

*"It is wise to conceal your strength from your adversaries."*

— THE ART OF SECURITY™

# RAIntelliShun™

/ ADVANCED SHUNNING

**Walkthrough guide**

**v3.0**

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Model: **IntelliShun RAF21G** (formerly known as SkyCoal)

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# RA IntelliShun™

/ ADVANCED SHUNNING

## Walkthrough guide v3.0

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Model: **IntelliShun RAF21G** (formerly known as *SkyCoal*)

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### About this guide

This guide orients users to the new features in the IntelliShun device that give enterprise customers tools to help maintain their devices.

It also features a walkthrough to give you a guided preview of the steps needed to successfully complete an IntelliShun device installation. Each page of the walkthrough contains a screenshot of the setup, along with a description of what to do.

If you need further assistance beyond what this guide provides, email us at [support@riskanalytics.com](mailto:support@riskanalytics.com).

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## Initial Setup Screen

The screenshot shows the 'SkyCoal Setup & Configuration' interface. At the top, a blue header contains the title. Below it is a progress bar with nine steps, where step 1 is highlighted in green. The main content area is titled 'LAN Configuration' and contains the following text: 'The SkyCoal requires internet access via the LAN port. This interface can be either DHCP or Static.' Below this text are two radio button options: 'DHCP' (selected) and 'Static'. Underneath is a label 'DNS-Server(s):' followed by a note: '(Separate multiple IPs with a comma. Example Format-- 8.8.8.8,4.2.2.1)'. A text input field is provided for entering the DNS server information. A blue 'Next' button is located at the bottom left of the configuration area. A small asterisk and the text '\* Required Field' are visible at the bottom left of the page.

The IntelliShun device uses the LAN interface to communicate with RiskAnalytics using TCP ports 80 and 443, as well as UDP port 1776. If used, egress filters will need to allow these ports. The “DNS Servers” field is optional for DHCP configurations.

## Static LAN Configuration

SkyCoal Setup & Configuration

1 2 3 4 5 6 7 8 9

### LAN Configuration

The SkyCoal requires internet access via the LAN port. This interface can be either DHCP or Static.

DHCP

Static

IPv4 Address: \*  
  
*(Example: 123.456.789.012)*

IPv4 Netmask: \*  
  
*(Example: 255.255.255.255)*

IPv4 Gateway: \*  
  
*(Example: 123.456.789.012)*

DNS Servers: \*  
  
*(Separate multiple IPs with a comma. Example: 8.8.8.8,4.2.2.1)*

Next

\* Required Field

When you select "Static" during step one, you will see a few more input fields to complete. The IntelliShun device only supports IPv4 addressing for static configurations.

## LAN Activation

### SkyCoal Setup & Configuration

LAN has been configured.

