



Citrix® NetScaler® 9.3 Quick Start Guide: SDX 11500/13500/14500/16500/18500/20500 Platform

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You can determine whether your equipment is causing interference by turning it off. If the interference stops, it was probably caused by the NetScaler Request Switch™ 9000 Series equipment. If the NetScaler equipment causes interference, try to correct the interference by using one or more of the following measures:

Move the NetScaler equipment to one side or the other of your equipment.

Move the NetScaler equipment farther away from your equipment.

Plug the NetScaler equipment into an outlet on a different circuit from your equipment. (Make sure the NetScaler equipment and your equipment are on circuits controlled by different circuit breakers or fuses.)

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Quick Installation and Configuration

Welcome to the Citrix NetScaler Application Delivery product line. Please review the following information before proceeding with installation of the SDX appliance.

Before you Begin

Verify that the following components and accessories are included:

- ♦ One NetScaler SDX appliance
- ♦ One accessory kit that contains:
 - One RJ-45 to DB-9 adapter
 - One 6 ft RJ-45/DB-9 cable
 - Two power cables for the SDX 11500/13500/14500/16500/18500/20500 and SDX 17500/19500/21500 appliances

Note: Make sure that a power outlet is available for each cable.

- ♦ One mounting rail kit

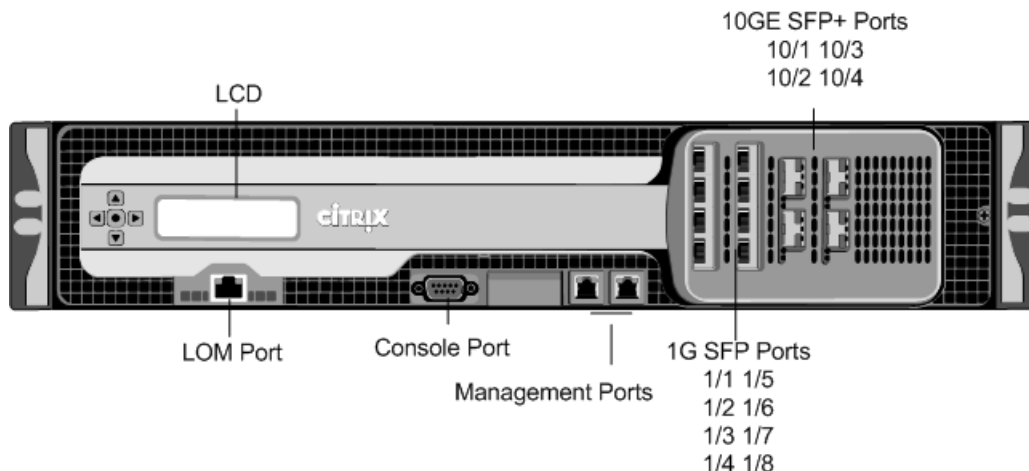
Note: SFP and SFP+ transceivers are sold separately. Contact your Citrix sales representative to order transceivers for your appliance. Only transceivers supplied by Citrix are supported on the appliance.

Citrix NetScaler SDX 11500, SDX 13500, SDX 14500, SDX 16500, SDX 18500, and SDX 20500

The Citrix NetScaler SDX 11500/13500/14500/16500/18500/20500 are 2U appliances, each with 2 six-core processors (12 physical cores, which yields 24 hyper-thread cores), and 48 gigabytes (GB) of memory.

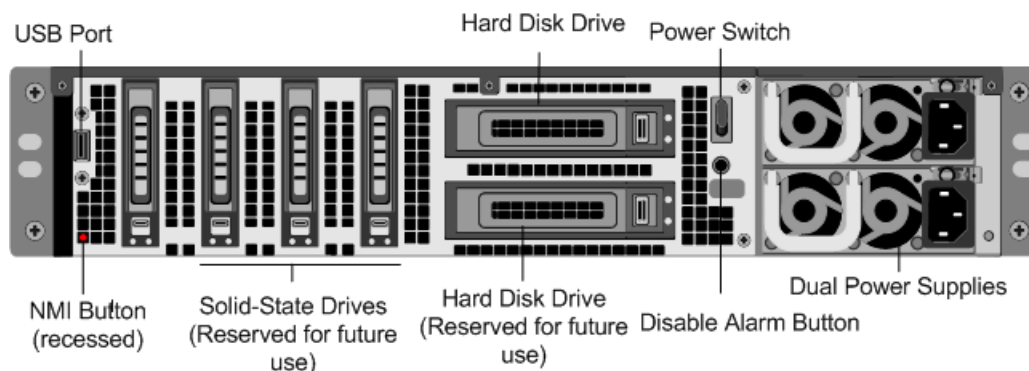
The following figure shows the front panel of the SDX 11500/13500/14500/16500/18500/20500.

