



ApplicationServer

Users Guide

P/N 480-0079-00-10

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FCC Warnings

This equipment has been tested and found to comply with the limits for Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures.

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from the receiver.
- Consult the dealer or an experienced radio/TV technician for help.



CAUTION: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

In the event of device malfunction, all repairs should be performed by Quintum Technologies, Inc. or an authorized agent. It is the responsibility of users requiring service to report the need for service to our company or to one of our authorized agents. In the event service is required, refer to the Technical Support insert for information.

Canadian Notice

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operation, and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.



CAUTION: Do not attempt to make electrical ground connections by yourself, but contact the appropriate inspection authority or an electrician, as appropriate.

Declaration of Conformity



DECLARATION OF CONFORMITY

Application of Council Directives(s) 89/336/EEC, 93/68/ECC EMC Directive
73/23/EEC, 96/68/ECC Low Voltage Directive

Standards to which Conformity is Declared: EN55022:97, EN55024:98
EN60950:92 +A1:92+A2:93+A3:95+A4:96
EN61000-3-2:95, EN 61000-3-3:95
FCC Part 15 Class A, CS-03
AS/NZS 3548:1995

Manufacturer: Quintum Technologies Inc. Quintum Technologies Inc.
71 James Way 1821 Walden Office Square, Suite 200
Eatontown, NJ 07724 Schaumburg, IL 60173
USA USA

Type of Equipment: Rack mounted computer
Model Number: Tenor Applications Server, Call Routing Server

We, the undersigned, hereby declare that the equipment specified above conforms to the above Directive(s) and standard(s) as of this date.

Place: Eatontown, NJ, USA

Date: 5/2/05

A handwritten signature in cursive script, reading "Karl V. Stahl III", written over a horizontal line.

Karl V. Stahl III
EMC/Product Safety Engineer

A handwritten signature in cursive script, reading "William J. Truex", written over a horizontal line.

William J. Truex
Director of Operations

Technical File available through: Quintum Technologies Inc.
71 James Way
Eatontown, NJ 07724
USA



EU Directive on Disposal of Waste Electrical and Electronic Equipment (WEEE)

This equipment is classified as Type 3 IT and Telecommunications Equipment under the terms of EU Directives 2002/96/EC and 2003/108/EC. These directives are now being transposed into law by the individual EU member states.

At the end of life of this equipment it must be disposed of in an approved manner according to the laws of the EU member state in which the equipment is located. The equipment should be returned to the registered producer, from which it was obtained, for disposal.

Warranty/Approvals

QUINTUM TECHNOLOGIES, INC. LIMITED WARRANTY AGREEMENT

Quintum Limited Warranty

QUINTUM WARRANTY: Quintum warrants that under normal use and conditions (i) the Quintum hardware products covered by this warranty, for a period of one year, and (ii) all software media, also for a period of one year, will be free from significant defects in materials and workmanship from the date of purchase from Quintum or Quintum's authorized reseller or distributor (the "Warranty Period").

SERVICES:

In the event that you believe that you have discovered any such defect during one of the Warranty Periods listed above, you must call the Technical Assistance Center (TAC) at 877-435-7553 within the United States or 732-460-9399 Internationally, 9:00 AM to 5:30 PM, Eastern Standard Time, for initial problem diagnosis. Quintum Technologies will perform warranty service at Quintum Technologies designated facility, provided the customer returns the Quintum Technologies Product in accordance with Quintum Technologies' shipping instructions. Quintum Technologies' sole responsibility under this warranty shall be, at Quintum Technologies' option, to either repair or replace the Quintum Technologies Product within 10 days. All defective Quintum Technologies Products, or defective components thereof, returned under this warranty shall become Quintum Technologies' property. If Quintum Technologies determines that the original Quintum Technologies Product did not contain a Material Defect, Purchaser shall pay Quintum Technologies all costs of handling, transportation, and repairs at Quintum Technologies' prevailing rates, including all costs of providing an interim Quintum Technologies Product.

