



# **TECHNOLOGY PARTNER PROGRAM**

## **USE CASE DOCUMENTATION**

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# Partner Information

Partner information	
Date	5/6/19
Partner Name	Western Telematic, Inc. (WTI)
Web Site	<a href="http://www.wti.com">www.wti.com</a>
Product Name	DSM Series Out-of-Band Rescue Console Server
Partner Contact	Dustin Morrison, Executive VP, <a href="mailto:DustinM@wti.com">DustinM@wti.com</a> 949.421.4117
Support Contact	<a href="mailto:Service@wti.com">Service@wti.com</a> 1.888.280.7227 or Live Chat @ <a href="http://www.wti.com">www.wti.com</a>
Partner Product for Integration	DSM-24-E
Product Description	24 port secure console/terminal server with dual Ethernet and dial-up modem

## Use cases for integration into Palo Alto Networks Next Generation Security Operating Platform

- Securely access console port configuration parameters on next-generation firewalls via out-of-band when primary ISP or other network devices fail.
  - o WTI Out-of-Band Rescue allows an SSH session over primary and secondary Ethernet connections as well as dial-up modem to securely access console port configuration functions on up to 40 NGFWs per WTI device when standard network connections are unavailable.
  - o Supports the latest security and encryption methods.
  - o Supports IP-to-serial over dual 10/100/1000 Ethernet and 56k dial-up modem with callback security.
- Log and securely access console port data on multiple next-generation firewalls
  - o Utilizing onboard memory and syslog support, all console port data from up to 40 NGFWs per WTI device can be stored locally and accessed via CLI or sent to syslog servers.
  - o Supports the latest security and encryption methods.
  - o Supports IP-to-serial over dual 10/100/1000 Ethernet and 56k dial-up modem with callback security.

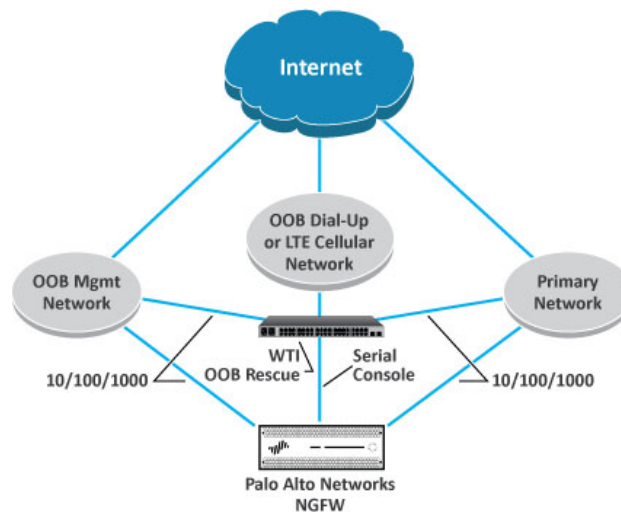
## Palo Alto Networks Products for Integration

Palo Alto Networks Product	Integration Status	Palo Alto Networks versions tested	WTI versions tested
Aperture			
AutoFocus			
Cortex Data Lake			
Cortex XDR			
Cortex XDR Analytics			
Demisto			
GlobalProtect			
GlobalProtect Cloud Service			
MineMeld			
NGFW	Supported	PAN-OS 9.0	DSM-24-E
Panorama			
RedLock			
Traps			
VM-Series			
WildFire			
Other			

## Integration Benefits

- Provide secure in-band and out-of-band CLI access to configuration parameters on next-generation firewall console ports
- Securely update DNS settings via in-band and out-of-band connections
- Log and access console port output using CLI and Syslog
- View console port output during network outages and device failures

## Integration Diagram



- Palo Alto Networks next-generation firewalls and WTI OOB Rescue appliances communicate via RS-232 serial console ports.
- Console output from NGFW console ports are sent to the WTI appliance. All console output is stored locally on the WTI appliance and can also be forwarded to syslog servers via the primary network and/or the secondary out-of-band management network.
- SSH connections can be made over the primary network, secondary out-of-band management network or dial-up modem.
  - o In the event the primary network fails, configuration parameters of NGFWs remain accessible via the secondary out-of-band management network or dial-up modem.

