AnywhereUSB® Plus

User Guide for versions 3.x and below

Revision history—90002294

Revision	Date	Description
A	January 2019	Initial release.
B	February 2019	Updated CLI information: set time
C	July 2019	Added information about hiding Hubs and managing Hub certificates. Added information about running the **AnywhereUSB Manager** as a service. Added information about using the command line to configure the **AnywhereUSB Manager**.
D	September 2019	Updated time configuration information.
E	February 2020	Rebranded for use with versions 3.x and below.

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AnywhereUSB® Plus User Guide for versions 3.x and below

AnywhereUSB® Plus is a Remote USB 3.1 Hub that implements USB over IP® technology over Gigabit Ethernet networks. The Hub enables communication with USB-enabled devices from virtualized systems and from remote host computers. You can securely deploy AnywhereUSB® Plus Remote USB 3.1 Hubs in non-secure environments, making it ideal for point-of-sale, kiosks, surveillance, industrial automation, or any mission-critical enterprise application. This Gigabit Ethernet-attached solution provides 2, 8, or 24 USB 3.1 ports to connect a wide range of peripheral devices such as USB license dongles, scanners, printers, cameras, storage media, or other USB devices. The 8- and 24-port models provide support for 10 Gigabit Ethernet and include SFP+ interfaces.

User roles

The different user roles that work with the AnywhereUSB Plus Hub are described in the table below.

Role	Description
Windows Administrator	The Windows administrators have the Windows permissions to install the **AnyhwhereUSB Manager** software on the computer. The Administrator can start, stop, and configure the **AnywhereUSB Manager** if it is run as a service.
Hub administrator	The Hub administrators have access to the Hub password. This enables the administrators to access and perform all activities to configure and maintain the Hub using the **Configuration and Management** web UI and the Hub CLI commands.
User	A user can log into their computer and access the **AnywhereUSB Manager** that has been installed on the computer by the Windows administrator and is not running as a service. Within the **AnywhereUSB Manager**, the user can connect to the groups on the remote Hubs to which they have been given access by a Hub administrator. A user cannot access the the **Configuration and Management** web UI or use the Hub or AnywhereUSB Manager CLI commands.

Terminology

Role	Description
Computer	The physical or virtual equipment (such as a PC, laptop, or virtual machine), which is used to remotely access the AnywhereUSB Plus Hub.
Client ID	The client ID is a unique identifier assigned to a user account the first time a user logs in to a computer and opens the **AnywhereUSB Manager**. During this process, the **AnywhereUSB Manager** creates a secure identity certificate that is associated with the client ID. This certificate is used to validate your user account with the Hub. For more information, see Client ID.
Group	A group is a set of USB ports on an AnywhereUSB Plus Hub with exclusive access to a single user account. Each USB port can be assigned to only one group by the Hub administrator. When you log into the computer and connect to a Hub, you are allowed to connect to any groups assigned to your client ID. See Create groups and assign to client IDs for more information.

Supported OS

Microsoft Operating systems supported:

- Microsoft Windows 7
- Microsoft Windows 8.1
- Microsoft Windows 10
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2016
- Microsoft Windows Server 2019

Get started

This section explains what comes with each AnywhereUSB® Plus model, how to install the necessary software, and how to connect the hardware. After you have verified the AnywhereUSB® Plus Hub components, the software installation, hardware connection, and initial connection process must be done individually for each computer.

Note The steps in this process can only be done by an administrator. Once the setup is complete, any user can connect to a group, as described in step 6 below, Connect to groups.

1. Verify product components.
2. Install the AnywhereUSB Manager.
3. Connect the hardware.
4. Verify initial connection.
5. Change the Hub password.
6. You should update the firmware on the Hub to ensure you have the latest version. See Update the firmware.
7. After you have completed your initial connection, you can create groups and assign ports to each group. Once this step is complete, you can specify the groups that a client ID is allowed to access. See Create groups and assign to client IDs.
8. Connect to groups. Any user (Administrator or non-Administrator) can open the **AnywhereUSB Manager** and connect to the Hubs and groups to which access is allowed.

   Note If you installed the **AnywhereUSB Manager** as a service in step 2, above, only Administrators can open the **AnywhereUSB Manager**.

9. The Hub administrator can use the **Configuration and Management web user interface** (web UI) to configure networks parameters, services, and other Hub features. You can update the firmware, back up the configuration, view system information and logs, and reboot the Hub. See Administrators: Configure the AnywhereUSB® Plus in the web user interface.

Verify product components

All AnywhereUSB® Plus models include the AnywhereUSB® Plus device in the box. Additional equipment may be required or may be optional.

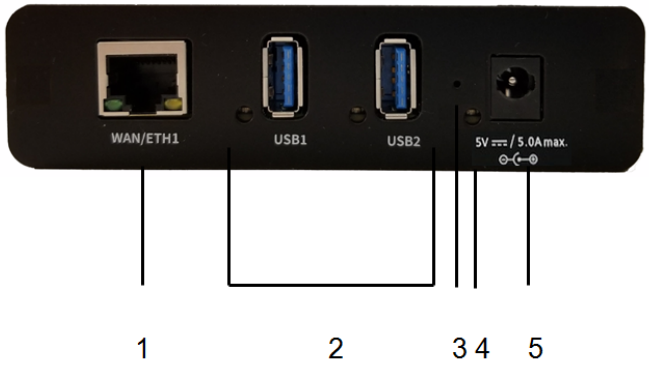
- AnywhereUSB 2 Plus components
- AnywhereUSB 8 Plus components
- AnywhereUSB 24 Plus components

AnywhereUSB 2 Plus components

Verify that you have the following included and required additional equipment.

Equipment	Description
Included equipment	AnywhereUSB 2-port device.
Required additional equipment	■ STP Cat 7 Ethernet cable ■ Power supply kit (recommended): 1.8 amps per port. Digi PN 76000965. ■ Alternate power supply kits (may be used if USB port charging is not required): ◦ AC Power Supply: US plug to 5 VDC. 2.5 mm locking barrel plug (3 A max). Digi PN 76000934. ◦ AC Power Supply: EU plug to 5 VDC. 2.5mm locking barrel plug (3 A max). Digi PN 76000935. ◦ AC Power Supply: Standard Temperature, Universal plugs (US, EU, UK, AU) to 5 VDC. 2.5mm locking barrel plug (3 A max). Digi PN 76002021.

Front panel



Item	Name	Description
1	Ethernet connector	Connect the STP Cat 7 Ethernet cable.

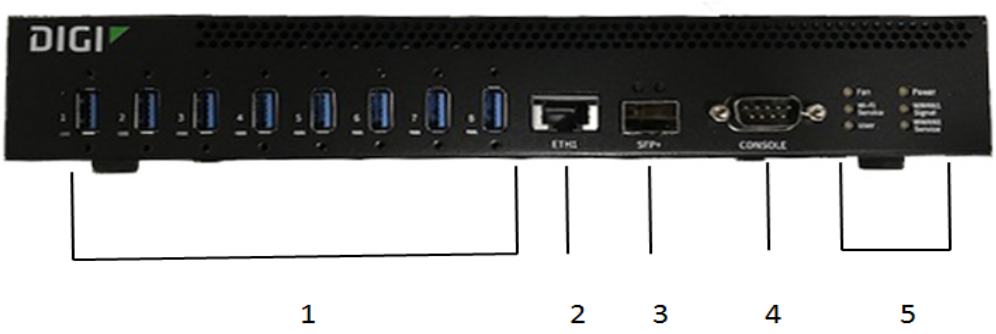
Item	Name	Description
2	USB LEDs and ports	The USB port supports 1.1, 2.0, and 3.1 USB devices. The LED illuminates as follows, based on the speed of the USB device: ■ 1.1 (Full speed): Yellow ■ 2.0 (High speed): Green ■ 3.1 (Super speed): Blue
3	Reset button	Use this button to reset the AnywhereUSB® Plus Hub configuration to factory defaults. See Use the Reset button to restore factory defaults.
4	(Power) LED	The LED is solid blue when the device is powered on. This LED is also used for the Find Me feature. When this feature is activated, the LED blinks green and then orange. You can configure the Find Me feature in the web UI or by using the findme CLI command.
5	Power connector	Connect the power supply: 5 Volt DC center positive. The Hub draws 5 Amp maximum when both USB ports are drawing 1.8 Amps each.

AnywhereUSB 8 Plus components

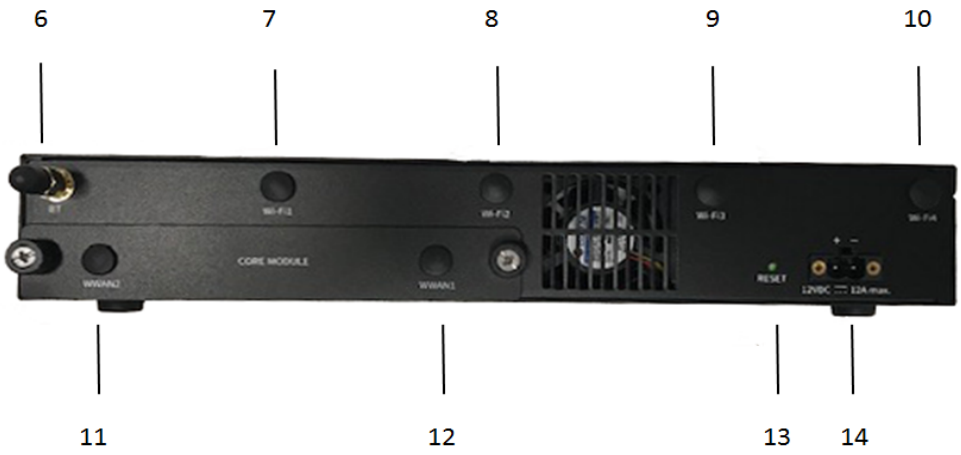
Verify that you have the following included, required, and optional equipment.

Equipment	Description
Included equipment	■ AnywhereUSB 8-port device ■ Power supply ■ Rack mounting brackets and screws
Required additional equipment	■ STP Cat 7 Ethernet cable ■ IEC 60320 power cord
Optional equipment	■ SFP+ module ■ RS232 DB9 Console cable

Front Panel



Back panel



Item	Name	Description
1	USB port LEDs	The USB ports support 1.1, 2.0, and 3.1 USB devices. The LED illuminates as follows, based on the speed of the USB device: ■ 1.1 (Full speed): Yellow ■ 2.0 (High speed): Green ■ 3.1 (Super speed): Blue
2	ETH1	Connect a Cat 7 STP Ethernet cable. **Note** Digi recommends that you use either the Ethernet cable or the SFP+ module. If both the Ethernet cable and the SFP+ module are connected, the SFP+ module will have priority.

Item	Name	Description
3	SFP+	Connect an SFP transceiver module for fiber connection, such as Finisar Network FTLX8574D3BCL SFP+.
4	DB9 console	Used to access a console using the RS232 DTE interface.
5	Fan	The LED shows the status of the fan: ■ Solid green when the fan is running within normal range of use. ■ Solid red if the fan slows down or the Hub is overheating.
5	Wi-Fi Service	Reserved for future use.
5	User	LED used for the Find Me feature. When this feature is activated, the LED blinks orange and then green. You can configure the Find Me feature in the web UI or by using the findme CLI command.
5	Power	The LED is solid blue when the Hub is powered.
5	WWAN1 Signal	Reserved for future use.
5	WWAN1 Service	Reserved for future use.
6	BT	Reserved for future use.
7	Wi-Fi1	Reserved for future use.
8	Wi-Fi2	Reserved for future use.
9	Wi-Fi3	Reserved for future use.
10	Wi-Fi4	Reserved for future use.
11	WWAN2	Reserved for future use.
12	WWAN1	Reserved for future use.
13	Reset button	Use this button to reset the AnywhereUSB® Plus Hub configuration to factory defaults. See Use the Reset button to restore factory defaults.
14	Power connector	Connect the power supply.