1 2 3 4 5 6 7 8 9

#### LAN Activation

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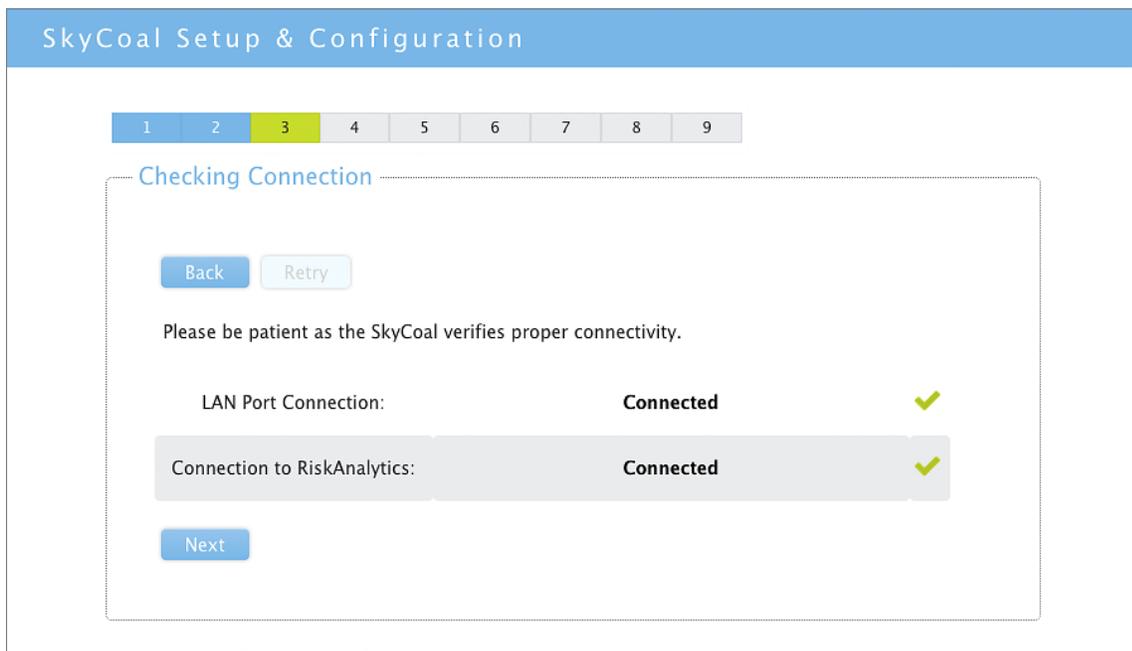
1. Connect an ethernet cable to the LAN port.
2. Connect the LAN cable to your existing network switch.
3. **Do not** remove the cable from the service port.
4. Once done, click next.



[Next](#)

You may need to wait up to a minute for switch negotiation before clicking "Next." The service panels are only accessible via the Service port. The LAN port only communicates with RiskAnalytics' servers. It is not accessible from your network.

## Checking Connection



If your LAN connection is configured correctly, you will see this screen. The first check is successful only when a cable is connected and the device is able to ping the default gateway. The second check requires the device to be able to resolve `www.riskanalytics.com` and `api.riskanalytics.com` via DNS, and to retrieve data from RiskAnalytics. The *IntelliShun RAF21G Troubleshooting Guide* contains tips and suggestions if an error occurs.

## License Information

### SkyCoal Setup & Configuration

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9

#### License Information

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Your organization has been emailed a license key, serial number, username and the URL for your RiskTool system. If you don't have these items, please contact support at support@riskanalytics.com or 1-855-639-4427. If you cannot remember your password, you can reset it at your RiskTool URL.

License Key: \*

RiskTool Username: \*

RiskTool Password: \*

Timezone: \*

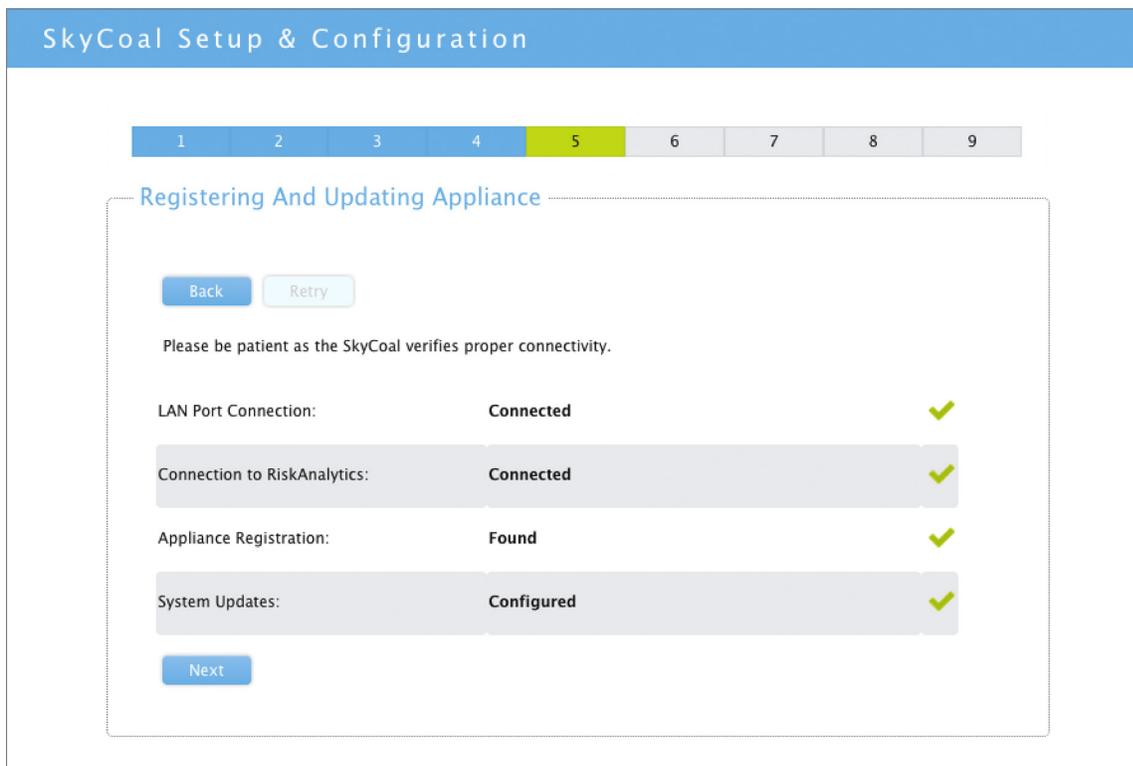
(GMT-06:00) Central Time (US & Canada) ▾

