



# Quick Start Guide



## Cisco Small Business

## Cisco ON100 Network Agent

### Package Contents

- Cisco ON100 Network Agent
- RJ-45 Ethernet cable
- External power adapter
- Product Information

# Welcome to the Cisco OnPlus Service

The Cisco ON100 Network Agent (referred to as OnPlus Network Agent throughout the rest of this guide) is the network monitoring and solutions platform for the Cisco OnPlus™ Service.

This quick start guide tells you:

- What you must do before installing and activating the OnPlus Network Agent
- How to install and connect the OnPlus Network Agent to the network
- How to activate the OnPlus Network Agent with the Cisco OnPlus Portal

For links to tutorials, support contact information, community forums, and documentation for the Cisco OnPlus Service, see the pointer card included in the box with the OnPlus Network Agent or the **“Where to Go From Here” section on page 14** of this guide.

## 1

### Before You Begin

The OnPlus Network Agent must be installed at the customer premises. The computer that is used to activate the OnPlus Network Agent with the Cisco OnPlus Portal must be connected to the same Local Area Network (LAN) as the OnPlus Network Agent.

**IMPORTANT** Only one OnPlus Network Agent is supported per customer entry on the portal.

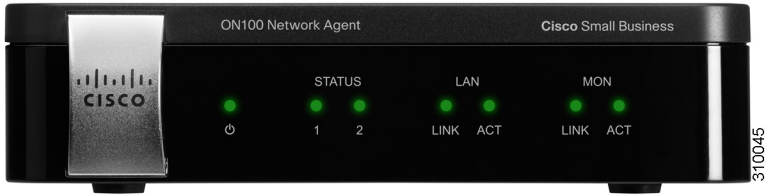
Before installing the OnPlus Network Agent, make sure that you have:

- An account created on the portal for this customer. For more information, go to [www.cisco.com/go/onplus](http://www.cisco.com/go/onplus) or see the *Cisco OnPlus Portal User Guide*.
- Customer name and Activation ID.
- A DHCP server on the customer LAN.
- A power source for the OnPlus Network Agent, either a PoE (Power over Ethernet) LAN port or power receptacle.
- An active Internet connection at the customer premises.
- A Windows PC, Mac, or Linux computer with a Web browser. A Bonjour browser plug-in can be used for discovering and launching the Cisco OnPlus Network Agent Management Utility.

# 2

## Cisco OnPlus Network Agent Features

### Front Panel

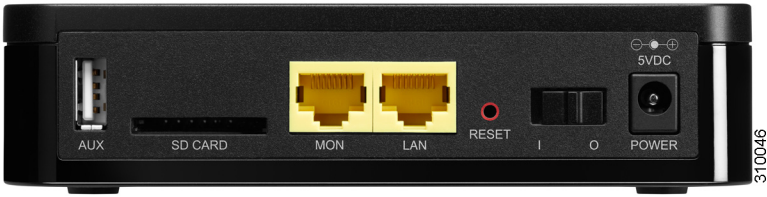


LED	Description
Power	Power ON/OFF status LED.
STATUS 1 2	These LEDs indicate the status of power on, software and network initialization, software download, software upgrade, and reset operations. For more information, see <a href="#">OnPlus Network Agent Status LEDs, page 8</a> .
LAN	LAN status indicators.
LINK	LAN connectivity.
ACT	LAN activity.
MON	These LEDs indicate the status of the second Ethernet MON (monitoring) port on the back panel of the OnPlus Network Agent. These LEDs are used in conjunction with Cisco OnPlus Service solutions.
LINK	MON port connectivity.
ACT	MON port activity.

### Side Panel

The right side panel on the Cisco OnPlus Network Agent has a Kensington security slot. To avoid exposure of customer site data, we recommend that you use the slot to attach a computer lock to physically secure the device (lock not supplied).

