



WatchGuard XTM 2 Series

Hardware Guide

XTM 21, 21-W, 22, 22-W, 23, 23-W

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ABOUT WATCHGUARD

WatchGuard offers affordable, all-in-one network and content security solutions that provide defense-in-depth and help meet regulatory compliance requirements. The WatchGuard XTM line combines firewall, VPN, GAV, IPS, spam blocking and URL filtering to protect your network from spam, viruses, malware, and intrusions. The new XCS line offers email and web content security combined with data loss prevention. WatchGuard extensible solutions scale to offer right-sized security ranging from small businesses to enterprises with 10,000+ employees. WatchGuard builds simple, reliable, and robust security appliances featuring fast implementation and comprehensive management and reporting tools. Enterprises throughout the world rely on our signature red boxes to maximize security without sacrificing efficiency and productivity.

For more information, please call 206.613.6600 or visit www.watchguard.com.

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Hardware Specifications

WatchGuard® XTM security appliances deliver unparalleled unified threat management, superior performance, ease of use, and value for your small organization or branch office. Our security subscriptions give you fully integrated protection from spyware, spam, viruses, worms, trojans, web-based exploits, and blended threats. From firewall and VPN protection to secure remote access, WatchGuard XTM devices support a broad range of network environments.

This guide introduces the XTM 2 Series, a series of RoHS-compliant (lead-free) hardware products offered by WatchGuard.

The WatchGuard® XTM 2 Series is a network security device for small organizations and branch offices.

The XTM 2 Series product line includes:

- WatchGuard XTM 2 Series
- WatchGuard XTM 2 Series Wireless

You can upgrade some XTM 2 Series or XTM 2 Series wireless devices to a higher model in the XTM 2 Series line for more capacity and performance with a simple software license key.

Note

This Hardware Guide applies to XTM 2 Series devices with model numbers XTM 21, 22, 23, 21-W, 22-W, and 23-W . If your device has a different model number, your hardware is described in the XTM 2 Series Hardware Guide that applies to that model.

Fireware XTM OS

The XTM 2 Series devices support WatchGuard's next generation UTM OS—Fireware® XTM. Each XTM 2 Series device includes Fireware XTM and delivers exceptional protection against today's sophisticated threats to make sure that your business stays connected. For more information on the features of Fireware XTM OS, see the current *Fireware XTM WatchGuard System Manager Help* or *Fireware XTM Web UI Help*.

Package Contents

- CD-ROM with this *Hardware Guide*
- XTM 2 Series appliance
- Quick Start Guide
- Hardware warranty card
- AC adapter (12V/2A) with international plug kit
- Power cable clip, to attach to the cable and connect to the device. This decreases the tension on the power cable.
- 1 straight-through Ethernet cable
- 1 wall mount plate (wireless models only)
- Three antennas (wireless models only)

Hardware Description

Hardware Specifications

	XTM 21, 22, 23	XTM 21-W, 22-W, 23-W Wireless models
Processor	667 MHz Single Core	667 MHz Single Core
Memory: Flash	256 MB	256 MB
Memory: RAM	256 MB	256 MB
Power supply	12V/2A	12V/2A
Dimensions	D = 156mm (6.13") W = 163mm (7.4") H = 32mm (1.25")	D = 203mm (8.0") W = 273mm (10.75") H = 32mm (1.25") Antenna height = 127mm (5.0")
Weight	1.3 U.S. pounds	1.55 U.S. pounds (with antennas)

Interface Specifications

- | | |
|---------------------------|--|
| Network interfaces | <ul style="list-style-type: none">• 3x GbE Copper RJ45, 1000Base-T, 100Base-TX, or 10 Base-T (10/ 100/1000Mbps)• 3x 10/100 Mbps |
| I/O interfaces | <ul style="list-style-type: none">• 2 USB |

Front View

The front panel of the device.



Fail Over

The Fail Over indicator is lit when there is a WAN failover from the primary external interface to the backup interface. After the external interface connection fails back to the primary external interface, the indicator is not lit.

