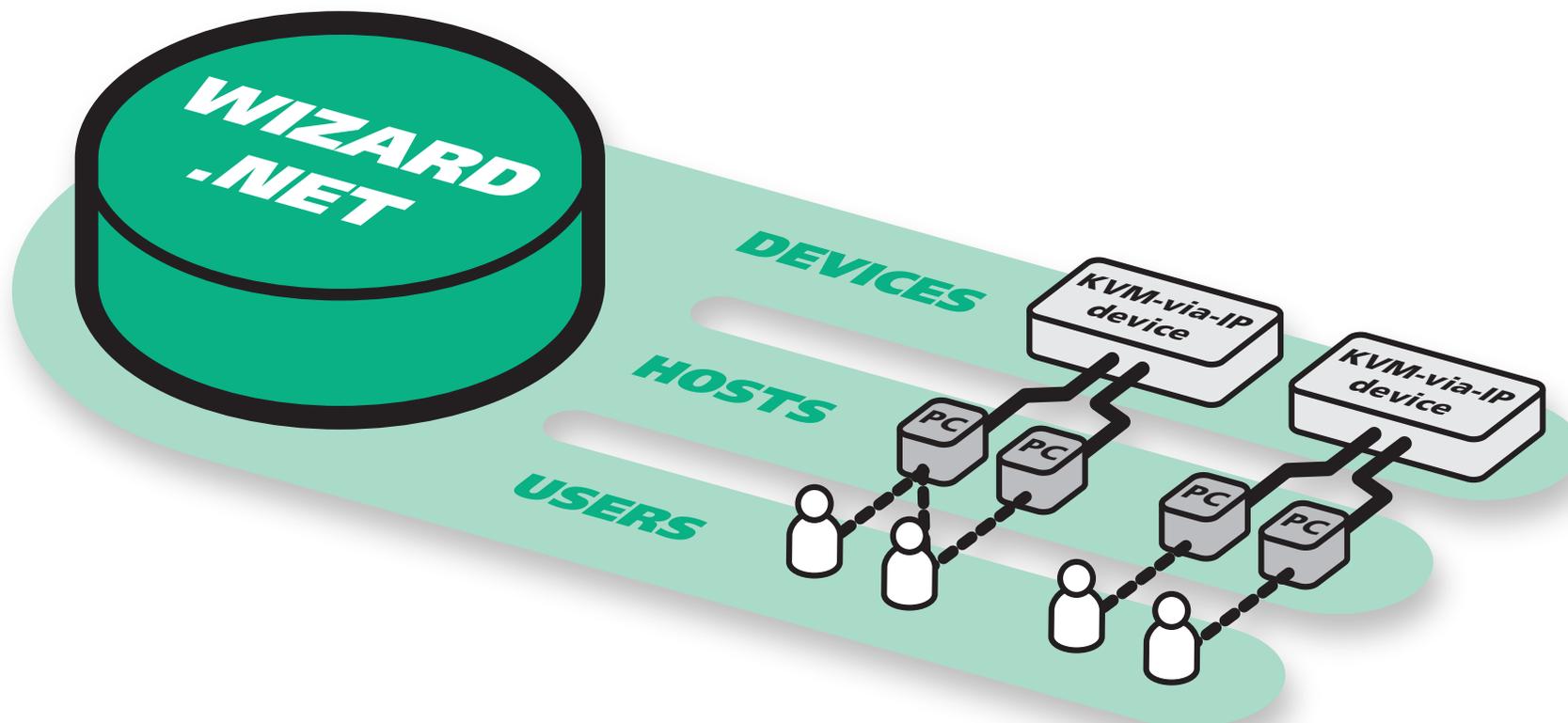




Wizard.net

USER GUIDE



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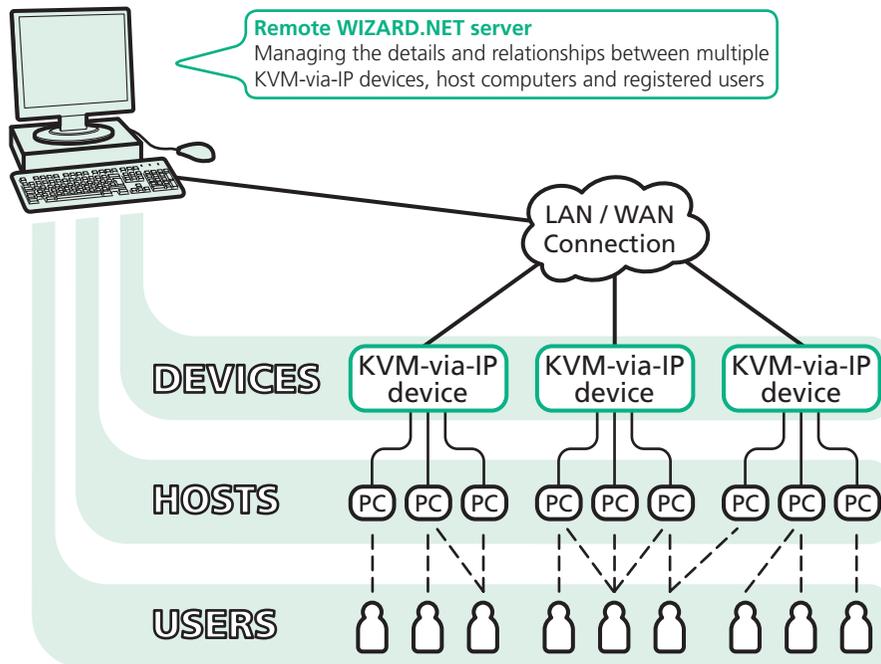
Welcome



Introduction

Black Box KVM-via-IP devices provide the ability to remotely control large numbers of host computers. When controlling larger groups of dispersed computers using numerous KVM-via-IP devices, the major challenge becomes one of *management* – retaining active control over a complex mix of devices, host computers and registered users.