## Back Panel



Slot or Connector	Description
AUX	Not used.
SD CARD	Not used.
MON	Monitoring port (10/100/1000 Mbps). This port must only be used as documented for specific Cisco OnPlus solutions. For more information, see <a href="http://www.cisco.com/go/onplus">www.cisco.com/go/onplus</a> .
LAN	LAN port with PoE (10/100/1000 Mbps). If the LAN port to which you are connecting the OnPlus Network Agent does not support PoE, use the external power adapter that is supplied with the device.
RESET	If held for less than 10 seconds, executes a safe shutdown and restarts the OnPlus Network Agent. If held for 10 seconds or more, initiates a factory reset. See <a href="#">Resetting the OnPlus Network Agent, page 14</a> .
On/Off Switch	Power the OnPlus Network Agent On or Off.
POWER	Connector for the external power adapter, if used. You can power the OnPlus Network Agent using PoE or the external power adapter.

## Default Settings

Setting	Default Value
LAN IP addressing method	DHCP (required for initial startup only). At initial startup, the OnPlus Network Agent must obtain a LAN IP address using DHCP. Once you are connected to the OnPlus Network Agent and have started the activation process, you can assign a static LAN IP address to the device if needed.

# 3

## Mounting the OnPlus Network Agent

You can place the OnPlus Network Agent on a desktop or mount it on a wall.

### Placement Tips

- **Ambient Temperature**—To prevent the OnPlus Network Agent from overheating, do not operate it in an area that exceeds an ambient temperature of 104°F (40°C).
- **Air Flow**—Be sure that there is adequate air flow around the unit.

When placing the OnPlus Network Agent on a desktop, make sure that the surface is flat.

### Wall Mounting

The OnPlus Network Agent does not come with a wall-mount kit. For wall mounting, you will need:

- Two self-tapping screws, each with an outer thread diameter of 3.5 mm (0.14 in) and a length of 16 mm (0.63 in).
- The outer thread diameter must not be greater than 3.7 mm (0.15 in), the head diameter must be between 6.0 mm (0.24 in) and 7.5 mm (0.29 in), and the head height must not exceed 1.9 mm (0.07 in).



#### WARNING

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Insecure mounting can damage the device or cause injury. Cisco is not responsible for damages incurred by insecure wall mounting.

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To mount the OnPlus Network Agent to a wall:

- Drill two mounting holes 95 mm (3.74 in) apart horizontally.
- Attach the two self-tapping screws to the wall.  
Each screw should be mounted so that the space between the wall and the underside of the screw head is at least 5.3 mm (0.21 in).
- Slide the OnPlus Network Agent into position until the screws fit snugly into the holes on the bottom of the unit.

# 4

## Connecting the OnPlus Network Agent to the LAN at the Customer Premises

At the customer premises, follow these steps to connect the OnPlus Network Agent to the LAN.

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**STEP 1** Plug one end of the supplied RJ-45 Ethernet cable into the LAN port on the back panel of the OnPlus Network Agent.

**STEP 2** Plug the other end of the Ethernet cable into a LAN port on the network at the customer premises.

The port can be either PoE or non-PoE.

**NOTE** Cisco strongly recommends using Category 5e or better cable for gigabit connectivity. When connecting the OnPlus Network Agent to the customer LAN, do not exceed the maximum cabling distance of 328 feet (100 meters).

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## Applying Power

To apply power to the OnPlus Network Agent, follow these steps.

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**STEP 1** If you are using the external power adapter that is shipped with the OnPlus Network Agent, perform these steps:

- Connect the external power adapter to the POWER connector that is located on the back of the OnPlus Network Agent.
- Insert the plug that corresponds to the region of installation into the power adapter and plug it into a power receptacle.

Plugs are included for North America, Europe, the United Kingdom, Australia, and New Zealand.

**NOTE** The OnPlus Network Agent can be simultaneously connected to a PoE port and to an external power source. If one of these power sources fails, the other one will continue to supply power.