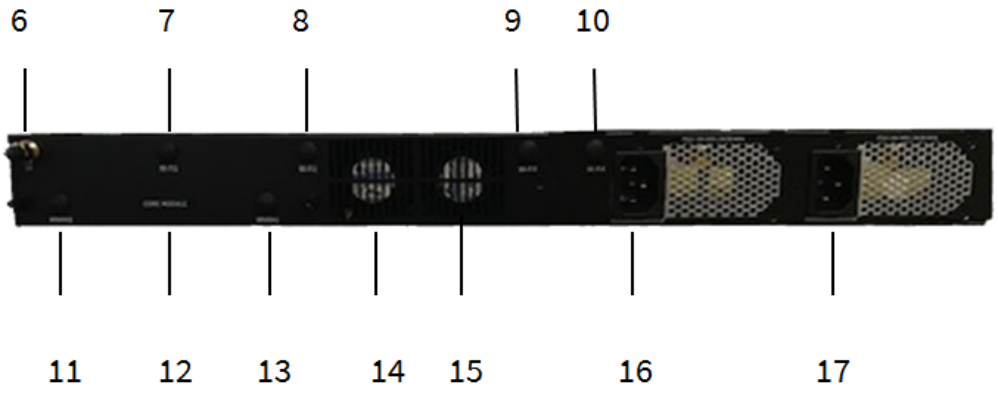
AnywhereUSB 24 Plus components

Verify that you have the following included, required, and optional equipment.

Equipment	Description
Included equipment	AnywhereUSB 24-port device
Required additional equipment	■ STP Cat 7 Ethernet cable ■ IEC 60320 power cord
Optional equipment	■ An additional STP Cat 7 Ethernet cable ■ An additional IEC 60320 power cord ■ SFP+ modules ■ RS232 DB9 Console cable

Front panel

Back panel



Item	Name	Description
1	DB9 Console	Used to access a console using the RS232 DTE interface.
2	USB port LEDs	The USB ports support 1.1, 2.0, and 3.1 USB devices. The LED illuminates as follows, based on the speed of the USB device: ■ 1.1 (Full speed): Yellow ■ 2.0 (High speed): Green ■ 3.1 (Super speed): Blue
3	ETH 1/2	Connect a Cat 7 STP Ethernet cable. The second Ethernet cable is optional and used for redundancy. **Note** Digi recommends that you use either the Ethernet cable or the SFP+ module. If both the Ethernet cable and the SFP+ module are connected, the SFP+ module will have priority.
4	SFP+ 1/2	Connect an SFP transceiver module for fiber connection, such as Finisar Network FTLX8574D3BCL SFP+. The second SFP+ module is optional and used for redundancy.
5	Fan1	The LED shows the status of Fan 1: ■ Solid green when the fan is running within normal range of use. ■ Solid red if the fan slows down or the Hub is overheating.
5	Fan2	The LED shows the status of Fan 2: ■ Solid green when the fan is running within normal range of use. ■ Solid red if the fan slows down or the Hub is overheating.
5	User	LED used for the Find Me feature. When this feature is activated, the LED blinks orange and then green. You can configure the Find Me feature in the web UI or by using the findme CL command.
5	PSU1	The LED is blue when the Hub is powered, and solid red if the Hub is not powered or the supply has failed.
5	PSU2	The LED is blue when the Hub is powered, and solid red if the Hub is not powered or the supply has failed.
5	Wi-Fi Service	Reserved for future use.
5	WWAN1 Service	Reserved for future use.
5	WWAN1 Signal	Reserved for future use.
6	BT	Reserved for future use.

Item	Name	Description
7	Wi-Fi1	Reserved for future use.
8	Wi-Fi2	Reserved for future use.
9	Wi-Fi3	Reserved for future use.
10	Wi-Fi4	Reserved for future use.
11	WWAN2	Reserved for future use.
12	Core module	Reserved for future use.
13	WWAN1	Reserved for future use.
14	Fan 1	Primary fan.
15	Fan 2	Secondary fan.
16	Power connector	Connect the power supply.
17	Power connector	Connect the second (optional) power supply. This is used for redundancy.
	Reset button	The reset button is on the side of the Hub. Press this button to reset the AnywhereUSB® Plus Hub configuration to factory defaults. See Use the Reset button to restore factory defaults.

Install the AnywhereUSB Manager

The **Anywhere USB Manager** software must be downloaded from the Digi support site and installed on your computer. After the manager software installs, the **AnywhereUSB Manager** launches. The **AnywhereUSB Manager** automatically discovers AnywhereUSB® Plus Hubs on the local subnet.

The Windows administrator must perform the software install.

Prerequisites

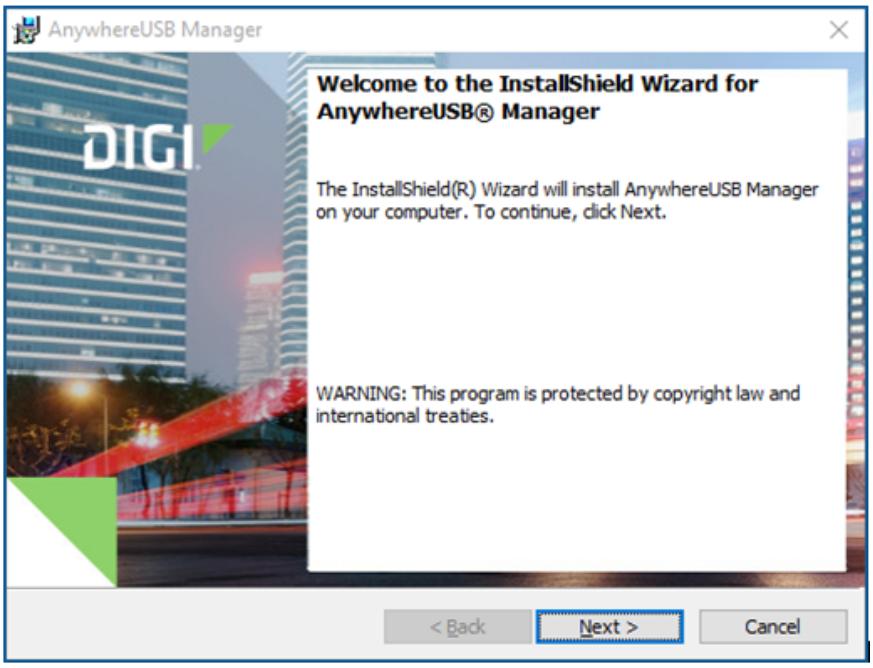
Before you begin, you should decide whether you want to run the **AnywhereUSB Manager** as a stand-alone or as a service. For detailed information, see Install AnywhereUSB Manager as a service or stand-alone.

1. Navigate to https://www.digi.com/support#support-tools.
2. From the **Support Downloads** section, click **Drivers**.
3. Find and select **AnywhereUSB Plus** from the product list.
4. Select your **AnywhereUSB Plus** model.
5. Select and download the appropriate software for your operating system.

   Note You can save the downloaded software to your computer before you start the install process. This is useful if you decide to uninstall the **AnywhereUSB Manager** in the future.

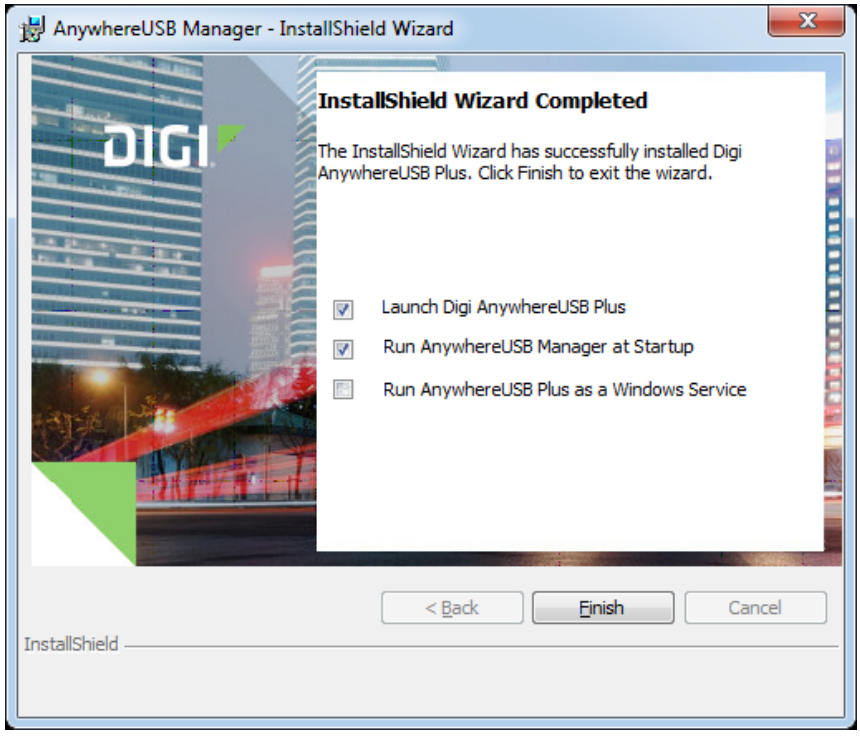
6. Click on the downloaded software to launch the **AnywhereUSB Manager** installation wizard.

   The **Welcome** screen appears.

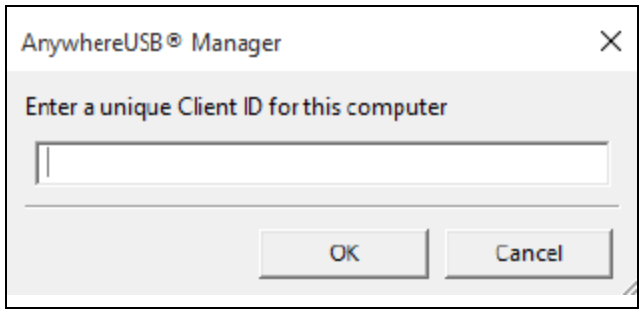


7. Click **Next**. The **Ready to Install** screen appears.
8. Click **Install**. A status bar shows the progress of the installation process. When complete, the **Completed** screen appears.
9. Select from the options on the screen:
   - **Launch AnywhereUSB Manager**: Launches the **AnywhereUSB Manager** when the installation completes. This is selected by default.
   - **Run AnywhereUSB Manager at Startup**: Automatically launch **AnywhereUSB Manager** each time you log in to your Windows user account. This is selected by default, and Digi recommends that you do not de-select this option.
   - **Run AnywhereUSB Plus as a Windows Service**: Only a Windows administrator is able to open and use the **AnywhereUSB Manager**. If you are not the Windows administrator, you are cannot open the **AnywhereUSB Manager** but you have access to the devices connected to the Hub that are in the groups to which your client ID is assigned. See Install AnywhereUSB Manager as a service or stand-alone.

Note If you select the **Run AnywhereUSB Plus as a Windows Service** option, and a non-Windows administrator logs into the computer, the **AnywhereUSB Manager** will not display, even if the **Launch AnywhereUSB Manager** and/or the **Run AnywhereUSB Manager at Startup** options are selected. When running the **AnywhereUSB Manager** as a service, you must be logged in to the computer as a Windows administrator to be able to open and use the **AnywhereUSB Manager**.



10. Click **Finish**. The client ID confirmation dialog appears.
11. Enter a unique client ID. See Client ID for more information about how the client ID is used by your computer and the Hub to create a connection.



12. Click **OK**. The **AnywhereUSB Manager** launches.

Install AnywhereUSB Manager as a service or stand-alone

You can choose to install the **AnywhereUSB Manager** as a stand-alone application or as a service. Review the sections below for more detailed information.

Note A Windows Administrator must perform the **AnywhereUSB Manager** software install.

Stand-alone

Install the **AnywhereUSB Manager** as a stand-alone if you want to manage USB connections and only be connected to them when you are logged in.

If you install the **AnywhereUSB Manager** as a stand-alone, Digi recommends that you select the **Run AnywhereUSB Manager at Startup** option during the installation process to automatically launch the **AnywhereUSB Manager** each time you log in to your Windows user account.

If the auto connect feature is enabled, the **AnywhereUSB Manager** automatically connects to groups and devices when the user logs in and starts the **AnywhereUSB Manager**.

Both Administrators and non-Administrators can run the **AnywhereUSB Manager** and configure it.

Groups and devices are disconnected when user logs out.