The customer will also be given shipping instructions and a Return Material Authorization (RMA) number. This number is to be prominently displayed on the shipping container and referenced on all correspondence pertaining to the returned product. Customers are responsible for shipping and insurance charges to return the defective product. Quintum shall pay for shipping and insurance charges for the part being sent to the customer.

Please return any hardware together with the accompanying software media to Quintum following the RMA Procedure set out below (you may also be asked to provide written documentation of your purchase).

CUSTOMER REMEDIES: Quintum and its suppliers' entire liability and your exclusive remedy shall be, at Quintum's option (i) repair or replacement of the software media or hardware that does not meet Quintum's Limited Warranty with new or like-new software media or hardware or (ii) return of the price paid for software media or hardware that does not meet Quintum's Limited Warranty. Quintum shall have no responsibility, warranty or other obligations whatsoever as a result of (i) the use of the hardware and/or software in a manner inconsistent with the accompanying manuals, license and limited warranty terms or this Agreement, or (ii) any modifications made to the hardware or software, or (iii) failure of the hardware or software as a result of accident, abnormal physical or electrical stress, including abuse, negligence, or misuse or (iv) any act of God such as, but not limited to, floods, earthquakes, lighting or (iv) acts of terrorism or war, declared or not.

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Quintum RMA Procedure

1. Notify Quintum Technical Assistance Center on Telephone: 877-435-7553 within the United States, 732-460-9399 Internationally, Monday through Friday from 8:30am till 5:30pm U.S. Eastern time.
2. Provide Customer Services Department the following information:
 - Customer Name and Contact Name
 - Product Part number(s)
 - Product serial numbers
 - Quantity to be returned
 - Type of return (i.e., warranty return)
 - Reason for return
 - Proof of purchase (invoice or PO)
3. An RMA number will be assigned for each shipment and that number must be quoted in all correspondence relating to the RMA in question
4. Shipment Instructions: Customer must follow any instructions supplied by the Customer Service Representative concerning where the Product is to be returned, how the Product is to be packaged, which carrier is to be used, who should pay for the shipment and any labels to be put on the package. Unless otherwise directed by Quintum's Customer Services Representative, please return product to Quintum at:

REF RMA Number
Quintum Technologies, Inc.
71 James Way
Eatontown, NJ 07724 USA

5. Following all directions given by Customer Services Representative return the Product to the address given by the Customer Services Representative quoting the RMA number.
6. Any product that is deemed failing under this Warranty and a replacement product has been shipped to the customer, the failing product must be returned and delivered to the address given by the Customer Services Representative within 30 days of the replacement being shipped.

PLEASE NOTE: All shipments require an authorized RMA number.

If the Customer does not comply with this procedure as set out above, Quintum reserves the right to charge Customer for the cost of the replacement Product and/or freight (including duties and taxes) from Quintum regardless of the reason for the return. Quintum also reserves the right to invoice the Customer for a replacement Product at the same time as the replacement is cross-shipped. This invoice will, of course, be canceled if the original Product is returned within 30 days of cross-shipment and if found to be a valid warranty return.

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Overview

This section introduces you to some of the features and capabilities of the ApplicationServer. You will also find information about the organization of this Users Guide.

The following topics are covered in this section:

- *What is the ApplicationServer?*
- *Using this Guide*

What is the ApplicationServer?

The Quintum ApplicationServer is a powerful server designed to support the complete suite of Quintum Intelligent VoIP network applications. These software packages introduce new, powerful, network management capabilities to greatly simplify the process of installing, provisioning, and maintaining VoIP networks.

The ApplicationServer has been designed for high reliability in stand-alone deployments. It can also be deployed in redundant configurations for high availability applications.

A suite of intelligent VoIP network applications is available from Quintum. Applications include complex call routing, remote device management, configuration, monitoring, and provisioning. Separate documents are available from the Quintum website (<http://www.quintum.com>) to describe these applications.