**STEP 2** If you are using a PoE port to supply power to the OnPlus Network Agent, make sure that the cable from the unit to the PoE port is connected.

**STEP 3** Slide the power switch on the back panel of the unit to the On position ( I ) to begin the installation.

**NOTE** The OnPlus Network Agent does not automatically power on when it is connected to a PoE-enabled LAN port.

Depending on the speed of the Internet connection, it usually takes from 10 to 20 minutes for the OnPlus Network Agent to be ready for the initial activation. If the base software image on the device is current, this step may not take as long.

During this time, the OnPlus Network Agent:

- Acquires a LAN IP address using DHCP
- Connects to the Internet and downloads the current base software image
- Upgrades its software

You can monitor the progress of the initial startup by looking at the LEDs located on the front panel of the unit. See the “**OnPlus Network Agent Status LEDs**” section on page 8 for more information.

**STEP 4** The OnPlus Network Agent is ready for activation when the STATUS 1 LED on the front panel is lit Steady Green and the STATUS 2 LED is Off.

**IMPORTANT** If the STATUS 1 and STATUS 2 LEDs are lit Steady Amber and Blinking Amber for more than two minutes, it indicates that the OnPlus Network Agent has failed to obtain an IP address using DHCP. Make sure that the DHCP server is functioning and that IP addresses are available in the DHCP pool.







To continue, go to **Activating the OnPlus Network Agent with the Cisco OnPlus Portal, page 9**.

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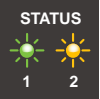
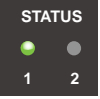
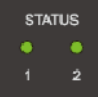
## 6

## OnPlus Network Agent Status LEDs

The STATUS 1 and STATUS 2 LEDs on the front panel of the OnPlus Network Agent indicate the progress of the device during power on, restart, software upgrade, and reset operations.

Status LEDs		Description	
<b>Power On and Initialization</b>			
	1	Steady Amber	Power-on sequence.
	2	Steady Amber	
	1	Steady Amber	Starting software initialization.
	2	Off	
	1	Steady Amber	Acquiring an IP address.
	2	Blinking Amber	If this pattern displays for more than two minutes, it indicates that the OnPlus Network Agent has failed to obtain an IP address.  If a static IP is configured, this pattern is never displayed for more than 10 seconds.
	1	Steady Amber	Completing software initialization.
	2	Off	
<b>Software Download and Upgrade</b>			
	1	Blinking Red	Downloading and installing the base software image (requires Internet connection).  You will only see this pattern prior to activation (during out-of-box installation) or after a factory reset.
	2	Blinking Red	
	1	Steady Green	Upgrading software (requires Internet connection).
	2	Steady Amber	



Status LEDs		Description	
<b>Restart</b>			
	1	Blinking Green	Restarting the OnPlus Network Agent.
	2	Blinking Amber	The OnPlus Network Agent restarts after a normal reset, factory reset, or software upgrade.
<b>Ready for Activation / Device Online, No OnPlus Portal Connectivity</b>			
	1	Steady Green	<p>If the OnPlus Network Agent has not yet been activated, this LED pattern means that the agent software is running and the device is ready for activation.</p> <p>If the OnPlus Network Agent has already been activated, this LED sequence means that the OnPlus Network Agent software is running, but the device does not have connectivity to the OnPlus Portal.</p>
	2	Steady Off	
<b>Normal Operation (Activated, Online)</b>			
	1	Steady Green	<p>When both status LEDs are lit Steady Green, it means that the OnPlus Network Agent is activated, online, and is communicating with the OnPlus Portal. This is the normal mode of operation.</p>
	2	Steady Green	

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# Activating the OnPlus Network Agent with the Cisco OnPlus Portal

## Activate an OnPlus Scanner Customer Migrating to an ON100 Account

To activate the OnPlus Network Agent for a Customer that is migrating from an OnPlus Scanner account to an OnPlus ON100 account, follow these steps.

