



xconnect

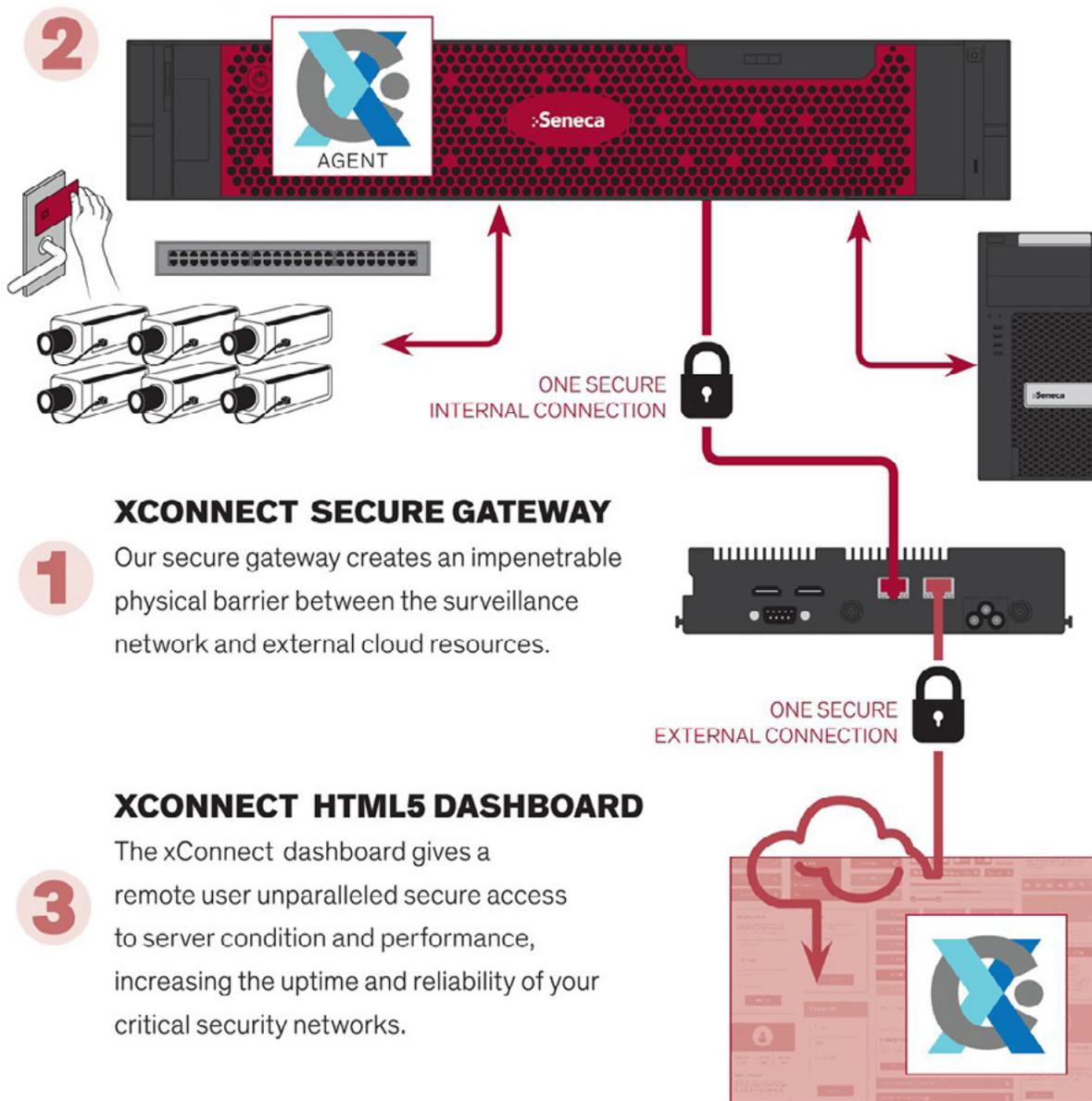
QUICK START GUIDE

XCONNECT - Hosted Version

1.0

SECURITY NVR WITH XCONNECT AGENT INSTALLED

NVR setup with cameras and view station.



XCONNECT SECURE GATEWAY

Our secure gateway creates an impenetrable physical barrier between the surveillance network and external cloud resources.