Using this Guide

Contents

This Guide is divided into the following sections:

- *Overview*. Includes a general overview of the ApplicationServer product.
- *Install Hardware*. Lists and describes all components, including all hardware and cables, and provides specifications. Describes how to install the product, including power and Ethernet connections.
- *Configure the ApplicationServer*. Describes how to configure the ApplicationServer using the Command Line Interface (CLI) and the Configuration Manager software.

Product Guide Conventions

- All keystrokes appear in **bold** (e.g., Press **Enter** or Press **Ctrl-I**).
- All text commands you enter through a Telnet session or command line typing appear in proportional font (e.g., type `active`).
- There are three types of special text: Note, Caution, and Warning.



A **NOTE** provides additional, helpful information. This information may tell you how to do a certain task or just be a reminder for tips given in previous sections.



A **CAUTION** provides information about how to avoid harm to your VoIP equipment or other equipment (e.g., do not stack more than four units together)



A **WARNING** provides information about how to avoid injury to yourself or to others (e.g., Do not install the equipment during a lightning storm).

Install Hardware

This section describes the ApplicationServer hardware platform and provides installation instructions.

- *Hardware Description*
- *Specifications*
- *Hardware Installation*
- *Connect the Unit*

Hardware Description

The ApplicationServer is a small 1U stackable/rack-mountable server that connects to a PC console and Ethernet network.

Front Panel

The front panel includes LEDs and switches to indicate status and control the operation of the server.

Figure 1 ApplicationServer - front panel



HDD Activity LED. This LED indicates activity on the hard drive of the server.

Power On LED. This LED is lit when the unit is powered on.

Recessed System-Reset Switch. Not used.

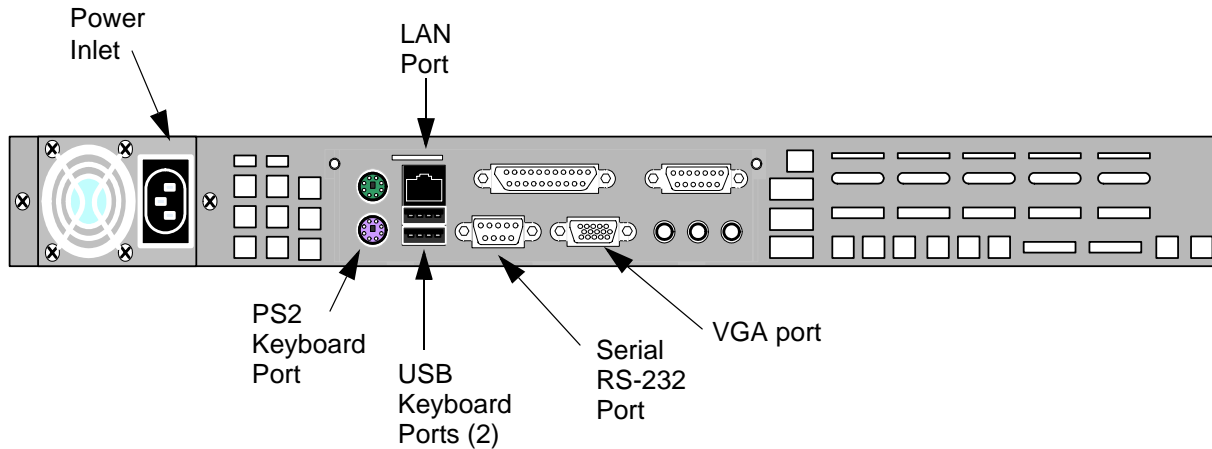
Power Enable/Disable Switch. Switch to turn the power on and off.