## Before you begin

- The use of a WTI Out-of-Band Rescue appliance such as the DSM-24-E is required.
- The DSM-24-E is compatible with any Palo Alto Networks next-generation firewall with a serial console port. The use of a standard rollover cable is required.
- A secondary out-of-band management network or phone line with an active telephone number must be installed in order to remotely access WTI OOB Rescue appliances and Palo Alto Networks NGFWs out-of-band.

## Palo Alto Networks Configuration

- Palo Alto Networks NGFWs must be in a standard mode for serial console access.
- Standard rollover cables must be used and plugged into the console port of each NGFW

## Partner Product Configuration

- Follow basic setup and configuration instructions found here: [https://www.wti.com/guides/wti\\_dsm\\_quick\\_start\\_guide.pdf](https://www.wti.com/guides/wti_dsm_quick_start_guide.pdf)
- Refer to the DSM User's Guide found here: [https://www.wti.com/guides/wti\\_firmware\\_guide.pdf](https://www.wti.com/guides/wti_firmware_guide.pdf)
- Connect the DSM-24-E to the primary in-band network via Eth0. Port configuration instructions can be found in section 7.3.1 of the DSM User's Guide.
- Connect the DSM-24-E to the secondary out-of-band management network via Eth1. Port configuration instructions can be found in section 7.3.2 of the DSM User's Guide.
- Connect an active phone line directly to the phone jack on the DSM-24-E. Using a terminal emulator you may access the DSM using the phone number assigned by your telco provider. Configuration of the callback security feature can be found in section 7.1.4 of the DSM User's Guide.
- Using a standard RJ-45 rollover cable, connect one end to any of serial ports 2-24 of the DSM-24-E and the other end to your Palo Alto Networks NGFW serial console port.
- To access the CLI of a Palo Alto Networks NGFW through the console port, first create an SSH session with the DSM-24-E using a terminal emulator. You may connect using the assigned IP address on either Eth0, Eth1 or by the assigned phone number from your telco provider. When connected to the DSM-24-E, issue the `/C 2` command where 2 is the port connected to your NGFW console port.
- To log data from an NGFW console port you must put the connected WTI port in Buffer Mode. See section 7.2.1.3 of the DSM User's Guide. To read data logged from a specified port, issue the `/R 2` command where 2 is the port connected to your NGFW console port.

- To save data from an NGFW console port to a syslog server through Eth0 or Eth1, you must configure the Syslog Parameters for either Eth0 or Eth1. See section E.1 of the DSM User's Guide.

## Troubleshooting

- By default HTTPS, HTTP and Telnet are disabled on the DSM-24-E. Initial setup is required via CLI using Eth0, Mini USB or serial setup ports configured for 9600 bps
- Default IPv4 address for Eth0 is 192.168.168.168
- Default username and password for the DSM-24-E web browser interface is super (all lowercase)
- A command menu for the DSM-24-E is available when issuing the /H command
- WTI Technical Support
  - o Call: 1.888.280.7227
  - o Email: [service@wti.com](mailto:service@wti.com)
  - o Live Chat: [www.wti.com](http://www.wti.com)
  - o Website: <https://www.wti.com/t-technical-support.aspx>
  - o Knowledgebase: <https://wtiknows.com/>

## Technical Details

- All logs issued through the console port can be saved locally or sent to (up to) 4 syslog servers
- Supports HTTPS, SSHv2, SNMPv3, TLSv1.2, IPSec/OpenVPN, IPtables, SAN Certificate Support, DUO and RSA 2FA
- Embedded validated FIPS 140-2 Cryptographic Module
- CLI & Web-based GUI
- RESTful Web Services API <http://www.wti.com/t-wti-restful-api-download.aspx>