

SmartShare StraightShaper

User Manual

300, 1000, 5000 and 8000 Series

Firmware: 2.3

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1. Installation Guide

1.1 **Connect the StraightShaper to the network**

Disconnect the Ethernet cable between the internet router's LAN port and the local network switch.

Connect the internet router's LAN port to the WAN port on the StraightShaper, using a straight Ethernet patch cable.

Connect the LAN port on the StraightShaper to any port on the local network switch (preferably use the port where the cable to the internet router was previously disconnected), using a straight Ethernet patch cable.

1.2 **Turn on the StraightShaper**

Connect the StraightShaper to power and turn it on. Verify that the POWER LED on the StraightShaper is on.

Verify that the LINK/ACT LEDs for both the WAN and LAN ports are on or blinking. (If one of the LINK/ACT LEDs stays off, use a crossed Ethernet cable on that port instead.)

Wait 2-5 minutes, while the StraightShaper starts up and tests the internet connection speed. If the STATUS LED is not blinking green after five minutes, you must configure the connection manually.

1.3 **Optional: Using the Web GUI to configure the connection manually**

Connect your PC to the LAN port on the StraightShaper, using a crossed Ethernet cable. (The red cable in the box is a crossed Ethernet cable.)

Use a web browser to access the Web GUI in the StraightShaper.

- Web GUI address: **http://192.0.2.2/**
Alternative Web GUI address: **http://169.254.2.2/**
- Default administrator user name: **admin**
- Default administrator password: **admin**

Go to the Connection page and configure the IP address and connection speed.

Click Confirm Changes, then go to the Save page and save and activate the new configuration.

2. The StraightShaper WAN Optimization System

This section describes the StraightShaper WAN optimization system in details, and is written for network experts only.

2.1 **User Load Balancing™**

Conventional routers and switches simply forward all packets to/from users in the same order the packets are sent to/from the users, so the users with a lot of packets get a larger share of the available bandwidth than the users with fewer packets.

With User Load Balancing, packets are forwarded to/from each user in turn, so each and every user is guaranteed the largest possible share of the available bandwidth.

2.1.1 **User Identification**

The StraightShaper identifies individual users by their IP address presented to the LAN interface on the StraightShaper. This also means that if a group of users in an apartment shares the apartment's network connection through a NAT router in the apartment, they will be treated as one single user, because that NAT router only presents one IP address to the StraightShaper.

The StraightShaper automatically detects which IP addresses are in use, so unused IP addresses, e.g. in a structured IP address plan, do not count. In VLAN tagged networks, the StraightShaper looks at the IP addresses beyond the VLAN tag.

Advanced administrators can use the User Groups to specify which IP address ranges are managed by the StraightShaper.

2.1.2 **Excess Users**

Additional IP addresses beyond the capacity of the specific StraightShaper model are considered excess users, and will be bundled together and treated as a single virtual user by the StraightShaper. This means that the excess users can access the internet, but the entire group of excess users will only get the bandwidth share of one single user.

There is no optimization within the group of excess users. A single heavy user in the group of excess users can consume all the bandwidth available for the entire group of excess users, and thus block the connection for the other excess users.

2.2 **Download Optimizer™ and Upload Optimizer™**

The StraightShaper monitors the download and upload bandwidth, and while there is sufficient bandwidth and low latency, all users can use all the bandwidth they wish.

When the download bandwidth becomes scarce or delays are detected, the StraightShaper activates the Download Optimizer™.

When the upload bandwidth becomes scarce or delays are detected, the StraightShaper activates the Upload Optimizer™.

The Download and Upload Optimizers are designed to ensure that all users experience the lowest possible latency and the highest possible bandwidth. At minimum, each of N users is guaranteed 1/N of the available bandwidth.

Advanced administrators can use the User Groups to specify maximum download and upload rates per user in each group of users. Additionally, a weight per user can be specified, allowing some users to get a relatively larger share of the bandwidth.

2.3 **Dynamic Quality of Service™**

The StraightShaper always prioritizes timing critical traffic flows, such as IP telephony, over ordinary traffic flows.

The priority assignment is based on traffic pattern analysis of each flow. It is not based on the TCP/UDP port number, TOS precedence, DSCP or similar fields in the packet, because those properties can be manipulated by peer-to-peer applications or malicious users.

Dynamic QoS is an integral part of the StraightShaper bandwidth optimization system, so it does not require any configuration or allocation of bandwidth.

The StraightShaper typically recognizes and assigns high priority to a timing critical flow within one second.

2.4 **Extra Shaping of Users with Many Flows (Optional)**

Advanced administrators can use the User Groups to enable extra shaping of users with many flows.

When extra shaping is enabled, the bandwidth is reduced for users having more flows than allowed. The parameters are configurable.

In networks where the users have wireless access, reducing the bandwidth available to users with many flows may improve the general performance of the wireless network.

In networks where the use of peer-to-peer applications is unwanted or prohibited, a significant reduction of the bandwidth available to users with many flows may help limit the use of peer-to-peer applications.

2.5 **Flow Manager™**

The StraightShaper contains a table where each flow is registered while established. Each entry in the flow table contains the public IP addresses and TCP/UDP port numbers of the flow and the corresponding IP address and TCP/UDP port number of the computer on the LAN.

The StraightShaper flow table is large enough to handle the many flows that can be expected when many users are active.

Just like the Download and Upload Optimizers prevent heavy users from eating up all the available internet bandwidth at the expense of other users, the StraightShaper Flow Manager prevents heavy users from eating up all the available flows in the flow table at the expense of other users.

3. Status page

This page shows the current status of the internet connection.

3.1 **Product**

This shows product information, such as the model type, firmware version and hardware MAC address.

3.2 **System**

This shows system status, such as the name, location and contact information, current time, time zone, the duration since the last time the StraightShaper was powered on or rebooted, when the counters were last cleared, the current memory usage and the current (10 second sliding average) processor usage.

3.3 **Internet Connectivity**

This shows if the internet is reachable and the total duration and number of internet connectivity losses.

3.4 **Health Monitor™**

This shows how many current problems have been found by the Health Monitor and the total number of problems found in the past by the Health Monitor.

3.4.1 **Current Problems**

If the Health Monitor has found any current problems, this box appears, showing the details.

The Health Monitor reports if any of the following problems are present:

- Internet connectivity has been lost.
- Some or all of the DNS servers are not responding.
- The remote router is not responding.
- The default gateway is not responding.
- A cable is not connected.
- A rogue DHCP server, i.e. a DHCP server that should not be there, is detected on the network (when configured for detecting rogue DHCP servers).
- The connection speed is unknown, or the Bandwidth Optimizer is disabled.
- The StraightShaper has not been assigned an IP address (when configured for using DHCP).
- The configured or auto-detected connection speed exceeds the throughput capacity of the StraightShaper model.
- The number of users exceeds the capacity of the StraightShaper model. If this happens, upgrading to a larger model is recommended.
- The trial is about to expire. (Applicable to Trial models only.)

3.5 **Advanced Traffic Logging (firmware option)**

If ATL is enabled, this box appears, showing the ATL status.

3.5.1 **Log Servers**

This shows the overall status of the FTP servers where the StraightShaper stores the ATL log files. The status can be: Initializing, OK, Warning or Error.

3.5.2 **SNMP Agents**

This shows the overall status of the SNMP agents in the switches and routers on the local network. The status can be: Initializing, OK or Error.

3.5.3 **Buffer Usage**

The StraightShaper temporarily stores the ATL log files in a buffer until they are transferred to the FTP server. Buffer Usage shows the usage of this buffer.