XCONNECT HTML5 DASHBOARD

The xConnect dashboard gives a remote user unparalleled secure access to server condition and performance, increasing the uptime and reliability of your critical security networks.

Recommended Configuration Order

- 1** Gateway
- 2** Agents
- 3** Web Dashboard



Before you begin, ensure you have the following prerequisites satisfied:

- Arrow Connect e-mail containing login information credentials
--or--
Existing xConnect Web Client Dashboard Login.
- A spare or temporary computer for gateway configuration.
- Required Network Privileges:
 - Between Gateway and Cloud:
 - ◆ Port 443 (HTTPS)
 - ◆ Port 8883 (Secure MQTT/RabbitMQ)
 - Between Gateway and Server Agents:
 - ◆ Port 443 (HTTPS)
 - ◆ Port 1883 (MQTT)
 - ◆ Port 5000 (RESTful API)
- Additional Detail in User Manual, available here: <http://support.senecadata.com/xConnect>



Gateway Setup

Installation and Configuration

For configuration you will temporarily use an available computer and its web browser.

1. Unbox your Secure Gateway Device and connect an Ethernet cable from PORT 2 of the Gateway to an Ethernet port on the temporary configuration computer.
2. Access the gateway portal by going to <http://10.0.0.250:8885/> in a web browser on the temporary configuration computer. (NOTE: 10.0.0.250 is the default IP. If the gateway IP has changed, use the new one instead).
3. Log in to the Gateway with the following credentials:
Username: admin
Password: xC0nn3ct!123
4. Click “IP Address Config” on the top menu to enter IP Address, Subnet Mask, Gateway, and DNS settings. Choose different network adapters for internal and external use.
5. Click ‘Test’ to confirm connectivity with the Web Client
6. Click ‘Save’ finalize the network interface update
7. Verify you can successfully ping the IP address you specified as “internal” from the same network which your Server Agents will reside

Server Agent Setup

Installation

This step can be skipped if server being monitored was purchased from Arrow 11/1/2018 or later. If system was purchased prior to this date or does not have the xConnect Agent installed, installation is required.

1. Download the latest xConnect Server Agent, found here: <http://support.senecadata.com/xConnect/>
2. Proceed with installation, completing all prompts
3. Reboot Server
4. If installing on DellEMC based server, please refer to the xConnect User Manual section “Dell Server Prerequisite”

Configuration

1. Access the Agent Configuration Portal by going to <http://localhost:8885/> (Also linked to Desktop Shortcut)
2. Click on the “Settings” navigation item at the top of the page. This will allow you to manage the agent settings via a friendly interface
3. To enable the agent for leveraging the hosted web application, populate the “Gateway Address:” textbox with the IP address of your gateway.
4. In the “Gateway Hostname:” field, enter the hostname of the gateway device. This will be XCGW-xxxxxx which is identified on your gateway device.
5. Once the IP address and the hostname of the gateway has been entered, check the “Enable Cloud” checkbox and click the Save Changes button.



Web Dashboard

Configuration

1. Log in to the xConnect (<https://xc.arrowconnect.io>) with your provided credentials
2. At login, you will see a left-side navigation that will allow you to navigate through the various pages within xConnect. Click on the “Manage Customers” link so you can add your customer(s).
3. Click the “New” button, this will open the customer entry modal. Enter the customer information and click the “Save” button
4. Click on the “Manage Gateways” link.
5. The Manage Gateways page can be used to allow, or block detected gateways to your application instance. Leverage the grids to add the necessary gateways to your account. Review the list of gateways “Awaiting Approval” and click the “Approve” button. Upon clicking approve, you will need to associate the gateway to one of your customers.
6. Once you have approved gateways, you will see the entry added under the assigned customer within the left-side menu. Verify that the appropriate monitored devices are listed under the gateway
7. Review xConnect User Manual for additional information regarding the Web Dashboard

Support

Important: Certification is required to obtain product support. Please contact your account manager for details.

E-mail: xconnect@arrowconnect.io

Customer Care: SenecaCustomerCare@arrow.com

Website: <http://support.senecadata.com/>
<http://products.senecadata.com/xconnect>

Phone: 1.800.227.3432 Option 5
Available Mon-Fri 8:00AM – 6:00PM EST

:Seneca

Seneca Data
6040 Tarbell Road | Syracuse, NY 13206
p: 800.227.3432 | www.senecadata.com