[Next](#)

\* Required Field

In this step, provide required information to complete the registration of the IntelliShun device. Each license key can only be used once. If you have multiple devices and licenses, match the license key with the appropriate device serial number.

## Device Registration



This step performs the same checks as step three and adds two additional steps. The IntelliShun device will register itself with RiskAnalytics and download any required configuration files. The **IntelliShun RAF21G Troubleshooting Guide** contains tips and suggestions if an error occurs.

## Speed and Duplex Settings

SkyCoal Setup & Configuration

1 2 3 4 5 6 7 8 9

### Speed & Duplex

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Speed and duplex settings need to match the settings on your firewall and edge router. Improper settings will cause poor performance or malfunction. Please visually inspect your firewall and edge router configuration for current speed and duplex settings. Ensure that you are using the values the device is set to, not negotiated at.

Bridge Media Type: \*

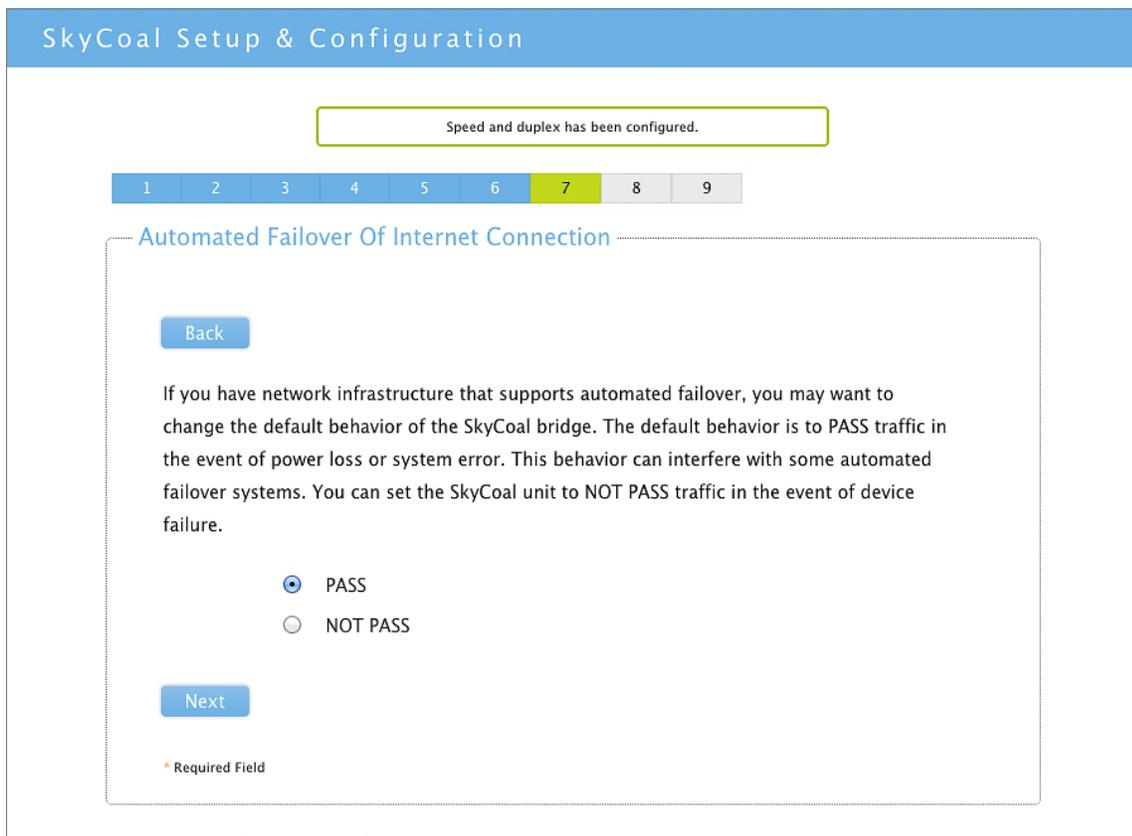
Auto Negotiate

[Next](#)

\* Required Field

The IntelliShun device bridge supports all common speed/duplex settings for Ethernet. If you have a gigabit connection, the "Auto Negotiate" setting is preferred.

### Automated Failover



By default, the IntelliShun device will maintain your network connectivity in the event of device power loss or failure. In some network configurations this might not be appropriate. Note that when the device is powered off or has failed, the default setting allows it to pass traffic without shunning any of it.

The default setting is correct for most installations. If you have questions about this, please contact support with your network configuration information for assistance.

## Bridge Activation

### SkyCoal Setup & Configuration

Automated failover has been configured.

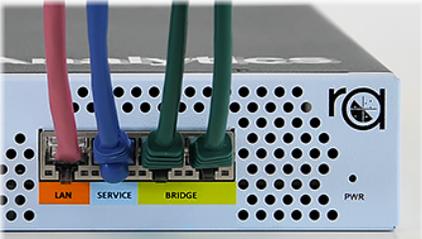
1 2 3 4 5 6 7 8 9