Figure 1-1. Citrix NetScaler SDX 11500/13500/14500/16500/18500/20500, front panel



The following figure shows the back panel of the SDX 11500/13500/14500/16500/18500/20500.

Figure 1-2. Citrix NetScaler SDX 11500/13500/14500/16500/18500/20500, back panel



Configuration Requirements

Determine the following information for performing the initial configuration.

- ◆ NetScaler SDX IP address and subnet mask: The management IP address and the mask used to define the subnet in which the SDX appliance is located. This IP address is used to access the NetScaler SDX management virtual machine (SVM).
- ◆ XenServer IP address: The IP address of the XenServer hypervisor.
- ◆ Default gateway: The IP address of the router that forwards traffic out of the appliance's subnet.
- ◆ Root password: The root user (nsroot) has full administrative privileges on the appliance. The root password is used to authenticate the root user.

Installation

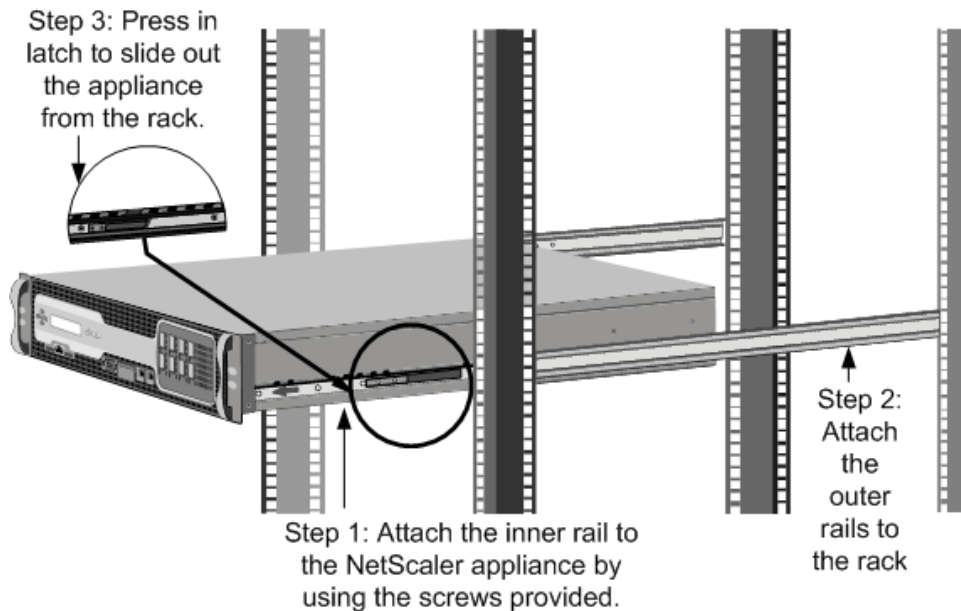
Installation involves rack-mounting the appliance, installing transceivers (if available), and connecting the appliance to the network and a power source.

Note: The illustrations in the following sections may not represent the actual NetScaler SDX appliance.

Rack Mounting a Citrix NetScaler SDX Appliance

The appliance is shipped with rack-rail hardware. This hardware consists of two inner rails that you attach to the appliance, one on each side, and a rack-rail assembly that you attach to the rack. The following figure illustrates the steps involved in mounting the Citrix NetScaler SDX appliance to a rack.

Figure 1-3. Rack Mounting the Appliance



Appliance Precautions

- ◆ Determine the placement of each component in the rack before you install the rail.
- ◆ Install the heaviest appliance first at the bottom of the rack, and then work upwards. Distribute the load on the rack evenly. An unbalanced rack is hazardous.
- ◆ Allow the power supply units and hard drives to cool before touching them.
- ◆ Install the equipment near a socket outlet for easy access.

- ♦ Mount equipment into a rack with sufficient airflow for safe operation.
- ♦ For a closed or multi-unit rack assembly, the ambient operating temperature of the rack environment may be greater than the ambient temperature of the room. Therefore, consider the lowest and highest operating temperatures of the equipment when making a decision about where to install the appliance in the rack.