3.5.4 **Flows Logged**

This shows how many flows have been logged by the StraightShaper since the last time the StraightShaper was powered on or rebooted.

3.6 **System Management**

When the StraightShaper has valid IP information (either manually configured or assigned using DHCP), the IP information for in-band management is shown.

The system's permanent MAC address is shown.

3.7 **WAN**

This shows the status of the connection to the internet router and when the status changed, i.e. when the connection was established or lost.

The link speed and number of packets received into and transmitted out of the port is shown.

If the equipment connected to the port does not provide Auto Negotiation, it will be shown below the link speed.

3.8 **LAN**

This shows the status of the connection to the local network and when the status changed, i.e. when the cable was connected or disconnected.

The link speed and number of packets received into and transmitted out of the port is shown.

If the equipment connected to the port does not provide Auto Negotiation, it will be shown below the link speed.

3.9 **Ext1 (optionally Ext1 – DMZ LAN)**

Please note: Not applicable for StraightShaper 300 series.

If the Ext1/Ext2 ports have been enabled for a DMZ segment, this shows the status of the connection to the DMZ network and when the status changed, i.e. when the cable was connected or disconnected.

The link speed and number of packets received into and transmitted out of the port is shown.

If the equipment connected to the port does not provide Auto Negotiation, it will be shown below the link speed.

Refer to "Connecting the StraightShaper in a network with a DMZ".

3.10 **Ext2 (optionally Ext2 – DMZ WAN)**

Please note: Not applicable for StraightShaper 300 series.

If the Ext1/Ext2 ports have been enabled for a DMZ segment, this shows the status of the connection to the DMZ port of the internet router and when the status changed, i.e. when the cable was connected or disconnected. (Not applicable for StraightShaper 300 Series.)

Refer to "Connecting the StraightShaper in a network with a DMZ".

The port's permanent MAC address, as well as the link speed and number of packets received into and transmitted out of the port is shown.

If the equipment connected to the port does not provide Auto Negotiation, it will be shown below the link speed.

3.11 **Bandwidth Optimizer**

3.11.1 **Download and Upload Rates**

These show the current (10 second sliding average) bandwidth usage in kbit/s.

Please note: If the connection type has been set, these show the gross bandwidth usage (including framing overhead); otherwise they show the net bandwidth usage (excluding framing overhead). The same applies to the Virtual WAN interface MIB available via SNMP.

3.11.2 **Peak Download and Upload Rates**

These show the 1 second peak (within the last 10 seconds) bandwidth usage in kbit/s.

3.11.3 **Round Trip Time and Jitter**

These show the current (10 second sliding average) connection round trip time and jitter in milliseconds, as measured by the Connection Latency Monitor (active probe) which sends a PING packet to the remote router every second.

RTT (Round Trip Time) is defined as the duration from the StraightShaper sends the PING request until the StraightShaper receives the PING reply.

Jitter is defined as the difference in RTT from the single measurements compared to the average of the measurements. E.g. if 10 RTT measurement values are 98, 102, 98, 102, 98, 102, 98, 102, 98 and 102 ms, the average RTT is 100 ms, and the jitter is 2 ms.

3.11.4 **Download and Upload Optimizer Status**

The StraightShaper monitors the download bandwidth, and while there is plenty of bandwidth and no delays, all users can use all the bandwidth they like. In this situation, the Download Optimizer status is shown as READY.

When the download bandwidth becomes scarce or delays are detected, the StraightShaper starts optimizing the download bandwidth to ensure the lowest possible latency and the highest possible bandwidth for each individual user. In this situation, the Download Optimizer status is shown as ACTIVE.

The StraightShaper monitors the upload bandwidth, and while there is plenty of bandwidth and no delays, all users can use all the bandwidth they like. In this situation, the Upload Optimizer status is shown as READY.

When the upload bandwidth becomes scarce or delays are detected, the StraightShaper starts optimizing the upload bandwidth to ensure the lowest possible latency and the highest possible bandwidth for each individual user. In this situation, the Upload Optimizer status is shown as ACTIVE.

If the connection speed is unknown or the Bandwidth Optimizer has been disabled, both Download and Upload Optimizer status is shown as DISABLED.

3.11.5 **Download and Upload Available per User**

These show how much download and upload bandwidth is currently (10 second sliding average) available for any user.

The amount of bandwidth available for any user is calculated every second, and the value shown here is the average of these calculated values for the last 10 seconds.

3.11.6 **Active Users**

This shows how many users are currently (within the last 10 seconds) active, i.e. using bandwidth.

3.11.7 **Download and Upload Optimizer Active Time**

These show how many seconds the Download and Upload Optimizers have been active.

3.11.8 **Downloaded and Uploaded**

These show the total number of bytes transferred in each direction.

Please note: If the connection type has been set, these include the calculated framing overhead. The same applies to the Virtual WAN interface MIB available via SNMP.

3.12 **Extra Shaper**

If Extra Shaping of Users with Many Flows is configured, this box appears, showing the Extra Shaper status.

3.12.1 **Extra Shaper Status**

The Extra Shaper monitors if any users have more flows than allowed. If the Extra Shaper has not reduced the allowed bandwidth for any users, the status is shown as **READY**, and if the Extra Shaper has reduced the allowed bandwidth for any users, the status is shown as **ACTIVE**.

3.12.2 **Extra Shaped Users**

This shows how many users the Extra Shaper has currently reduced the allowed bandwidth for.

3.12.3 **Extra Shaper Active Time**

This shows how many seconds the Extra Shaper has been active.

3.13 **Flow Manager**

3.13.1 **Flows**

When analyzing the utilization of the internet connection, it is not only interesting to know the bandwidth usage, but also how many concurrent flows are established. Flows are sometimes called sessions or connections. A high number of concurrent flows means that the computers on the local net are connected to many servers on the internet, but it does not necessarily mean that packets are flowing and bandwidth is being used.

3.13.2 **Flow Rate**

This shows the rate of new flows established per second.

3.13.3 **Flows Processed**

This shows the total number of flows processed, including currently established flows.

3.14 **User Manager**

3.14.1 **User Capacity**

This shows how many users the StraightShaper is licensed to manage. Refer to "User Identification".

If the number of users exceeds this number, the Quality of Experience for some users will be severely degraded, and the StraightShaper should be upgraded to a larger model.

3.14.2 **Managed Users**

This shows how many users are managed by the StraightShaper.

The number in the parenthesis shows how many users are managed by the StraightShaper, not counting the Aging users.

The status of each user can be:

- **New:** The user is transmitting traffic, but not receiving traffic. This typically happens if the user is using an IP address that is outside the IP address scope of the network, e.g. when a user connects a laptop that has previously been connected to another network. If the new user starts receiving traffic, the status will change to Normal; if the new user stops transmitting traffic, the user will disappear again.
- **Normal:** The user is active, i.e. transmitting and receiving traffic, or has been active within the last eight hours.
- **Aging:** The user has been idle, i.e. not transmitting or receiving traffic, for the last eight hours.
- **Excess:** The user is beyond the capacity of the StraightShaper, and is not getting optimized bandwidth. The Quality of Experience for this user is severely degraded.

3.14.3 Excess Users

This shows how many more users are active than the StraightShaper has capacity for, and are not getting optimized bandwidth. The Quality of Experience for these users is severely degraded, and the StraightShaper should be upgraded to a larger model.

The number in the parenthesis shows the number of Excess users, not counting users that have been idle for the last eight hours.

