firetide®
A Division of UNICOM®Global

Firetide Mobility Controller 2000
FMC 2000

The Firetide Mobility Controller (FMC) 2000 appliance is the 1 rack unit (RU) device from which you manage your mobile nodes. FMC administration controls are available in HotView Pro™.

Safety Information

Firetide® equipment must be installed by qualified personnel. Follow safe work practices and use approved non-conducting ladders, shoes, and other safety equipment. Make sure all equipment is in good condition. For more information about safety refer to the Firetide Partner Portal.

⚡ **Warning!** Failure to comply with instructions marked with this symbol might result in severe personal injury including electrical shock or permanent damage to equipment.

⚠ **Caution!** Failure to comply with instructions marked with this symbol might result in data loss or minor injuries.

Documentation

This information is subject to change without notice.
For the current version of this document, related documents, and the end user license agreement, visit: http://www.firetide.com/support/

Customer support

Contact your Firetide reseller or visit: http://www.firetide.com/support/

Required items

- Computer with HotView Pro software
- Mobility license for the FMC 2000 appliance

1 Unpack the box.

Make sure the box contains:
- One Firetide Mobility Controller (FMC) 2000 appliance
- Two rack mount brackets
- Eight screws
- One Ethernet cable
- One AC power cord
- Quick Start sheet
- Warranty card

If any item is missing or damaged, contact Firetide customer support.

2 Install the FMC 2000 appliance.

The FMC 2000 appliance fits in a 19-inch netwrok equipment rack. A small Phillips screwdriver is required for this procedure.

1. Use four screws to attach one bracket to the side of the appliance.
2. Use the other four screws to attach the other bracket to the opposite side of the appliance.
3. Hold the appliance in the rack with the bracket holes in alignment with the rack rails.

4. Use two screws for each bracket to attach them to the rack rails.

Note: If the screws are difficult to align to the holes in the rack, attach them to the rack in this order:

1		3
4		2

Note: If you do not install the FMC 2000 appliance in a network rack, put it on a flat surface with at least 4 inches (10 cm) of clearance on all sides.

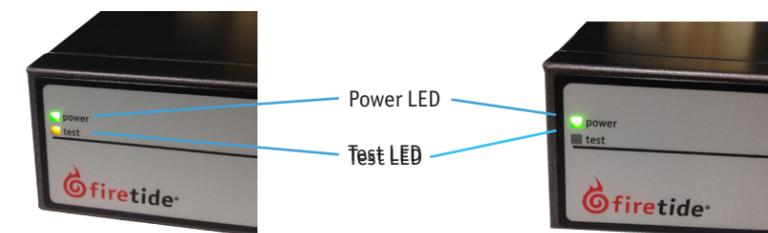## 3 Supply power to the FMC 2000 appliance.

⚠ **Warning!** Do not open the cover.
- Dangerous voltages inside.
- No serviceable parts inside.
- Refer to your Firetide reseller for repair or service.
- If you open the cover, you void the product warranty.

Attach the power cord to the back panel of the appliance.

When you supply power to the FMC 2000 appliance, the power LED (green) and test LED (yellow) come on. After two minutes, the test LED turns off, and the appliance is ready for use.

Power LED
Test LED

4 Configure the FMC 2000 appliance.

HotView Pro, a mobility license, and an Ethernet cable are required for this procedure. To load a mobility license, see the *HotView Pro Reference Guide*.

Loading an FMC 2000 appliance into HotView Pro

1. Open and login to HotView Pro on the management computer.
2. Connect an Ethernet cable from a LAN port on the FMC 2000 appliance to the management computer.

   The link LED comes on, and the activity LED blinks.
3. Go to **FMC > Add FMC**
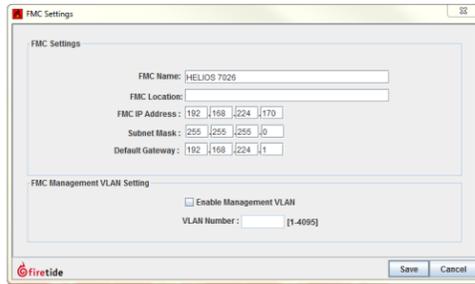4. Enter the default password: firetide.

   Note: We recommend that you change the password from the default setting to something secure.
5. Click **Login**.

