



PANDA
SECURITY



Panda GateDefender Integra eSeries QUICK GUIDE

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PANDA SECURITY END USER LICENSE AGREEMENT

QUICK START

What you have and what you need

With your Panda GateDefender Integra box you receive:

- › Panda GateDefender Integra device
- › AC Power cord
- › 1 ethernet cable
- › 1 console cable

To install your Panda GateDefender Integra and protect your network you need:

- › AC Power socket
- › 19" Rack
- › Ethernet switch (connected to your network)

Hardware installation

1. Place your Panda GateDefender Integra on a steady surface.
2. Connect Ethernet port 1 of your Panda GateDefender Integra to your hub or switch using a standard patch cable (or a crossover patch cable for a direct connection to the Ethernet interface of your PC).

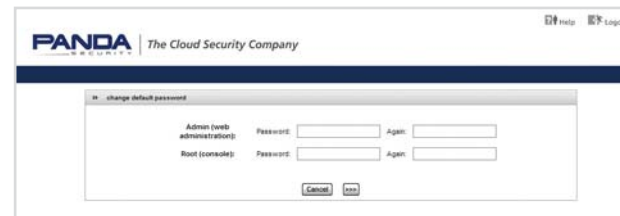
Warning! The default IP address of the GateDefender Appliance GREEN interface (port 1) is 192.168.0.15. Make sure there is no other machine with this address in your network; should you have such a machine, turn it off or disconnect it from the switch during the installation and initial configuration of your Panda GateDefender Appliance.

3. Connect the AC power cord to the AC power socket and switch on your Panda GateDefender device.

The Panda GateDefender Integra turns ON.

Web interface

1. Configure your PC Ethernet interface with an IP address belonging to the 192.168.0.0/24 subnet that is different from 192.168.0.15 (Panda IP address).
2. Open your internet browser (e.g. Mozilla Firefox) and go to address 192.168.0.15.
 - › The system will redirect you to <https://192.168.0.15:10443/> and ask you for your preferred language, and your time zone. After that you need to **accept** the license agreement.
 - › The system will now ask you to **choose** 2 passwords (one password for the user "admin" for web interface and another password for the user "root" for console).



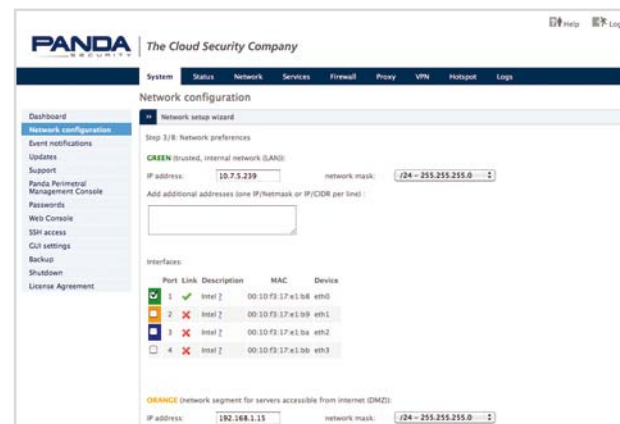
Choose your Internet Connection Mode

1. Now it's time to configure your Internet access:

- › Ethernet Static or DHCP (if your appliance is directly connected to the Internet, for example to a router or modem).
- › PPPoE
- › ADSL or ISDN (if you are using a DSL/ISDN modem)
- › Analog / UMTS modem
- › Gateway (use only if you don't need the WAN interface)

Network settings

1. Every network "zone" is assigned to a color:



› GREEN local network (LAN). This is the safe area where your trusted computers are located.

› RED external network (WAN). Usually this is the interface connected to the Internet.

› BLUE wireless network. This can be used for your wireless network and is the default network for the Panda Hotspot feature. This kind of network is usually not as safe as a wired one.

› ORANGE network for servers connected to the Internet (DMZ). It is meant for the servers that have to provide services on RED (Internet). This way, even if the security of one of these servers has been compromised, the **GREEN** area will remain safe.

2. Choose your configuration and assign network interfaces to every zone (select one or more network interfaces for each zone). Follow all the wizard steps to configure Panda GateDefender Appliance and protect your network.