WAP

The WAP indicator is lit when the XTM 2 Series wireless device is activated as a wireless access point or as a wireless client.

Network interface status indicators

The status indicators for the six network interfaces are labeled 5, 4, 3, 2, 1, 0. There are two status indicators for each interface.

Indicator	Indicator color	Interface Status
Link	Green	Power on, connection established
	Not lit	Power off, no connections
	Blinks (speed of blink increases as the data flow increases)	Data sent and received
100/1000	Not lit	Link speed: 10 Mbps
	Green	Link speed: 100 Mbps
	Amber	Link speed: 1000 Mbps

Status

The Status indicator shows when there is a management connection to the device. The Status indicator is lit for 30 seconds after you connect to the device with the Fireware XTM Web UI or the command line interface. It is also lit when the device is polled by WatchGuard System Manager.

Mode

The Mode indicator shows the status of the external network connection. If the device can connect to the external network and send traffic, the indicator is green. The indicator flashes if the device cannot connect to the external network and send traffic.

Attn

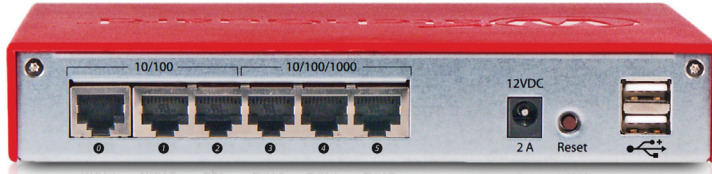
The Attn indicator is lit when you start the device with the Reset button pressed. For more information, see "Restore Factory Default Settings" on page 7.

Power (⏻)

The power indicator is lit when the device is on.

Rear View

Rear view of the device.



Network interfaces

The interfaces have standard RJ45 connectors and are labeled 0, 1, 2, 3, 4, 5.

- Interfaces 0, 1, and 2 — support link speeds of 10 or 100 Mbps.
- Interfaces 3, 4, and 5 — support link speeds of 10, 100, or 1000 Mbps.

Antenna (wireless models only)

The XTM 2 Series Wireless device has a wireless antenna to the right of the network interfaces.

Power input

A 12V/2A power supply is included with your device. Connect the AC adapter to the device and to a power source. The power supply tip is plus (+) polarity. Use only the supplied AC power adapter.

Reset button

To reset the device, use the procedure in “Restore Factory Default Settings” on page 7.

USB interfaces

Connect a USB storage device to use for USB backup and restore, or to store a support snapshot.

For more information about USB functions, see current *Fireware XTM WatchGuard System Manager Help* or *Fireware XTM Web UI Help*.

Side Panels

Computer lock slot

The two side panels of the XTM 2 Series have a slot for a computer lock.

Antennas (wireless models only)

The two side panels of the XTM 2 Series Wireless have wireless antennas.

Wall mounting plate (wireless models only)

The wall mounting plate enables you to put the device in a good location to increase the range.

AC Power Adapter

The AC power adapter supplies power for the XTM 2 Series device. You must use the correct plug for the AC power adapter for the power source used in your country.

The international plug kit includes four plugs: Q-NA (North America), Q-UK (United Kingdom), Q-EU (European Union), and Q-SAA (Asia).

Remove the plug from the AC power adapter

If the plug installed in the AC power adapter does not match your power source:

1. Use your thumb or finger to press down the locking key on the AC power adapter.
2. Hold the bottom of the plug.
3. Pull up from the bottom of the plug to remove it from the AC power adapter.

Connect the plug to the AC power adapter

To install a different plug in the AC power adapter:

1. Insert the top of the new plug in the AC power adapter at a 45-degree angle.
You must insert the top of the new plug first. Do not use force to insert the plug into the adapter.
2. Press the bottom of the new plug into the AC power adapter.
The plug clicks into position.

