



Billing & Bandwidth Management Solution



QUICK START GUIDE

HIA 500i Appliance

1 DEFAULTS

The sales packet of 24online includes following list of contents. Check the complete package content and if any item(s) from the package is/are missing, please contact 24online support at support@24onlinebilling.com

Default Port and IP Address

Interface	IP Address	Port
Eth0	10.10.3.1/255.255.255.0	D
Eth1	10.10.2.1/255.255.255.0	C
Eth2	192.168.2.1/255.255.240.0	B
Eth3	172.16.16.16/255.255.255.0	A
Eth4	10.10.5.1/255.255.255.0	F
Eth5	10.10.4.1/255.255.255.0	E

Package Contents

The complete package should include following contents as given below:

- One 24online appliance
- One console cable (Null-model cable)
- One straight-through Ethernet cable
- One AC adapter cable
- One crossover Ethernet cable
- One 24online quick start guide

Default Username & Password

Web Admin Console	
Username	administrator
Password	administrator

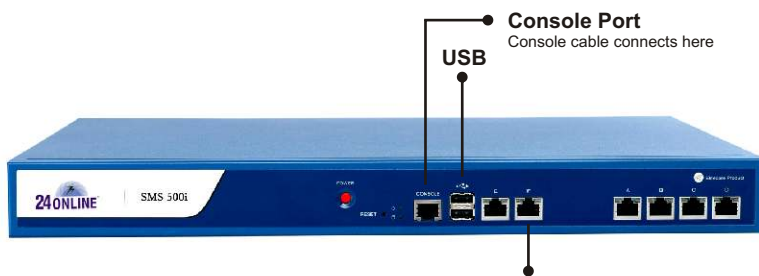
Telnet Console (Serial Connection)	
Password	admin



**Note Username and password are case sensitive*

2 UNDERSTANDING THE APPLIANCE

► FRONT PANEL



Ports

- Crossover Ethernet cable connects to management computer
- Straight-through Ethernet cable connects to LAN through hub or switch

Console Port: Use to connect the management computer

USB port: Provided for future use

Ports A, B, C, D, E and F – Use these ports to connect the appliance to the Ethernet network

► BACK PANEL



Usage of ports depends on how the physical connection is required or planned, it is not necessary to use any particular port for WAN/LAN.

3

CONFIGURING 24ONLINE

Once the system is booted, connect the console cable to the appliance. The console screen will prompt for the password. Enter the default password 'admin', and proceed with network configuration and GUI operations.

Step 1

Process automatically detects and displays the current Ethernet configuration of Internal interface. Change the IP address, Net Mask and Net Type as required.

```
24online Server has not been configured...
Please follow the steps to configure your 24online Server

Network Configuration of Ethernet: eth0
  Current IP address : 192.16.16.16
  New IP address    :
IP Address not changed for eth0
  Current Netmask   : 255.255.255.0
  New Netmask      : 255.255.255.0 (Enter) >
  Net Type         : internal (i)
  New Net Type(i/o) : (i) (Enter) >
Set Alias for Ethernet eth0 (y/n) : No (Enter) > _
```

Step 2

Process automatically detects and displays the current Ethernet configuration of external interface. Change IP address, subnet mask and net type as required. To set aliases for external interface i.e. eth5, enter 'y'.

```
Network Configuration of Ethernet: eth1
  Current IP address : 192.168.2.1
  New IP address    :
IP Address not changed for eth1
  Current Netmask   : 255.255.240.0
  New Netmask      : 255.255.255.0 (Enter) >
  Net Type         : external (e)
  New Net Type(i/o) : (e) (Enter) >
Set Alias for Ethernet eth1 (y/n) : No (Enter) > _
```

Step 3

Specify the name of the gateway and assign IP address

```
Default Gateway is not set

Please Enter Default Gateway Name: DefaultGateway (Enter) >
Assign IP Address of Default Gateway : > _
```

