepared before beginning installation.

Environmental

When planning your site layout and equipment locations, remember the precautions described in this section to help avoid equipment failures and reduce the possibility of environmentally caused shutdowns. If you are experiencing shutdowns or unusually high errors with your existing equipment, these precautions will help you isolate the cause of failures and prevent future problems.

Use the following precautions when planning the operating environment for your MARS Appliance:

- Always follow the ESD-prevention procedures described in [Preventing EMI, page 3-5](#), to avoid damage to equipment. Damage from static discharge can cause immediate or intermittent equipment failure.
- Make sure that the chassis cover is secure. The chassis allows cooling air to flow effectively within it. An open chassis allows air leaks, which could interrupt and redirect the flow of cooling air from internal components.
- Electrical equipment generates heat. Ambient air temperature might not be adequate to cool equipment to acceptable operating temperatures without adequate circulation. Make sure that the room in which you operate has adequate air circulation.

Also, verify that make sure your environment is suitable for the MARS Appliance:

Environmental Parameter	MARS 110 and MARS 110R	MARS 210, and GC2
Temperature range	Operating: +10°C to +35°C with the maximum rate of change not to exceed 10°C per hour Non-operating: -40° C to +70° C	Operating: +10°C to +35°C with the maximum rate of change not to exceed 10°C per hour Non-operating: -40° C to +70° C
Relative humidity	Non-operating: 90% Non-condensing at +28°C	Non-operating: 90% Non-condensing at +28°C
System Cooling Requirement	1,826 BTU/hour	1,826 BTU/hour
Vibration	Unpackaged: 5 Hz to 500 Hz, 2.20 g RMS random	Unpackaged: 5 Hz to 500 Hz, 2.20 g RMS random
Shock OL-14672-01	Operating: Half sine, 2 g peak, 11 mSec Unpackaged: Trapezoidal, 25 g, velocity change 136 inches/sec Packaged: Non-palletized free fall in height 24 inches (>= 40 lbs to < 80 lbs)	Operating: Half sine, 2 g peak, 11 mSec Unpackaged: Trapezoidal, 25 g, velocity change 136 inches/sec Packaged: Non-palletized free fall in height 24 inches (>= 40 lbs to < 80 lbs)
Altitude		
Acoustic Noise	Sound Pressure: 55 dBA (Rack mount) in an idle state at typical office ambient temperatures Sound Power: 7.0 BA in an idle state at typical office ambient temperatures.	Sound Pressure: 55 dBA (Rack mount) in an idle state at typical office ambient temperatures Sound Power: 7.0 BA in an idle state at typical office ambient temperatures.

Choosing a Site for Installation



Warning

This unit is intended for installation in restricted access areas. A restricted access area is where access can only be gained by service personnel through the use of a special tool, lock and key, or other means of security, and is controlled by the authority responsible for the location. Statement 37

- Choose a site with a dry, clean, well-ventilated and air-conditioned area.
- Choose a site that maintains an ambient temperature of 10° to 35°C (50° to 95°F).
- Choose a site with sufficient room in the front to open the hot-swappable hard drives (about ten inches).
- Choose a site with sufficient room in the rear to attach the power cords and Ethernet cables (about four inches).
- Avoid areas that receive direct sunlight.

Grounding the System



Never defeat the ground conductor or operate the equipment in the absence of a suitably installed ground conductor. Contact the appropriate electrical inspection authority or an electrician if you are uncertain that suitable grounding is available. Statement 213

Creating a Safe Environment

Follow these guidelines to create a safe operating environment:

- Keep tools and chassis components off the floor and away from foot traffic.
- Clear the area of possible hazards, such as moist floors, ungrounded power extension cables, and missing safety grounds.
- Keep the area around the chassis free from dust and foreign conductive material (such as metal flakes from nearby construction activity).

AC Power

Ensure that the plug-socket combination is accessible at all times, because it serves as the main disconnecting device.



This product requires short-circuit (overcurrent) protection, to be provided as part of the building installation. Install only in accordance with national and local wiring regulations. Statement 1045

Cabling

Use the cables in the accessory kit to connect the MARS Appliance console port to a console or computer that is running a console program. In addition to using the console cable, use the provided standard Ethernet cable to connect the MARS Appliance to your network. For information detailing cable requirements, see [Network Cable Requirements, page 1-4](#).

Inline Filter for the Modem

An inline filter for line impedance matching is shipped in the Accessory Kit. Insert the male RJ-11 connector of the filter into the Line-in socket of the MARS modem. Insert the local telephone cable into the RJ-11 socket of the filter.

The following countries require the filter to be used with the MARS modem:

Australia, Austria, Belgium, China, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Korea, Luxembourg, Netherlands, Poland, Portugal, Spain, Sweden, and the UK.