Rack Precautions

- ♦ Make sure that the leveling jacks on the bottom of the rack are fully extended to the floor, with the full weight of the rack resting on them.
- ♦ For a single-rack installation, attach a stabilizer to the rack.
- ♦ For a multiple-rack installation, couple (attach) the racks together.
- ♦ Always make sure that the rack is stable before extending a component from the rack.
- ♦ Extend only one component at a time. Extending two or more simultaneously may cause the rack to become unstable.
- ♦ The handles on the left and right of the front panel of the appliance should only be used for extending the appliance out of the rack. These handles should not be used for mounting the appliance on the rack. Rack-rail hardware described later should be used instead.

Installing Transceivers

The SDX appliances support only fiber transceivers in the 10GE ports.

Warning: Only those transceivers provided by Citrix Systems, Inc. are supported. You must not attempt to install third-party transceivers. Doing so voids the warranty.

To install the transceiver

1. Carefully remove the transceiver from its box.
2. Align the transceiver to the front of the transceiver slot on the front panel of the appliance.
3. Hold the transceiver between your thumb and index finger and insert it into the transceiver slot, pressing it in until you hear the transceiver snap into place.
4. Lock the transceiver.

Connecting a NetScaler SDX Appliance to the Network

Connect the interfaces on the appliance to the network ports on the appropriate switches by using Ethernet/fiber optic cables.

Figure 1-4. Connecting a Citrix NetScaler SDX appliance to the network



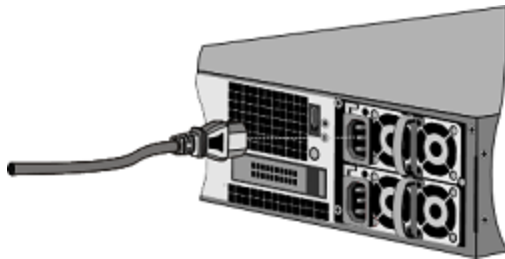
Warning: Connecting multiple network ports to the same switch or VLAN can result in a network loop.

Note: By default, the NetScaler SDX appliance is configured to use auto-negotiation. When you install a NetScaler appliance for the first time, be sure to configure your other equipment to use auto-negotiation for the ports that are connected to the NetScaler appliance. After initial log on and configuration, you can choose to disable auto-negotiation.

Connecting a NetScaler SDX Appliance to a Power Source

Connect the power cable to one of the inlet receptacles on the back of the appliance and connect the other end of the power cable to a power outlet. If your appliance has a second power supply, repeat this process. All models function properly with a single power supply. The extra power supply on some models serves as a backup.

Figure 1-5. Connecting a Citrix NetScaler SDX appliance to a power source



Electrical Safety Precautions

Basic electrical safety precautions should be followed to protect yourself from harm and the appliance from damage.

- ♦ Be aware of the location of the emergency power off (EPO) switch. If an electrical accident occurs, you can quickly remove power to the appliance.

- ♦ Use a regulating uninterruptible power supply (UPS) to protect the appliance from power surges and voltage spikes, and to keep the appliance operating in case of power failure.
- ♦ Do not work alone when working with high voltage components.
- ♦ Always disconnect the appliance from power before removing or installing any component. When disconnecting power, you should first shut down the appliance and then unplug the power cords of all the power supply units connected to the appliance. As long as the power cord is plugged in, line voltages may be present in the power supply, even when the power switch is OFF.
- ♦ Do not use mats designed to decrease static electrical discharge as protection from electrical shock. Instead, use rubber mats that have been specifically designed as electrical insulators.
- ♦ Make sure that the power supply cords include grounding plugs and are plugged into grounded electrical outlets.
- ♦ Make sure that the power source can handle the appliance's maximum power consumption rating with no danger of an overload.
- ♦ A reliable ground must be maintained at all times. Therefore, the rack should be grounded. Pay particular attention to power supply connections other than the direct connection to the branch circuit (for example, connections to power strips).

Setting Up Connectivity

Connect the appliance to a management workstation or the network by using the NetScaler SDX configuration utility.

Configuration Utility Setup

To set up the appliance by using the configuration utility, you need a management workstation or laptop configured on the same network as the appliance.

To configure the NetScaler SDX appliance by using the configuration utility

1. Connect the NetScaler SDX appliance to a management workstation or network by using interface 0/1.
2. Open a browser and type: `http://192.168.100.1`

Note: The NetScaler SDX management VM is preconfigured with the IP address 192.168.100.1 and the XenServer hypervisor is preconfigured with the IP address 192.168.100.2.