Environmental Requirements

To safely install your XTM 2 Series device, we recommend that you:

- Install it indoors.
- Put it in a secure area, such as a locked room, to block the device from people who do not have permission to use it
- Connect it to a conditioned power supply to prevent damage from sudden power changes

Other environmental requirements:

Operating temperature	0 – 40°C (32 – 104°F)
Operating relative humidity	10% - 85% Non-condensing
Non-operating temperature	–40 – 70°C (–40 – 158°F)
Non-operating relative humidity	10% – 95% Non-condensing

Safety Notices

All WatchGuard products are designed and tested to meet strict safety requirements. These requirements include product safety approvals and other global compliance standards. Read these instructions carefully before you operate the product, and refer to them as needed for continued safe operation of your product.

Product Safety Certification

The WatchGuard product is safety certified for these standards:

- CAN/CSA C22.2 No.60950-1-07
- IEC 60950-1, Second Edition
- UL 60950-1, Second Edition

Safety Warning

- Do not place objects on the power cord.
- Do not obstruct the ventilation openings. These openings prevent overheating of the XTM device.
- Never push objects of any kind into slots or openings on this equipment. If you make contact with a voltage point or short out a part, it can result in fire or electrical shock.
- If the equipment is supplied with a three-conductor AC power cable, the power cable must be plugged in to an approved three-contact electrical outlet with the grounding wire connected to an electrical ground (safety ground) at the power outlet.
- When you remove or install an appliance, follow the general installation safety instructions provided in this Hardware Guide to avoid injury or damage to the device.

The lithium battery used in the security appliance may not be replaced by the user. Return the appliance to a WatchGuard authorized service center for replacement with the same or equivalent type recommended by the manufacturer. If, for any reason, the battery or security appliance must be disposed of, do so following the battery manufacturer's instructions.

Restore Factory Default Settings

If you have a problem in your configuration file that you cannot correct, you can restore the factory default settings and start from a new configuration file. For example, if you do not know the administrator account passphrase, or if a power interruption causes damage to the Fireware XTM OS, you can restore the XTM 2 Series device to the factory default settings and build your configuration again.

To set the XTM 2 Series device to the factory default settings:

1. Disconnect the power supply.
2. Press and hold the **Reset** button on the back of the device.
3. Connect the power supply while you continue to depress the **Reset** button.
4. Continue to depress the button until the **Attn** indicator stays lit. This shows that the device was successfully restored to the factory default settings.

This process can take 75 seconds or more.

You must start the device again before you can connect to it. If you do not, when you try to connect to the device, a web page appears with the message, "Your device is running from a backup copy of firmware." This message also appears if the **Reset** button is stuck in the depressed position. If you continue to see this message, check the **Reset** button and start the device again.

5. Disconnect the power supply.
6. Connect the power supply again.

The Power Indicator is lit and your device is reset.

About the XTM 2 Series Wireless



The WatchGuard XTM 2 Series Wireless conforms to IEEE 802.11a/b/g/n wireless LAN standards. Some key features that have an effect on performance of an 802.11a/b/g/n wireless device include antenna directional gain, signal attenuation (path loss), and channel data rate.

Antenna Directional Gain

Antenna directional gain is based on the shape of the radiation pattern around the antenna. The XTM 2 Series Wireless uses three 2.0 dBi swivel-mount whip antennas. The whip antenna has a radiation pattern similar to a sphere that is depressed in the center. If the antenna is vertical, the gain is greater in the horizontal direction and less in the vertical direction.

Signal Attenuation

The strength of the wireless signal can vary based on the distance between the XTM 2 Series device and the wireless client, the orientation of the antennas, and many environmental factors such as physical obstructions (cabinets, walls, doors, windows, cars driving by, and people moving around), other wireless devices (access points and clients on overlapping channels, wireless phones, or nearby Bluetooth transmitters), and some appliances such as microwave ovens, and mercury street lamps at night, to name a few.