Figure 2 10/100 Ethernet LAN Port Pin Order**Table 1** Input/Output 10/100 Ethernet

Pin #	Signal	Definition
1	TX +	Transmit Data
2	TX -	Transmit Data
3	RX +	Receive Data
4	RSVD	Reserved
5	RSVD	Reserved
6	RX -	Receive Data
7	RSVD	Reserved
8	RSVD	Reserved

Rear Panel

Figure 3 ApplicationServer - rear panel



PS2 Keyboard Port. Keyboard maintenance port

USB Keyboard Ports (2). Keyboard maintenance ports

LAN Port. An Ethernet port provides an RJ-45 jack for individual connection to a 10/100 Ethernet LAN switch or hub via Ethernet RJ-45 cable. The Ethernet port enables connection between an Ethernet hub/switch and the ApplicationServer. This connection is required for installation.

Serial RS-232 Port. Used for serial connection to set IP address

VGA Port. Monitor maintenance port

Power Inlet. Inlet to connect cord for AC power

Cables

The cables below are required to connect the ApplicationServer to various interfaces.

Cable	Usage	Supplied with ApplicationServer
RJ-45 to RJ-45 CAT 5 LAN Cable	Connection to Ethernet Port	Yes
Country-approved AC Power Supply cord	Connection to AC power inlet	Yes

Specifications

LAN Connection

LAN Support: 10/100 Mbps Ethernet
Connection Type: AutoSensing

Physical

Position: 19" (48.7 cm) rack-mountable, desktop-stackable
Depth: 14" (35.6 cm)
Length: 16 3/4" (42.6 cm)
Height: 1 3/4" (4.5 cm)
Weight: 12 lbs (5.5 kg)

Electrical

Ethernet: Standard 10/100 Base-T RJ-45 interface (IEEE 802.3)
Console Port: RS-232/DB-9 Female
Power: AC Power at 100-240 volts and 50-60 Hz, 5.0 amps max

Environmental

Operating Temperature: 32° to 104° F (0 to 40° C)
Operating Humidity: 20% to 80% non-condensing
Altitude: -200 to 10,000 feet (-60 to 3,000 meters)
Storage Temperature: 14° to 140° F (-10° to 60° C)

Agency Approvals

Application of Council Directives(s) 89/336/EEC, 93/68/ECC EMC Directive
73/23/EEC, 96/68/ECC Low Voltage Directive

Standards to which Conformity is Declared: EN55022:97, EN55024:98
EN60950:92 +A1:92+A2:93+A3:95+A4:96
EN61000-3-2:95, EN 61000-3-3:95
FCC Part 15 Class A, CS-03
AS/NZS 3548:1995

Hardware Installation

Follow these steps to prepare for hardware installation.

Inspect Package Contents

First, ensure that the following components are included in your shipment.

- ApplicationServer and mounting hardware
- 1 AC Power Cable
- RJ-45 Ethernet LAN Cable
- CD ROM containing User Documentation

If a listed component is not included in your package, contact your customer service representative.

Practical Generic Cautions

- Inside parts have hazardous voltages. If the cover is removed, your warranty will be void.
- Do not connect equipment in wet conditions or during a lightning storm.
- The installation area must not exceed any of the environmental limits outlined in [Specifications](#).

Position the Unit

The unit can be installed on a flat surface such as a tabletop, or mounted within a rack.

Tabletop Install Guidelines

- The surface must be sturdy and flat.
- Avoid exposing the unit to excessive vibrations.
- Keep the unit away from wet or dusty areas.
- Leave at least 3" clearance surrounding the unit.
- Do not cover any of the side or rear ventilation holes.



CAUTION: If installing on a tabletop or any other flat surface, we recommend that you stack no more than four units together.

Procedure

Locate the unit on a tabletop as follows:

1. Place the unit on a desk, tabletop, or any flat, solid surface.
2. Ensure the unit will not slip or fall from the surface.
3. Ensure the power cord is able to reach the power outlet safely.