Panda Security Perimetral Management Console Account

To activate your Panda Security Perimetral Management Console subscription and keep your Panda GateDefender Appliance always up-to-date with the latest features and security updates follow these steps:

A. If you already have a Perimetral Console Account:

1. When the system asks you if you have a Panda Security Perimetral Management Console account choose “**yes**” and go to the next step.
2. Now **fill** in the form using your data and the activation key (see your Panda Security Welcome Email).

B. If you don't have a Perimetral Console Account:

1. When the system asks you if you have a Panda Perimetral Management Console account choose “**no**” and go to the next step.
2. **Click** on the “Panda Perimetral Management Console account” link (<https://managedperimeter.pandasecurity.com/register.php>) and insert the activation key (see your Panda Security Welcome Email).
3. **Fill** in the registration form and create your account.
4. Close the registration window and go to the **next** step.
5. Now **fill** in the form using your data and the activation key.

Your Panda GateDefender Integra Appliance is now ready!

HOW TO GET SUPPORT

If you have a Panda Security Integra Appliance with an active maintenance subscription and you have configuration issues or malfunctions, you can get support at any time just by contacting your Local Support Partner.

You can find your Local Support Partner contact details in <http://www.pandasecurity.com/about/contact/>.

MAINTENANCE ADVANTAGE

What's included with Panda Security Maintenance?

Panda Perimetral Management Console. The Perimetral Console is a centralized portal to monitor and manage all of your Panda Security Integra devices. If one of your Panda GateDefender Integra Appliance has hardware or software service issues, Panda Perimetral Management Console will alert you so you can react fast and mitigate issues before they cause significant problems. A great tool for Panda Security resellers as well since it also allows you to completely manage user administration and determine Panda Perimetral Management Console access you (as a reseller) provide to your customers.

Panda Security Updates. Keep your Panda GateDefender Integra devices as up-to-date as possible to keep your networks and users protected from modern day threats. This includes all Panda security services like antivirus, intrusion detection signatures, and URL blacklists (content filtering). Just as importantly, Panda Security maintenance includes all security updates to every Panda Security application so that you can keep the devices protecting your network safe from security vulnerabilities.

Panda Security Upgrades. Why is Panda GateDefender Appliance the best UTM on the market? It's simple; we're always looking to make our product better and enhance the functionality of our software whether it's through our own development or utilizing the power of the Panda Security community! With Panda Security Maintenance, you get each and every upgrade and improvement we make to our product and Panda Perimetral Management Console makes the deployment to your device(s) as simple as point-and-click.

Panda Security Support. Panda Security Support is comprised of the best and brightest Panda Security Support engineers who are devoted to supporting the rapidly growing number of Panda GateDefender Integra Appliance's all over the world.

Frequently Asked Questions (FAQ's)

What happens if I choose not to renew my Panda Security Maintenance?

Panda Security Hardware Appliance. With the Panda Security device you are required to purchase at least one year of maintenance. After the first year, maintenance is optional and at the customer's discretion. Should you decide not to continue your Panda Security Maintenance, your device will remain functional; however, you will lose administration access to the Web and Console interface as well as Panda Security Updates/upgrades, hardware warranty, and all new Panda GateDefender Appliance feature sets.

Panda Security Software Appliance. With the Panda Security Software appliance you are required to purchase at least one year of maintenance. Should you decide not to renew your maintenance, your software will remain functional; however, you will also lose administration access to the Web and Console interface as well as Panda Security Updates/upgrades and all new Panda GateDefender Appliance feature sets.

How do I know if I have a Perimetral Console account?

You already have a Perimetral Console account if you have previously registered another Panda GateDefender eSeries Appliance. The Panda GateDefender eSeries Appliances are: **Integra Soho, Integra eSB, Performa e9100lite, Performa e9100, Performa e9500lite** and **Performa e9500**.

TIPS TO USE YOUR PANDA GATEDEFENDER INTEGRA

Update your Panda GateDefender Integra Appliance

By web interface: System > Updates

Just click on “Check for new updates!”, and click on “Start update process NOW!”