**STEP 1** Log in to the Cisco OnPlus Portal.

**STEP 2** If you have not previously scanned your network, a screen with two buttons will display, click **Active An ON100** and proceed to **Step 3**. Otherwise, from the Dashboard, choose ON100 and click **Activate**.

**STEP 3** Proceed to **Complete the Activation of the OnPlus Network Agent**.

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## Activate a New Customer (Partner Account)

To activate the Cisco OnPlus Network Agent for a Partner's new customer, follow these steps.

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**STEP 1** On the computer connected to the customer LAN, open a Web browser and log in the Cisco OnPlus Portal at [www.cisco-onplus.com](http://www.cisco-onplus.com).

**STEP 2** If you have not yet created an entry for this customer, go to the Partner Account Overview page and click **+ Add Customer**. After you add the customer, an Activation ID is generated.

**STEP 3** From the Overview page, choose the customer for which an OnPlus Network Agent is being installed. Open that customer's action drawer, click **Activate An ON100** and proceed to **Step 4**.

You can also activate the ON100 from the customer's Dashboard. Choose ON100 and click **Active**. or choose **Profile > OnPlus Network Agent** and click **Activate Now**.

**STEP 4** Go to **Complete the Activation of the OnPlus Network Agent**.

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## Complete the Activation of the OnPlus Network Agent

**STEP 1** On the Activate OnPlus Network Agent page, select the MAC address that corresponds to the OnPlus Network Agent that you are installing, then click **Proceed to this OnPlus Network Agent**.

The Activation page on the Cisco OnPlus Network Agent appears. The customer's Activation ID is automatically inserted for you.

If the MAC address for the customer's OnPlus Network Agent is not displayed:

- Make sure that the OnPlus Network Agent is powered on and connected to the customer LAN.
- If the message "Unable to determine a local IP address for any OnPlus Network Agent on your current network." appears, follow the onscreen instructions to resolve the problem.

If the Activate Now method described in this section does not work, see [Alternate Methods for Activating the OnPlus Network Agent, page 12](#) for additional ways to discover the Network Agent and launch the activation page.

- STEP 2** If needed, configure optional network settings. These include IP addressing (DHCP or static), DNS servers, and NTP servers. See [Configuring Additional Network Settings, page 11](#).
- STEP 3** Click **Activate**.
- STEP 4** Confirm that the customer information matches the customer you are installing.
- STEP 5** Click **Complete Activation**.
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The system will automatically update the OnPlus Network Agent with the customer's profile information and upgrade the software as needed. Status messages are displayed so that you can track system setup progress. The OnPlus Network Agent may restart twice during the process, which can take up to 20 minutes, depending on broadband connection speed.

When the OnPlus Network Agent is activated and connected to the portal, both Status LEDs on the device are lit steady Green.

## Configuring Additional Network Settings

You can configure the following optional network settings for the OnPlus Network Agent:

- **IP Address**—Choose either DHCP or Static.
- **DNS Servers**—Use DHCP-assigned DNS servers or specify different DNS servers.
- **NTP Servers**—Use DHCP-assigned NTP servers or specify different NTP Servers.

To configure optional network settings for the OnPlus Network Agent during activation, click **Configure additional network settings** on the Activation page.

When you have finished making changes, click **Apply network settings**.

**NOTE** After you change the IP address of the OnPlus Network Agent, the device will restart. When the device has finished restarting, click the link provided to access the OnPlus Network Agent at its new IP address.

You can change these settings later, if needed. To modify these settings after activation, log in to the Cisco OnPlus Network Agent, click the **Configuration** link at the top of the page, then click **Configure additional settings**. The username and password for the OnPlus Network Agent are listed on the customer's Profile page on the portal.