3.14.4 User Capacity Exceeded Time

This shows how many seconds the user capacity has been exceeded, and some users may have suffered a severely degraded Quality of Experience.

3.14.5 Recommended User Capacity

This shows how many users have been active, assuming that statistical information about aging users should not be discarded to make room for new users.

In other words, this shows the minimum user capacity required to manage the users, when discarding statistical information about the individual users is unacceptable.

3.14.6 Required Minimum User Capacity

This shows how many users have been active, assuming that statistical information about aging users can be discarded to make room for new users.

In other words, this shows the absolute minimum user capacity required to manage the users, when discarding statistical information about the individual users is acceptable.

If this number exceeds the capacity of the StraightShaper, the Quality of Experience for some users will be severely degraded, and the StraightShaper should be upgraded to a larger model.

4. Connection configuration page

The StraightShaper can be accessed via its IP address, which is configured here.

4.1 IP Address

The connection can be configured for 2 different IP address types:

- DHCP Assigned
- Static Configuration

The default configuration is: DHCP Assigned

4.1.1 DHCP Assigned

This type of connection is fully automatic. If the DHCP Server requires a special hostname in the DHCP request, it can be set here.

4.1.2 **Static Configuration**

The following information is required:

- IP Address
- Subnet Mask
- Default Gateway (Router)
- Primary DNS Server

The following information is optional:

- Secondary DNS Server

4.2 **Management VLAN (optional)**

The StraightShaper can be installed on a VLAN trunk connection without requiring any VLAN configuration. When optimizing the traffic passing through, it simply looks at the IP addresses beyond the VLAN tags.

However, if the management network is VLAN tagged, the IP address used for in-band management of the StraightShaper must also be VLAN tagged, the VLAN ID of the management VLAN must be set.

4.3 **Connection Speed**

The connection speed must be set correctly, or the Quality of Experience for the users will be degraded. For the best results, use the built-in connection speed test.

If the connection speed advertised by the internet service provider (ISP) contains two numbers, for example 1024/256; the download speed is normally the larger of the numbers and the upload speed is the lesser.

Please note that an advertised speed of 1 M usually means 1024 and 2 M usually means 2048, but 10 M usually means 10000 and 100 M always means 100000.

Many ISPs advertise the raw connection speed, which does not account for framing overhead, so the users will experience speeds slightly below the advertised speed. This is normal.

The amount of framing overhead depends on the connection type. In the worst case, a DSL connection has 165% overhead on small TCP ACK packets, because it requires 2 ATM cells of 53 bytes to carry a TCP ACK packet of only 40 bytes.

The StraightShaper compensates for framing overhead if the connection type has been set (or measured by the automatic test).

4.3.1 **Automatic Test**

If Connection Speed is set to Automatic Test, the StraightShaper automatically tests the connection speed when powered on, and sets the connection speed and type accordingly.

Click the Test Now button to start a new connection speed test. Please note that normal user traffic is temporarily blocked while the StraightShaper is testing the connection speed.

4.3.2 **Static Configuration**

The following information is required:

- Download Rate in kbit/s
- Upload Rate in kbit/s
- Connection Type

The WAN optimization can be disabled by leaving the Download and Upload Rate fields empty.

Click the Test Now button in the Automatic Test area to start the built-in connection speed test. Please note that normal user traffic is temporarily blocked while the StraightShaper is testing the connection speed.

4.4 **Network Name**

The hostname must be set. Optionally a domain name can be set.

The default hostname is automatically generated from the hardware MAC address.
The default domain name is: local

5. **ATL (Advanced Traffic Logging) configuration page (firmware option)**

Please note: The ATL firmware option includes separate log file analysis tools for Linux and Windows and the UM0005 Advanced Traffic Logging User Manual with detailed descriptions of how to use the ATL feature.

5.1 **Log File Storage**

The StraightShaper stores the ATL log files on an external FTP server.

If ATL is enabled, it is possible to configure up to two FTP servers for storing the ATL log files. When the StraightShaper is ready to store an ATL log file, it will use the primary FTP server. Every time the primary FTP server fails to receive an ATL log file, the StraightShaper will store it on the secondary FTP server instead.

FTP Server, User Name and Password are required fields; Directory Path is optional.
The Status field shows the result of the last FTP transfer.

5.2 **Local Network SNMP Agents**

The StraightShaper uses the SNMP agents in the switches and routers on the local network to locate where each MAC address and IP address is connected, and thus identifies the users.

If ATL is enabled, it is possible to configure which SNMP agents are present on the local network. Information about each switch and router on the LAN should be set, so the StraightShaper is able to poll them for the required information to identify the users.

IP Address and Community are required fields. The Status field shows the result of the last SNMP poll of the device.

5.2.1 **ATL Compatibility Requirements for the Local Network Equipment**

The local network equipment must support specific SNMP features in order to be ATL compatible. Layer 2 switches used in the network must support all of the following features:

- SNMP v2c (RFC3416 or RFC1905) or SNMP v1 (RFC1157)
- dot1dTpFdbTable of the Bridge MIB (RFC4188 or RFC1493)
- dot1dBasePortTable of the Bridge MIB (RFC4188 or RFC1493)
- ifTable of the Interfaces MIB (RFC2863, RFC2233, RFC1573 or RFC1213)

They may additionally support the following features, but it is not required:

- ifXTable of the Interfaces MIB (RFC2863, RFC2233 or RFC1573)

Layer 3 routers used in the network must additionally support all of the following features:

- ipNetToMediaTable of the Internet Protocol MIB (RFC4293, RFC2011 or RFC1213)

6. **Advanced configuration page**

6.1 **System Time**

6.1.1 **Time Zone**

The StraightShaper can show the time according to the local time zone and automatically adjust for Daylight Saving Time.

The default time zone is: UTC

6.1.2 Preferred NTP Server

The system time should be synchronized with an external NTP server, so the time is always correct. If the preferred NTP server is not set, the StraightShaper will use the NTP server assigned by DHCP (if available, and if using a DHCP assigned IP address).

The default configuration is: ntp.smartsharesystems.com

6.2 Extension Ports

Please note: Not applicable for StraightShaper 300 series.

If the StraightShaper is installed in a network with a DMZ, the Ext1/Ext2 ports must be enabled for this purpose.

Refer to "Connecting the StraightShaper in a network with a DMZ".

6.3 Special Features

6.3.1 VoIP Extra Priority

Enabling VoIP Extra Priority has the following effects:

- VoIP will always have highest priority, even if it takes excessive bandwidth from the other users.

When using IP telephony through the WAN connection, enabling VoIP Extra Priority may be required.

The default setting for VoIP Extra Priority is: Disabled

6.4 Internet Connectivity Monitor (Active Probe)

The StraightShaper monitors internet connectivity by periodically sending PING packets to a test server on the internet and listening for the PING replies. If no replies have been received within the configured duration, internet connectivity is considered lost.

The default test server is: connectivitytest.smartsharesystems.com

The default offline threshold is: 30 seconds

6.5 Connection Latency Monitor (Active Probe)

The StraightShaper continuously measures the latency, jitter and packet loss of the WAN connection by sending a PING packet to the remote router every second and analyzing the timing of the PING replies received (or not received, in the case of packet loss).

If the WAN/internet connection is charged for traffic (i.e. it is not a flat rate subscription), consider disabling this.

The Latency Monitor can be disabled by selecting Static Configuration and leaving the Remote Router field empty.