Service

Install the **AnywhereUSB Manager** as a service if USB devices must be available before user login and remain connected even when all users log out. The service automatically runs in the background.

Only an Administrator can start the **AnywhereUSB Manager** or command line to configure service.

If the auto connect feature is enabled, the **AnywhereUSB Manager** automatically connects to groups and devices at Windows boot time.

Groups and devices remain connected when the user logs out.

If you are not the Administrator, you are able to see and use the devices connected to the Hub that are in the groups to which your client ID is assigned, but you cannot choose to connect to an additional Hub or device without assistance from an Administrator.

Connect the hardware

Before you begin, verify that you have your AnywhereUSB® Plus Hub, the required additional equipment for your Hub, and any additional optional equipment. See Verify product components.

WARNING! Digi recommends that you use a private network to connect the computer to the Hub, as described in this section. If you do not use a private network, and the same client ID is assigned to both a known and an unknown computer, there is a risk of misidentification. In this situation, an unknown computer may connect to the Hub before the known computer does, resulting in the wrong computer being allowed to connect to your Hub.

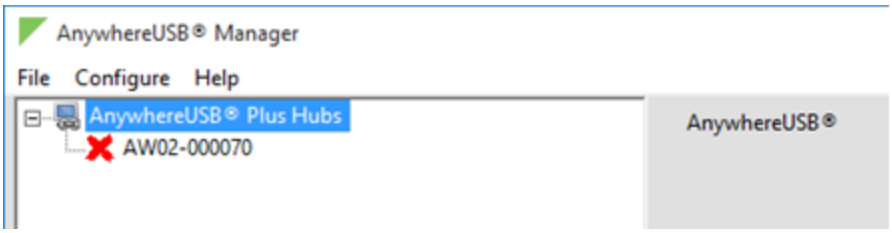
It is recommended that you download a PDF copy of this manual to your computer.

1. Connect one end of a Shielded CAT 7 (STP) Ethernet cable to the Hub.
2. Connect the other end of the Ethernet cable to your computer.
3. Connect the appropriate power supply for your model:
   - **AnywhereUSB 2 Plus Hub**: Connect the power supply to the Hub, and use the twist-lock feature to secure the power supply.
   - **AnywhereUSB 8 Plus Hub**: Connect the power supply to the Hub and tighten the screws to secure.
   - **AnywhereUSB 24 Plus Hub**: Connect one IEC 60320 power cord into the Hub. The second power cord is used for redundancy.
4. Plug the power supply to an outlet. You may have two power supplies for an AnywhereUSB 24 Plus Hub.
5. Verify that the blue power LED is illuminated.

Verify initial connection

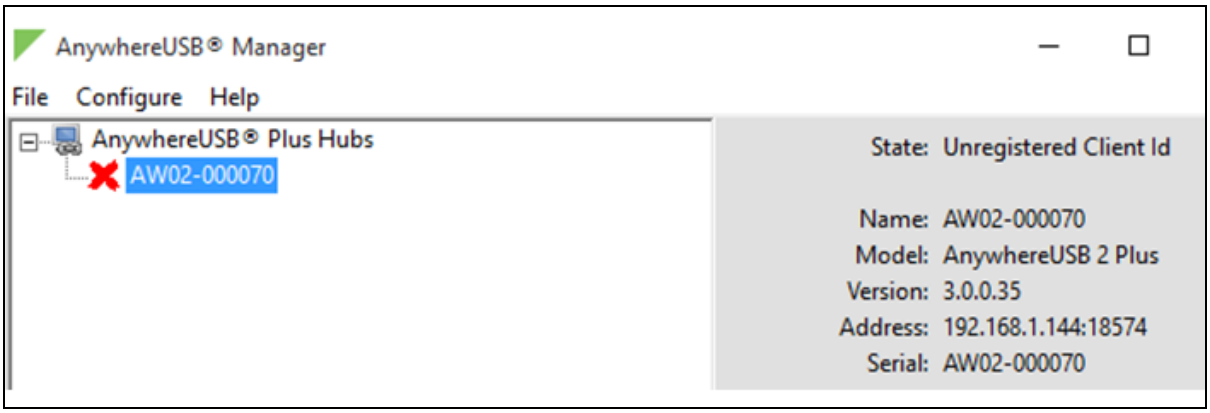
After the hardware has been connected and powered on, and you have installed the **AnywhereUSB Manager**, verify that the Hub connection is working as expected. You will need a USB flash drive to follow the verification process below.

1. Verify that your Hub powered on. The power LED is solid blue.
2. Plug your USB flash drive into port 1 on the Hub.
3. Verify that the USB port 1 LED is solid yellow, green, or blue, depending on whether the USB flash drive is 1.1, 2.0, or 3.1.
4. If not already open, launch the AnywhereUSB Manager.
5. Expand **AnywhereUSB® Plus Hubs** to display a list of AnywhereUSB® Plus Hubs.



6. Verify that the serial number of the Hub is in the list. You can find the serial number on the Hub's label.
7. You will notice that the Manager is showing the Hub in an error state, with a red X appearing next to the Hub name. Click on the Hub to update information in the **Hub Status** pane. The Hub **State** appears as "Unregistered Client ID."

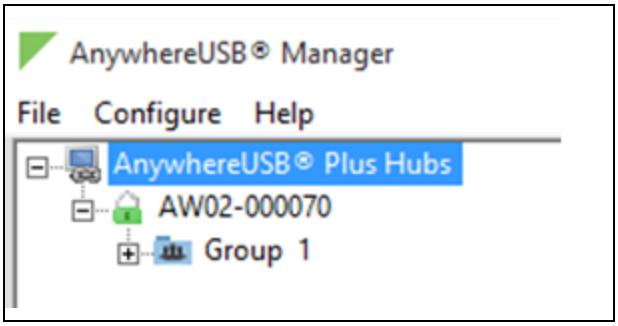
   This is a security feature. The Hub administrator needs to allow each new client ID by adding the client ID to the client list.



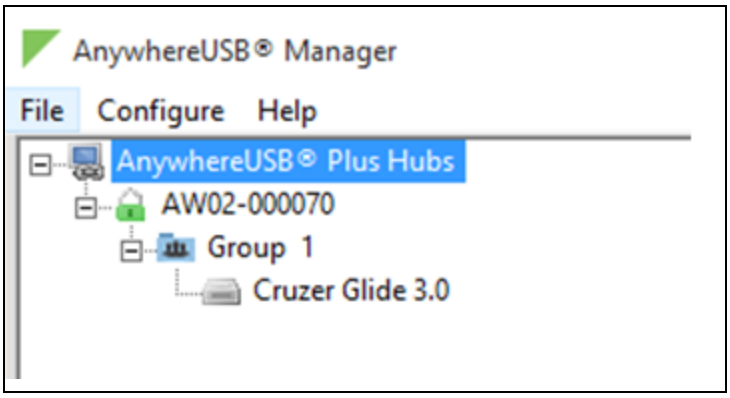
8. Before you can register the client ID with the Hub, you must add the client ID to the Hub from the web UI.
    a. Right-click on the Hub and select **Open Web UI**.
    b. A login dialog displays. Enter the following:
        - **User name**: admin
        - **Password**: Located on the label on the bottom of the Hub. Note that the password is case-sensitive and must be typed in exactly as it appears on the label.

        Note The first time you launch the web UI, a warning dialog may appear if your internet connection is not private. In this situation, continue to access the device. The log in dialog appears.

    c. Click **Login**. The web UI appears.
    d. Click **AnywhereUSB** from the **Configuration** section. The **AnywhereUSB Configuration** page appears.
    e. In the **Client Settings** section, click **Add Client**. A new row labeled "New Client" is added to the client list and the **Settings for Client** section is populated for the new client.
    f. In the **Client ID** field, enter the client ID you assigned to your computer when you installed the **AnywhereUSB Manager**.
    g. In the **Description** field, enter a descriptive name for the computer. This step is optional.
    h. Click the check box next to group **1**.
    i. Click **Apply** to save the Hub settings.
9. Open the **AnywhereUSB Manager**. The **Manager** connects to the Hub.
10. Expand the Hub to display the groups.



11. Expand Group 1 to display the USB flash drive connected to Group 1.



12. Right-click on Group 1 and select **Connect to Group**. The USB flash drive is available in Windows.

Create groups and assign to client IDs

For each Hub, the Hub administrator can assign a number of USB ports to a group. The Hub administrator can also assign groups to client IDs. Groups are created and assigned to client IDs in the **AnywhereUSB** page in the web UI.

When the client ID connects to a Hub, the computer is allowed to access the ports in the groups assigned to the client ID. The same groups can be assigned to more than one client ID on a Hub. Note that connecting to a group is exclusive and only one client can connect to a group at a time.

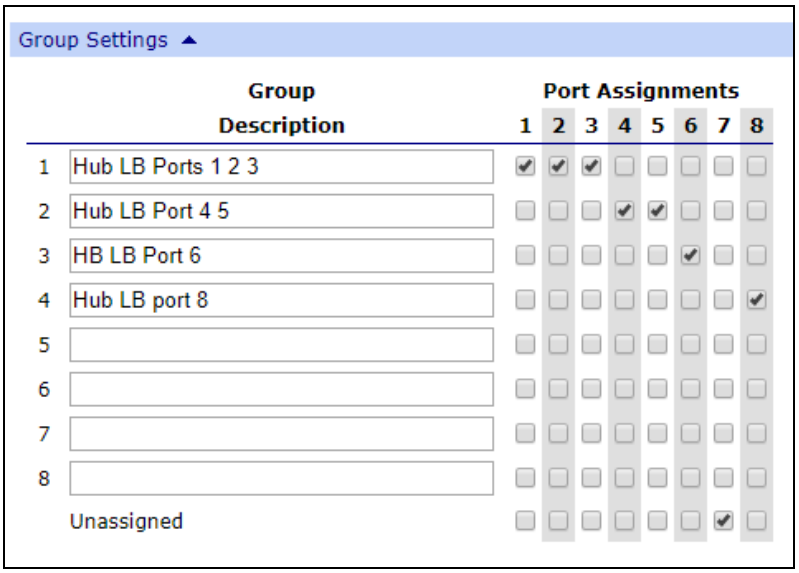
1. Add client IDs to the client list.
2. Create groups and assign ports to the group.
3. Assign a group to a client ID.

Create groups and assign ports to the group

In the **AnywhereUSB** page in the web UI, you can assign a name to each group, and specify the ports in each group. Each port can only be assigned to one group. Any unassigned ports are included in the **Unassigned** row that displays beneath the list of groups.

If a group has ports assigned to it, the group will display in the **AnywhereUSB Manager**, even if a USB device is not connected to a port. You can reassign the unused ports in a group so the group does not appear in the **AnywhereUSB Manager**. See Hide a group in the AnywhereUSB Manager.

1. Open the web UI for your selected Hub.
2. Click **AnywhereUSB** from the Configuration section. The **AnywhereUSB Configuration** page appears.
3. In the **Group Description** field, enter a name for a group. This name displays in the **Group Name** field in the Group Status pane in the **Anywhere USB Manager**.
4. In the row for the group, select the ports for that group. Each port on a Hub can be assigned to only one group. Ports that are not assigned to a group can be put in the default **Unassigned** group.
5. Repeat the steps 3 and 4 for each group you want to create.
6. When done, click **Apply** to save the changes.