WIZARD.NET has been developed as a common interface to help you to remotely manage any number of KVM-via-IP devices together with all of their connected host computers and the access rights of the users.



Security

To ensure maximum security, WIZARD.NET does not retain any passwords within its database for the devices that it controls. Instead, a valid password is used once only to gain access to each device during the 'acquire' stage where WIZARD.NET establishes a secure ticket with the device. In all subsequent accesses to each device, the relevant secure ticket is used to gain access.

A brief glossary of terms

Throughout the WIZARD.NET application and also this guide, you will find the following terms used to describe the constituent parts of a typical KVM-via-IP system:

Device - Any KVM-via-IP apparatus that allows remote access to one or more computer systems (hosts).

Host - A computer system that is accessible remotely via a KVM-via-IP device. If a KVM-via-IP device serves a single host, then they are considered to be the same logical entity and there is no need to separately define the host.

Host definitions (e.g. port numbers and power commands) that have already been setup on a KVM-via-IP device can be extracted from the device when it is acquired by WIZARD.NET.

Device group - KVM-via-IP devices can be grouped together to provide multiple redundant connections to computer systems. Users are then able to connect to the first available device in the group rather than a specific device. The system will automatically add a device group object for all devices that are added.

Target - A target is anything that a user can make a connection to and that can have user rights allocated to it. A target may be a device, a host or a device group.

User - A registered user of the system who has a defined access rights profile.

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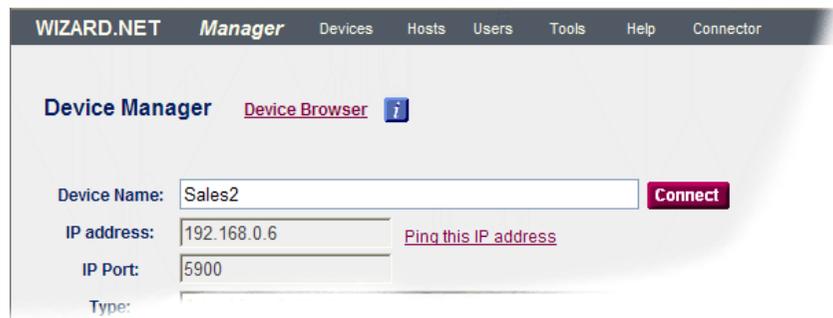
WIZARD.NET operation

WIZARD.NET operates as a server application running on a system that can be completely separate from any of the KVM-via-IP devices – it merely requires an IP-network or Internet connection. WIZARD.NET uses an intuitive HTML user interface which means that registered users can access and control it remotely using a standard web browser. Like all Black Box KVM-via-IP products, WIZARD.NET employs high specification security techniques to ensure that only authorised users may gain access.

WIZARD.NET has two main modules:

The Manager

This module is accessible only to administrators and is where details about all devices, hosts and users are configured and stored.



The Connector

This module can be used by registered users to allow quick access to all of the targets for which they have access rights. Targets may be devices, hosts or device groups, as appropriate.



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Getting started



Installation

WIZARD.NET may be supplied on CD-ROM or as a separate executable self install application. WIZARD.NET requires a Windows 2000, Windows XP or Vista PC that has an IP LAN/WAN/Internet connection to the devices that it will be monitoring.

To install WIZARD.NET

- 1 Insert the CD-ROM or run the install executable.
- 2 Follow the on screen instructions.

During the installation, you will be asked to select the link that you will normally use to access the system. Options are:

- The host name (e.g. host1),
- The fully qualified domain name (e.g. host1.yourcompany.local), or
- The IP address (e.g. 192.168.1.22).

The system will generate a security certificate for your choice which will avoid browser security warnings being generated when you access the system using the chosen link. You will still be able to access the system using the other links, however, browser warnings may be generated.

- 3 After installation, you are strongly recommended to also do the following:
 - Install the [security key authority certificate](#),
 - Install the [VNC-URI client](#) and
 - Install a [licence for the application](#).

Specific device requirements

Due to the close working relationship between WIZARD.NET and the devices that it controls, the various Black Box KVM-via-IP devices must adhere to certain minimum specifications for their firmware revisions:

Device	Minimum firmware revision
ServSwitch Wizard IP	v3.0
ServSwitch Wizard IP Plus	v1.0
ServSwitch DXS	v1.0
ServSwitch CX	v2.1

IMPORTANT

In order to maintain the highest possible security, no device is permitted to use the 'Force VNC Protocol 3.3' option when used in conjunction with WIZARD.NET

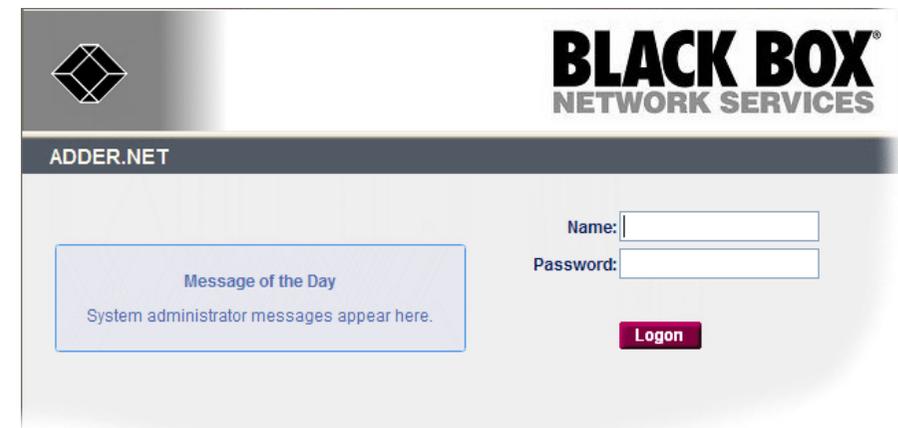
Logging on

The WIZARD.NET server uses standard HTML to produce a user interface that can be viewed with any web browser.