6.5.1 Automatic Remote Router Detection

When configured for automatic remote router detection, the StraightShaper uses a traceroute-like algorithm to detect the IP address of the remote router.

If the IP address of the remote router is not detected correctly, the distance (hop count) to the remote router can be set. A distance of 1 hop means the first reachable router (i.e. the default gateway), a distance of 2 hops means the router after the default gateway, etc.

6.5.2 Static Configuration

If the StraightShaper is being used in a complex network, the IP address of the remote router can be set.

6.6 Fallback for Equipment without Auto Negotiation

The Ethernet standard (IEEE 802.3) uses a protocol called Auto Negotiation to ensure that network ports automatically use the correct speed and duplex when the network cable is plugged in. Some old network equipment does not support this protocol.

If the StraightShaper is connected to a network port without Auto Negotiation, it can sense the speed (10 or 100 Mbit/s), but the duplex must be set.

Please note: Auto Negotiation is mandatory for 1 Gbit/s network ports.

6.7 Remote Management Ports

The built-in Web GUI can be changed to a different port or disabled by leaving the field blank. The built-in Secure Web GUI can be changed to a different port or disabled by leaving the field blank. Please note: User Names and Passwords for the Web GUI are set on the Managers page.

The built-in SNMP agent can be changed to a different port or disabled by leaving the field blank. Please note: SNMP Communities for the SNMP agent are set on the Managers page.

The default Web GUI port is: 80
The default Secure Web GUI (HTTPS) port is: 443
The default SNMP agent port is: 161

6.8 System Information

System contact and location can be set. This is not used by the system itself, but may be helpful when managing many systems. It is shown in the web browser title bar (system location only), on the status web page, is available via SNMP, is included in event log emails sent by the StraightShaper, and is included in Service Tickets created by the ConnectWise Agent.

6.9 Logging

This controls which events are logged in the system log.

6.10 Send Log Messages by Email

If you want the system log events sent to your email address, the following field must be set:

- To Email Address. Your email address, e.g. bob@example.com.

The following fields are optional:

- From Email Address. The email address you want the StraightShaper to insert as sender, e.g. smartshare@example.com. If left blank, your email address is also used as sender.
- SMTP Server. Either your own SMTP server, which can receive emails to your email address, or the ISP's SMTP server, which can forward emails from the StraightShaper. If left blank, the normal email server for your email address is used. (The StraightShaper locates the SMTP Server for your email address by using a DNS lookup for the MX record, like normal email servers do.) If set, the StraightShaper will try sending the email via Authenticated SMTP (port 587) if sending it via ordinary SMTP (port 25) fails.
- SMTP Username: If the outgoing SMTP Server requires authentication, your email username must be set.
- SMTP Password: If the outgoing SMTP Server requires authentication, your email password must be set.

6.11 Remote Logging

All system events are logged in the system log, which is shown on the Log page. Additionally, they can be sent directly to a SYSLOG server, an SNMP Trap server, or an email address.

6.11.1 **SYSLOG**

If you have a SYSLOG server, you can set these fields, and the StraightShaper will send the events to your SYSLOG server too. Two independent SYSLOG servers can be set.

6.11.2 **SNMP Traps**

If you have an SNMP Trap server, you can set these fields, and the StraightShaper will send the events to your SNMP Trap server too. Two independent SNMP Trap servers can be set.

6.12 **ConnectWise Agent**

The StraightShaper can integrate directly with a ConnectWise server, and automatically create and close ConnectWise Service Tickets based on the status of the Health Monitor in the StraightShaper.

Your ConnectWise server must be configured as follows:

- Start your ConnectWise PSA Client and log into your ConnectWise server.
- Create an Integrator Login in the Setup Tables. (One Integrator Login can be shared by all the SmartShare appliances.)
- Set the Username and Password of the created Integrator Login.
- Enable the Service Ticket API for the created Integrator Login.
- Select the Service Board that the Service Tickets are to be created in.
- Set the Ticket Callback URL to "https://localhost/". (This field is not used by the ConnectWise Agent in the StraightShaper, but is a required field in ConnectWise; so it must be set to a dummy value.)

The following must be set for the ConnectWise Agent:

- ConnectWise Server. The public hostname of your ConnectWise server, e.g. "test.connectwise.com". Enter the same value as you do in your ConnectWise PSA Client login screen's Site field.
- Provider ID. Your Company ID in your ConnectWise server, e.g. "SmartShare". Enter the same value as you do in your ConnectWise PSA Client login screen's Company ID field.
- Integrator Username. The username configured for the Integrator Login in the ConnectWise Setup Tables, e.g. "integrator". Enter the username you have set for the Integrator Login in the Setup Tables of your ConnectWise server.
- Integrator Password. The password configured for the Integrator Login in the ConnectWise Setup Tables, e.g. "sesame". Enter the password you have set for the Integrator Login in the Setup Tables of your ConnectWise server.
- Company ID. The ID of the company where the StraightShaper is installed, e.g. "AngryFoxCo". Enter the ID you have set for the company in the ConnectWise Company information.

The following is optional:

- Service Type. The Service Type assigned to the Service Ticket. If this is set, it must match a Service Type for the Service Board in the Setup Tables of your ConnectWise server.

Please note: You can use the same Integrator Login for all your SmartShare appliances.

6.13 **Provisioning**

The StraightShaper can periodically report statistical usage information to a central provisioning server. For further information, refer to "Usage Information sent to SmartShare Systems".

Additionally, the StraightShaper can retrieve and install new activation codes and firmware via the provisioning server.

If the WAN/internet connection is charged for traffic (i.e. it is not a flat rate subscription), this should be disabled. (Not applicable for Trial models and Subscription models.)

The default configuration is: Automatic

6.14 **DHCP Server Detector**

The StraightShaper can detect rogue DHCP servers on the local network. If the IP address and/or MAC address of the authorized DHCP servers are entered, no false warnings are shown when these are detected.

6.15 **User Groups**

User Groups can be used to configure specific IP address ranges to be managed differently by the StraightShaper. Maximum download and upload rates per user, the weight per user, and extra shaping of users with many flows can be set for each user group. A user group can also be set to have no WAN access, or set to be considered excess users.

The following can be set for each user group:

- IP address range defining the group.
- Group Type.
- Normal (Automatic Priority): Normal user identification, where each IP address identifies one user. Normal traffic prioritization, where VoIP flows are automatically detected and prioritized over Data flows.
 - Priority by DSCP: Normal user identification, where each IP address identifies one user. The DSCP field in the packets determines if the packets are prioritized as VoIP or Data. Refer to "Priority by DSCP".
 - VoIP Users: Normal user identification, where each IP address identifies one user. All traffic related to these users is considered VoIP, and prioritized accordingly.
 - Data Users: Normal user identification, where each IP address identifies one user. All traffic related to these users is considered Data, and prioritized accordingly.
 - Excess Users: Users that are considered excess.
 - No Access to WAN: Users that should be denied access to the WAN. Attempts by these users to connect to the WAN will be rejected by the StraightShaper.
- Maximum Download and Upload Rate per User (optional). This can be used to set the maximum bandwidth allowed for each user in the user group. If left blank, there will be no specific bandwidth limits; the users will participate normally in the management of all the available bandwidth.
- Weight per User (optional). This can be used to give users in the user group a larger share of the bandwidth than other users. E.g. users with a weight of 3 get three shares of the bandwidth each time another user gets one share of the bandwidth.
- Extra Shaping of Users with Many Flows. This can be used to enable extra shaping of users (in the user group) with many flows. Refer to "Extra Shaping of Users with Many Flows".
- Description. This can be used to store an informative description of the user group.