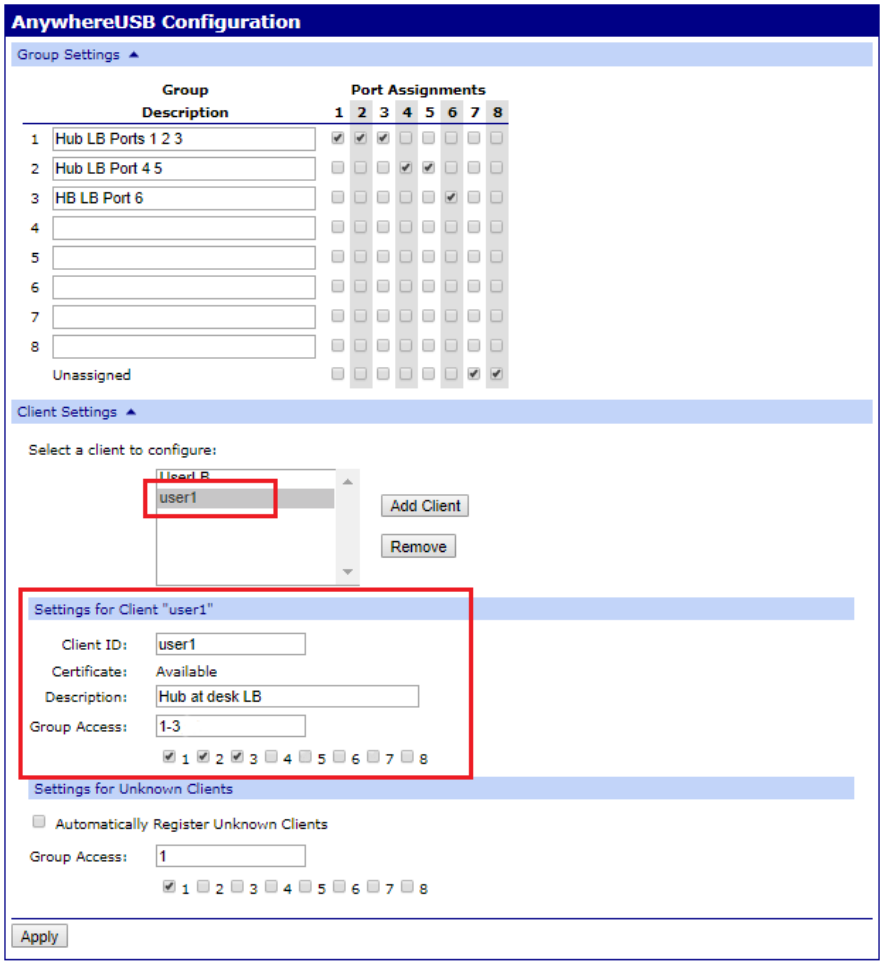


Assign a group to a client ID

You can assign the groups to a client ID. When the client ID connects to the Hub, the computer can access all of the ports in the specified groups.

1. Open the web UI.
2. Click **AnywhereUSB** from the Configuration section. The **AnywhereUSB Configuration** page appears.
3. In the client list in the **Client Settings** section, select the client ID to which you want to assign groups. Information about the selected client ID displays in the **Settings for Client** section.
4. Click the check box next to a group to which the computer is allowed access. As you select groups, the selected group numbers appear in the **Group Access** field in the **Settings for Client** section.

   You can also manually enter group numbers in the **Group Access** field.
5. Click **Apply** to save the changes.


AnywhereUSB Configuration
Group Settings
Group Description
Port Assignments
1 2 3 4 5 6 7 8
1 Hub LB Ports 1 2 3
2 Hub LB Port 4 5
3 HB LB Port 6
4
5
6
7
8
Unassigned
Client Settings
Select a client to configure:
user1
Add Client
Remove
Settings for Client "user1"
Client ID: user1
Certificate: Available
Description: Hub at desk LB
Group Access: 1-3
1 2 3 4 5 6 7 8
Settings for Unknown Clients
Automatically Register Unknown Clients
Group Access: 1
1 2 3 4 5 6 7 8
Apply

Connect to a group or USB device in the AnywhereUSB Manager

When you connect to a group, you are given exclusive access to all of the ports in the group to which you are allowed access. All other users are blocked from access to the ports in that group until you disconnect from the group. A user can connect to more than one group at a time.

Note If you have enabled auto connect for a group, you are automatically connected to those groups when you log in to your computer and **AnywhereUSB Manager** opens automatically, or when you manually open and log into **AnyhwereUSB Manager**. See Configure auto connect.

When a USB device is plugged in to a port on a Hub, the device displays in the list of devices in the group. Note that a group may have ports that do not have a connected device. Only ports with a connected USB device display in the **AnywhereUSB Manager**.

Connect to a group or a USB device in the AnywhereUSB Manager

You can connect to all of the USB devices and ports in a group, or to one device in a group.

- **Connect to a group**: To connect to a group, right-click on the group name and click Connect to Group.
- **Connect to a USB ports in a group**: You can connect to the USB ports in a group depending on whether you are allowed access to the port and if you are connected to the group:
  - If you are connected to the group, right-click on a USB device name and click Connect to Device. You are connected to that USB device and to all of the USB ports in the group.
  - If you are not connected to the group, right-click on the USB device name and click Connect to Group to connect to the group and the USB device.
  - If the group is owned by another user, you are not allowed to connect to the device.

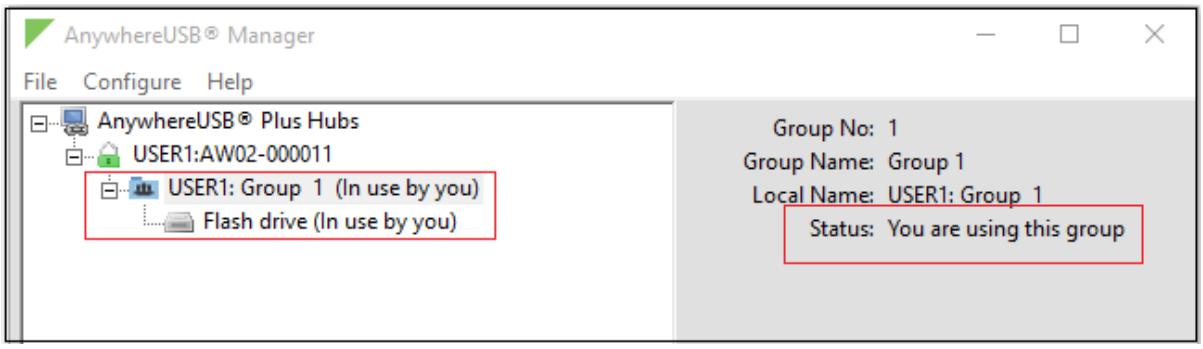
Connect to a group

You can connect to a group so that you have access to the ports in the group. Once you have connected to a group, no one else can connect to that group. You cannot connect to a group that is already is use.

When you have connected to a group, a note appears next to the group name, next to the devices in the group, and in the Group Status pane to show that the device is being used by you.

1. Open the **Anywhere USB Manager**.
2. Expand **AnywhereUSB® Plus Hubs** to display the Hubs.

3. Expand a Hub to display the groups in the Hub.
4. Right-click on the group to which you want to connect.
5. Select **Connect to Group**. A note appears next to the group name, next to the devices in the group, and in the Group Status pane to show that the device is being used by you.



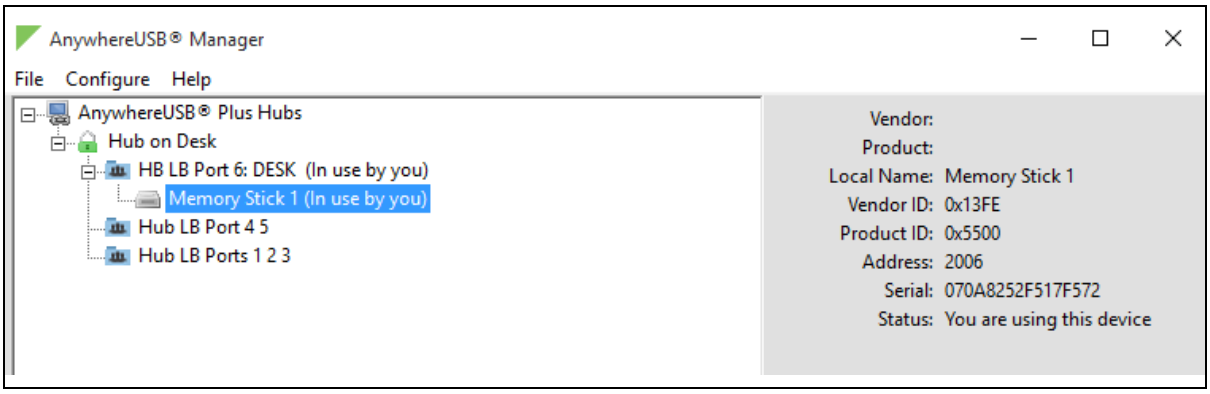
Connect to a USB device

You can connect to a USB device in a group to which you have access. You cannot connect to a device in a group that is already is use by another user.

When you have connected to a device, a note appears next to the device name and in the Device Status pane to show that the device is being used by you.

1. Open the **Anywhere USB Manager**.
2. Expand **AnywhereUSB® Plus Hubs** to display the Hubs.
3. Expand a Hub to display the groups in the Hub.
4. Expand a group to display the USB devices in the group.
5. Right-click on the device to which you want to connect.
6. The connect menu option available depends on whether you are already connected to the group.
   - **Connected to the group**: Right-click on the USB device name and click **Connect to Device** to connect to the USB device.
   - **Not connected to the group**: Right-click on the USB device name and click **Connect to Group** to connect to the group and the USB device.

   A note appears next to the device name and in the Device Status pane to show that the device is being used by you.


AnywhereUSB® Manager
File
Configure
Help
AnywhereUSB® Plus Hubs
Hub on Desk
HB LB Port 6: DESK (In use by you)
Memory Stick 1 (In use by you)
Hub LB Port 4 5
Hub LB Ports 1 2 3
Vendor:
Product:
Local Name: Memory Stick 1
Vendor ID: 0x13FE
Product ID: 0x5500
Address: 2006
Serial: 070A8252F517F572
Status: You are using this device

Manage the Hubs using the AnywhereUSB Manager

You can use the **AnywhereUSB Manager** to view the AnywhereUSB Plus Hubs that are allowed to connect to your computer. You can also connect to groups of USB ports on the Hubs.

By default, the **AnywhereUSB Manager** is configured to automatically discover Hubs that are connected to the same network as your computer. You can allow a connection to additional Hubs that are not on the same network.

Note Before you begin, make sure you have installed the **AnywhereUSB Manager**.

Start the AnywhereUSB Manager 33
Rename AnywhereUSB® Plus Hubs, groups, and USB devices 33
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View AnywhereUSB® Plus license information 44
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Note The **AnywhereUSB Manager** supports the AnywhereUSB Plus family of products: AnywhereUSB 2 Plus, AnywhereUSB 8 Plus, AnywhereUSB 24 Plus. The earlier AnywhereUSB products (AnywhereUSB 2, AnywhereUSB 5, and AnywhereUSB 14) use a different driver package. For more information, please refer to the AnywhereUSB product page.

Start the AnywhereUSB Manager

You can search for and launch the **Anywhere USB Manager** using the Windows application search feature or from the Digi International **Start** menu.

If you selected the **Run AnywhereUSB Manager at Startup** option during the installation process, the tool launches automatically each time you log into your computer. See Install the AnywhereUSB Manager.

To manually start the **Anywhere USB Manager**:

1. Log in to your computer.
2. Double-click the **Anywhere USB Manager** shortcut on your desktop.

Rename AnywhereUSB® Plus Hubs, groups, and USB devices

Each AnywhereUSB® Plus Hub and group has a default name that displays in the **AnywhereUSB Manager**. You can also assign a local name to each Hub, group, or USB device that displays in the **AnywhereUSB Manager**, which can help you to uniquely identify your local Hubs, groups, and USB devices.

The local name is local to the computer on which the **AnywhereUSB Manager** is running. No other user can see the local name.

- Assign a local name to a Hub
- Assign a local name to a group
- Assign a local name to a USB device

Assign a local name to a Hub

You can give a AnywhereUSB® Plus Hub a local name. The name displays in the Hub Status pane in the **AnywhereUSB Manager** and also in the tree view. The local name is local to the computer on which the **AnywhereUSB Manager** is running.

Note The Hub local name is different from the default Hub name. For detailed information about the default name, see Rename a Hub and the groups in a Hub.

1. Open the **AnywhereUSB Manager**.
2. Expand **AnywhereUSB® Plus Hubs** to display the Hubs.
3. Right-click on the Hub that you want to give a local name.

4. Select the **Assign Local Name** menu option. A dialog appears.
5. In the field, enter a local name for the Hub.
6. Click **OK**.