To log on to WIZARD.NET

- 1 Open your web browser and use the link that you specified during the installation, e.g. host1, host1.yourcompany.local, 192.168.1.22, [http://localhost](#), etc.

WIZARD.NET will display the logon screen:



- 2 [When accessing for the first time since installation: See [page 5](#) for details about installing a security key authority certificate and also the VNC-URI handler.]

Enter a valid user name and password and then click the **Logon** button.

*Note: The default administrator user name is **admin** and the default password is **blackbox**. Ensure that these are changed as a first step once WIZARD.NET is running.*

Depending upon your access rights, you will either be presented with:

- **The Manager screen** - where you can make changes to the configuration of the devices, hosts and user accounts, or
- **The Connector screen** - where you can access all of the hosts to which you have rights.

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Additional installation items

Before WIZARD.NET can become fully operational, you need to install three further items:

- Security key authority certificate,
- VNC-URI client,
- Software licence.

The first two items are installed from the initial logon screen, the third is available from the Tools menu within the WIZARD.NET application.

Installing a security key authority certificate

The Security key authority certificate provides your browser with the necessary reassurance that the software is from a known good source and as a result, you will not need to provide a security confirmation every time WIZARD.NET is used.

To install the security key authority certificate

- 1 Within the WIZARD.NET logon screen, click the following link:
Install the key authority certificate on this PC
- 2 In the resulting dialog box, click the **Open** button.
- 3 In the next dialog box, click the **Install Certificate...** button and then follow the on screen instructions to complete the installation.

Installing the VNC-URI client

The VNC-URI client is necessary to allow connections to be made from WIZARD.NET to KVM-via-IP devices.

To install the VNC-URI client

- 1 Within the WIZARD.NET logon screen, click the following link:
Install the VNC-URI client for WIZARD.NET on this PC
- 2 In the resulting dialog box, click the **Run** button.
- 3 If a subsequent security dialog gives a security warning, click the **Run** button to continue.
- 4 In the next dialog box, click the **Next >** button and then follow the on screen instructions to complete the installation.

Installing a software licence

The software licence is necessary to unlock the full feature set of WIZARD.NET. You will need to obtain a licence code from your retailer or from Black Box technical support.

To install a software licence

- 1 Logon to the WIZARD.NET Manager application.
- 2 On the WIZARD.NET Manager menu bar, place your mouse pointer over **Tools** and then choose **License** from the drop down list.
- 3 Within the Licence Manager screen, click the **Add Licence** link.
- 4 Enter the 25 digit licence code and click the **Add** button.

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The Manager



Using the Manager

Among its menus, the Manager has three main options to represent the three key areas of information that it holds:

- Devices (KVM-via-IP equipment),
- Hosts (computers), and
- Users.

General screen layout

Both the Manager and the Connector module screens use similar screen layouts, with a consistent menu bar and drop down menus:



Standard icons

On many WIZARD.NET screens you will see one or more of the following icons:

- / Click to display/hide contextual help on the displayed page items,
- Click to display list items in alphabetic form,
- Click to display list items in hierarchical form,
- Click to display list items in tabular form,
- Indicates that the host is listed in your favourites,
- / Indicates that the host is available/unavailable.

Beginning a new installation

When beginning a new installation, the starting point usually lies with the [Devices](#), although [Hosts](#) or [Users](#) may be added at any time. It is advantageous to begin with the Devices because once located, they can automatically provide information about their connected host computers, saving you time and effort.

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Devices

Adding new devices

Devices are KVM-via-IP equipment (such as the ServSwitch CX) through which a remote connection can be made to one or more host computers. You can choose to either:

- Instruct the Manager to find devices for you, or
- Add each new device manually.

To find devices

- 1 On the WIZARD.NET Manager menu bar, place your mouse pointer over **Devices** and then choose **Find devices** from the drop down list. The screen will show:

Enter the base IP address for your search (i.e. 192.168.0.1)

Unless the device for which you are searching has had its port number changed, leave this option at 5900. If a device port number has been altered, change this value to match.

Enter the number of IP addresses to check from the base address

- 2 Enter your search parameters and click the **Search** button.

Notes:

Ensure that the KVM-via-IP device(s) that you seek are switched on, correctly configured and are connected to an IP network that can be accessed by WIZARD.NET.

If the WIZARD.NET server system is on the other side of a firewall from the device(s) that you seek, ensure that an exception is registered with the firewall for port 5900.

After a short delay (depending on how many addresses you requested to check) the screen will show the results of the search. The results are colour coded depending upon the items found:

Any new KVM-via-IP devices will be shown with a white background and a checkbox.

- 3 Click the checkbox(es) of the device(s) to add and click the **Add** button. The selected device(s) will be shown within the Device Browser screen:

To top	Device Name	Description	IP address	IP Port
Manage	*192.168.0.6		192.168.0.6	5900



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- Click the **Manage** button of the newly discovered device that you wish to configure. The Device Manager screen will display connection and control details for the selected device:

Initially shows the address for the discovered device, however, you may change this – the chosen name will be written back to the device.