6.16 **Extra Shaping of Users with Many Flows**

Extra Shaping can be used to reduce the bandwidth for users with many flows. Extra Shaping can be enabled per User Group. Refer to "User Groups".

In networks where the users have wireless access, reducing the bandwidth available to users with many flows may improve the general performance of the wireless network.

In networks where the use of peer-to-peer applications is unwanted or prohibited, a significant reduction of the bandwidth available to users with many flows may help limit the popularity of peer-to-peer applications.

The following can be set for the extra shaper:

- Threshold Flows. Each user is allowed to have this many concurrent flows.
- Threshold Duration. A user may exceed the allowed number of concurrent flows for this duration without being restricted by the extra shaper.
- Maximum Download and Upload Rates. The maximum bandwidth allowed for each user being restricted by the extra shaper.

- Release Delay. When a user is restricted by the extra shaper, and has not exceeded the allowed number of concurrent flows for this duration, the user is released from extra shaping.

Recommended settings, when enabled, are:

- Threshold Flows: 300-500. Set it high enough to only catch peer-to-peer users, so you avoid falsely detecting normal users that are only being very active.
- Threshold Duration: 10-30 seconds. Peer-to-peer users continuously have many concurrent flows, but normal internet use also sometimes generates short bursts of many flows, which should be allowed.
- Maximum Download and Upload Rates: 100 kbit/s, but it depends. This really depends on the bandwidth the users normally get. Set it low enough for the users to notice that their internet is extremely slow, but not so low that their email doesn't work.
- Release Delay: 10 seconds. Set it low enough for the user to be able to sense that stopping his peer-to-peer application has the direct effect that the internet speed got back to normal, but high enough to avoid turning the extra shaping off and on repeatedly.

6.17 **Priority by DSCP**

Set this to match the DSCP used for VoIP packets in a network using traditional QoS. Priority by DSCP can be enabled per User Group. Refer to "User Groups".

6.18 **Network Topology**

When the StraightShaper manages the internet connection's bandwidth, local traffic (i.e. traffic not flowing on the internet connection) should not be optimized, but should simply bypass the Bandwidth Optimizer. Normally, entering the network topology is not required, but in a complex network configuration, the user experience may be improved if the network topology is entered, so the StraightShaper can correctly determine which traffic is local, and which traffic is remote (i.e. flows on the internet connection).

Traffic flowing between two users is always considered local. Traffic flowing into the WAN port is per default considered coming from a remote location, and traffic flowing into the LAN port is per default considered going to a remote location. Exceptions are entered here.

The most common exception is the internet router. If a local user manages the internet router, the StraightShaper sees traffic flowing through, and it can not determine that the traffic stops at the router and thus doesn't use any of the connection's bandwidth. By entering the internet router's IP address as a local location, the StraightShaper will exclude this traffic when determining the connection's bandwidth. Likewise, if a local web server is addressed by the internet router's public IP address, this address should be entered as local.

7. Detailed Status page

This shows the list of managed users and their individual status. The list can be downloaded as a text file to the PC. The list can be sorted by clicking the column headlines.

The following information about each user is shown:

- IP Address.
- Hostname: The hostname of the user's computer or IP device.
- MAC Address: The MAC address of the user's computer or IP device.
- Status: The management status of the user.
- Download Rate: The current (10 second sliding average) download rate in kbit/s.
- Upload Rate: The current (10 second sliding average) upload rate in kbit/s.
- Flows: Number of concurrent flows.
- Peak Flows: Peak number of concurrent flows.
- Flow Rate: Rate of new flows established per second.
- Downloaded: The total number of bytes downloaded.
- Uploaded: The total number of bytes uploaded.

- Flows Processed: The total number of flows processed, including currently established flows. The following additional information about each user is included in the list downloaded to the PC:

- Uploaded DNS Requests: The number of DNS request packets sent from the user.
- Downloaded DNS Replies: The number of DNS reply packets sent to the user.
- SMTP Flows Processed: The number of SMTP flows (TCP port 25) processed for the user.
- Support Counter A: For use by factory support only.

Please note: If the connection type is set, the download and upload rates and the bytes downloaded and uploaded show the gross values (including framing overhead); otherwise they show the net values (excluding framing overhead).

8. Charts page

This shows the following live charts:

- User Bandwidth Availability: Bandwidth available per user.
- Connection Bandwidth and Optimizer Activity: Bandwidth usage and status of the Download and Upload Optimizers.
- Connection Latency: Round trip time, jitter and packet loss of the connection, measured by the Connection Latency Monitor.
- Flows: Concurrent flows and flow rate.
- Users: Number of managed and active users, and number of excess users.

The visible duration and the sampling interval are shown below the X axis. E.g. "5 minutes in 1 second intervals" means that the chart shows 5 minutes worth of samples, where each sample is measured in an interval of 1 second.

The most recent and the average value of the visible duration are shown below each legend. The value in parentheses is the average value of the visible duration.

High resolution data (1 second sampling interval) are available for the last 5 minutes; low resolution data (1 day sampling interval) are available for the last year. The resolutions in between vary according to the sampling period.

Please note: The web browser must support Java™ Standard Edition version 1.3.1 or later.

8.1 *Manipulating the Charts*

Use the following actions to manipulate the charts:

- Drag the chart area right or left to show older or newer data. When looking at older data, the chart stops automatically scrolling when new data are sampled.
- Drag the chart area all the way to the left to make it continuously scroll when new data are sampled.
- Left click inside the chart area to zoom in (i.e. change to a shorter sampling interval) around the point clicked.
- Right click inside the chart area to zoom out (i.e. change to a longer sampling interval) around the point clicked.
- Click the arrow on any Y axis to lock or unlock the Y axis range. When locked, the arrow is colored red.
- Click any legend to hide or show its values on the graph. When hidden, the legend is grayed out.

8.2 *User Bandwidth Availability*

This shows the following:

- Download Available per User: How much (average) download bandwidth was available for any user in the sampling interval.
- Minimum Download Available per User: What was the minimum download bandwidth available for any user in the sampling interval.

- Upload Available per User: How much (average) upload bandwidth was available for any user in the sampling interval.
- Minimum Upload Available per User: What was the minimum upload bandwidth available for any user in the sampling interval.

Please note: If the connection type is set, the download and upload rates show the gross values (including framing overhead); otherwise they show the net values (excluding framing overhead).

8.3 **Connection Bandwidth and Optimizer Activity**

This shows the following:

- Download Rate: The average download rate in the sampling interval.
- Peak Download Rate: The (1 second) peak download rate in the sampling interval.
- Upload Rate: The average upload rate in the sampling interval.
- Peak Upload Rate: The (1 second) peak upload rate in the sampling interval.
- Download Optimizer Active: How often was the Download Optimizer active during the sampling interval.
- Upload Optimizer Active: How often was the Upload Optimizer active during the sampling interval.

Please note: If the connection type is set, the download and upload rates show the gross values (including framing overhead); otherwise they show the net values (excluding framing overhead).

8.4 **Connection Latency**

This shows the following:

- Round Trip Time: The average connection round trip time in the sampling interval.
- Peak Round Trip Time: The (1 second peak) connection round trip time in the sampling interval.
- Jitter: The average connection jitter in the sampling interval.
- Peak Jitter: The (1 second peak) connection jitter in the sampling interval.
- Packet Loss: The average connection packet loss in the sampling interval.

Please note: These values are measured by the Connection Latency Monitor by continuously sending PING packets to the remote router.