Step 4

Update time zone and current date, if not properly set.



```
Set Date (y/n) : No (Enter) > y
Setting New Date :
Enter Month (01,02,...,12): 06 (Enter) > 06
Enter Day (01,02,...,31): 02 (Enter) > 02
Enter Year (2000,2001,...): 2008 (Enter) > 2008
Enter Hour (00,01,...,23): 18 (Enter) > 18
Enter Minute (00,01,...,59): 18 (Enter) > 18
```

Step 5

Enter the correct email address of the administrator, which will be used to send all 24online system alerts.

```
24online Server will send System Alerts on Following email address
Enter Administrator Email ID: >
```

Step 6

On successful configuration, the system will display all the details as configured. Press <Enter> to confirm and proceed with registration of 24online.

Pre-requisite - It is mandatory to enable SSL 1.0, SSL 2.0 & SSL 3.0 for customers using IE 7.0 version or above. Select Tools - Internet Options - Advanced options in IE and select the SSL check-box.

After the completion of configuration process, you need to fill in the 24online registration form. Open an internet explorer web browser and type the following URL:

http://<Internal IP Address>



Use default user name '**administrator**' and password '**administrator**' to login.

For detailed information on different interface and ports:

Select System Configuration -> Network -> Interface Configuration

View Interface Details

Port	Interface	IP Address	Netmask	Interface Type
D	eth0	10.10.3.1	255.255.255.0	Internal Interface
C	eth1	10.10.2.1	255.255.255.0	External Interface
B	eth2	192.168.2.1	255.255.240.0	Internal Interface
A	eth3	172.16.16.16	255.255.255.0	Internal Interface
F	eth4	10.10.5.1	255.255.255.0	Internal Interface
E	eth5	10.10.4.1	255.255.255.0	Internal Interface

*Note: For external connectivity, you can configure DNS and Gateway information using **System Configuration Network***

Select Help → Register 24online → Online Registration

24online Registration Form	
Public key	R60GweeMIIPZITLLM
Product ID*	<input type="text"/>
Unique ID*	<input type="text"/>
Company Name*	<input type="text"/>
Contact Person*	<input type="text"/>
Address*	<input type="text"/>
	<input type="text"/>
City*	<input type="text"/>
State*	<input type="text"/>
Country*	<input type="text"/>
Zip*	<input type="text"/>
Phone*	<input type="text"/>
Email ID*	<input type="text"/>
Fax	<input type="text"/>
External Proxy Server Information	
<div style="text-align: right;"> <input type="button" value="Register"/> <input type="button" value="Cancel"/> </div>	

Online Demo Registration

Screen Elements	Description
Public Key	Displays public key of your machine. Public key uniquely identifies your installation machine to 24online.
Product ID	Specify the product ID specified in the 24online email.
Unique ID	Specify the unique ID specified in the 24online email.
Company Name	Specify name of the company, under which the appliance is to be registered.
Contact Person	Specify name of the contact person.
Address, City, State, Country, Zip	Specify complete company address and zip details
Email ID	Specify the email address of the company.
Fax	Specify the fax number of the company
Register	Select the button to register 24online appliance
Cancel	Select the button to cancel the current operation.

*Note If your system is not connected to the internet, use manual registration method. For detailed information, refer to Manual Registration in user guide.

After successful registration, 24online will display the 'About' page with the registration details.

About 24online



Congratulations!!! This finishes the process, now you can use the appliance.

5 WHAT NEXT?

1. For administrator, after completing 24online registration process, you are recommended to change the default password of GUI and text based console. For detailed information, please refer to Console guide and User guide.
2. Please make sure whether the firewall rule for your Domain Name Server (DNS) is properly defined or system won't be able to connect Internet.
3. Using GUI, administrator can configure 24online into NAS or RADIUS or NAS & RADIUS.
4. Create package, policies or user as per your requirement.
5. In-order to enhance basic 24online setup, with additional features and modules, go to Help Register 24online Module License. Click on the module name and specify the necessary information for registration.

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