

SecureAgent Software®

IDG 9074®/IDG 9075™

U.S. Patent # 6,578,146

Secure Communications Controller®

Frequently Asked Questions

Purchase, Installation, and Setup

- Q. What is the purchase price of the IDG 907X?**
 - A. The Manufacturer's Suggested Retail Price for the IDG 9074 base model is US \$26,000.
- Q. Does the IDG 907X require the customer to buy SecureAgent 3270 emulation software?**
 - A. No. The IDG 907X will work with popular 3270E-supported emulation software. (If you are considering a less-common emulation product, consult your SecureAgent representative before use.)
- Q. Can an IDG 907X replace multiple 2074s, either Model 1 or 2?**
 - A. Yes.
- Q. What national languages are provided for the IDG 907X?**
 - A. The IDG 907X functions and documentation are written and provided in U.S. English, only. However, the 3270 data streams passing through the IDG 907X can be in any national language supported by the operating system and/or applications involved.
- Q. What if I want to use a non-English keyboard?**
 - A. Use of a non-English keyboard will involve editing the Windows Registry, *and should only be done under the direction of experienced personnel*. Contact SecureAgent Support for additional information. (This applies only to administration of the IDG 907X and not to each user connecting to it with a TN3270 emulator.)
- Q. How is the IDG 907X mounted?**
 - A. The IDG 907X is a 4-U rack-mounted chassis.
- Q. Is the rack included in the purchase?**
 - A. No, the rack is not included in the purchase of the IDG 907X.
- Q. Can the IDG 907X LAN adapters be connected to the same subnet?**
 - A. Yes.
- Q. Can the IDG 907X change configuration “on the fly”?**
 - A. Yes. You can change an LU name, add users, change security, etc., without any disruption.
- Q. Does the IDG 907X provide any encryption for TN3270E sessions?**
 - A. Yes. For encrypted connections, the IDG 907X can use the SecureAgent SecureTN3270E client. With our SecureTN3270E Interface installed, it can use any TN3270E client. (Our SecureTN3270E client does not require the Interface to be installed.)
- Q. Does the IDG 907X support DFT terminals?**
 - A. Yes, we support DFT mode.

Warranty, Updates, and Technical Support

Q. What warranty is provided for the IDG 907X?

- A. For domestically sold units, SecureAgent Software warrants the hardware against defects in materials and workmanship for a period of one (1) year from purchase by the original end user, commencing five (5) days after shipment or reported installation, whichever is later. Purchasers outside the United States should consult their authorized SecureAgent representative or reseller for warranty information.

Q. What is the procedure to obtain support?

- A. Contact SecureAgent Support at 918.971.1600 (voice), 918.971.1623 (facsimile) or via E-mail at support@mail.secureagent.com. A Support Specialist will ascertain whether the failure is related to hardware or software and determine the next step for a speedy resolution.

If onsite support is appropriate, the Support Specialist will contact Specialty Computer Systems, Inc. (SCSI), a major provider of third-party technical support. SCSI technicians have received special training in the IDG 907X; this allows us to provide you with rapid, professional onsite support, thereby minimizing disruptions. SCSI response time for onsite support is 4 hours or less.

Q. How does the microcode and Windows operating system of the IDG 907X get updated?

- A. Updates are available from the Customer Download page on SecureAgent's Web site.

Recovery & Backups

Q. What happens if there is a disruption on the LAN?

- A. A loss of connectivity is experienced and another adapter path needs to be found. Typically, any TN3270E sessions are lost if there is a LAN disruption. For VTAM terminals (e.g. TSO), you would need to log on again; you could probably reconnect to your existing TSO session if the timeout value had not been surpassed. For MCS consoles, MCS will drop the terminal and alternate processing (ALTERNATE console, or ALTGRP group) will occur. To regain use of the LAN connection, the TN3270E session must be restarted (if necessary) and the operator, using another MCS console, must vary the failed address for console use again.

It is also possible to avoid disruption by establishing multiple paths to the two Ethernet adapters, so that if one of the paths to the IDG 907X goes down, the other should recover with no downtime (adapter teaming).

Q. Should there be a power failure, will the IDG 907X automatically reboot and start emulated I/O functions?

- A. Yes, the IDG 907X will automatically reboot and start emulated I/O functions.

Q. How is the IDG 907X's configuration backed up and restored in case of a hardware failure?

- A. Each unit comes with a detailed *Technical Guide* covering installation and maintenance, including a section entitled "Backing Up and Restoring the Configuration Settings."