Assign a local name to a group

You can give a group a descriptive local name. The local name displays in the Group Status pane in the **AnywhereUSB Manager** and also in the tree view. The local name can be seen only on the computer on which the **AnywhereUSB Manager** is running.

Note The group local name is different from the default group name. For detailed information about the default name, see Rename a Hub and the groups in a Hub.

1. Open the **AnywhereUSB Manager**.
2. Expand **AnywhereUSB® Plus Hubs** to display the Hubs.
3. Expand the Hub that has the group you want to give a local name.
4. Right-click on the group that you want to rename.
5. Select the **Assign Local Name** menu option. A dialog appears.
6. Enter a local name for the group.
7. Click **OK**.

Assign a local name to a USB device

You can assign a local name to a USB device that displays in the in the Device Status pane and also in the tree view. The local name is local to the computer on which the **AnywhereUSB Manager** is running.

1. Open the **AnywhereUSB Manager**.
2. Expand **AnywhereUSB® Plus Hubs** to display the Hubs.
3. Expand the Hub that has the group to which the to USB device is attached.
4. Expand the appropriate group to display the USB devices in the group.
5. Right-click on the USB device that you want to give a local name.
6. Select the **Assign Local Name** menu option. A dialog appears.
7. In the field, enter a local name for the USB device.
8. Click **OK**.

Disconnect from a group or USB device

You can disconnect from any group or USB device in the group to which you no longer need access.

- Disconnect from a group
- Disconnect from a USB device

Disconnect from a group

You can disconnect from a group that has ports you no longer need access to. You are disconnected from all USB devices and ports in that group. Any other user can then connect to that group.

Note If you have auto connect enabled for the group, you are not allowed to disconnect from the group. You have to first disable auto connect, and then disconnect from the group. The next time you log in to your computer, you will not be automatically connected to this group.

1. Open **AnywhereUSB Manager**.
2. Expand **AnywhereUSB® Plus Hubs** to display the Hubs.
3. Expand a Hub to display the groups in the Hub.
4. Right-click on the AnywhereUSB® Plus group from which you want to disconnect.
5. Select **Disconnect from Group**. A note appears in the Group Status pane to show that the group is not being used.

Disconnect from a USB device

You can disconnect from a USB device to which you no longer need access. You can disconnect from a USB device that is in a group to which you are connected. Other users cannot connect the USB device, since you still own the group that the USB device is in.

Note If you have auto connect enabled for the group, you can disconnect from a USB device in the group, but note that the device will be connected again the next time you log in to your account.

1. Open **AnywhereUSB Manager**.
2. Expand **AnywhereUSB® Plus Hubs** to display the Hubs.
3. Expand a Hub to display the groups in the Hub.
4. Expand a group to display the USB devices in the group.
5. Right-click on the USB device from which you want to disconnect.
6. Select **Disconnect from Device**. A note appears in the Device Status pane to show that the device is not being used.

Configure auto connect

You can enable the auto connect feature for a group (or multiple groups). This feature ensures that whenever you open the **AnywhereUSB Manager**, you are automatically connected to all of the groups to which you are allowed access that have auto connect enabled.

If you have auto connect enabled for the group, auto connect controls how you can disconnect from a group:

- You are not allowed to disconnect from the group. You have to first disable auto connect, and then disconnect from the group. The next time you start your computer, you will not be automatically connected to this group.
- You can disconnect from a USB device in the group, but note that the device will be connected again the next time you start your computer.

For this to work as expected, you should also choose to automatically start the **AnywhereUSB Manager** each time you start your computer.

For example, you can enable auto connect for a group that has a camera connected to a port in the group. Every time the computer starts, the **AnywhereUSB Manager** starts and automatically connects the camera to your computer.

Enable auto connect for a group

You can choose to automatically connect to a selected group each time you open the **AnywhereUSB Manager**.

Note You can disable auto connect at any time.

1. Open **AnywhereUSB Manager**.
2. Expand **AnywhereUSB® Plus Hubs** to display the Hubs.
3. Expand a Hub to display the groups in the Hub.
4. Right-click on the AnywhereUSB® Plus group to which you want to automatically connect.
5. Select **Enable Auto Connect**. If you were not already connected to the group, you are immediately connected to the group. A note appears next to the group name and in the Group Status pane to show that you are connected to the group.

Disable auto connect for a group

After you have enabled auto connect for a group, you can disable this option. You will no longer automatically connect to this group when you open the **AnywhereUSB Manager**.

1. Open the **AnywhereUSB Manager**.
2. Expand **AnywhereUSB® Plus Hubs** to display the Hubs.
3. Expand a Hub to display the groups in the Hub.
4. Right-click on the AnywhereUSB® Plus group to which you no longer want to automatically connect at start up.
5. Select **Disable Auto Connect** to turn off the auto connect feature for the group.

Manage the list of known Hubs

You can create a list of Hubs to which your **AnywhereUSB Manager** is allowed to connect when you open it. The Hubs you add to the list can be on the same network as your computer, or on a different network.

Hubs that you have added to the known Hubs list display when you open the **AnywhereUSB Manager**. These Hubs are in addition to any Hubs that are automatically discovered if you have enabled the **Autofind Hubs feature**.

Add a Hub to the known Hub list

You can manually add Hubs to the known Hub list. The Hubs can be on the same network as your computer, or on a different network.

1. Open the **AnywhereUSB Manager**.
2. Select **Configure > Known Hubs**. The **Known Hubs** dialog appears.
3. Click **Add**. The **Add Known Hub** dialog appears.
4. In the **Hub Address** field, enter the Hub IP address.
5. If you want to update the TCP port number, click **Advanced**. The **Hub TCP port (most systems should leave at default)** field displays.
    a. In the **Hub TCP port (most systems should leave at default)** field, a TCP port number is entered by default. You can change this entry, but it is not recommended.
    b. Click **Standard** to hide the **Hub TCP port (most systems should leave at default)** field.
6. Click **OK**. The Hub appears in the Hub list in the **Known Hubs** dialog.
7. Click **Close** to close the **Known Hubs** dialog. The **AnywhereUSB Manager** attempts to connect to the new Hub.

Remove a Hub from the known Hub list

You can remove a known Hub that was added to the known Hubs list.

1. Open the **AnywhereUSB Manager**.
2. Select **Configure > Known Hubs**. The **Known Hubs** dialog appears.
3. From the list of known Hubs, select the Hub you want to remove.
4. Click **Remove**.
5. Click **Close** to close the **Known Hubs** dialog.

Working with the known Hubs list and the Autofind Hubs option

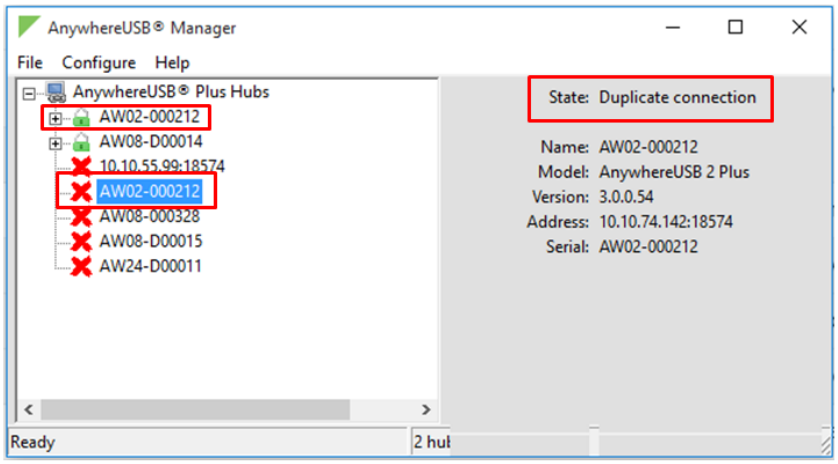
You should be aware of how the **Autofind Hubs** option works with the Hubs you add to the known Hubs list.

If you have the **Autofind Hubs option** selected for the Hub, when you open the **AnywhereUSB Manager**, all Hubs connected to the same network as your computer are automatically found and appear in the **AnywhereUSB Manager**. In addition, any Hubs you have added to the known Hubs list are found and also appear.

Duplicate connection

If you have added a Hub to the known Hub list that is on same network as your computer, and you have the **Autofind Hubs** feature enabled, the Hub is found twice and appears twice in the **AnywhereUSB Manager**. When you select the duplicate Hub in the **AnywhereUSB Manager**, the state for that Hub is noted as "Duplicate connection" in the **Status** field.

In this situation, the Hub added to the known Hubs list is considered a duplicate Hub, and should be removed from the known Hubs list.



Considerations for removing a Hub on the same network as your computer

If you have the **Autofind Hubs** feature enabled and then remove a Hub from known Hubs list that was on the same network as your computer, the Hub will still be automatically found and connected to your computer when you open the **AnywhereUSB Manager**.

If you do not want the computer to be able to connect this Hub, you must de-select the **Autofind Hubs** option. Note, however, that if this option is de-selected, Hubs on the same network as your computer will not be automatically found. Only the Hubs in the list of known Hubs will be available when you open the **AnywhereUSB Manager**.

Note As an alternative, you can choose to hide a Hub that is automatically found. This ensures that while the Hub is still automatically found, it does not appear in the **AnywhereUSB Manager**.

Hide an individual Hub

You can choose to hide an individual Hub so that it does not appear in the **AnywhereUSB Manager**. For example, you can hide an unauthorized Hub, or a Hub which users shouldn't access.

- You can choose to hide Hubs that currently display in the **AnywhereUSB Manager**, such as an unauthorized Hub (which displays with a red X next to the Hub name), or a Hub which users shouldn't access. See Hide a Hub that displays in the AnywhereUSB Manager.
- You can also choose to hide Hubs that don't currently display in the **AnywhereUSB Manager**, but the client ID may have access in the future, such as a Hub on another network. See Hide a Hub that does not currently display in the AnywhereUSB Manager.

Note You can choose to automatically hide all unauthorized Hubs, which is a Hub that has failed to connect to your computer. See Hide all unauthorized Hubs.

Hide a Hub that displays in the AnywhereUSB Manager

Note After you have hidden a Hub, you can choose to re-display it. See Display a hidden Hub.

1. Open **AnywhereUSB Manager**.
2. Right-click on the Hub that you want to hide. The shortcut menu appears.
3. Click **Hide Hub**. The next time the **AnywhereUSB Manager** updates, the hidden Hub is removed from the Hub list and no longer displays.

Hide a Hub that does not currently display in the AnywhereUSB Manager

Note After you have hidden a Hub, you can choose to re-display it. See Display a hidden Hub.

1. Open the **AnywhereUSB Manager**.
2. Select **Configure > Hidden Hubs**. The **Hidden Hubs** dialog appears.
3. Click **Add**. The **Add Hidden Hub** dialog appears.
4. In the **Hub Address** field, enter the Hub IP address.
5. If you want to update the TCP port number, click **Advanced**. The **Hub TCP port (most systems should leave at default)** field displays.
    a. In the **Hub TCP port (most systems should leave at default)** field, a TCP port number is entered by default. You can change this entry, but it is not recommended.
    b. Click **Standard** to hide the **Hub TCP port (most systems should leave at default)** field.
6. Click **OK**. The Hub appears in the Hub list in the **Hidden Hubs** dialog.
7. Click **Close** to close the **Hidden Hubs** dialog.

Display a hidden Hub

You can display any Hub that was hidden using the **Hide Hub** menu option.

1. Open **AnywhereUSB Manager**.
2. Choose **Configure > Hidden Hubs**. The **Hidden Hubs** dialog appears.
3. Click on the Hub that you no longer want to hide. To select more than one Hub, press CTRL as you select Hub.
4. Click **Remove**. The selected Hubs are removed from the list.
5. Click **Close**. The next time the **AnywhereUSB Manager** updates, the hidden Hubs appear in the list of Hubs.

Hide all unauthorized Hubs

You can choose to automatically hide all unauthorized Hubs, so they do not display in the **AnywhereUSB Manager**. An unauthorized Hub is a Hub that has failed to connect to your computer. A red X appears next to the Hub name.

- Automatically hide unauthorized Hubs
- Display unauthorized Hubs

Note You can choose to automatically hide any indivudual Hub. See Hide an individual Hub.