3. In the **User Name** box, type `nsroot`.
4. In the **Password** box, type `nsroot`.

5. In the navigation pane, click **System**.
6. In the details pane, under **System Administration**, click **Network Configuration** and enter values for the following parameters:
 - Interface*—The management interface that connects the appliance to a management workstation or network. Possible values: 0/1, 0/2. Default: 0/1.
 - XenServer IP Address*—The IP address of the XenServer.
 - Management VM IP Address*—The IP address that is used to access the management VM by using a Web browser.

Note: The XenServer IP address and management VM IP address should be in the same subnet.

- Netmask*—The mask used to define the subnet in which the SDX appliance is located.
- Gateway*—The IP address of the router that forwards traffic out of the appliance's subnet.
- DNS Server—The IP address of the DNS server.

*A required parameter

7. Click **OK**, and then click **Close**.
8. To confirm that the NetScaler SDX appliance is configured correctly, you can either ping the new SDX management VM IP (SVM IP) address or use the new SVM IP address to open the configuration utility in a browser.

Note: After changing the network configuration, close all browser instances and open a new browser instance to access the appliance.

To change the password of the system user by using the configuration utility

Citrix recommends that you change the password of the nsroot user.

1. In the navigation pane, expand **System**, and then click **Users**.
2. In the details pane, select **nsroot user**, and then click **Modify**.
3. In the **Configure System User** dialog box, type the new password for the user.
4. Confirm the password by typing it again.
5. Click **OK**, and then click **Close**.

Configuring the LOM Port

For initial configuration of the LOM port, connect to the port's default IP address and change it to the address that you want to use for remote monitoring and management. Also specify the administrator credentials and the network settings.

Note: The LEDs on the LOM port are not operational by design.

To configure the LOM port

1. In a Web browser, type the IP address of the LOM port. For initial configuration, type the port's default address: `http://192.168.1.3`
2. In the **User Name** and **Password** boxes, type the administrator credentials. You can obtain the initial user name and password from your sales representative or from Citrix Customer Service.
3. In the Menu bar, click **Configuration**.
4. Under **Options**, click **Network** and type values for the following parameters:
 - IP Address—The IP address of the LOM port.
 - Subnet Mask—The mask used to define the subnet of the LOM port.
 - Default Gateway—The IP address of the router that connects the appliance to the network.
5. Click **Save**.

Power Cycling the Appliance

You can remotely turn off the appliance and turn it back on. The result is similar to pressing the power button on the back panel of the appliance for less than four seconds.

Note: Power cycling the appliance by using the LOM port is not supported in the current release.

To power cycle the appliance

1. In a Web browser, type the IP address of the LOM port.
2. In the **User Name** and **Password** boxes, type the administrator credentials.
3. In the **Menu** bar, click **Remote Control**.
4. Under **Options**, click **Power Control**, and then click **Power Cycle Server**.
5. Click **Perform Action**.

System Specifications

The following table summarizes the specifications of the NetScaler SDX 11500/13500/14500/16500/18500/20500 appliances.

Specifications	SDX 11500/13500/14500/16500/18500/20500
Processor	2 six-core
Memory	48 GB
Number of power supplies	2
AC power supply input voltage, frequency, and current	100-240 VAC 50-60 Hz 6.5-3.5 A
Maximum power consumption	650 W
Heat dissipation	2200 BTU per hour
Weight	46 lbs
Height	2U
Width	EIA 310-D for 19-inch racks
Depth	28 in or 71.68 cm
Operating temperature (degree Celsius)	0-40
Humidity range (non-condensing)	5%-95%
Safety certifications	CSA
EMC & susceptibility	FCC (Part 15 Class A), CE, C-Tick, VCCI, CCC, KC, NOM, GOST, SABS, SASO
Environmental compliance	RoHS, SVHC, WEEE

Additional Information

A complete set of documentation is available on the **Documentation** tab of your NetScaler SDX appliance and from <http://support.citrix.com/>. (Most of the documents require Adobe Reader, available at <http://adobe.com/>.)

To view the documentation

1. From a Web browser, log on to the NetScaler SDX appliance.
2. Click the **Documentation** tab.
3. To view a short description of each document, hover your cursor over the title. To open a document, click the title.

If you have support questions, please contact Citrix Technical Support at 1-800-4-CITRIX (1-800-424-8749). For additional contact information, see Support Phone Numbers at <http://support.citrix.com/>. If you have comments or feedback on this documentation, please email to nsdocs_feedback@citrix.com.