Multi-path reflection occurs when RF signals to the receiver arrive via more than one path because of reflections off walls and other surfaces between the transmitter and the receiver. Multi-path reflection can cause signal strength to vary by as much as 30dB. To reduce variation in signal strength due to multi-path reflection, the XTM 2 Series Wireless uses three antennas spaced some distance apart. This ensures that signal conditions are different at each antenna, and lowers the chance of losing data due to poor reception at any one antenna. All three antenna signals are combined, to increase the overall signal to noise ratio (SNR), and therefore the increase data-rate at a given range.

Wireless clients often have one or two antennas that are spaced close together because of smaller enclosures. As a result, the signal conditions at each antenna are more similar, and if there is a signal loss, both antennas are negatively affected. The XTM 2 Series Wireless with three widely spaced antennas will tend to have better range on average than a wireless client, and may be able to receive signals from a wireless client even if the client cannot receive signals from the XTM 2 Series Wireless.

Channel Data Rate

Channel data rates change with the modulation type, which changes based on conditions. This includes noise and the distance between transmitter and receiver. In general, the available data rates for an IEEE 802.11a/b/g/n device range from 1 Mbps in the worst conditions to over 200 Mbps in the best conditions.

Legal and Regulatory Information

Limited Hardware Warranty

This Limited Hardware Warranty (the “Warranty”) applies to the enclosed hardware product, not including any associated software, which is licensed pursuant to a separate end-user license agreement and warranty (the “Product”). BY USING THE PRODUCT, YOU (either an individual or a single entity) AGREE TO THE TERMS HEREOF. If you do not agree to these terms, please return this package, along with proof of purchase, to the authorized dealer from which you purchased it for a full refund. WatchGuard Technologies, Inc. (“WatchGuard”) and you agree as set forth below or on the reverse side of this card, as applicable:

1. LIMITED WARRANTY. WatchGuard warrants that upon delivery and for one (1) year thereafter (the “Warranty Period”): (a) the Product will be free from material defects in materials and workmanship, and (b) the Product, when properly installed and used for its intended purpose and in its intended operating environment, will perform substantially in accordance with WatchGuard applicable specifications.

This warranty does not apply to any Product that has been: (i) altered, repaired or modified by any party other than WatchGuard except for the replacement or inclusion of specified components authorized in, and performed in strict accordance with, documentation provided by WatchGuard; or (ii) damaged or destroyed by force majeure events, accidents, power spikes or similar events, or by any intentional, reckless or negligent acts or omissions of any party. You may have additional warranties with respect to the Product from the manufacturers of Product components. However, you agree not to look to WatchGuard for, and hereby release WatchGuard from any liability for, performance of, enforcement of, or damages or other relief on account of, any such warranties or any breach thereof.

2. REMEDIES. If any Product does not comply with the WatchGuard warranties set forth in Section 1 above, WatchGuard will, following the receipt of the product you claim is defective and at its option, either (a) repair the Product, or (b) replace the Product with a like or similar product; provided, that you will be responsible for returning the Product and for all costs of shipping and handling. Repair or replacement of the Product shall not extend the Warranty Period. Any Product, component, part or other item replaced by WatchGuard becomes the property of WatchGuard. WatchGuard shall not be responsible for return of or damage to any software, firmware, information or data contained in, stored on, or integrated with any returned Products.