Automatically hide unauthorized Hubs

You can choose to automatically hide all unauthorized Hubs, which is a Hub that has failed to connect to your computer. An unauthorized Hub appears with a red X next to it in the list of Hubs in the **AnywhereUSB Manager**.

Note After you have hidden unauthorized Hubs, you can choose to re-display unauthorized, hidden Hubs. See Display unauthorized Hubs.

1. Open **AnywhereUSB Manager**.
2. Choose **File > Preferences**. The **Preferences** dialog appears.
3. Select the **Hide unauthorized Hubs** option.
4. Click **Save**. Hubs that have failed to connect no longer display in the **AnywhereUSB Manager**.

Display unauthorized Hubs

You can display the unauthorized Hubs that were hidden using the **Hide unauthorized Hubs** option.

1. Open **AnywhereUSB Manager**.
2. Choose **File > Preferences**. The **Preferences** dialog appears.
3. De-select the **Hide unauthorized Hubs** option.
4. Click **Save**. Hubs that have failed to connect now display in the **AnywhereUSB Manager**.

Minimize the AnywhereUSB Manager when launched

You can choose to automatically minimize the **AnywhereUSB Manager** when it launches.

1. Open **AnywhereUSB Manager**.
2. Choose **File > Preferences**. The **Preferences** dialog appears.
3. Click the **Setup** tab.
4. Determine whether you want to automatically minimize the **AnywhereUSB Manager** when it launches.
   - Select **Start Manager minimized** to automatically minimize the **AnywhereUSB Manager** when it launches.
   - De-select **Start Manager minimized** to open the **AnywhereUSB Manager** when it launches.
5. Click **Save**.

Autofind Hubs when the AnywhereUSB Manager launches

You can choose to automatically find Hubs connected to the network when **AnywhereUSB Manager** launches and repeatedly while the **AnywhereUSB Manager** is running, based on the interval specified in the **Preferences** dialog.

1. Open **AnywhereUSB Manager**.
2. Choose **File > Preferences**. The **Preferences** dialog appears.
3. Click the **Setup** tab.
4. Determine whether you want to automatically find Hubs on the network when **AnywhereUSB Manager** launches.
   - Select **Autofind Hubs** to automatically find Hubs on the network. This is the default.
   - De-select **Autofind Hubs** to ensure that the Hubs are not automatically found. In this case, you must manually add the Hubs to which you want to connect.
5. Click **Save**.

Specify search, response, and keepalive intervals for a Hub

You can specify the search and response time for Hubs on the network, and the keepalive intervals for the connection between the Hub and the **AnywhereUSB Manager**.

1. Open **AnywhereUSB Manager**.
2. Choose **File > Preferences**. The **Preferences** dialog appears.
3. Click the **Advanced** tab.

4. Enter the following:
   - **Search for Hubs every .... sec**: Specifies how often the **AnywhereUSB Manager** searches the local network to discover AnywhereUSB® Plus Hubs and refresh the **AnywhereUSB Manager** display.

     Note You cannot manually perform a refresh of the Hubs displayed in the **AnywhereUSB Manager**.

   - **Wait for Hub response for .... sec**: Specifies the time interval from the last discovery refresh that the **AnywhereUSB Manager** will stop looking for more Hubs.
   - **Send Keep-Alive every ... sec**: Specifies how often the **AnywhereUSB Manager** sends a keepalive request to the Hubs connected to the network. This impacts network utilization because each **AnywhereUSB Manager** will send one packet at this interval to each Hub to which it is connected.
   - **Keep-Alive Timeout ... sec**: Specifies how long the **AnywhereUSB Manager** should wait for a keepalive response. When the value of the response time is reached, the Manager decides that a Hub is no longer available, and the computer is disconnected from all groups and devices on that Hub.
     - The keepalive timeout value would need to be longer if the network has more latency (such as a cellular or satellite link), or an internet link with unreliable packet delivery.
     - If the value is too short, devices will be disconnected, which may have an adverse affect on some devices, such as USB memory.
     - If the value is too long, Hubs that are removed from the network will not be noticed as gone for a long time, and devices that are no longer connected will be unresponsive for a long time.
5. Click **Save**.

Manage Hub credentials

You can manually add, update, or remove the certificate associated with Hub on the **AnywhereUSB Manager**. The Hub and the **AnywhereUSB Manager** must have matching certificates to be able to communicate.

This feature works with the **Auto-register Hub Cert** option in the **Preferences** dialog. You should determine whether you want to automatically register a Hub's certificate with the **AnywhereUSB Manager**.

Enable and disable the auto-register Hub certificate

You can choose to automatically find Hubs connected to the network when **AnywhereUSB Manager** launches.

1. Open **AnywhereUSB Manager**.
2. Choose **File > Preferences**. The **Preferences** dialog appears.

3. Click the **Setup** tab.
4. Determine whether you want to automatically register a Hub with the **AnywhereUSB Manager**.
   - Select **Auto-register Hub Cert** to automatically register a Hub certificate with the **AnywhereUSB Manager**. This is the default.
   - De-select **Auto-register Hub Cert** to ensure that the Hub certificates are not automatically registered. In this case, you must manually register a certificate for each Hub.
5. Click **Save**.

Update a Hub certificate

You can choose to manually update a Hub's certificate and register a new certificate with the **AnywhereUSB Manager**. This ensures that the Hub and the **AnywhereUSB Manager** can communicate.

1. Open **AnywhereUSB Manager**.
2. Choose **Configure** > **Manage Hub Credentials**. The **Manage Hub Credentials** dialog appears.
3. Select the Hub for which you want to update the certificate.
4. Click **Update**. The **Choose a credential file** window appears.
5. Browse for the new certificate file and click **Open**. The file should have a .pem extension.
6. An update message displays in the **Manage Hub Credentials** dialog.
7. Click **Close**.

Remove a Hub certificate

You can choose to remove a Hub to which you no longer want the **AnyhwereUSB Manager** to connect.

After you have removed a Hub certificate, if you have the Auto-register Hub Cert option selected in the **Preferences** dialog, a new certificate for the Hub is automatically registered with the **AnyhwereUSB Manager** at the next connection attempt or the next time the Hub is discovered by the Manager. If this option is not selected and you want the **AnywhereUSB Manager** to connect to the Hub, you can manually add the Hub to register a new certificate.

1. Open **AnywhereUSB Manager**.
2. Choose **Configure** > **Manage Hub Credentials**. The **Manage Hub Credentials** dialog appears.
3. Select the Hub that you want to remove.
4. Click **Close**.

Add a Hub certificate

You can manually add a Hub, which registers the Hub's certificate with the **AnywhereUSB Manager**.

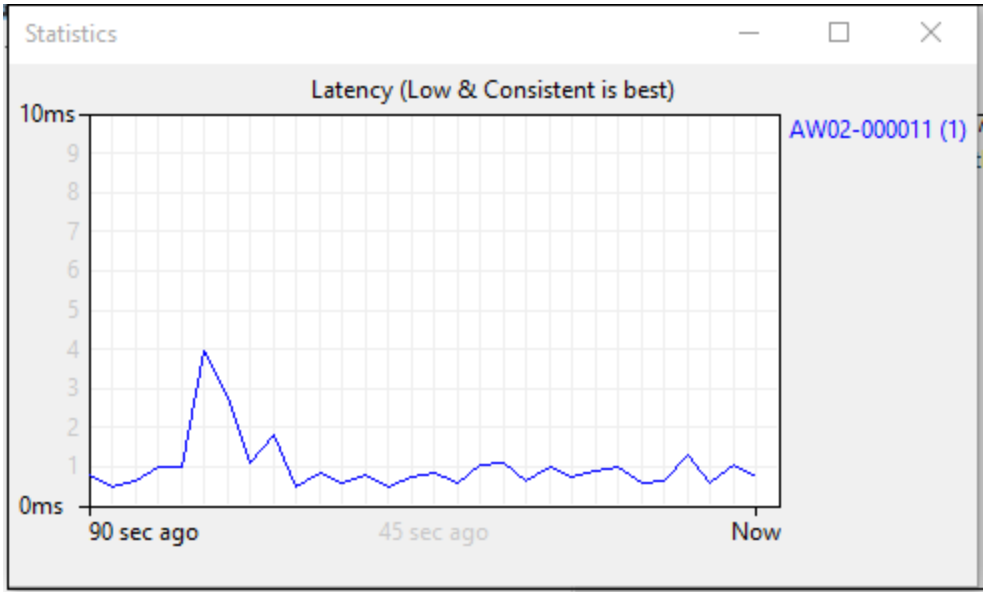
1. Open **AnywhereUSB Manager**.
2. Choose **Configure** > **Manage Hub Credentials**. The **Manage Hub Credentials** dialog appears.
3. In the **Serial number** field, enter the Hub's serial number.

4. Click **Add**. The **Choose a credential file** window appears.
5. Browse for the new certificate file and click **Open**. The file should have a .pem extension.
6. An update message displays in the **Manage Hub Credentials** dialog.
7. Click **Close**.

View latency graph

You can review the relative latency of all of the Hubs connected to the network.

1. Open the **AnywhereUSB Manager**.
2. Select **Help > Latency graph** to display the latency graph.



View the AnywhereUSB Manager system messages

You can view the system message log of the **AnywhereUSB Manager** events. The date and time at which an event occurred is listed, as well as the event type and additional information. A new log is created each time you start the **AnywhereUSB Manager**.

The system message log is used for troubleshooting.

1. Open the **AnywhereUSB Manager**.
2. Select **Help > System Messages**. The **System Messages** dialog appears.
   - Click **Clear Log** to clear the system messages from the log.
   - Click **Copy to Clipboard** to copy the messages to the Windows clipboard. You can then paste the messages into another application or document.
3. Click **Close** to close the **System Messages** dialog.

View AnywhereUSB® Plus license information

You can view license information about the AnywhereUSB® Plus Hub.

1. Open the **AnywhereUSB Manager**.
2. Select **Help > About**. The **License** dialog appears.
3. Scroll down to review all of the information.
4. Click **Close** to close the dialog.

Restore AnywhereUSB Manager default configuration

You can restore the **AnywhereUSB Manager** to the default settings. During this process, you have the option to keep your currently configured client ID and identity certificate during this process. See Client ID for more information about how the client ID is used by your computer and the Hub to create a connection.

- Keep the current client ID
- Change the client ID

Keep the current client ID

To restore the Hub's default settings and keep your currently configured client ID and identity certificate:

1. Open the **AnywhereUSB Manager**.
2. Select **File > Preferences**. The **Preferences** dialog appears.
3. Click the **Setup** tab.
4. Click **Restore default settings**. A dialog appears.
5. Select the **Keep Client ID** option. This is selected by default.
6. Click **OK**. The **AnywhereUSB Manager** closes automatically. The next time you launch the **AnywhereUSB Manager**, the default settings will be restored.

Change the client ID

To restore the Hub's default settings and change your currently configured client ID and identity certificate:

1. Open the **AnywhereUSB Manager**.
2. Select **File > Preferences**. The **Preferences** dialog appears.
3. Click **Restore default settings**. A dialog appears.
4. De-select the **Keep Client ID** option.
5. Click **OK**. The **AnywhereUSB Manager** closes automatically.
6. Open the **AnywhereUSB Manager** again. The **Client ID** confirmation dialog appears.
7. Enter a new, unique client ID.
8. Click **OK**. The **AnywhereUSB Manager** launches.

Access the online help from the AnywhereUSB Manager

1. Open the **AnywhereUSB Manager**.
2. Click **Help > Online Manual** to launch the online help file.

AnywhereUSB Manager window

The **AnywhereUSB Manager** displays AnywhereUSB® Plus Hubs, groups, and USB devices. Click the plus sign next to each name in the window to display a hierarchy of found Hubs, groups, and USB devices.