By console:

- > Log into your firewall by SSH.
- > Run the command “smart update && smart upgrade”.

How to connect to the Console

Requirements:

You need a serial null **modem cable**, a **workstation** with serial interface and a **terminal program**.

Connect the serial nullmodem cable to the console port of your Panda Security device and the other end to your workstations serial port (COM1).

Use a terminal program (Minicom for Unix/Linux, PuTTY for Windows) in order to connect to the device. The necessary parameters are:

- > 115200 baud
- > 8 bit
- > No parity bit
- > 1 stop bit

After successful connect, if the firewall is up and running, you should find a menu.

What if you don't remember your password?

If you forgot the Web admin password. But you remember the ROOT Console password connect to the serial console and choose the “**Change Admin Password**” (Option #3) from the menu

If you forgot the ROOT console password. But you remember the Web admin password you can set a new ROOT Password from the web interface using the System -> **Password menu**

If you forgot BOTH admin and root passwords. For security reasons, resetting the password is not permitted. You can restore the “**factory default setting**” using the serial console by choosing “**Restore Factory Defaults**” (Option #4) from the menu (look at the documentation on www.PandaSecurity.com, for more help on using the serial console).

What if you don't remember the GREEN interface IP address?

By console:

the console menu will show you the management URL and the Green IP address (look at the documentation on www.pandaSecurity.com for more help on using the serial console).

What you can do with the Serial Console!

- > Use the bash shell (choosing the Option #0). You will need the root password.
- > Restore to factory defaults status.
- > Reboot the system.
- > Change your web or console passwords.

PANDA SECURITY END USER LICENSE AGREEMENT

Please read the following license agreement carefully before using Panda GateDefender. By accepting the agreement, you are agreeing to become the licensee and expressing your complete acceptance of all the terms and conditions of this license agreement. Similarly, use of Panda GateDefender implies your acceptance to be bound by the terms and conditions of this license agreement.

This present license agreement represents the entire agreement between the licensee and PANDA SECURITY S.L. (hereinafter PANDA). This license agreement supersedes any prior license agreements between the licensee and PANDA with respect to this product or any product it replaces. Similarly, and where permissible under applicable legislation, the terms and conditions of the present license agreement shall take precedence over any communication or advertising material in the event that such material contradicts any of said terms and conditions or where such material predates this license agreement.

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1.- LICENSE GRANT.- PANDA grants the licensee the non-exclusive and non-transferable right to use the software of the Panda GateDefender Product during the period contracted, and as indicated by PANDA, unless PANDA grants the licensee rights other than those indicated. Once the contracted period has expired, the licensee must cease to use the Panda GateDefender software.

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The licensee also accepts that during the contracted period, PANDA may change or modify the services in order to adapt to the aforementioned technological advances.

The licensee agrees to accept these changes without demanding any compensation whatsoever. PANDA will notify the licensee of any such changes.

Similarly, when the contracted period has elapsed, in cases of product and service renewal, the licensee is aware that the services and/or characteristics of the program may have been modified to adapt to technological advances and that therefore he/she would have to change to a new product or version according to the policy established by PANDA.

If the licensee changes to a new version or new PANDA product to update a previous PANDA product version, the updated version or product is the only one the licensee has the right to use, accepting exclusively the terms and conditions applicable to all documentation, material and specifications corresponding to the new version or product. The licensee is obliged in such cases to delete any material corresponding to the previous version.

By accepting this license agreement, the licensee accepts all such modifications to the services and characteristics of the products. Please check all such modifications before accepting this license agreement.

4.- DATA COLLECTION TECHNOLOGY.- PANDA informs the licensee that in certain products it may use data collection technology to collect technical information to improve the products, to provide associated services, to adapt them to user preferences and to prevent the unlicensed or illegal use of the product. The licensee accepts that PANDA may use such information as part of the services provided in relation to the product, and that he/she may receive marketing information. The licensee acknowledges and accepts that PANDA may provide updates or additions to the software which automatically download to the appliance(s).

PANDA informs you that it will treat such personal data in accordance with current applicable legislation and as established in its Privacy Policy. You can access the Privacy Policy at: <http://www.pandasecurity.com/enterprise/media/legal-notice/#e10>.