Allows you to send a test IP packet to the device to ensure that it is responding correctly.

The status window initially shows Not acquired until a secure ticket has been configured between WIZARD.NET and the device.

Enter the relevant admin password for the device. This password will be used once during the acquisition stage and then discarded from WIZARD.NET in order to maintain security. If a password has not yet been configured within the device, the password entered here will be programmed into the device automatically as part of the acquisition process – blank passwords are not permitted. As a matter of course and good practice, please ensure that sufficiently complex and secure passwords are set on all devices.

Optionally enter details for the device that will assist with recognition, physical location, asset status and also allow it to be located using a keyword search. These can be added or changed later.

Note: If you wish to store details within the WIZARD.NET database, but not proceed with the acquisition at this stage, click this link.

- When all details have been completed, including a relevant (or new) password for the device, click the **Acquire** button to form the bond between the device and WIZARD.NET.

If the acquisition process is successful, the Status box will change to a green background and show the word 'Acquired'. This means that a secure key link has been set up between WIZARD.NET and the device.

If the acquisition fails, check:

- That the password is correct,
- That the device is switched on and accessible,
- That the device responds to a ping operation.



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To manually add a new device

- 1 On the WIZARD.NET Manager menu bar, place your mouse pointer over **Devices** and then choose **New device** from the drop down list. The screen will show:

Optionally enter a name for the device. The name entered here will be written back to the device once acquisition has been achieved.

Enter the IP address where the KVM-via-IP device is located. See notes.

Unless the device for which you are searching has had its port number changed, leave this option at 5900. If a device port number has been altered, change this value to match.

Choose the type of device that you wish to add.

The status window initially shows Not acquired until a secure ticket has been configured between WIZARD.NET and the device.

Enter the relevant admin password for the device. This password will be used once during the acquisition stage and then discarded from WIZARD.NET in order to maintain security. If a password has not yet been configured within the device, the password entered here will be programmed into the device automatically as part of the acquisition process – blank passwords are not permitted. As a matter of course and good practice, please ensure that sufficiently complex and secure passwords are set on all devices.

Optionally enter details for the device that will assist with recognition, physical location, asset status and also allow it to be located using a keyword search. These can be added or changed later.

If you wish to store details within the WIZARD.NET database, but not proceed with the acquisition at this stage, click this link.

- 2 Enter the relevant details for the device and click the **Acquire** button. After a short delay, if the acquisition process is successful, the Status box will change to a green background and show the word 'Acquired'. This means that a secure key link has been set up between WIZARD.NET and the device.

If the acquisition fails, check:

- That the password is correct,
- That the device is switched on and accessible,
- That the device responds to a ping operation.

For details about the Advanced Control options, see the section [Managing device entries](#).

Notes:

Ensure that the KVM-via-IP device that you seek is switched on, correctly configured and is connected to an IP network that can be accessed by WIZARD.NET.

If the WIZARD.NET server system is on the other side of a firewall from the device(s) that you seek, ensure that an exception is registered with the firewall for port 5900.

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Managing device entries

You can view and edit numerous details of any acquired device.

To manage a device entry

- 1 On the WIZARD.NET Manager menu bar, place your mouse pointer over **Devices** and then choose **View** from the drop down list. The Device Browser screen will show a list of all devices registered within WIZARD.NET. Where large numbers of devices are registered within WIZARD.NET, you can use the [search facility](#) to quickly locate a particular device.
- 2 Click the **Manage** button adjacent to the required device name to display the Device Manager screen:

BLACK BOX NETWORK SERVICES

WIZARD.NET *Manager* Devices Hosts Users Tools Help Connector

Device Manager [Device Browser](#) [i](#)

Device Name: [Connect](#)

IP address: [Ping this IP address](#)

IP Port:

Type:

[Advanced Control](#)

Status: Acquired

Password:

Description:

Location:

Asset:

Keywords:

[Submit Changes](#)

[Reacquire the device](#)

[View log](#)

[Delete this device](#)

Displays the current name for the chosen device. Any change to this name will be written to the device when the Submit Changes button is next clicked.

Indicates the IP address, IP Port and device Type – these items are not editable.

Ping - Allows you to send a test IP packet to the device to ensure that it is responding correctly.

Advanced control – Provides three useful options:

- Extract hosts from the device – Downloads the connection details of all host computers registered with the KVM device.
- Download the configuration from the device - Downloads numerous internal configuration settings from the device and permits changes to be made and reloaded back to the device.
- Reboot this device – sends a reboot command to the device.

Shows the current WIZARD.NET status for the device: Acquired (green highlight) or Not Acquired (red highlight).

Allows you to optionally change the administrator's password for the device. This will be written to the device when the Submit Changes button is next clicked.

Optional details for the device that will assist with recognition, physical location, asset status and also allow it to be located using a keyword search.

Click to update the WIZARD.NET database and also, where necessary, store changes within the device.

View log – Downloads the status log from the device.

Delete this device – Remove the device from the WIZARD.NET database.

- 3 When all details have been completed for the new host, click the **Submit Changes** button.



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To search for a device

- 1 On the WIZARD.NET Manager menu bar, place your mouse pointer over **Devices** and then choose **Search** from the drop down list. The Device Search screen will be displayed:

The screenshot shows the WIZARD.NET Manager interface. At the top, there is a navigation bar with 'WIZARD.NET Manager' and a menu with 'Devices', 'Hosts', 'Users', 'Tools', 'Help', and 'Connector'. Below this is the 'Device Search' section. It features a 'Device Browser' link with an information icon, which is highlighted by a green arrow and the text 'Click to show a list of all registered devices.' The search form includes the following fields: 'Device Name:', 'Description:', 'IP address:', 'IP Port:', 'Location:', and 'Status:' (a dropdown menu). A red 'Search' button is located below the fields. At the bottom of the form, there are two radio buttons: 'Search for entries with ANY of the above' (selected) and 'Search for entries with ALL of the above'. A checkbox labeled 'Show entries that DONT match' is also present.