Rack Install Guidelines

The unit can be installed in a standard 19” rack. You must attach the provided mounting brackets to the unit; the rack is not included with your system. (See the documentation that comes with your rack for detailed installation instructions.)

- The maximum specified ambient temperature is 40° C (104° F). Internal rack temperature should be considered for safe operation.
- Do not restrict airflow vents when installing the unit in the rack.
- Consider mechanical rack loading so that the rack remains stable and unlikely to tip over.
- Consider the overall loading of the branch circuit before installing any equipment in a rack environment.
- Ensure that a reliable earthing path is maintained in a rack system. This unit is intended to be connected to earth ground.

Required Materials

- 19” rack (not included with system)

Depending on your choice of rack, you may require some of the following components:

- #10 - 32 x 5/8 screws (qty: 4) (included with system)
- #10 - 32 clip nuts (qty: 4) (included with system)
- 6 mm x 20 mm screws (qty 4) (included with system)
- 6 mm clip nuts (qty 4) (included with system)
- Mounting hardware as required by your rack manufacturer

Procedure

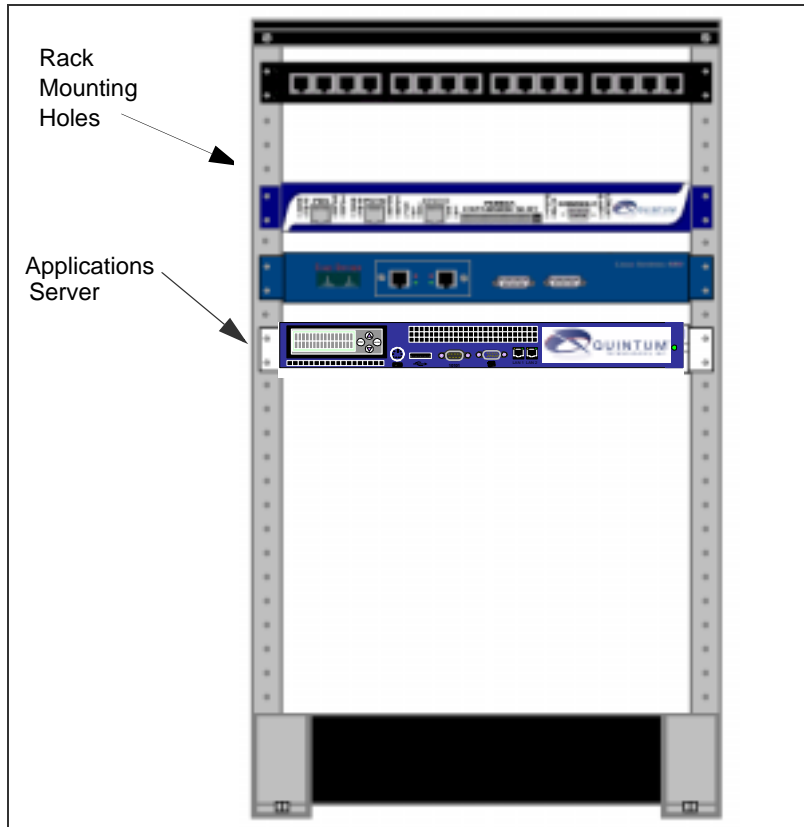
1. Choose a position for the chassis within the rack.



WARNING: If the ApplicationServer is the only equipment installed in the rack, ensure it is level in the rack to prevent the rack from becoming unbalanced. Ensure the equipment is secured with four screws.

2. Align the chassis mounting brackets flush with the rack’s mounting holes (see [Figure 4](#)) and follow the rack vendor-specific instructions for rack installation. The screws provided require a Phillips #2 screwdriver.
3. Ensure the chassis is secured firmly to the rack.

