

# Quick Start Guide

## Shield S16

**Intrusion**

### IN THE BOX

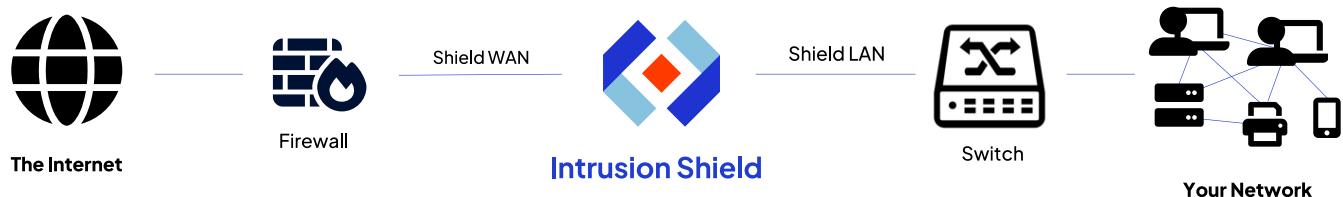
- ◆ 1 - S16 device with Intrusion Shield
- ◆ Applicable power cables for your country

**Intrusion Shield** is a combination of hardware, software, global data, and services that provide organizations with the most robust defense possible.

This security-as-a-service neutralizes traffic and internet flow, halting malicious behavior based on metrics that other intrusion protection products don't have the ability to see or characterize.

## Installation

The Shield S16 device should be installed between your firewall/NAT device and the internal network. Once the device is powered on Shield will automatically begin protecting your network.

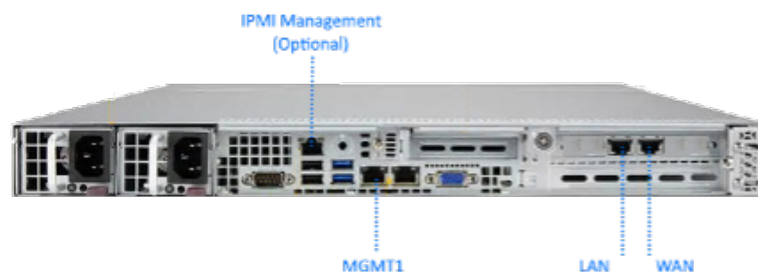


## Connecting the Ethernet Interfaces

To operate **Shield** on your network, connect the S16 device to the network interfaces as instructed >>>>>

There are 3 required interfaces and 1 optional interface.

*Note: The LAN and WAN interfaces act as a bridge and so they do not have an IP address or MAC configurations.*



### LAN

Connect this port to the internal network.

### WAN

Connect this port to your NAT/Firewall/SA device.

### Management Port

Connect this port to the internal network. Connect to the same switch or a device on the LAN port subnet.

### IPMI (optional)

For out of band management of device.

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✉ **Get Support**

☎ 888-637-7770 ext. 3

✉ support@intrusion.com

### SFP+

Some customers have special network topologies that require network media other than copper ethernet. Those customers will have an Intel X710 instead of the default copper Intel X550. This card has two SFP+ ports that you will use to provide WAN/LAN connectivity.

It is recommended that only Intel SFP+ transceivers be used with the Intel X710.

Find a list of supported transceivers at [shield.intrusion.com/compatibility](https://shield.intrusion.com/compatibility)

### Dashboard Access

You can access the Shield dashboard from any workstation connected to the internal network by opening your internet browser and entering **dashboard.intrusion.com**

As an alternative method you can also access the dashboard by entering the IP address of the management port into your browser.

If you need help locating the management port IP address or you have not received your dashboard login credentials, please contact our support team.

*Note: This page requires a DNS intercept and this option will only work if the Shield device is properly installed between the workstation and the internet.*

### Troubleshooting

Here are some tips for troubleshooting common problems with getting started with **Shield** and the operation of the **Shield** device.

- ◆ **Shield** requires a DHCP server for the management port to work correctly. Make sure ports 2021 UDP and 443 TCP are allowed for outbound connections. These ports are used for software updates and system health monitoring.
- ◆ Verify the **Shield** device is turned on and completely powered up. This could take a few minutes. If a monitor is available, verify the console has a login prompt and no errors are displayed.
- ◆ Verify that the LAN and WAN ports are plugged into the correct networks. Try swapping the LAN and WAN ports.
- ◆ Verify the **green** and **amber** link/activity lights on the LAN and WAN ports are on.
- ◆ Power cycle the device. To do this shut the device down completely, unplug from power source and wait 1 minute before powering back on.
- ◆ Contact support if you are unable to get your **Shield** device to pass traffic.