- 2 As required, enter one or more search criteria for the device:
 - The name of the device,
 - The description of the device,
 - The IP address of the device,
 - The IP Port number of the device,
 - The location of the device.
 - The Status of the device, i.e. whether it has been acquired or not acquired yet.

- 3 Choose the search logic that you wish to apply:
 - Include devices that meet ANY of your search criteria,
 - Include devices that meet ALL of your search criteria,
 - Show devices that DON'T match your search criteria.
- 4 When all search criteria are in place, click the **Search** button. After a short delay the Device Search screen will list all of the devices that match your criteria.
- 5 Click the **Manage** button adjacent to the name of the required device to view the Device Manager screen, as discussed in the section [Managing device entries](#).

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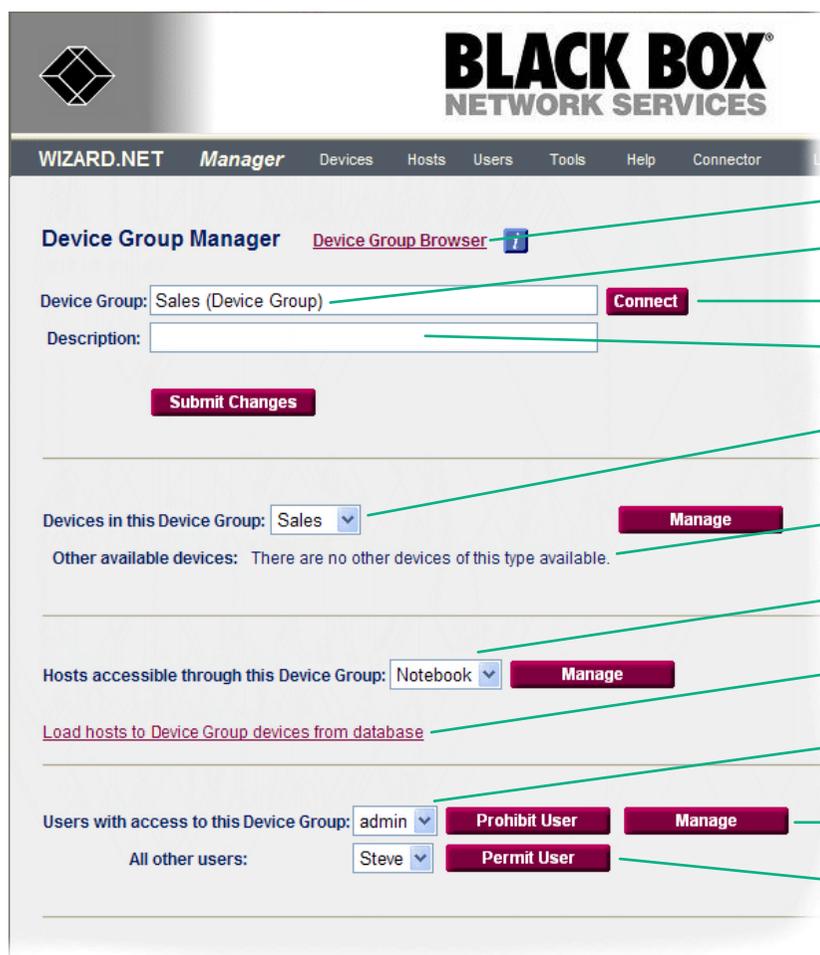
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Device groups

A Device group consists of one or more KVM-via-IP devices that collectively provide multiple paths to the same set of host computers. The multiple paths are important because they provide redundancy within the overall system and allow more than one route to any single host computer.

To view and edit a Device group

- 1 On the WIZARD.NET Manager menu bar, place your mouse pointer over **Devices** and then choose **View Groups** from the drop down list. The Device group Browser screen will list all current Device groups.
- 2 Click the **Manage** button adjacent to the required Device group to display the Device group Manager screen:



Click to return to the list of Device groups.

Optionally change the name of the current Device group (and click the Submit Changes button).

Click to display the current output of the Device group.

Optionally add/edit a description of the Device group.

Lists the devices within this Device group. You can select a device and then either click the Remove button to exclude it from the Device group or click the Manage button to view/adjust details held for the chosen device.

Lists all known devices that are not currently part of this Device group. To add a device, select it from the drop down list and then click the Add button.

Lists the hosts that are available via this Device group. Select a host and click the Manage button to view/alter details for a particular host.

Click to update the local host definitions on all the KVM-via-IP devices that form part of the group.

Allows you to exclude particular users from accessing this Device group. If necessary, select a user from the drop down list and click the Prohibit User button.

Click this button to view details for the user currently shown in the adjacent drop down list box.

Allows you to grant access for particular users to this Device group. If necessary, select a user from the drop down list and click the Permit User button.



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Hosts

Adding new hosts

Hosts are computers that are linked to a KVM-via-IP device. There are two main ways to add new hosts, you can either:

- Extract hosts from a device, or
- Add each new host computer manually.

Note: If you wish to extract hosts from the device, always do this before adding any hosts manually. The process of adding hosts manually will normally overwrite an existing host definitions stored within the KVM-via-IP device.