## Alternate Methods for Activating the OnPlus Network Agent

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- STEP 1** If the **Activate Now** link does not work, use one of these alternate methods for discovering the OnPlus Network Agent.
- If you are using a Web browser with built-in Bonjour support (for example, Safari) or have a Bonjour browser plug-in installed, use the Bonjour browser to locate the OnPlus Network Agent. The Bonjour name for the OnPlus Network Agent is `onplus<Last_6_digits_of_LAN_port_MAC_address>`.
  - If you are using a Windows PC with UPnP enabled, look for the OnPlus Network Agent on the Network Panel in Windows Explorer.
  - If you have access to a DHCP server on the customer LAN, use it to determine the IP address of the OnPlus Network Agent. If you need to refer to the OnPlus Network Agent by its MAC address, use the LAN port MAC address listed on the back panel of the device.
- STEP 2** To launch the Activation page:
- If you used Bonjour or UPnP to locate the OnPlus Network Agent, double-click on its name (`onplus<Last_6_digits_of_LAN_port_MAC_address>`).
  - If you know the IP address of the OnPlus Network Agent, enter it in your Web browser address bar (for example, 192.168.10.25).
- STEP 3** On the Activation page, enter the Cisco OnPlus Portal Activation ID for that customer.
- Prior to activation, the Activation ID is displayed on the customer's Status page on the portal. The Activation ID is also displayed on the Profile page for the customer on the portal.
- STEP 4** Copy and paste the Activation ID into the field provided or enter it manually.

## 8

## Suggested Next Steps

Congratulations! You have now installed the Cisco OnPlus Network Agent and can take advantage of the many benefits offered with this service. Here are some recommended next steps:

- Customer Accounts:
  - Log in to the Cisco OnPlus Portal and choose ON100 to verify that the status is Activated, Online.
- Partner Accounts:
  - Log in to the Cisco OnPlus Portal to view the newly activated customer account to verify that it displays the activated symbol.
  - Click on the newly activated customer account and from the Dashboard, select the ON100 tab to verify that the status is Activated, Online.
- After several minutes, the Network Topology and Device Listing views on the customer Dashboard will update to show the devices discovered on the network.
- Click on items in the To Do list on the customer Dashboard to see available actions. For example, you may need to provide access credentials on devices such as Cisco routers, switches, or wireless access points to enable discovery of additional devices.

For further instructions, see the *Cisco OnPlus Portal User Guide*. For deployment tips, network topology and device discovery best practices, and community support for resolving issues, visit the OnPlus Service area of the Cisco Support Community at:

<https://supportforums.cisco.com/community/netpro/small-business/onplus>

# 9

## Resetting the OnPlus Network Agent

To reset the OnPlus Network Agent, use a small object, such as a paper clip, to press and hold the RESET button on the back panel of the device.

Depending on the length of the time you press and hold in the RESET button, two types of reset can be performed:

- When the RESET button is held in for less than 10 seconds, all running processes are safely shut down and the OnPlus Network Agent restarts.
- When the RESET button is held in for 10 seconds or more, a factory reset is performed. All customer-specific data is removed from the device. After a factory reset, you can re-activate the OnPlus Network Agent.

# 10

## Where to Go From Here

Here are links to resources available on Cisco.com for the Cisco OnPlus Service and the Cisco OnPlus Network Agent.

Support	
Cisco OnPlus Service Resources	<a href="http://www.cisco.com/go/onplus">www.cisco.com/go/onplus</a>
Warranty	<a href="http://www.cisco-warrantyfinder.com">www.cisco-warrantyfinder.com</a>
Product Documentation	
Cisco OnPlus Service Documentation	<a href="http://www.cisco.com/go/onplus">www.cisco.com/go/onplus</a>
Regulatory Compliance and Safety Information for the Cisco ON100 Network Agent	<a href="http://www.cisco.com/go/onplus">www.cisco.com/go/onplus</a>
Open Source Documentation for Cisco OnPlus	<a href="http://www.cisco.com/en/US/products/ps11792/prod_release_notes_list.html">www.cisco.com/en/US/products/ps11792/prod_release_notes_list.html</a>



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