Firetide Controller
firetide
HotView Pro™
Version 10.8.4.0 (Build 16741)
FMC IP Address: 192.168.224.170
Username: admin
Password:
☑ Pre-Load FMC   Login   Cancel

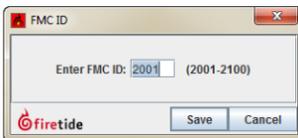## Configuring the management IP address

1. Right-click the FMC icon **> FMC configurations...**

2. Enter an FMC IP address, which is the management IP address for this FMC 2000 appliance.
   192.168.224.170 is the default management IP address for all new FMC appliances.
3. (Optional) Enter a meaningful name and description of the location for this FMC 2000 appliance.
4. Click **Save**.

To change the FMC ID:
1. Right-click the FMC icon **> FMC ID**
2. Enter a number from 2001 to 2100.

3. Click **Save**.

To add mobile nodes to the access control list (ACL):
1. Right-click the FMC **> Mobile Node ACL Configuration**
2. In the 'Mobile Node Information' section, enter:
• Serial number of the mobile node you want to add
• Product type (from the drop down list)
3. Click **Add**.
4. Repeat steps two and three until all of the mobile nodes appear in the ACL.
5. Click **Save**.

5 Set up and test a multiple-mesh mobile network.

Do tests to verify that the FMC device is configured correctly and working as expected.
For more information about gateway server and gateway interface information, refer to the *HotView Pro Reference Manual*.

You need one or more mesh networks and several mobile nodes to do mobility tests.

To set up a multi-mesh mobile LAN network for test purposes:
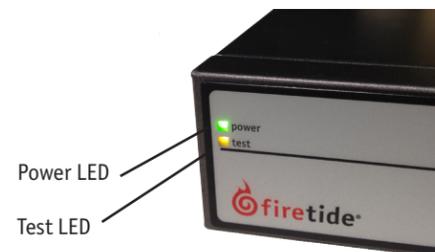1. Set up one or more static meshes.

2. Configure one node in each mesh to be a gateway server.
3. Configure the gateway interface.
4. Install the mobility license to all nodes on each mesh.
5. Enable mobility mode and specify the FMC device domain.
   Note: Make sure the domain name is the same across all meshes, which is the entire mobility domain.
6. Configure the management IP address of the FMC on the gateway servers.
7. Select a static node, and then convert it to a mobile node.
8. From the FMC, add the serial number of the static node that you just converted to a mobile node, and enter it in the FMC (ACL list).
9. From the FMC, configure the mobile node.
   The mobile node scans for information about the configured domain name. After authentication finishes, the FMC pushes the configuration to the mobile node.

   Note: The mobile node does not have to be present in the mesh when you make configuration changes. The FMC keeps the change information, and then it pushes the changes when the mobile node is present within the mesh domain.

Resetting the appliance to the factory default settings

⚠️ **Caution!** When an FMC 2000 appliance is reset, all configuration information is erased.

You can reset the FMC 2000 with the reset button in HotView Pro.

Power LED

Test LED

The reset button is on the back panel of the appliance.
1. Press and hold the reset button for 20 seconds with a pointed object, such as a piece of wire or paper clip.
   When the reset button is pressed correctly, the test LED comes on.
2. Wait for the test LED (yellow) to turn off (about two minutes).

To reset the appliance with HotView Pro:
1. Right-click the FMC **> Factory Reset...**
2. Click **Yes** to confirm the reset request.
   The system logs you out of the FMC 2000 appliance and returns the appliance to the factory default settings.

Upgrading the firmware

For available firmware images, visit the software download area on the Firetide Partner Portal. By default, the scheduler activates the firmware immediately. If you select the 'Activate Later' checkbox, the scheduler copies the firmware image to the node but does not activate it.

To copy a new firmware image to the FMC 2000 appliance:
1. Right-click the FMC **> Upgrade FMC**
   You can view the current firmware version from the Upgrade tab.
2. Click New Scheduler.
3. From Upgrade Image section select the Image Upgrade tab.
4. Click **Browse** and navigate to where you saved the firmware file.
5. If needed, Select the time: 'Later'. Use the calendar to set a future date/time.
6. Click **Ok**.
   HotView Pro loads and activates the image file. The "upgrade complete" message means that the image file is on the FMC and is valid. After activation, FMC automatically reboots.

Troubleshooting

If the FMC 2000 appliance has received power for more than two minutes and the yellow test LED light is still on, power cycle the appliance:
1. Turn off the power to the appliance.
2. Give the appliance power.

If the test LED does not go off after you power cycle the appliance, contact Firetide Customer Support.