#### Bridge Activation

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If you are not prepared to install the bridge at this time, click skip.

1. **Do not** remove cables from the Service Port or LAN Port.
2. Cable one bridge port to your existing ISP Router or Cable Modem.
3. Cable the other bridge port to your existing firewall.
4. Once done, click next.



[Skip](#) [Next](#)

You might have to wait up to a minute for switch negotiation to complete before proceeding. If it seems to take longer, check your switch/firewall and edge device. If speed/duplex has been set for the Bridge ports, you might need a crossover cable on one or both of the Bridge ports.

## Finishing Setup

The screenshot shows the 'SkyCoal Setup & Configuration' window. At the top, a progress bar has steps 1 through 9, with step 9 highlighted in yellow. Below the progress bar, the 'Finishing Setup' section is visible. It contains a 'Back' button and a 'Retry' button. A message reads: 'Please be patient as the SkyCoal verifies proper installation. Refer to the FAQ in the setup guide in the event of failure.' Below this, there are four rows of status information, each with a green checkmark on the right:

Bridge Connection:	Connected	✓
Connection to the Internet:	Connected	✓
Magic Packets:	Found	✓
Detect Packets:	--	✓

Below the table, a message states: 'The setup is complete, please click finish setup.' At the bottom of the section, there is a 'Finish Setup' button.

This section is covered in detail in the *RA IntelliShun RAF21G Getting Started Guide*. There are additional examples covered the *IntelliShun RAF21G Troubleshooting Guide*.

Note that if the Magic Packet is "found," the Detect Packets test does not run and displays only "--".

Either the Magic Packet must be "found" or Detect Packets must be "found." It is not required for both to be "found."

## Completed Installation

Network Interfaces

Setup has now finished successfully. Please power cycle the device by disconnecting the power and reconnecting.