Figure 4 Rack Installation



Connect the Unit

The following steps are required to fully connect the ApplicationServer:

- Connect to Ethernet LAN port
- Connect the power cable and power up the system

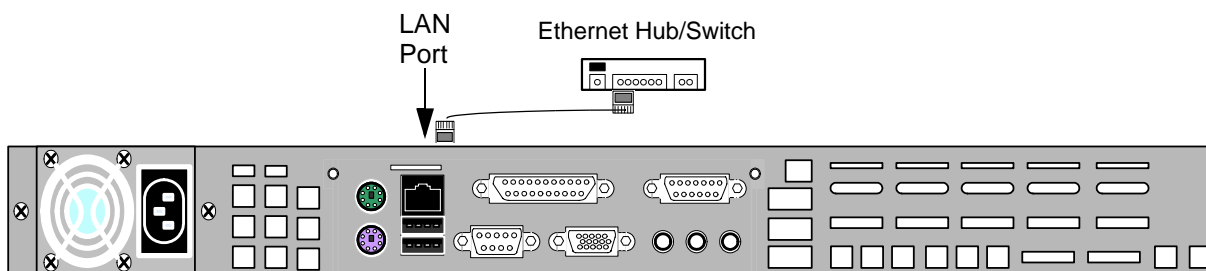
Connect to Ethernet LAN 10/100 hub/switch



NOTE: Connection to one Ethernet hub/switch is required for initial installation.

You can use these instructions for general connection only. The Ethernet hub/switch documentation should provide specific instructions for connection to another device, such as the ApplicationServer.

Figure 5 Connect to Ethernet Hub/Switch



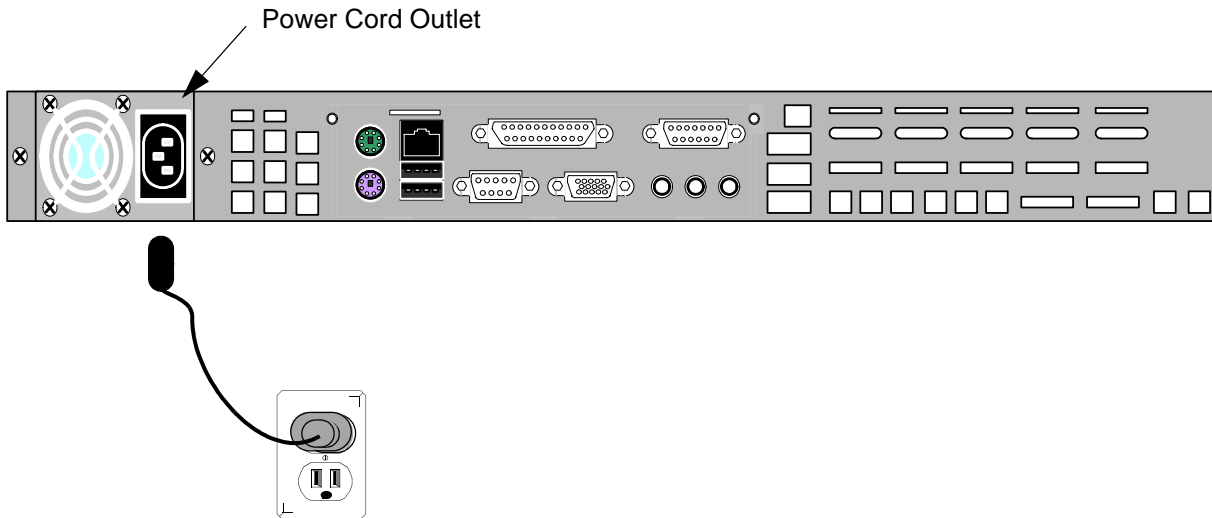
1. Insert one end of the RJ-45 cable into the unit's LAN port.
2. Insert the other end of the RJ-45 connector into an appropriate Ethernet port. See your Ethernet documentation port requirements for connection specifics. (If another cable or adaptor is required, see [Cables](#) for connector pinout information.)