Information about the icons in the screen and the menu options can be found here:

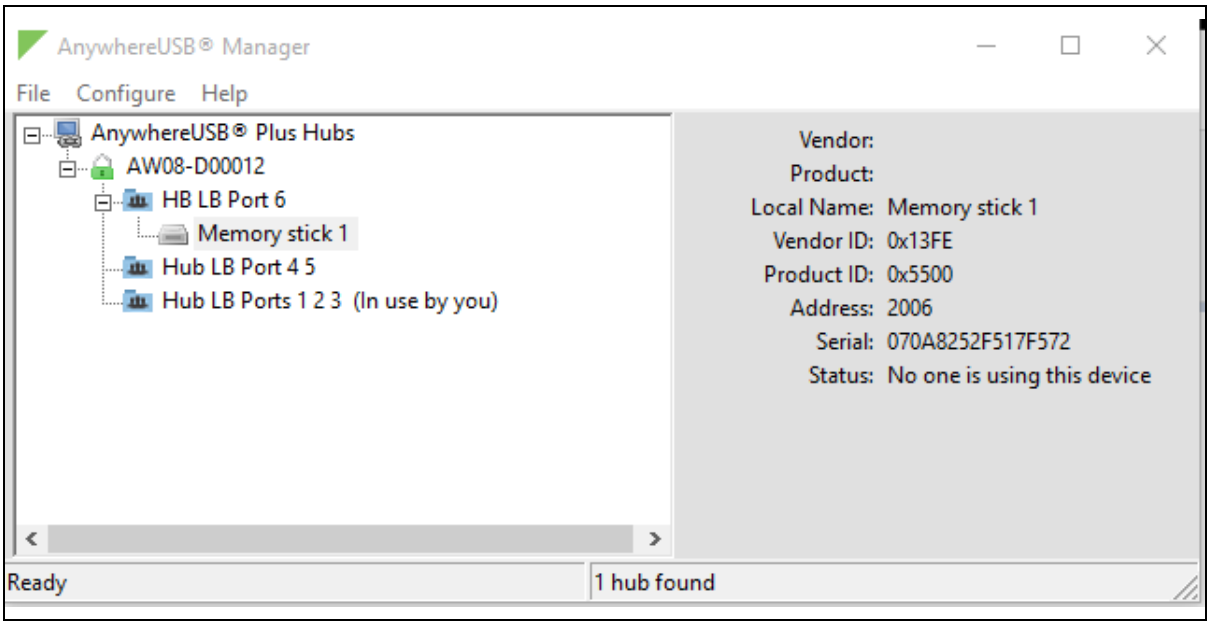
- AnywhereUSB Manager icons and toolbar
- AnywhereUSB Manager menu options

You can use the menus associated with the Hubs, groups, and USB devices to configure local names, preferences, and connections. Right-click on a Hub, group, or device name to display the menus.

- AnywhereUSB Manager Hub menu options
- AnywhereUSB Manager group menu options
- AnywhereUSB Manager USB device menu options

Click on a Hub, group, or device name to display information about the selected Hub, group, or device in the status pane on the right side of the **AnywhereUSB Manager**.

- AnywhereUSB Manager Hub Status pane
- AnywhereUSB Manager Group Status pane
- AnywhereUSB Manager Device Status pane



AnywhereUSB Manager icons and toolbar

This section explains how to use the icons in the **AnywhereUSB Manager** and what they represent.

The icons in the **AnywhereUSB Manager** show the status of a Hub.

Icon	Location	Description
	Hub	Green lock: Active and secure connection between the Hub and the PC.
	Hub	Yellow dot: The PC and Hub are attempting to connect.
	Hub	Red X: Connection between the Hub and the PC failed.

The toolbar icons manage the **AnywhereUSB Manager** dialog.

Icon	Description
	Minimizes the **AnywhereUSB Manager** into the task bar and the notification area of the task bar.
	Maximizes the **AnywhereUSB Manager**.
	Minimizes the **AnywhereUSB Manager** into the notification area of the task bar.

AnywhereUSB Manager menu options

You can use the menu options to view AnywhereUSB® Plus Hub information.

- File > Preferences
- File > Exit
- Configure > Known Hubs
- Configure > Hidden Hubs
- Configure > Manage Hub Credentials
- Help > System Messages
- Help > Latency graph
- Help > Online Manual
- Help > About

AnywhereUSB Manager Hub menu options

Right-click on a Hub name in the **AnywhereUSB Manager** to configure and maintain the Hub.

- Open Web UI
- Assign Local Name

AnywhereUSB Manager group menu options

Right-click on a group name in the **AnywhereUSB Manager** to configure and maintain the group.

- Connect to Group
- Disconnect from Group
- Enable Auto Connect
- Disable Auto Connect
- Assign Local Name

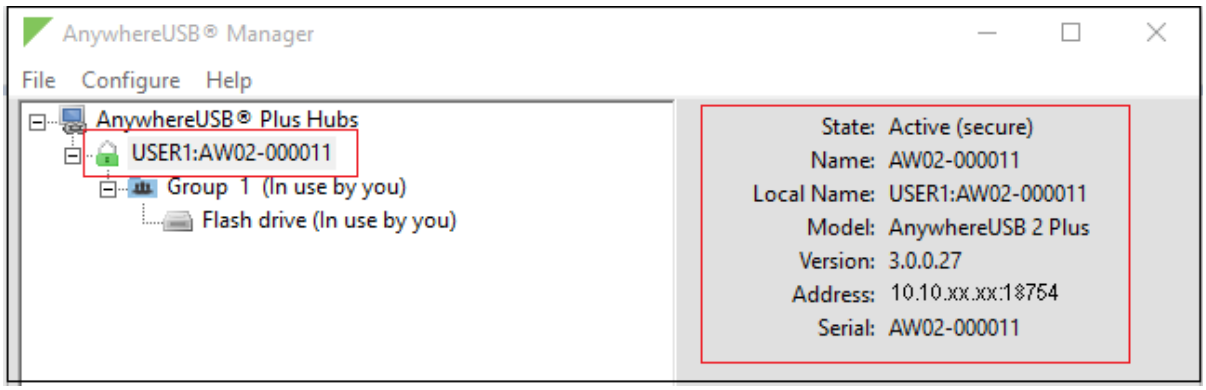
AnywhereUSB Manager USB device menu options

Right-click on a USB device name in the **AnywhereUSB Manager** to configure and connect to the USB device.

- Connect to Device
- Connect to Group
- Disconnect from Device
- Assign Local Name

AnywhereUSB Manager Hub Status pane

When you select an AnywhereUSB® Plus Hub in the **AnywhereUSB Manager**, information about the Hub displays in the Hub Status pane.

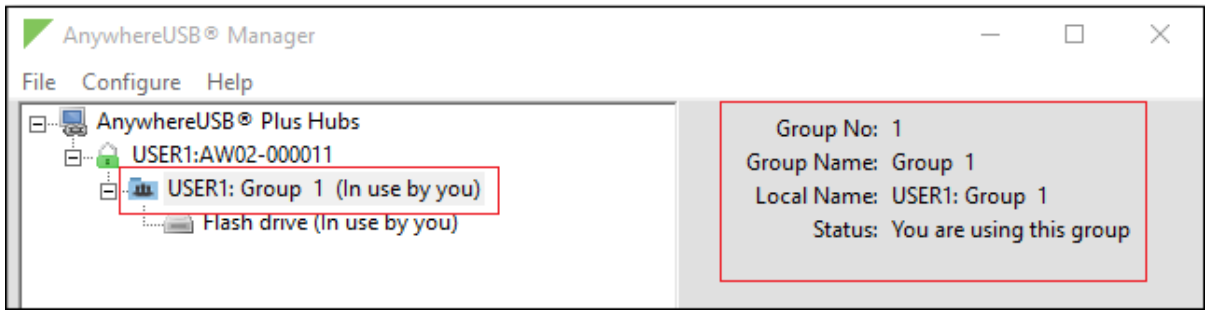


Label	Description
State	The current state of the Hub. Options are: ■ **Connecting** ■ **Authenticating** ■ **Active (secure)**: A green lock icon appears next to the Hub name. ■ **Error**: If an error has occurred, a red X icon appears next to the Hub name. ■ **Duplicate connection**: If a Hub that is on the same network as your computer has been added to the known Hubs list, and the **Autofind Hubs** feature is enabled, a duplicate Hub displays in the AnywhereUSB Manager. The duplicate Hub will be in the **Duplicate connection** state. See Manage the list of known Hubs. ■ **Unregistered client ID**: The client ID is not in the client list for the Hub. The Hub administrator needs to allow each new client ID by adding the client ID to the client list. See AnywhereUSB Manager icons and toolbar for more information about the Hub icons.
Name	The name of the Hub supplied by the Hub. The default value for the Hub name is the serial number assigned to the Hub. You can change the Hub name in the **Ethernet Network** section of the web UI. See Rename the Hub.
Local Name	A descriptive local name for the Hub. The local name also displays in the tree view in the left-hand pane in the **AnywhereUSB Manager**. The local name is local to the computer on which the **AnywhereUSB Manager** is running. You can change the local name using the Assign Local Name menu option for the Hub.
Model	The model name for the AnywhereUSB® Plus Hub.
Version	The version number of the firmware running on the Hub.
Address	The network address of the Hub.

Label	Description
Serial	The serial number of the Hub, which is found on the Hub label.

AnywhereUSB Manager Group Status pane

When you select a group in the **AnywhereUSB Manager**, information about the group displays in the Group Status pane.

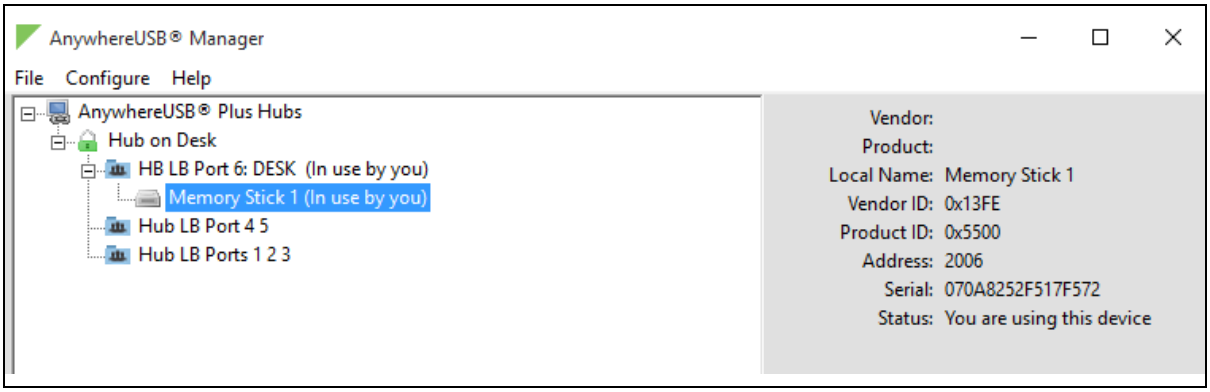


Label	Description
Group No	The group number from the Hub.
Group Name	The name of the group supplied by the Hub. By default, a group is named "Group" appended by a consecutive number, such as Group 1, Group 2, and so on. You can change the group name in the **AnywhereUSB** screen in the web UI. See Create groups and assign ports to the group.

Label	Description
Local Name	A descriptive local name for the group. The local name also displays in the tree view in the left-hand pane in the **AnywhereUSB Manager**. The local name is local to the computer on which the **AnywhereUSB Manager** is running. You can change the local name using the Assign Local Name menu option for the group.
Status	A status message indicates whether a user is currently connected this group. Options are: ■ You are using this group ■ No one is using this group ■ In use by <*client ID*> at <*machine name*>

AnywhereUSB Manager Device Status pane

When you select a USB device in a group in the **AnywhereUSB Manager**, information about the device displays in the Device Status pane.



Label	Description
Vendor	Name of the USB device vendor, if supplied by the device.
Product	Name of the USB product, if supplied by the device.
Local Name	A descriptive local name for the USB device. The local name also displays in the tree view in the left-hand pane in the **AnywhereUSB Manager**. The local name is local to the computer on which the **AnywhereUSB Manager** is running. You can change the local name using the **Assign a Local Name** menu option for the device. See Assign a local name to a USB device.
Vendor ID	The USB vendor ID.
Product ID	The USB product ID.
Address	The USB device address that helps to identify a device.