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5. MISCELLANEOUS PROVISIONS. This Warranty will be governed by the laws of the state of Washington, U.S.A., without reference to its choice of law rules. The provisions of the 1980 United Nations Convention on Contracts for the International Sales of Goods, as amended, shall not apply. You agree not to directly or indirectly transfer the Product or use of the product or associated documentation to any country to which such transfer would be prohibited by the U.S. Export laws and regulations. If any provision of this Warranty is found to be invalid or unenforceable, then the remainder shall have full force and effect and the invalid provision shall be modified or partially enforced to the maximum extent permitted by law to effectuate the purpose of this Warranty. This is the entire agreement between WatchGuard and you relating to the Product, and supersedes any prior purchase order, communications, advertising or representations concerning the Product AND BY USING THE PRODUCT YOU AGREE TO THESE TERMS. IF THE PRODUCT IS BEING USED BY AN ENTITY, THE INDIVIDUAL INDICATING AGREEMENT TO THESE TERMS BY USING THE PRODUCT REPRESENTS AND WARRANTS THAT (A) SUCH INDIVIDUAL IS DULY AUTHORIZED TO ACCEPT THE WARRANTY ON BEHALF OF THE ENTITY AND TO BIND THE ENTITY TO THE TERMS OF THIS WARRANTY; (B) THE ENTITY HAS THE FULL POWER, CORPORATE OR OTHERWISE, TO ENTER INTO THE WARRANTY AND PERFORM ITS OBLIGATIONS UNDER THE WARRANTY AND; (C) THE WARRANTY AND THE PERFORMANCE OF THE ENTITY'S OBLIGATIONS UNDER THE WARRANTY DO NOT VIOLATE ANY THIRD-PARTY AGREEMENT TO WHICH THE ENTITY IS A PARTY. No change or modification of the Warranty will be valid unless it is in writing and is signed by WatchGuard.

Declaration of Conformity

DECLARATION OF CONFORMITY

WatchGuard Technologies, Inc.

505 Fifth Ave. S., Suite 500
Seattle, WA 98104-3892
USA

WatchGuard Technologies Inc. hereby declares that the product(s) listed below conform to the European Union directives and standards identified in this declaration.

Product (s):

Internet Firewall with VPN, Model XP3E6
Wireless Internet Firewall with VPN, Model XP3E6W

EU Directive(s):

Radio & Telecommunications Terminal Equipment (1999/5/EC)
Low Voltage (2006/95/EC)
Electromagnetic Compatibility (2004/108/EC)
Energy-related Products (2009/125/EC)

Common Standard(s):

EN60950-1: 2006 Safety of ITE

EN50022:2006	Class A Emissions for ITE
EN50024:1998 W/A1:01 & A2:03	Immunity for ITE
EN61000-3-2:2006	Harmonics
EN61000-3-3:1995 W/A1:01 & A2:05	Flicker

Wireless Standard(s):

EN 301 489-01 v1.8.1	EMC and Radio Spectrum Matters
EN 301 489-17 v1.3.2	EMC and Radio Spectrum Matters
EN 300 328 v1.7.1	Radio Spectrum Matters
EN 301 893 v1.4.1	Broadband Radio Access Networks

Signature

Full Name Steve Zischky

Position Corporate Officer

Date 12 October 2010

FCC Certification

This device has been tested and found to comply with limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions:

This device may not cause harmful interference.

This device must accept any interference received, including interference that may cause undesired operation.

NOTE: The antennas used for this transmitter must be installed to provide a separation distance of at least 20cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.



Caution

Changes or modifications to ANY PART OF THIS PRODUCT not expressly approved by WatchGuard could void the user's authority to operate the equipment per FCC regulations. In particular, modifying antenna gain to exceed 2.0 dBi voids the FCC certification.

CE Notice

The CE symbol on your WatchGuard Technologies equipment indicates that it is in compliance with the Electromagnetic Compatibility (EMC) directive and the Low Voltage Directive (LVD) of the European Union (EU).

CE 0976 

Industry Canada

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe A respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

CANADA RSS-210

The term "IC:" before the radio certification number only signifies that Industry of Canada technical specifications were met.

Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This device has been designed to operate with the antennas listed below, and having a maximum gain of 2.0 dBi. Antennas not included in this list or having a gain greater than 2.0 dBi are strictly prohibited for use with this device. The required antenna impedance is 50 ohms.

WGRD P/N 155-3329-001 or any antenna with 2.0dBi or lower gain

To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that permitted for successful communication.

Frequency band from 5.15 GHz to 5.25 GHz is restricted to indoor use only to reduce potential for harmful interference to co-channel mobile satellite systems. The maximum antenna gain permitted on devices in the 5725 – 5825 MHz band complies with the EIRP limits specified for point-to-point and non point-to-point operation as appropriate, as stated in section A9.2(3).