8.5 **Flows**

This shows the following:

- Flows: Average number of concurrent flows in the sampling interval.
- Flow Rate: Average rate of new flows established per second in the sampling interval.

8.6 **Users**

This shows the following:

- Managed Users: Number of users managed by the StraightShaper in the sampling interval.
- Active Users: Number of users active, i.e. using bandwidth, in the sampling interval.
- Excess Users: Number of excess users in the sampling interval.
- Excess excl. Aging Users: Number of excess users, excluding aging users, in the sampling interval.

Please note: It is a natural phenomenon that the number of active users grows when the sampling interval grows. E.g. in a network with 10 users, it is likely that very few use bandwidth in one particular second, while it is likely that many use bandwidth throughout one entire day.

9. Top Users page

This shows live pie charts of the currently most active users by different criteria:

- Current (10 second sliding average) bandwidth usage.
- Concurrent flows.
- Current (10 second sliding average) download rate.

- Current (10 second sliding average) upload rate.

Each pie chart shows a slice for each of the top 10 users, a slice for the sum of other users and a slice for the unused capacity. The charts automatically update every 5 seconds.

Please note: If the connection type is set, the bandwidth usage and download and upload rates show the gross values (including framing overhead); otherwise they show the net values (excluding framing overhead).

Please note: The web browser must support Java™ Standard Edition version 1.3.1 or later.

9.1 **Manipulating the Pie Charts**

Use the following actions to manipulate the pie charts:

- Click the Unused legend to exclude or include it in the data shown by the pie chart. When excluded, the legend is grayed out.

10. **Log page**

This shows the list of system events and time of occurrence. The list can be downloaded as a text file to the PC.

11. **Save page**

11.1 **Saved, Running and New Configuration**

The configuration stored in the built-in flash memory, and loaded at power-on (or reboot), is called the "Saved configuration".

The current configuration of the StraightShaper is called the "Running configuration".

The configuration being built up using the Web GUI is called the "New configuration" until it is activated. (Then it becomes the Running configuration.)

11.2 **Modifying the Configuration**

Depending on configuration changes made, the Save page provides the following choices:

- **Activate New Configuration:** Replaces the Running configuration with the New configuration, i.e. effectuates the configuration changes immediately.
- **Activate and Save New Configuration:** Replaces both the Running configuration and the Saved configuration with the New configuration, i.e. effectuates the configuration changes immediately and saves the configuration to the flash memory, so it will be loaded every time the StraightShaper is powered on (or rebooted).
- **Save New Configuration and Reboot:** Replaces the Saved configuration with the New configuration and reboots, i.e. saves the configuration changes to the built-in flash memory, so it will be loaded every time the StraightShaper is powered on (or rebooted) and then reboots.
- **Revert to Running Configuration:** Replaces the New configuration with the Running configuration, i.e. discards the configuration changes.
- **Save Running Configuration:** Replaces the Saved configuration with the Running configuration, i.e. saves the current configuration to the built-in flash memory, so it will be loaded every time the StraightShaper is powered on (or rebooted)

The following configuration changes require a reboot of the StraightShaper:

- Any modification of Management VLAN ID.

Please note: To restore the factory default configuration, go to the **System** page.

12. System page

12.1 *Product Information*

This shows the product model and firmware options.

12.1.1 *Trial Mode*

If a trial license is installed, the StraightShaper operates in a trial mode where it behaves as the largest model type with all optional features available. This can be used for test and evaluation purposes.

When the trial expires, the StraightShaper will reboot and revert to normal operation. The available trial time is controlled by the installed license, and additional trial time can be installed with additional activation codes.

12.2 *Download Firmware*

The StraightShaper firmware can be upgraded from the firmware server at SmartShare Systems or any other firmware server. Firmware upgrade is a two step process. First, enter the URL of the firmware to be downloaded, and click the Download Firmware button. Second, when the firmware has been downloaded, checked for validity and is ready for installation, you can choose to cancel the upgrade or to proceed with the installation of the downloaded firmware.

12.3 *Install Activation Code*

Features and capacity of the StraightShaper can be changed by installing different activation codes. Enter the activation code and click the Install Activation Code button. After the activation code has been validated, the StraightShaper must be rebooted to activate the new feature set.

12.4 *Download Configuration to PC*

The running configuration can be downloaded to a file on your PC.

The downloaded configuration file can be restored to the StraightShaper later, or even installed on another StraightShaper.

12.5 *Upload Configuration from PC*

You can prepare a new configuration for the StraightShaper by uploading a previously downloaded configuration file from your PC.

When the new configuration has been uploaded, you can modify it in the Web GUI before you go to the **Save** page to activate it.

12.6 *Restore Factory Defaults*

Click this button if you wish to restore the factory default configuration.

12.7 *Reboot System*

Click this button if you wish to reboot the StraightShaper. Rebooting the system does not clear the configuration.

12.8 *Capture Packets*

The StraightShaper can record a small amount of network packets into an internal capture buffer, which can be downloaded to a PCAP file on your PC. The PCAP file format is compatible with tcpdump, Wireshark™ (previously known as Ethereal®) and many other third party packet capture analysis applications.

Capture Mode can be:

- **Continuous:** Keeps capturing packets until you click the Stop Capturing Packets button. This mode is useful for analyzing problems that appear sporadically; start capturing, wait for the

problem to appear, stop capturing, and then download the PCAP file to your PC. (The internal capture buffer does not have infinite capacity, so when the buffer is full, old packets captured will be discarded to make room for capturing new packets.)

- One Shot: Captures packets until the internal capture buffer is full, and then stops. This mode is useful for analyzing problems that can be reproduced or provoked; start capturing, provoke the problem, and then download the PCAP file to your PC.

The following filters can be applied:

- Port: From which network port or ports should the packets be captured.
- IP/MAC Address (optional): Capture packets related to a specific IP Address, IP Subnet (e.g. 10.0.0.0/8), or MAC address only.
- Broadcast Packets: Include or exclude Ethernet broadcast packets.
- Snap Length: Capture packet headers only. Capturing only the packet headers instead of the full packets means that the internal capture buffer has room for more packets.

13. Managers configuration page

Multiple users can manage and configure the StraightShaper.

The following can be set for each manager:

- User Name (required).
- Password. Password for access to the Web GUI.
- Community. SNMP Community for access to the SNMP agent. If not set, access to the SNMP agent will not be allowed.
- Allow from First and Last IP Address (optional). If set, the manager is only allowed management access if he connects from a PC within the specified IP address range.
- Manager Level. This determines how much the manager has access to do.

The following Manager Levels are available:

- Blocked. No access.
- User. Access to the Status page only.
- Installer. Full access.

The factory default administrator user name is: **admin** and password: **admin**

The factory default community is: private

14. Logout page

Log out and return to the login page.

15. ? page

Open the online User Manual, available on the internet.

16. Reporting page

Open the online reporting service, MySmartShare, available on the internet.

Please note: This menu item is only visible for managers with Installer manager level.

17. Easy Access to the Web GUI for Management

The StraightShaper has a fixed IP address (in addition to its configured IP address), so it can always be accessed from a PC via the LAN using a well known IP address.

Web GUI address: **http://192.0.2.2/**

Alternative Web GUI address (using Auto-IP): **http://169.254.2.2/**

Please note: A valid user name and password is required to access the Web GUI. Insert an USB memory stick with a file named "password-bypass" (or "password-bypass.txt") to enable the factory default administrator user name: **admin** and password: **admin** for 5 minutes.