5.- LIMITED SOFTWARE AND HARDWARE WARRANTY.- Software and Copyleft Software is licensed on a "AS IS" basis, without warranties or conditions of any kind, either express or implied. However, PANDA guarantees that the licensed software will fulfill its principal designed purposes and undertakes to resolve the problems that affect its performance to this effect, with the means and in the time PANDA considers appropriate in accordance with its own criteria.

PANDA shall be responsible only for wilful acts and gross negligence with respect to damages caused by any PANDA Products. PANDA shall not be responsible for defects that external technical equipment might cause to the performance of the licensed software.

The limited warranties set forth above are in lieu of all other warranties, express or implied, by statute or otherwise, all of which are hereby disclaimed and excluded by PANDA, including without limitation any warranty of merchantability or fitness for a particular purpose or use and all obligations or liabilities on the part of PANDA for damages arising out of or in connection with the use, repair or performance of the products.

Direct, indirect or remote manipulation of any hardware component; modification of the software, or the replacement of any hardware for any component other than those comprising the original product delivered by PANDA, on the part of the licensee or any third-party not authorized by PANDA, may result in the failure

or malfunction of the licensed software. PANDA shall offer no guarantee nor be held responsible for any defect or malfunction of the software that may arise from the actions described above.

Notwithstanding the foregoing provision, any modification rights, which are granted by Copyleft Licenses of Copyleft Software, may be always exercised by any recipient of such software, but in such case PANDA shall not have any warranty or support obligations with respect to such modified PANDA Products and all fees for already purchased support and maintenance services shall remain due.

The terms of the Hardware Guarantee are as specified below:

PANDA's sole obligation shall be to repair or replace the defective Hardware at no charge to licensee. PANDA may replace the defective Hardware (or any part thereof) even with a different model or part, either new or reconditioned, provided that the replacement hardware is substantially equivalent or superior in all material respects to the defective Hardware. Such obligation is exclusive of transport fees, installation costs and any other costs which are not directly associated with the product. Hardware repair or replacement shall be carried out according to the then current PANDA's Warranty and RMA Procedures.

This warranty is applicable in all countries and is subject to the terms and conditions set out in this Warranty Certificate. However, warranty service availability and response times may vary from country to country in which the service is provided.

Panda Security guarantees that the Panda GateDefender you have bought, is free from production and workmanship defects and will function correctly and in accordance with the product documentation for the warranty period established below, provided that the instructions in said documentation are followed at all times.

The warranty period of Panda GateDefender begins the moment the product is bought. It will remain in force for as long as the software licenses are valid, whether bought or renewed. In all cases the maximum guarantee period is two years in the European Union and one year for the rest of Countries, from the moment the product is bought. Under all circumstances, this Warranty is governed by applicable European Union legislation.

The purchase date in the invoice will be that used as proof of the start date of the warranty period. Please keep the invoice in a safe place.

While Panda GateDefender is under warranty, Panda Security will repair broken products or where necessary replace them for other equivalent products or those similar in functionality. The product replaced will become the property of Panda Security, therefore you must return the defective product to Panda Security as promptly as possible using the packaging used by Panda Security to send the replacement or failing that, in packaging of a similar nature that adequately protects the product during shipping.

Similarly, in the event of the product being repaired, you must return the broken product to Panda Security in the same packaging used by Panda Security when you bought the product, or failing that, in packaging of a similar nature that adequately protects the product during shipping.

You must also include, when you are returning/sending the product, the documentation stipulated by Panda Security and clearly indicate in a visible place on the packaging the return/shipping number that Panda Security has given you.

The replacement or repair of the product does not imply an extension to the warranty period.

Excluded Claims. PANDA shall have no obligation under any warranty in the event that:

- › repair or replacement of any Product shall have been required by normal wear and tear or necessitated in whole or in part by events attributable to force majeure or the negligence of any party other than

PANDA;

- › the Product has been modified in any manner without prior written consent of PANDA;
- › the Product has not been maintained or used in accordance with PANDA's applicable operating and/or maintenance manuals;
- › damages or defects result from improper handling and/or non-usage of the original packing and the applicable packing instruction.