To extract hosts from a device

- 1 On the WIZARD.NET Manager menu bar, place your mouse pointer over **Devices** and then choose **View** from the drop down list. The screen will show a list of all devices that are registered within WIZARD.NET.
- 2 Click the **Manage** button of the appropriate device to display the Device Manager screen.
- 3 Click the **Advanced Control** link to display the Hardware Manager screen.
- 4 Click the **Extract hosts from the device** link and then confirm the popup dialog box. After a short delay the Host Browser screen should be displayed with a list of all extracted host computers from the device. Each host computer entry can be individually viewed and edited by clicking the adjacent **Manage** button – see [Managing host entries](#).

To manually add a new host

When manually adding a host you need to know various connection details:

- The device to which the host is connected,
 - The port of the device (if applicable) to which the host is connected,
 - Optionally, the power on/power off sequence commands, if power switching is employed.
- 1 On the WIZARD.NET Manager menu bar, place your mouse pointer over **Hosts** and then choose **New Host** from the drop down list. The screen will show the screen shown on the right ⇔
 - 2 When all details have been completed for the new host, click the **Submit Changes** button. The details will be stored within WIZARD.NET, however, no connection will be made to either device or the new host at this stage.

The screenshot shows the 'New Host' form in the WIZARD.NET Manager interface. The form includes fields for Host name, Device Group (a dropdown menu), Description, Location, Asset, Keywords, Hot key / port, Power-on sequence, and Power-off sequence. A 'Connect' button is next to the Host field, and a 'Submit Changes' button is at the bottom. Annotations with green arrows point to the Device Group dropdown, the Host field, the Hot key / port field, and the Power-on/off sequence fields.

Annotations:

- Optionally enter a name for the new host.
- From the list, select the Device group to which the host is connected.
- Optionally enter details for the device that will assist with recognition, physical location, asset status and also allow it to be located using a keyword search.
- If the device has more than one computer port, enter either the port number to which the host is connected or the hotkey sequence that will link to the host. See the Hot key / port section below.
- Optionally enter power switching sequences for the host, if power switching is employed on the device.

Hot key / port

The hot key / port setting depends on the device to which the host is connected:

- If a single port device or a VNC Server program is used, then no hot key / port number is required.
- If the device has multiple ports (e.g. ServSwitch CX) then simply specify the port number to which the host is connected as follows: 01, 02, 03...24.
- If the device is a combination of closely coupled units (i.e. a switch and an IP device), then specify the port number to which the host is connected in square brackets as follows: [01], [02], [03].... [24].
- If the device is connected to a KVM switch that is controlled by hot keys, then specify the hot key that will access the host, e.g. +CTRL+ALT+1 +CTRL+ALT+2 +CTRL+ALT+3 +CTRL+ALT+24

For other hotkey combinations please refer to the manual of your KVM-over-IP device and/or KVM switch.



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Managing host entries

You can view and edit numerous details of any registered host.

To manage a host entry

- 1 On the WIZARD.NET Manager menu bar, place your mouse pointer over **Hosts** and then choose View from the drop down list. The screen will show a list of all hosts registered within WIZARD.NET. Where large numbers of hosts are registered within WIZARD.NET, you can use the [search facility](#) to quickly locate a particular host.
- 2 Click the **Manage** button adjacent to the required host name to display the Host Manager screen.

The screenshot shows the 'Host Manager' interface in WIZARD.NET. The main form contains the following fields and buttons:

- Host:** Notebook (with a **Connect** button)
- Device Group:** Sales (Device Group) (with a **Manage this Device Group** button)
- Description:** Target extracted from Sales (Device Group)
- Location:** (empty field)
- Asset:** (empty field)
- Keywords:** (empty field)
- Hot key / port:** [01]
- Power-on sequence:** (empty field)
- Power-off sequence:** (empty field)
- Submit Changes** button
- Users with permission:** admin (with **Prohibit User** and **Manage** buttons)
- All other users:** Steve (with **Permit User** button)
- [Delete this host](#) link

Name of the host computer

Click to connect with the host and open a VNC window to view/control it

Click to view/edit details about the Device group to which this host belongs

Optional details for the device that will assist with recognition, physical location, asset status and also allow it to be located using a keyword search.

If the device has more than one computer port, this field will contain the port number to which the host is connected or the hotkey sequence that will link to the host. See the [Hot key / port](#) section.

Optional power switching sequences for the host, if power switching is employed on the device.

Click to save changes to the WIZARD.NET database

Allows you to exclude particular users from making contact with this host. If necessary, select a user from the drop down list and click the Prohibit User button.

Click this button to view details for the user currently shown in the adjacent drop down list box.

Allows you to grant access for particular users to this host. If necessary, select a user from the drop down list and click the Permit User button.

- 3 When all details have been completed for the host, click the **Submit Changes** button. The details will be stored within the WIZARD.NET database.



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To search for a host

- 1 On the WIZARD.NET Manager menu bar, place your mouse pointer over **Hosts** and then choose **Search** from the drop down list. The screen will show the Host Search screen:

WIZARD.NET Manager Devices Hosts Users Tools Help

Host Search [Host Browser](#)

Host:

Device group:

Description:

Location:

Search

Search for entries with ANY of the above

Search for entries with ALL of the above

Show entries that DONT match

Note:
* can also be used as a wildcard character during searches.