VCCI Notice Class A ITE

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Korean Class A Notice

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Korean Wireless Notice

해당 무선설비가 전파혼신 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없음

Taiwanese Class A Notice

警告使用者：

這是甲類的資訊產品，在居住的環境中使用時，
可能會造成射頻干擾，在這種情況下，使用者會
被要求採取某些適當的對策。

Taiwanese Wireless Notice

根據交通部 低功率管理辦法 規定：

第十二條 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、
加大功率或變更原設計之特性及功能。

第十四條 低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即
停用，並改善至無干擾時方得繼續使用。

前項合法通信，指依電信規定作業之無線電信。低功率射頻電機須忍受合法通信或工業、科學及醫療
用電波輻射性電機設備之干擾。

France

En France, ce produit ne peut être installé et opéré qu'à l'intérieur, et seulement sur les canaux 10, 11, 12, 13 comme défini par IEEE 802.11g/b. L'utilisation de ce produit à l'extérieur ou sur n'importe quel autre canal est illégal en France.

In France, this product may only be installed and operated indoors, and only on channels 10, 11, 12, 13 as defined by IEEE 802.11g/b. Use of the product outdoors, or on any other channel, is illegal in France.

RoHS Statement

The member states of the European Union approved directive 2002/95/EC, Restrictions of Hazardous Substances ("RoHS directive") that became valid on July 1, 2006. It states that all new electrical and electronic equipment put on the market within the member states must not contain certain hazardous materials. The WatchGuard XTM 2 Series complies with the European Union's RoHS directive 2002/95/EC and similar regulations that may be adopted by other countries for European Sales.

WEEE Statement

WEEE is a general set of requirements dictated in the EU Directive 2002/96/EC. This Directive mandated that member EU countries enact regulations governing the Waste of Electrical and Electronic Equipment (WEEE). The Directive, and its individual transpositions into specific country laws and legislation, is aimed at the reduction of WEEE through reuse, recovery, and recycling of WEEE.

WatchGuard is working in partnership with our European Union (EU) distribution partners to ensure that our products are in compliance with the WEEE statutes, and that the recovery of our product per the specific EU country legislative requirements is seamless for our product's end users. If you have a WatchGuard product that is at its end of life and needs to be disposed of, please contact WatchGuard Customer Care Department at:

U.S. Customers: 877.232.3531

International Customers: +1.206.613.0456

WatchGuard is reasonably confident that our products do not contain any substances or hazardous materials presently banned by any legislation, and do not present a risk due to hazardous materials. WEEE recovery professionals should also note that these products do not have any materials that are of particular high value in their individual form.

REACH Certificate of Compliance

The new EU chemicals policy REACH (Registration, Evaluation, Authorization and restriction of Chemicals) came into effect on June 1, 2007. REACH is Europe's new chemicals legislation, which is applicable in all 27 EU Member States as well as the EFTA European Economic Area (EEA). REACH creates a new system for gathering information, assessing risks to human health and the environment, and authorizing or restricting the marketing and use of chemicals produced or supplied in the EEA. REACH has an impact on EEA producers and importers of finished products and users of chemicals in the course of industrial or professional activities.

WatchGuard supports the overall REACH objective of improving the protection of human health and the environment and will meet all applicable REACH requirements. WatchGuard is strongly committed to working with our customers and supply chain to define and implement the REACH requirements and ensure a smooth transition to compliance.

One of the REACH requirements is that manufacturers and importers have the duty to register substances they are producing or importing. In accordance with the regulations, the products of WatchGuard do not need to be registered for the following reasons:

1. WatchGuard does not import more than 1 metric ton per year of a substance as defined by REACH.
2. WatchGuard products are non-chemical products that are not designed to release any substance under normal and reasonably predictable application.
3. Our products do not contain the listed substances at more than 0.1% by weight of the whole product/part.

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