Detailed Interface Information

	LAN	Service	Bridge	
Device	eth3	eth2	eth0	eth1
DHCP/Static	DHCP	Static	n/a	n/a
IP Address	10.2.251.2	169.254.33.11	n/a	n/a
Netmask	255.255.0.0	255.255.0.0	n/a	n/a
Gateway	10.2.0.1	n/a	n/a	n/a
Link	ok	ok	ok	ok
Auto Negotiated	yes	yes	yes	yes
Speed/Duplex	1000baseTx-FD	100baseTx-FD	100baseTx-FD	1000baseTx-FD
	Edit			

When you reach this screen, your IntelliShun device is fully configured and must be power cycled before entering service. Taking a screen capture or printing the page for your records is recommended. To get more information about the device and configure other settings, visit your RiskTool URL or contact support.

## Log Configuration Setup Screen

The screenshot shows the 'Log Configuration' setup screen. At the top, there is a navigation bar with the following items: Network Interfaces, Information, Bridge Configuration, Log Configuration (highlighted), and Timezone. Below the navigation bar is a blue header with the text 'Log Configuration'. The main content area is divided into two sections, each enclosed in a dashed border. The first section is titled 'SNMP Configuration' and contains the text: 'SkyCoal supports SNMP v2 read-only community name.' Below this text are two rows of configuration fields: 'SNMP Community Name:' with the value 'Not Set', and 'Permitted Requestor IP(s):' with an empty input field. A blue 'Configure' button is located to the right of the IP field. The second section is titled 'System Logging Configuration' and contains the text: 'SkyCoal supports logging selected events to a central syslog server. You will be able to send a test event to your syslog server to verify the configuration.' Below this text are two rows of configuration fields: 'Remote Host:' with the value 'Not Set', and 'Port:' with the value '514'. A blue 'Configure' button is located to the right of the port field.

The “Log Configuration” tab allows access to configure remote syslog and SNMP. Both of these settings can be configured independently or in combination.

## Configure SNMP

The screenshot shows a web-based configuration interface. At the top, there are navigation tabs: "Network Interfaces", "Information", "Bridge Configuration", "Log Configuration" (which is active), and "Timezone". Below the tabs is a blue header bar with the text "Log Configuration". The main content area is titled "Configure SNMP" and contains the following elements:

- A "Cancel" button at the top left.
- A label "SNMP v2 Read-Only Community Name:" followed by an empty text input field.
- A label "Permitted Requestor IP(s):" followed by two radio button options:
  - Any Host
  - Specify Host(s)
- A "Save and Apply" button at the bottom.
- A small asterisk icon and the text "Required Field" at the bottom left of the form area.

The IntelliShun device supports SNMP v2 using a read-only community name. A hostname, IP address, or range of IP addresses can be used to secure the reading of SNMP values from the device. The only values provided are from the System MIB (<https://www.ietf.org/rfc/rfc1213.txt>). If a hostname is used to configure the access list, be certain that the name can be resolved using the DNS server specified on the IntelliShun device.

## Remote Syslog

The screenshot shows a web interface for configuring system logging. At the top, there are navigation tabs: 'Network Interfaces', 'Information', 'Bridge Configuration', 'Log Configuration' (which is active), and 'Timezone'. Below the tabs is a blue header with the text 'Log Configuration'. The main content area is titled 'Configure System Logging' and contains a 'Cancel' button. Below the button is a paragraph: 'SkyCoal supports logging selected events to a central syslog server. You will be able to send a test event to your syslog server to verify the configuration.' There are two input fields: 'Remote Host:' with the value '10.2.150.2' and 'Port:' with the value '514'. A note below the port field says '(Default port is 514)'. Below the input fields is a message: 'Test event has been sent. Check your syslog server.' At the bottom of the form are three buttons: 'Test', 'Disable', and 'Save'. A small asterisk icon is next to the text '\* Required Field'.

The IntelliShun device is able to send diagnostic and runtime log events to a remote syslog server. Once the configuration values have been populated, the “Test” button will write an event to the configured server.

Once enabled (by clicking “Save”), the IntelliShun device will send the following log entries:

- / Notification of completed heartbeat, occurring once per minute.
- / Every 10 minutes, the device will log any updates to list data from RiskAnalytics.
- / Every 5 minutes, the device will log a copy of the score digest (i.e., number of shunned addresses per list).
- / Additionally, any errors in communication between the device and RiskAnalytics will be logged.