In the abovementioned cases, the Warranty does not apply. In these cases the product may be repaired or replaced at the cost of the client, who will also bear any costs that arise from such repair or replacement, including but not limited to shipping or other administration costs.

Except as expressly set forth in this Limited Warranty, Panda Security makes no other warranties, express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Some states (or jurisdiction) do not allow limitations to warranties or implicit conditions; you should consult the applicable legislation in your state (or jurisdiction).

6.- DISCLAIMER. - PANDA shall not be held responsible by any person or entity regarding any damage or loss allegedly caused by the use or inability to use the Panda GateDefender software, either directly or indirectly, including (but not limited to) business interruptions, monetary loss or loss of anticipated income as a result of the use of the Panda GateDefender software.

The Panda GateDefender software is provided as is, and no claims shall be accepted concerning failure to fulfill presumed functions. PANDA does not guarantee that Panda GateDefender is error-free, nor that it will function without interruption.

The licensee is responsible for the use of the Panda GateDefender software by others, including employees of the licensee and third party contractors that provide services to the licensee. The licensee accepts responsibility for any losses and/or damages and costs arising from any incompatibility between this product or updates thereof and any third-party software that the licensee has installed on his/her computer as well as any other problems that may arise due to the interaction between both products, or to code strings that coincide.

The licensee knows and accepts, under his/her own responsibility, that due to the modifications that malware causes in files it infects, it is possible that the disinfection process could produce unforeseen changes to these files or delete them.

Under no circumstances shall PANDA be liable for damages greater than the fee paid by the licensee for the product, regardless of whether the licensee has informed PANDA of the possibility of such damages.

The validity of the guarantees and liabilities established herein is subordinate to the legislation applicable in the corresponding state or jurisdiction.

7.- HIGH RISK ENVIRONMENTS. - This program has not been designed for and is not intended for use in hazardous environments requiring fail-safe (fault-tolerant) performance such as in the operation of nuclear facilities, aircraft navigation or communication systems, air traffic control, weapons or defense systems, life support systems or any other context in which the failure of any software could lead directly to death, personal injury or severe damage to property or the environment. PANDA specifically disclaims any express or implicit guarantee of the software's suitability for these types of activities.

8- EXPORT RESTRICTIONS. - Moreover some Copyleft Software of the Panda GateDefender Product may include cryptographic software. The country in which the licensee currently resides may have restrictions on the import, possession, use, and/or re-export to another country, of cryptographic software. Before using any

cryptographic software, please check your country's laws, regulations and policies concerning the import, possession, or use, and re-export of encryption software, to see if this is permitted.

The licensee shall defend, indemnify and hold PANDA harmless in the event of any claim resulting from the licensee's failure to comply with export regulations.

9.- **OTHER RESTRICTIONS.** The licensee agrees not to lend, rent, lease, give away, donate or transfer the software in any way without prior written consent from Panda.

The licensee may not transfer the rights granted by means of this license agreement. It is not permitted to decompile, reverse-engineer or disassemble wholly or partially any software included in Panda GateDefender unless such activity is expressly permitted by applicable legislation. For the sake of clarity, these Restrictions do not apply to any Copyleft Software,

Neither may the licensee tamper with the hardware in any way unless expressly permitted to do so by the hardware supplier.

10.- **JURISDICTION.** - The present agreement is governed by Spanish law and in the event of any doubt or disagreement about its interpretation or effects, the only competent authority will be the Bilbao Courts of Justice. Both parties expressly renounce any other jurisdiction that may correspond to them.

11.- **GENERAL**- The licensee authorizes personnel appointed by PANDA to visit him/her in order to verify that the conditions of this license are met.

The licensee knows and accepts that PANDA may take legal proceedings should the licensee not adhere to this agreement. PANDA reserves the right to terminate the present license agreement automatically without prior notice should the licensee fail to comply with any of the terms and conditions of the present agreement.

In the event of termination, the licensee must destroy and remove all copies of the Software. The provisions of this License Agreement, except for the license granted in Clause 1 ("License Grant") shall survive termination.