18. Service Mode

Service Mode enables the factory default administrator user name and password, and enables a DHCP Server on the LAN port.

Using Service Mode:

1. Save a file named "service-mode" (or "service-mode.txt") in the root directory of an USB memory stick.
2. Remove the cable from the LAN port.
3. Insert the USB memory stick into the USB port of the StraightShaper to start Service Mode.
4. Connect your PC directly to the LAN port using a crossed Ethernet cable. Your PC will be assigned an IP address by the Service Mode DHCP Server.
5. Use a web browser to access the Web GUI in the StraightShaper.

When done using the Web GUI, remove the USB memory stick to stop Service Mode. And don't forget to reconnect the switch to the LAN port.

Service Mode Web GUI address: **http://192.0.2.2/**

Service Mode administrator user name: **admin**

Service Mode administrator password: **admin**

19. Using the Ext2 Port for Management

Please note: Not applicable for StraightShaper 300 series.

The Ext2 port can be used for accessing the Web GUI. It contains a DHCP server, so a PC can be easily connected.

Use a web browser on a PC connected via a crossed Ethernet cable to the Ext2 port to access the Web GUI in the StraightShaper.

Ext2 port Web GUI address is: **http://192.0.2.1/**




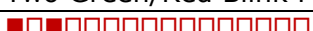

Ext2 port default administrator user name: **admin** and password: **admin**

Please note: No traffic is routed to/from the Ext2 port, so the PC must be connected directly to the Ext2 port, using a crossed Ethernet cable or via a switch.

20. Using the USB Port

The StraightShaper can be managed using an USB memory stick containing certain files or directories.

The Status LED indicates the progress of the USB command:

 Red/Green Blink Fast	USB memory stick loading/saving. Wait for completion.
 Two Green Blink Fast	USB memory stick load/save done: OK.
 Two Green/Red Blink Fast	USB memory stick load/save done: No Action. No commands were found on the USB stick.
 Two Red Blink Fast	USB memory stick load/save done: Error.
 Three Green Blink Fast	The StraightShaper is in Service Mode.

20.1 **Install Firmware**

Insert a memory stick with a firmware file named "aabbccddeeff-firmware.bin", and the firmware will be installed if aabbccddeeff matches the Hardware MAC of the StraightShaper. When done, the file will be renamed to avoid repeating the operation. Use the file name "bulk-firmware.bin" to avoid checking the Hardware MAC check and renaming the file when done.

20.2 **Install Activation Code**

Insert a memory stick with an activation code file (a text file containing an activation code) named "aabbccddeeff-activation-code.txt", and the activation code will be installed if aabbccddeeff matches the Hardware MAC of the StraightShaper.

20.3 **Upload Configuration File**

Insert a memory stick with a configuration file named "aabbccddeeff-config.txt", and the configuration will be saved and activated if aabbccddeeff matches the Hardware MAC of the StraightShaper. When done, the file will be renamed to avoid repeating the operation. Use the file name "bulk-config.txt" to avoid checking the Hardware MAC check and renaming the file when done.

20.4 **Download Configuration File and System Log**

Insert a memory stick with a directory named "download", and the running configuration and system log will be downloaded to files in the download directory. The configuration file will be named "aabbccddeeff-config.txt", and the system log file will be named "aabbccddeeff-systemlog.txt", where aabbccddeeff is the Hardware MAC of the StraightShaper.

20.5 **Restore Factory Default Configuration**

Insert a memory stick with a configuration file named "aabbccddeeff-default-config.txt", and the factory default configuration will be restored if aabbccddeeff matches the Hardware MAC of the StraightShaper. When done, the file will be renamed to avoid repeating the operation. Use the file name "bulk-default-config.txt" to avoid checking the Hardware MAC check and renaming the file when done.

20.6 **Password Bypass**

Insert a memory stick with a file named "password-bypass" (or "password-bypass.txt"), and the factory default administrator user name: **admin** and password: **admin** will be enabled for 5 minutes.

20.7 **Service Mode**

Insert a memory stick with a file named "service-mode" (or "service-mode.txt"), and the StraightShaper starts Service Mode, where a DHCP Server is enabled on the LAN port and the factory default administrator username: **admin** and password: **admin** can be used.

21. **Using the Serial Port**

The serial port can be used with any terminal emulator, such as Hyperterm or Tera Term Pro, as a fallback solution if the LAN connection has been lost.

The speed is: 115200 8N1 (115200 baud, 8 bits, No parity, 1 stop bit).

The following commands are available:

- ? – Show help.
- info – Show configuration information.
- reboot – Reboot the StraightShaper.
- restore – Restore configuration to factory default.
- license – Show hardware MAC and license ID.
- activation=xxxxx – Install activation code.
- password bypass – Enable factory default administrator user name: **admin** and password: **admin** for 5 minutes.

The serial port is not password protected.

22. Connecting the StraightShaper in a network with a DMZ Segment

Please note: Not applicable for StraightShaper 300 series.

In a network with a DMZ, the StraightShaper must be connected to the internet router and the LAN and DMZ switches as follows:

- In the Advanced page, enable Ext1/Ext2 Ports for DMZ Segment.
- Connect the LAN port to the LAN switch's uplink port and the WAN port to the internet router's LAN port. (This is similar to not using a DMZ.)
- Connect the Ext1 port to the DMZ switch's uplink port and the Ext2 port to the internet router's DMZ port.
- Optional: In the Advanced page's Network Topology box, enter the IP address ranges used in the LAN and DMZ Segments as local. (Traffic between the LAN and the DMZ segment flows via the internet router. Setting the network topology tells the StraightShaper that this traffic does not affect the internet connection's bandwidth.) Refer to "Network Topology" for further details.

Please note: If the network uses a separate DMZ port on the internet router, and the StraightShaper was only connected between the internet router's LAN port and the LAN switch's uplink port, traffic to/from the DMZ would not be included when managing the bandwidth of the internet connection. This means that the DMZ traffic would disturb the LAN traffic, so the bandwidth would not be managed correctly. This is why the StraightShaper must be connected to the DMZ too.

23. Security Considerations

23.1 Physical Access

The StraightShaper should be installed in a locked patch panel. Anyone with physical access to the StraightShaper can power it off, disconnect it or change the configuration via the Serial and Ext2 ports.

23.2 Password Protection

The StraightShaper Web GUI is password protected. Keep your password safe.

The StraightShaper is delivered with a default password, which is very common and easy to guess. The password should be changed during installation.

23.3 SNMP Community

Access to the StraightShaper SNMP agent is protected by a "community", which is the SNMP equivalent of a password.

The StraightShaper is delivered with a default SNMP community, which is very common and easy to guess. The SNMP community should be changed during installation.

23.4 Protecting Local Users from Each Other

When installing and configuring the local network infrastructure, i.e. switches and wireless access points, it should be considered if the local network should be open (where all local users can connect to each other and share files etc.) or protected (where all local users are separated from each other, and each user only has access to the internet and local servers).

User separation has different names, depending on equipment and vendor. In switches, look for "source-port filters" (HP ProCurve terminology), "Private VLANs" (Cisco terminology) or similar. In wireless access points, look for "AP isolation", "client isolation" or similar.

User separation does not affect the StraightShaper, and the StraightShaper works equally well with both open and protected networks.

24. Usage Information sent to SmartShare Systems

When provisioning is set to Automatic, statistical usage information is periodically reported to a central provisioning server hosted by SmartShare Systems.

Please note that provisioning can not be disabled in Trial and Subscription modes.