Precautions for Rack-Mounting



Warning

To prevent bodily injury when mounting or servicing this unit in a rack, you must take special precautions to ensure that the system remains stable. The following guidelines are provided to ensure your safety: Statement 1006

Observe the following precautions for rack stability and safety. Also refer to the rack installation documentation accompanying the rack for specific warning and caution statements and procedures.



Note

“Component” refers to any server, storage system, or appliance, and to various peripherals or supporting hardware.

- Do not move large racks by yourself. Due to the height and weight of the rack, a minimum of two people are needed to accomplish this task.
- Ensure that the rack is level and stable before extending a component from the rack.
- Do not overload the AC supply branch circuit that provides power to the rack. The total rack load should not exceed 80% of the branch circuit rating.
- Ensure that proper airflow is provided to components in the rack.
- Do not step or stand on any system or component when servicing other systems and components in a rack.
- This unit should be mounted at the bottom of the rack if it is the only unit in the rack.
- When mounting this unit in a partially filled rack, load the rack from the bottom to the top with the heaviest component at the bottom of the rack.
- If the rack is provided with stabilizing devices, install the stabilizers before mounting or servicing the unit in the rack.

Precautions for Products with Modems, Telecommunications, or Local Area Network Options

Observe the following guidelines when working with options:

- Do not connect or use a modem or telephone during a lightning storm. There may be a risk of electrical shock from lightning.
- Never connect or use a modem or telephone in a wet environment.
- Do not plug a modem or telephone cable into the Ethernet connector.
- Disconnect the modem cable before opening a product enclosure, touching or installing internal components, or touching an uninsulated modem cable or jack.
- Do not use a telephone line to report a gas leak while you are in the vicinity of the leak.
- Install the line-impedance filter to the modem.

Required Tools and Equipment

You need the following tools and equipment to install the MARS Appliance:

- Number 2 Phillips screwdriver
- Needle-nosed pliers
- Tape measure and level
- Antistatic mat or antistatic foam
- ESD grounding strap

Packaging Contents Checklist

Before unpacking the MARS Appliance, check the outside of the box for signs of damage from the shipment. If you suspect that the box was damaged during shipment, tell the carrier, and fill out the appropriate damage claims.

While unpacking the MARS Appliance, place the box so that the direction arrows on the box are facing up. Open the top of the box, and lift the appliance clear. Place the MARS Appliance on a clean flat surface. Re-inspect the appliance for damage.

Each appliance ships with the following items:

- One copy of *Software License Claim Certificate*
- One copy of *Cisco Secure MARS Documentation Guide and Warranty*
- One copy of *Regulatory Compliance and Safety Information for the Cisco Security MARS Appliances*.
- One appliance
- One Appliance Recovery DVD
- Two rail kit boxes, each containing two rack rails assemblies with screws (each rail kit supports a specific set of racks, see [Selecting the Appropriate Rail Kit, page 3-10](#) for more information)
- Two to four sets of keys (depending on the appliance model)
- One or two standard computer power cords (depending on the appliance model)
- One telephone cable
- One Category 5 (Cat 5) crossover cable
- One serial cable
- One xDSL In-line filter

Review this checklist to ensure that each item is present. Write down the appliance's serial number and license key and store them in a safe place. The serial number and license keys both appear as labels on the actual appliance. For information on locating these items, refer to the diagrams in [Hardware Descriptions—MARS 25R, 25, 55, 110R, 110, 210, GC2R, and GC2, page 1-4](#).

Selecting the Appropriate Rail Kit

The two rail kits provided with your MARS Appliance provide support for different types of appliance racks. You should select the rail kit that is compatible with your rack and ignore the other kit. Use the following guidance to select the correct rail kit:

- **AXXBASICRAIL.** This basic rail kit supports both threaded hole racks and square hole, enclosed racks, but it does not support non-threaded circular hole racks. Most racks use this kit.
- **AXXHERAIL,** This tool-less rail kit uses a hanging adapter that allows you to support non-threaded circular hole racks.

Web Browser Client Requirements

Before running the user interface provided by MARS, you must prepare Microsoft® Internet Explorer 6.0 SP1 or later to connect to the MARS Appliance. This section describes the properly configured and patched web browser.

- [Configuring Internet Explorer Settings, page 3-10](#)
- [Configuring Pop-Up Blockers, page 3-14](#)
- [Correcting Issues Caused by the 832894 \(MS04-004\) Security Update or the 821814 Hotfix, page 3-15](#)
- [Obtaining the Required Browser Plug-ins, page 3-15](#)

Configuring Internet Explorer Settings

You must use Microsoft® Internet Explorer 6.0, SP1 or later, to connect to and configure the MARS Appliance. To run it with the MARS, you must configure your browser as follows:

- Set the browser's cache to check the page every visit.
- Set security level to medium (at least) to enable ActiveX controls and scripting or add to the Trusted sites zone with its default settings.
- Set privacy to medium (at least) to enable cookies.
- Allow pop-ups from the MARS Appliance (disable pop-up blockers for the MARS Appliance).