- 2 As required, enter one or more search criteria for the host:
 - The name of the host,
 - The Device group to which the host belongs,
 - The description of the host,
 - The location of the host.
- 3 Choose the search logic that you wish to apply:
 - Include hosts that meet ANY of your search criteria,
 - Include hosts that meet ALL of your search criteria,
 - Show hosts that DON'T match your search criteria.
- 4 When all search criteria are in place, click the **Search** button. After a short delay the Host Search screen will list all of the hosts that match your criteria.
- 5 Click the **Manage** button adjacent to the name of the required host to view the Host Manager screen, as discussed in the section [Managing host entries](#).

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Users

The users section allows you to create and manage lists of users, and determine which hosts and Device groups they are permitted to access.

Adding new users

To add a new user

- 1 On the WIZARD.NET Manager menu bar, place your mouse pointer over **Users** and then choose **New User** from the drop down list. The New User screen will be displayed:

The screenshot shows the 'New User' configuration page in the WIZARD.NET Manager. The page has a header with the 'BLACK BOX NETWORK SERVICE' logo and a navigation menu with 'WIZARD.NET Manager' and sub-items 'Devices', 'Hosts', 'Users', 'Tools', 'Help', and 'Connectors'. The main content area is titled 'New User' and includes a 'User Browser' link and an information icon. The form fields are: 'User' (text input), 'Password' (text input), 'Manager?' (checkbox), 'Manager Start Page' (dropdown menu with 'How to ...' selected), 'Description' (text input), 'Selected language' (dropdown menu with 'English' selected), and 'Most-recent list size' (dropdown menu with '0' selected). A red 'Submit Changes' button is located at the bottom of the form.

Enter the name of the new user.

Enter the password for the new user.

Tick to allow the new user access to the WIZARD.NET manager, otherwise the user will be permitted to use the Connector module only.

If the Manager option is ticked, select the initial screen that the new user will see when first logging into WIZARD.NET.

Optionally enter a description for the new user.

Choose the language in which the WIZARD.NET menus should be presented to the user.

Determines the number of entries possible in the list of Targets Accessed Most Recently (visited host computers) shown within the Connector screen.

- 2 When all details have been completed for the new user, click the **Submit Changes** button. The details will be stored within the WIZARD.NET database.



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Managing user entries

You can view and edit numerous details for any registered user.

To manage a user entry

- 1 On the WIZARD.NET Manager menu bar, place your mouse pointer over **Users** and then choose **View** from the drop down list. The screen will show a list of all users registered within WIZARD.NET. Where large numbers of users are registered within WIZARD.NET, you can use the [search facility](#) to quickly locate a particular user.
- 2 Click the **Manage** button adjacent to the required user name to display the User Manager screen.

The screenshot shows the 'User Manager' interface for 'admin'. The form includes fields for 'User', 'Password', 'Manager?' (checked), 'Manager Start Page' (How to ...), 'Description' (Initial system user - delete or change password ASAP), 'Favourites' (Sales (Device Group)), 'Selected language' (English), and 'Most-recent list size' (4). A 'Submit Changes' button is present. Below the form, there are 'Permitted targets' (Sales (Device Group)) and a 'Prohibit Target' button. At the bottom, there is a 'Delete this user' link. Green lines connect various form elements to explanatory text on the right.

Name of the user

The characters of the password are not shown. You can changes the password for the user by overwriting this entry (then click the Submit Changes button).

Tick to allow the user access to the WIZARD.NET manager, otherwise the user will be permitted to use the Connector module only.

If the Manager option is ticked, select the initial screen that the new user will see when first logging into WIZARD.NET.

Optional description for the user.

Choose the Favourites to display

Choose the language in which the WIZARD.NET menus should be presented to the user.

Determines the number of entries possible in the list of Targets Accessed Most Recently (visited host computers) shown within the Connector screen.

Allows you to exclude the user from gaining access to particular hosts or Device groups. If necessary, select a host or Device group from the drop down list and click the Prohibit Target button.

Click to remove this user profile from the WIZARD.NET database.

- 3 When all details have been completed for the user, click the **Submit Changes** button. The details will be stored within the WIZARD.NET database.



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To search for a user

- 1 On the WIZARD.NET Manager menu bar, place your mouse pointer over **Users** and then choose **Search** from the drop down list. The User Search screen will be displayed:

WIZARD.NET Manager Devices Hosts Users Tools Help Con

User Search [User Browser](#) 

User:

Description:

Selected language:

Search

Search for entries with ANY of the above

Search for entries with ALL of the above

Show entries that DONT match

Note:
* can also be used as a wildcard character during searches.

- 2 As required, enter one or more search criteria for the user:
 - The name of the user,
 - The description of the user,
 - The language used by the user.
- 3 Choose the search logic that you wish to apply:
 - Include users that meet ANY of your search criteria,
 - Include users that meet ALL of your search criteria,
 - Show users that DON'T match your search criteria.
- 4 When all search criteria are in place, click the **Search** button. After a short delay the User Search screen will list all of the users that match your criteria.
- 5 Click the **Manage** button adjacent to the name of the user to view the User Manager screen, as discussed in the section [Managing user entries](#).

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Tools

The Tools menu provides access to various items:



Alerts – This options displays a complete list of any all operational alerts that have been generated by the WIZARD.NET server in response to events and states which may require attention. Individual alerts are also presented within the various relevant sections of WIZARD.NET.

Preferences – Lists all of the configurable user preferences within WIZARD.NET In each case, click the adjacent Change button to alter a setting.

Configure WIZARD.NET – Displays the base configuration details for WIZARD.NET:

Licence – Displays licence and system information for the WIZARD.NET server installation and allows you to add further licences to the installation.

Logoff

Ends the current WIZARD.NET Manager session and returns to the logon screen.