24.1 *Bandwidth Usage*

The central provisioning server is contacted approximately once per hour, and ca. 100 kB is transferred each time.

24.2 *Information Sent*

The information sent identifies the StraightShaper and contains statistical data about its environment and utilization.

The following information is sent:

- Product identification: Hardware ID (MAC Address), License ID, IP Address, Product model, Firmware version.
- Trial information (Trial models only): Trial model, Remaining trial time.
- Subscription information (Subscription models only): Remaining subscription time incl. grace period.
- General system information: Uptime, Time, Time Zone.
- System performance statistics: Memory and Processor usage, Buffer usage and similar.
- Feature usage information: Which configuration parameters are changed (the values are not sent; only whether each parameter has its default value or not).
- Connection Speed and Speed Test information: Download and Upload Speed, Connection Type, Test Server used, Server Location, Round Trip Time to Test Server, Confidence.
- Connection information and usage and performance statistics: IP Address or hostname of remote router, Number of Downloaded and Uploaded bytes, Number of Flows Processed, Average and Peak Round Trip Time, Average and Peak Jitter, Packet Loss and similar.
- Optimization and Health statistics: Download and Upload Optimizer Active Time, Extra Shaper Active Time, Number of Current and Past Problems detected by the Health Monitor, Types of Problems detected by the Health Monitor, Internet Connectivity Losses and Loss Time and similar.
- User activity and experience statistics: Number of Active Users, Active User Time (measured in user seconds), Average and Minimum Download and Upload Bandwidth Available per User, User Experience Improved Time (measured in user seconds), Average and Peak Download and Upload Bandwidth usage, Number of SMTP flows and DNS requests, Number of Flows and Bandwidth usage of most active users and similar.
- User Manager statistics: User Capacity, Number of Managed Users, Number of New and Aging Users, Peak Number of Users, Number of Excess Users, Recommended User Capacity, Required Minimum User Capacity and similar.
- ConnectWise information: ConnectWise Server, ConnectWise Provider ID, ConnectWise Company ID.

24.3 *Privacy Considerations*

The information sent identifies the specific StraightShaper by its unique Hardware ID, so the information can be analyzed in a historical perspective.

The information sent does not identify individual users by their real names, it only identifies network identities, i.e. hostnames, IP addresses and similar.

25. Troubleshooting and FAQ

Q: How to verify that the StraightShaper is active.

A: Test the Download Optimizer by downloading from a very fast server on the internet from two PCs simultaneously. Go to the **Status** page and check that the Download Optimizer status changes from READY to ACTIVE while the download connection is saturated.

Test the Upload Optimizer by uploading to a very fast server on the internet from two PCs simultaneously, while monitoring the Upload Optimizer status.

Q: The StraightShaper does not have any effect on the user experience.

A: Verify that the StraightShaper is installed correctly, especially that the connection speed is configured according to the actual connection bandwidth.

Q: The administrator password for the StraightShaper is lost.

A: Use an USB memory stick or the Serial port to enable the default username and password for 5 minutes, then login via the Web GUI and set a new password.

Q: The StraightShaper can not be accessed any more.

A: Use an USB memory stick or the Serial port to restore the factory default settings.

Q: Some of the computers on the local network can not access the internet.

A: If a device with a DHCP server is wrongly connected to the LAN, the computers on the LAN may get an incorrect configuration from the unauthorized DHCP server. Most routers and wireless access points have a DHCP server on their LAN ports. Use the Rogue DHCP Server Detector to determine if any rogue DHCP servers are connected to the LAN. Locate the device and disconnect it from the LAN.

26. LED Indicators






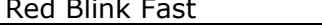




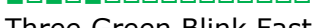
The two LEDs for each **LAN/WAN/Ext1/Ext2** Ethernet port indicate as follows:

LINK/ACT = Off	No connection.
LINK/ACT = On, 10/100 = Off	10 Mbit/s link to other device established.
LINK/ACT = On, 10/100 = On	100 Mbit/s link to other device established.
LINK/ACT = Blink	Link is active with transmissions.

The **POWER** LED indicates as follows:

<input type="checkbox"/> Off	Power is off.
<input checked="" type="checkbox"/> On	Power is on.

The **STATUS** LED indicates as follows:

 Green Light	The StraightShaper is starting up.
 Green Blink Slow	OK. Download and Upload Optimizers are ready.
 Green Blink Fast	OK. Download and/or Upload Optimizer is active.
 Red Blink Slow	Warning: Quality of Experience is degraded. Details can be found in the Web GUI.
 Red Blink Fast	Error requiring manual intervention.
 Red/Green Blink Fast	USB memory stick loading/saving. Wait for completion.
 Two Green Blink Fast	USB memory stick load/save done: OK.
 Two Green/Red Blink Fast	USB memory stick load/save done: No Action. No commands were found on the USB stick.
 Two Red Blink Fast	USB memory stick load/save done: Error.
 Three Green Blink Fast	The StraightShaper is in Service Mode.
 Defect requiring factory repair.	

 Red/Green Blink Slow	
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27. Power Consumption

	300 Series	300 (V2) Series	1000 Series	5000 Series	8000 Series
Typical	12 Watt	4 Watt	24 Watt	24 Watt	150-190 Watt
Maximum	15 Watt	6 Watt	35 Watt	35 Watt	250 Watt
Typical annual power consumption	105 kWh	35 kWh	210 kWh	210 kWh	Less than 1700 kWh

The table above shows the power consumption at the primary side of the power supply, i.e. at the 110-240V plug. The annual cost of electricity for the StraightShaper can be estimated by multiplying the price of electricity (per kWh) with the typical annual power consumption of the installed StraightShaper.

28. Environmental Requirements

Power	100 – 240 V, 50 – 60 Hz
Temperature	0 – 40 °C
Humidity	5 – 95 %RH, non-condensing

29. Compliance Statement

The product complies with directive 2006/95/EC (LVD) and 2004/108/EC (EMC).

The product complies with the following requirements:

Electrical Safety	UL 60950 CSA 60950 EN 60950 IEC 60950
EMC Emission	FCC Part 15, Subpart B Class A IC ICES-003 Class A EN 55022 Class A CISPR 22 Class A
EMC Susceptibility	EN 55024 CISPR 24
CE Mark	Yes

29.1 Model Type Labels

300 Series products are labeled model DT.

300 (V2) Series products are labeled model LC.

1000 Series, 2000 Series, 3000 Series and 5000 Series products are labeled model RM.

8000 Series products are labeled model RMG.

30. Glossary

ASP	Application Service Provider
ATL	Advanced Traffic Logging (previously: Anti Terror Logging)
DHCP	Dynamic Host Configuration Protocol
DNS	Domain Name System
DQoS™	Dynamic Quality of Service™
DSCP	Differentiated Services Code Point
FTP	File Transfer Protocol
GUI	Graphical User Interface
IP	Internet Protocol
ISP	Internet Service Provider

ITSP	Internet Telephony Service Provider
LAN	Local Area Network
LED	Light Emitting Diode
MIB	Management Information Base
MSP	Managed Service Provider
MTU	Maximum Transmission Unit
NAT	Network Address Translation
NAPT	Network Address and Port Translation
NTP	Network Time Protocol
QoE	Quality of Experience
QoS	Quality of Service
SMTP	Simple Mail Transfer Protocol
SNMP	Simple Network Management Protocol
SPI	Stateful Packet Inspection
TOS	Type Of Service
ULB™	User Load Balancing™
VoIP	Voice over IP
WAN	Wide Area Network

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