Install AC Line Cord and Power up the System

Once you have all cables connected properly, you are ready to turn the system on as follows:

1. Insert the appropriate end of the power cord into the power cord outlet on the rear of the ApplicationServer.
2. Plug the other end of the power into an AC outlet (see [Figure 6](#)).

Figure 6 Power Cord



3. Press the power switch on the front of the unit to turn power **On**. To turn power **Off**, quickly press and then release the power switch.

WARNING: The ApplicationServer should always be powered down by a quick press and release of the power switch, or with the **shutdown** command at the Command Line Interface. Any abrupt interruption of the AC power source (e.g., switching off a power strip when the unit is powered on) will cause a longer reboot than normal.

The typical boot time is 1 to 2 minutes, while the unit performs power-on self-tests and mounts software applications. Following an abrupt power interruption, the unit may take up to 5-10 minutes while it checks the hard drive for errors. Significantly greater activity will be visible on the HDD Activity LED if it enters this cycle.

Configure the ApplicationServer

This section describes how to configure the ApplicationServer.

- *Configure an IP Address*
- *Configure via the CLI*

Configure an IP Address

Initial communication between the ApplicationServer and the PC is enabled via a simple installation wizard. You can connect to this wizard in two different ways:

- Use RS-232 connection and terminal emulation software (connect DB-9 serial null-modem cable with gender adapter directly to the serial port, and configure terminal emulation with 38400 bps, 8 data bits, no parity, 1 stop bit, no flow control).
- Connect monitor and keyboard to the appropriate rear panel ports: both PS2 and USB keyboards are supported (see [Install Hardware](#)).

When the ApplicationServer is first shipped to you, you must connect to the unit to assign an IP address. Once the IP address is assigned, you can connect over your network to use the Command Line Interface (CLI) to further configure the ApplicationServer.

To connect to the ApplicationServer installation wizard, place a workstation (PC) close to the unit and connect via one of the two methods described above. Once the connection to the ApplicationServer is established, information about the unit will scroll on the screen. You are prompted to start the Quick Start Configuration Wizard. Type **y** to proceed, and complete the wizard as follows:

1. Enter login and password. The default is admin/quintum.
2. When prompted for IP Address, enter the IP address to assign to the ApplicationServer and press **Enter**.
3. When prompted for Subnet Mask, enter the subnet mask and press **Enter**. This address is used to differentiate the network portion of the IP address from the host portion of the IP address.
4. When prompted for Default Gateway, enter the IP address of a default gateway (router) that routes packet data outside of your LAN and press **Enter**.
5. When prompted for a Superuser name and password, the definition that you create has User-level access to the Remote Management Session Server application, but can view and manage all registered Tenors. This is a useful Admin tool. The default visibility setting for a User is “explicit,” which means the average User may only view those Tenors that the Admin has explicitly configured.
6. A message appears on the screen: “Congratulations, the Remote Tenor Manager Quick Start configuration wizard is complete.” The ApplicationServer restarts using the new settings.

Configure via the CLI

Once the ApplicationServer has been configured with IP address information and connected to your network, you can connect to the Command Line Interface (CLI) through a standard SSH2 session from any PC on your IP network.

Most Unix™ and Linux™ operating systems come with an ssh client such as openssh. For Windows, there are many ssh clients available. The two most popular are Putty and SecureCRT. See below.

- Putty (freeware): <http://www.chiark.greenend.org.uk/~sgtatham/putty/>
- SecureCRT®: <http://www.vandyke.com/>

Once you have installed the software, follow this procedure.

1. Launch your SSH client to establish an SSH session, using the assigned IP address of your ApplicationServer.
2. Enter a login name and password. The default is admin/quintum.
3. Press **Enter**. The AppServer prompt is displayed. At any time, type ? or help to display a list of valid CLI commands.

Through the CLI, you are able to configure the ApplicationServer with gateway, Ethernet, and NTP IP addresses, as well as perform maintenance procedures.

See the Application Guide for the application(s) that you licensed for a description of each command.