Security

Q. Does the operating system of the IDG 907X have any virus protection?

- A. Customers may add a virus protection package of their own choosing. The IDG 907X has been successfully tested with Norton AntiVirus.

Q. Can the IDG 907X provide a "handshake" with any of the mainframe security packages such as ACFII, Top Secret, Guardian, etc.?

- A. No

Q. Does the customer have to use SecureAgent software to support compression?

- A. The customer must use either the SecureTN3270 Interface or the Secure TN3270 Web client to have a compressed session with the IDG 9074.

TN3270 Support

- Q. The IDG 907X Technical Guide (included with each unit) mentions TN3270, TN3270E and SecureTN3270™. What's the difference?**
- A. There are a number of additional functions provided in a TN3270E client that are not present in a TN3270 client. With the SecureTN3270 client, the additional functions provided by a TN3270E client are incorporated with secure data encryption that is not available in any other TN3270 or TN3270E client currently available.
- Q. Can any TN3270 client be used as an S/390® system console or operating system console?**
- A. Yes, you can securely run your S/390 console and sub-consoles from virtually anywhere at anytime.

ESCON & Coax Adapter Support

- Q. Does the IDG 907X support more than one ESCON adapter?**
- A. The IDG 907X supports up to 2 ESCON adapters.
- Q. How many SNA and non-SNA sessions does each ESCON adapter support?**
- A. Each ESCON adapter supports up to 256 non-SNA sessions and up to 8192 SNA sessions.
- Q. Can the IDG 907X be configured to provide multi-path support, so that if one ESCON fails, the other will switch sessions on a non-disruptive basis?**
- A. Yes. However, it's important to note that the IDG 907X relies on the capabilities of the operating system to switch sessions. MVS and S/390 both have this capability.
- Q. Does the IDG 907X support coax output?**
- A. Yes, coax support can be installed directly in the IDG 9074 itself or in an external IDG 9075 that is network-connected to the IDG 9074. The IDG 9074 has a limit of 32 coax-attached devices, with one adapter connecting 32 ports or two adapters connecting 16 ports each; the IDG 9075 has either 2 coax adapters supporting 64 coax-attached devices, or 4 adapters supporting 128 coax-attached devices.
- Q. Do the coax ports support 3174-like IND\$FILE transfers?**
- A. Yes.

Hot Console

- Q. Does the IDG 907X provide Hot Console capability?**
- A. Yes.
- Q. How does the Hot Console feature work?**
- A. Our hot console support operates by emulating a terminal display internally within the IDG 907X. This means that it is exactly as though a client made an external, permanent connection immediately when the IDG 907X was started. Therefore, when a user connects to that device, he receives a copy of the current console image along with any subsequent updates to it made by the system. Our hot console support further allows up to ten concurrent users of this same session. This might be of benefit, for example, for the system's master console, enabling off-site support to connect into the exact same console that the operation's staff is running. Although the overhead of the hot console support isn't enormous, it can add up, so we don't recommend assigning a device if there's little to no justification for the resource consumption.

(Hot Console continued on next page.)

Hot Console (continued)

Q. What session types does the Hot Console feature support?

A. Hot console support really means hot 3270 support. In other words we don't care what information happens to appear on the emulated terminal display. It may be MCS, VTAM, VM or anything else. The administrator designates a particular 3270 address as being a hot console via SecureAgent Admin (SAA). For each 3270 device the customer has the option, by way of a drop-down list of choices, of selecting which terminal model (none=off, 2, 3, 4 or 5) the hot console support should emulate. (Users connecting to that device must emulate the same model display; if they do not, they are not allowed to connect and receive a message as to the model type needed for the connection to succeed).

Q. Can I make a Hot Console session roll into another session?

A. No. You may specify an LU name when connecting in order to reach a specific device. Since hot consoles may be shared, the LU name must be specified when connecting to them. If you don't specify an LU name, then you will not connect to a hot console—instead, you'll be connected to the first available device matching your ESCON Groups settings. Therefore, if you don't specify an LU (or specify an LU that you know isn't defined as being hot) then you won't connect to one of these "party line" consoles.

STK Support

Q. Are there IDG 907X customers who are using it to attach to an STK LMU?

A. Yes. Please contact your SecureAgent representative if you require references. The *Technical Guide* (included with each unit) provides instructions on supporting an STK LMU.

Miscellaneous

Q. Is there any way around having to configure the Device Candidate List in the GEN?

A. No.

Q. Is the IDG 907X capable of EMIF?

A. Yes, the IDG 907X supports EMIF.

Q. How are devices assigned to particular LPARs in HCD?

A. Use the Explicit Device Candidate List.

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