Configurable parameter	Value	
Connector Refresh Period (seconds)	30	Change
Auto-logout Timeout (minutes)	240	Change
HTML for Left-Hand Logon Message	Message of the Day System administrator messages appear here.	Change
HTML for Right-Hand Logon Message	Support To use WIZARD.NET you will need to install the VNC-URI client. You are also recommended to install the key authority certificate to avoid repeated browser warning messages. 	Change

Determines the time period between refreshes of the Connector screen (in seconds).

Determines the time period (in seconds) of inactivity after which WIZARD.NET will automatically logout for security purposes.

Determines the message that is displayed on the left side of the logon screen when viewing WIZARD.NET. Use standard HTML tags for formatting.

Determines the message that is displayed on the right side of the logon screen when viewing WIZARD.NET. Use standard HTML tags for formatting.



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The Connector



The WIZARD.NET Connector module provides access to all host computers and Device groups according to your access rights.

Accessing the Connector

To access the Connector module

The Connector is accessible in two main ways, either:

- Directly from the logon screen if you are not authorised to view the WIZARD.NET Manager module, or
- From within the Manager module: Click the **Connector** option from the Manager menu bar.

When you first enter the Connector module, you will see a list of available targets for which you have access rights:



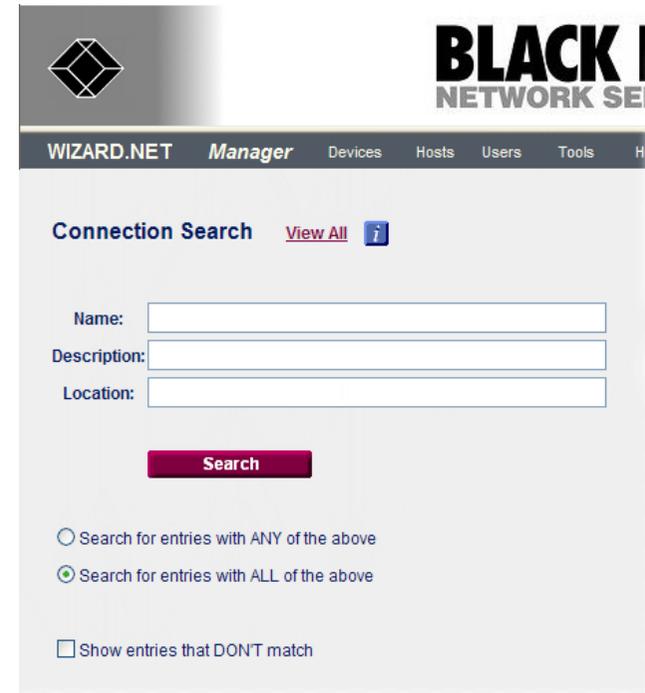
To return to the Manager module

- 1 On the WIZARD.NET Connector menu bar, choose the **Manager** option.

Searching for hosts

To search for a host or Device group

- 1 On the WIZARD.NET Connector menu bar, choose the **Search** option. The Connection Search screen will be displayed:



Note:

* can also be used as a wildcard character during searches.

- 2 As required, enter one or more search criteria for the connection:
 - The name of the host (or Device group),
 - The description of the host,
 - The location of the host.
- 3 Choose the search logic that you wish to apply:
 - Include hosts that meet ANY of your search criteria,
 - Include hosts that meet ALL of your search criteria,
 - Show hosts that DON'T match your search criteria.
- 4 When all search criteria are in place, click the **Search** button. After a short delay the search screen will list all of the hosts that match your criteria.

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Using hosts

To access a host or Device group

- 1 Locate the required host or Device group, either:
 - Click the View All link,
 - From your Favourites list,
 - From the Targets Accessed Most Recently, or
 - By using the [search facility](#).
- 2 Click the Connect button adjacent to the required host or Device group entry. A new VNC window will be opened to allow you to view the current output of the selected host.

To add an item to your favourites list

- 1 Locate the required host or Device group entry within the Connector screen.
- 2 Click the **i** icon adjacent to the **Connect** button for the entry:
The screen will show information about the selected host:

The screenshot shows the Blackboard Network Service interface. At the top, it says "Displayed 2 of 2 hosts." Below this is a table with columns "Name" and "Connect". The first row shows "Notebook" with a "Connect" button and an information icon (i). A hand cursor is pointing at the information icon.

Below the screenshot, step 3 is shown: "3 In the Favourite section, click the **Add to Favourites** link."

The screenshot shows the "Connection Information" page for the "Notebook" host. It includes a "Connect" button and the following details:

Name:	Notebook
Type:	Computer
Description:	Target extracted from Sales (Device Group)
Location:	
Favourite:	No Add to Favourites
Status:	1 / 1

When you return to the main Connector screen, the host will have a ★ icon and it will also be listed within your Favourites section.



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Troubleshooting

If you experience problems when installing or using WIZARD.NET, please check through this section for a possible solution. If your problem is not listed here and you cannot resolve the issue, then please refer to the 'Getting assistance' section.

My browser issues a security warning when first accessing WIZARD.NET.

- Use the link that you selected when installing the software (either the name, the fully qualified name or the IP address).

My browser issues repeated "website certified by an unknown authority" messages.

- Install the key authority certificate on your computer - a link to this is given on the WIZARD.NET login page.

I cannot make a connection to the required host.

- Ensure that you have installed the VNC-URI client on you computer.

Getting assistance

If you are still experiencing problems after checking the list of solutions in the Troubleshooting section then we provide a number of other solutions:

- **Email** in the US: **techsupport@blackbox.com**
 in the UK: **techhelp@blackbox.co.uk**
- **Phone** in the US: **724-746-5500**
 in the UK: **+44 (0)118 965 6000**

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