To configure Internet Explorer to meet these requirements, follow these steps:

-
- Step 1** Start Internet Explorer.
 - Step 2** Click **Tools > Internet Options**.
 - Step 3** On the General tab under Temporary Internet Settings, click **Settings**.

Figure 3-1 Internet Explorer Page Cache Settings



- Step 4** Click the **Every Visit to the Page** radio button.
- Step 5** Click **OK** to close the Settings dialog box and to save your changes.
- Step 6** On the Security tab under Select a Web content zone to specify its security settings, select **Trusted Sites**.

Figure 3-2 *Internet Explorer Security Settings*



The default security level settings for Trusted Sites is Low. If this value is not Low or Medium, use the Custom Level settings to ensure that ActiveX controls and scripting are allowed.

Step 7 With Trusted sites selected, click **Sites**.

Figure 3-3 *Internet Explorer Trusted Sites*



- Step 8** Enter the URL used to connect to the MARS Appliance in the Add this Web site to the zone box and click **Add**.
- Specify the full URL, preceded by `https://`; you can use either the DNS name or the IP address, such as `https://192.168.0.1/`, in the URL.
- Step 9** Click **OK** to close the Trusted sites dialog box and to save your changes.
- Step 10** On the Privacy tab under Settings, verify the selected value is **Medium**.

Figure 3-4 *Internet Explorer Privacy Settings*



If the selected value is not Medium, slide the bar to Medium or click Advanced to define custom settings that will enable first-party cookies.

- Step 11** Click **Apply**.
 - Step 12** Click **OK** to close the Internet Options dialog box and to save your changes.
-

Configuring Pop-Up Blockers

This procedure describes how to allow access to the MARS Appliance for users running Windows XP SP2, which includes a pop-up blocker.

For information on configuring a different popup blocker to allow access to the MARS Appliance, refer to the documentation provided with the pop-up blocker product.

To enable pop-up for Internet Explorer running on Windows XP SP2, follow these steps:

-
- Step 1** Click **Options > Toolbar Options** on the MSN toolbar.
 - Step 2** Select **Pop-up Blocker** under Toolbar.

In the Allow list box, enter the host ID of the MARS prefixed by https://. For example, `https://171.69.180.5/`.



Note For later versions of the MSN Toolbar, you can access the Allow Lists tab by clicking the Popup Guard Settings button on Toolbar Buttons tab.

Step 3 Click **Add** to add the host to the list of sites for which pop-ups are allowed.

Step 4 Click **OK** to close the MSN Toolbar Options dialog box and to save your changes.

Correcting Issues Caused by the 832894 (MS04-004) Security Update or the 821814 Hotfix

An issue introduced in a recent Internet Explorer security update, 832894, and in the 821814 hotfix can cause a “page cannot be displayed” error when you post to a site that requires authentication. If you have installed either of these updates, you must take corrective action to ensure proper operation with MARS. The following steps verify whether you have installed either update and points you to instructions provided by Microsoft to resolve the issue:

Step 1 Start Internet Explorer.

Step 2 Click **Help > About Internet Explorer**.

Step 3 Under Updated Version, look for Q832894.

If the Q832894 entry appears, you have the IE bug installed.

Step 4 If Q832894 entry appears, visit the Microsoft support web site to resolve the issue. The following knowledge base article provides specific instructions on resolving this issue:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;831167>

Obtaining the Required Browser Plug-ins

The following plug-ins are required for use with MARS:

- Adobe® SVG Viewer plug-in to view the charts, graphs, and summary page data

You can either wait for the SVG viewer to install itself when you access the Summary page for the first time, or you can download it from:

<http://www.adobe.com/svg/viewer/install/main.html>

- Adobe Reader® to view the MARS documentation

You can download the latest Acrobat Reader plug-in from:

<http://www.adobe.com/products/reader/>

Web Browser Client Usage Guidelines and Notes

Familiarize yourself with the following usage guidelines and notes before using the MARS web interface:

- Avoid using the Refresh, Back, and Forward buttons in the browser. Using these buttons can lead to unpredictable behavior.
- Some pages, such as the Summary page, automatically refresh. Other pages do not. If you are viewing a page that is not automatically refreshed, you will be logged out of the user interface after a period of inactivity.
- Do not open multiple instances of the browser under the same login session. In other words, do not perform any of the following actions when viewing a page in the MARS web interface:
 - Click **File > New > Window** on the menu bar of the browser.
 - Enter **Ctrl+N**.
 - Right-click a link on the page and select **Open in New Window** on the shortcut menu.