If any provision in this agreement is against the law, that provision will be considered void, without affecting the totality of the agreement or implying that the agreement is void.

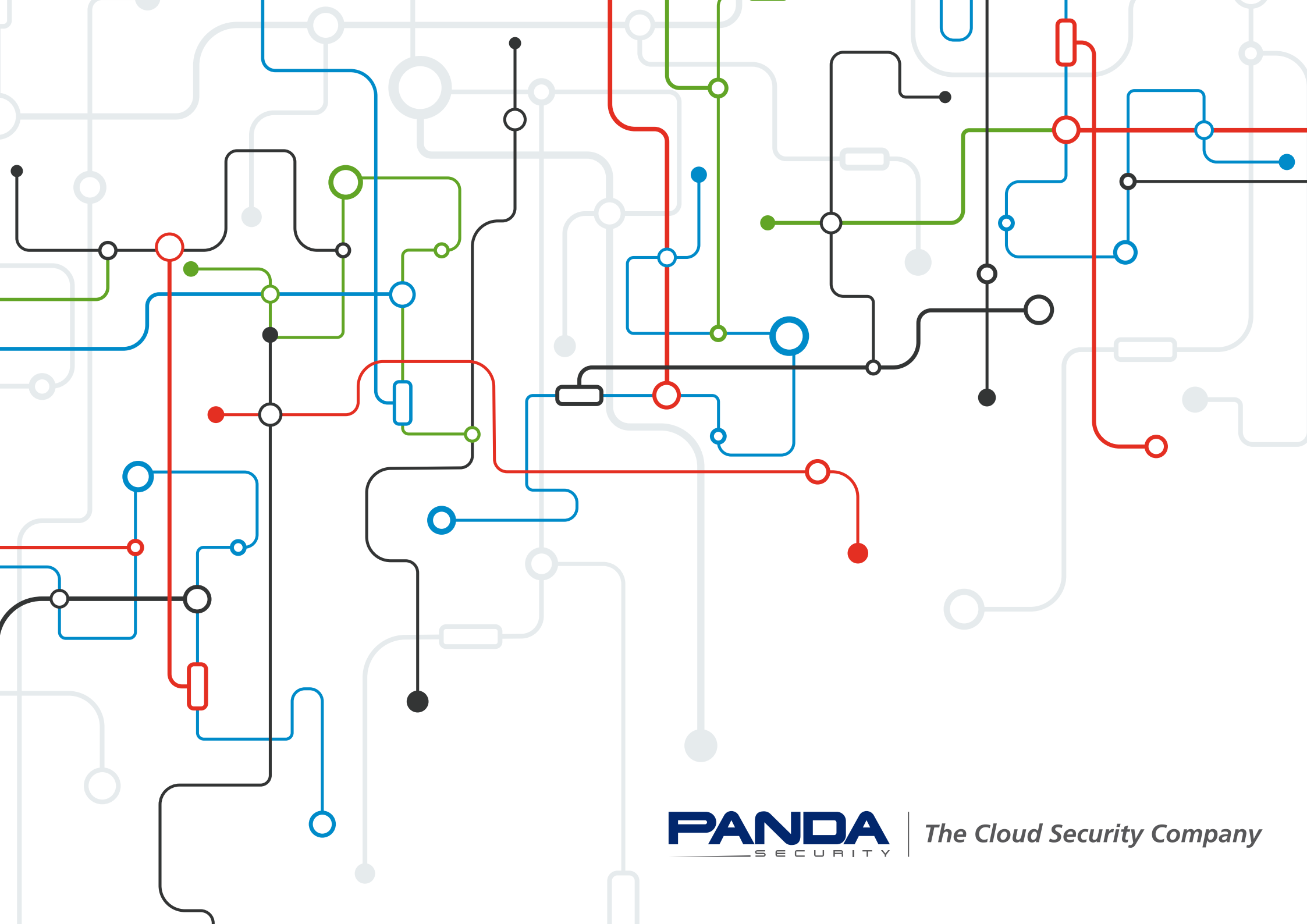
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The Cloud Security Company