Label	Description
Serial	The serial number of the USB device, if supplied by the device.
Status	A status message indicates whether a user is currently using this device. Options are: ■ You are using this device ■ No one is using this device ■ In use by <*client ID*> at <*machine name*>

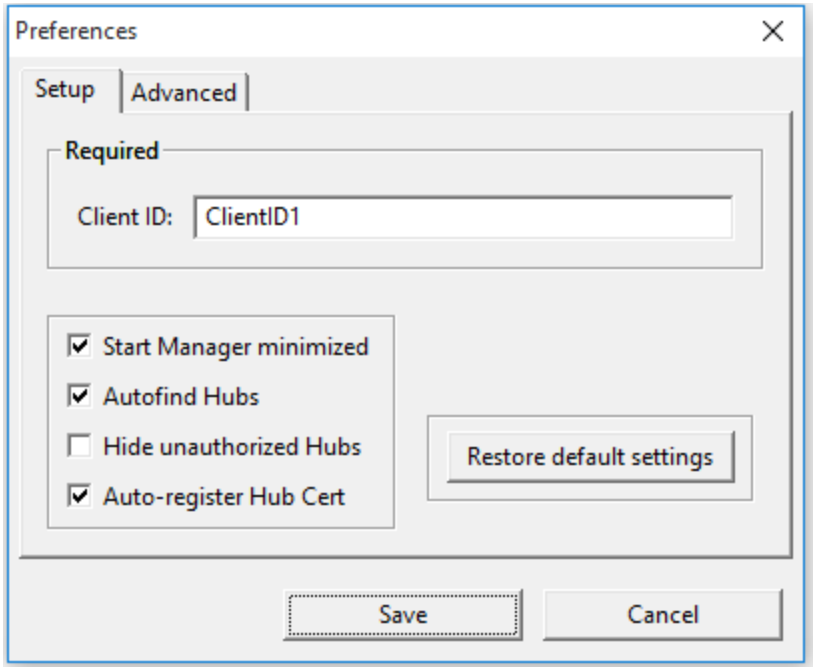
Set Hub preferences

In the **AnywhereUSB Manager**, you can set preferences for keepalive time messages and responses and how often the **AnywhereUSB Manager** searches for a Hub and the Hub response time.

Click **File > Preferences** to display the **Preferences** dialog.

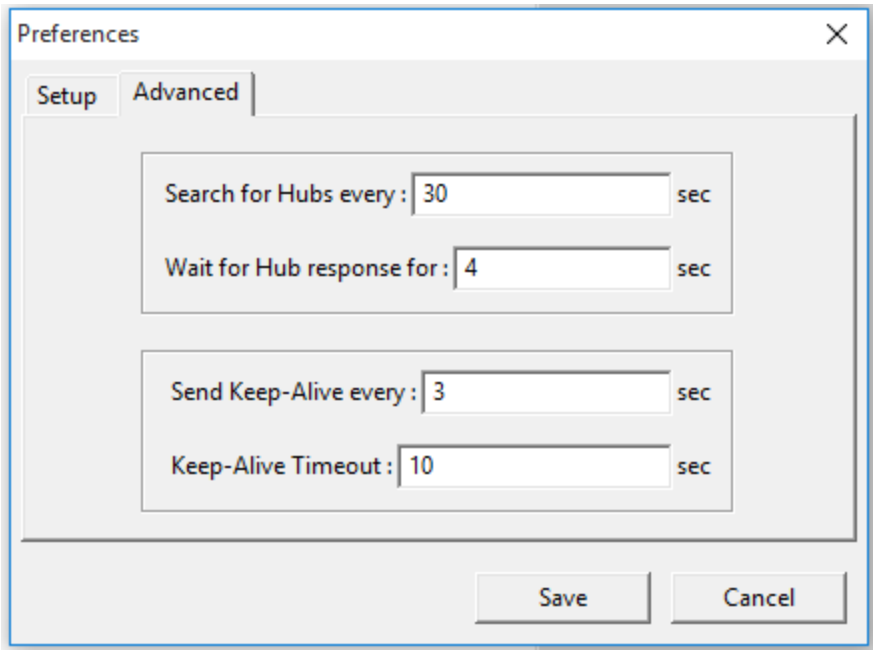
Setup tab

- Client ID
- Start Manager minimized
- Autofind Hubs
- Hide unauthorized Hubs
- Auto-register Hub Cert
- Restore default settings



Advanced tab

Specify search, response, and keepalive intervals for a Hub



Exit the AnywhereUSB Manager

You can log out of the AnywhereUSB Manager close the dialog.

1. Open the **AnywhereUSB Manager**.
2. Click **File > Exit** to disconnect all USB devices connected to your computer, close all connections, and close the **AnywhereUSB Manager**.
3. If you are connected to any USB devices, a confirmation dialog appears.

4. Click **Yes** to exit the **AnywhereUSB Manager**.

Administrators: Configure the AnywhereUSB® Plus in the web user interface

You can configure the AnywhereUSB® Plus Hub in the **Configuration and Management** web user interface.

The web UI is available from a Hub listed in the **AnywhereUSB Manager**. You must install the **AnywhereUSB Manager** before you can use the web UI. See Install the AnywhereUSB Manager.

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Configuration and Management web user interface 55
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Change the Hub password 64
View current connections to the Hub 65
Configure network services 65
Configure the findme feature 66
Configure device identity settings 67
Allow the Hub to connect to Remote Manager 67
Backup and restore settings 68
Update the firmware 69
View system logs 70
View system statistics 70
Configure the time on the Hub 71
Restore factory default settings from the web UI 72
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Open the Configuration and Management web user interface

You can open the **Configuration and Management** web user interface for a selected AnywhereUSB® Plus Hub. The information in the web UI is unique for each Hub. Make sure you select the desired Hub before you open the web UI.

By default, the **Home** page appears when you open the web UI for a Hub, and displays current Hub status information. Click **Refresh** to update the information displayed in the page.

1. Open the **AnywhereUSB Manager**.
2. Expand **AnywhereUSB® Plus Hubs** to display the Hubs.
3. Right-click on the Hub that you want to configure or maintain.
4. Click **Open Web UI**. The **Configuration and Management** web user interface appears, and displays the **Home** page by default.

   Note The first time you launch the web UI, a warning dialog may appear if your internet connection is not private. In this situation, continue to access the device, and a log in dialog appears. If your internet connection is private, only the log in dialog appears. The user name is **admin** and the default password is located on the label on the bottom of the Hub. Note that the password is case-sensitive and must be typed in exactly as it appears on the label.

5. Configure or maintain the Hub as needed. See Administrators: Configure the AnywhereUSB® Plus in the web user interface for more information.
6. When you are done working in the web UI, close the browser window.

Access the online help from the web UI

1. Open the web UI.
2. Click **Help > Online Manual** to launch the online help file.

Apply and save changes

The web UI runs locally on the device, which means that the interface always maintains and displays the latest settings for the connected AnywhereUSB® Plus Hub.

When you make a change to the configuration, click **Apply** to save the changes.

Configuration and Management web user interface

The **Configuration and Management** web user interface contains a set of pages you can use to configure and maintain the AnywhereUSB® Plus Hub.

- Home

Configuration section

- Ethernet Network
- AnywhereUSB
- Network Services
- System
- Time

- Remote Manager
- Admin Password

Management section

- Connections

Administration section

- Backup/Restore
- Firmware Update
- Factory Default Settings
- System Log
- Find Me LED
- System Statistics
- Reboot

Help

- Online Manual

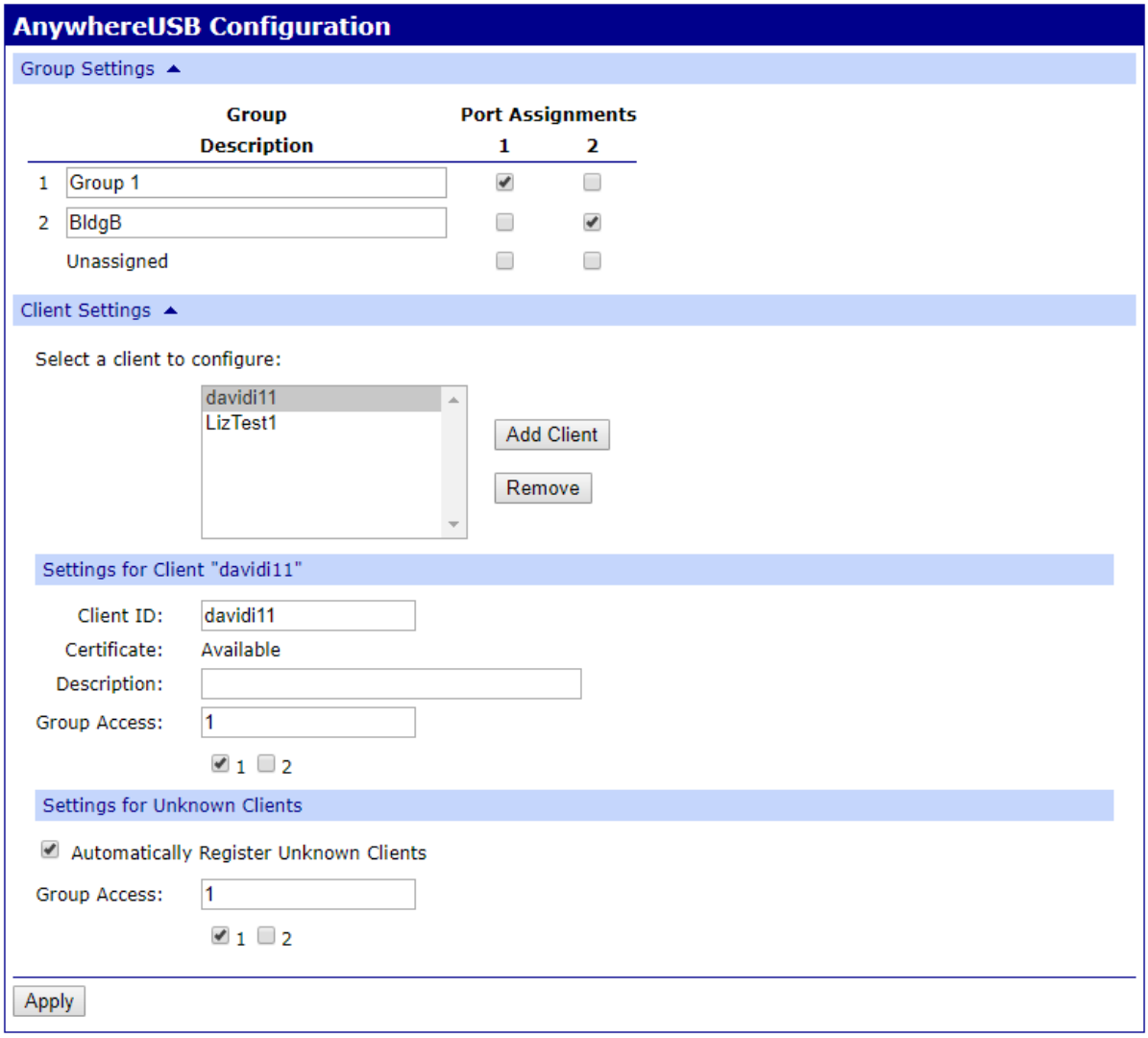
Configure and manage client IDs

The client list for a Hub displays in the **Client Settings** section. This list contains all of the client IDs for the computers that are allowed to connect to the Hub. You can manually add client IDs or choose to automatically add client IDs to the list.

Note You can have up to 24 client IDs in the client list.

The client IDs are assigned to groups of USB ports on the Hub. When a computer connects to a group in the **AnywhereUSB Manager**, the computer has access to all of the ports in the group and the devices connected to those ports. No other computer is allowed to access any of the devices in the group. A computer can connect to more than one group at a time.

- Configure a client ID
- Manually add a client ID
- Remove a client ID
- Automatically register or reject unknown clients



Configure a client ID

You can assign a descriptive name to a client ID in the client list, and update the groups the computer is allowed to access. The computer can access all of the ports in the specified groups, as defined in the Group Settings section.

Note If needed, you can also add additional client IDs to the list.

1. Open the web UI.
2. Click **AnywhereUSB** from the **Configuration** section. The **AnywhereUSB Configuration** page appears.
3. In the client list in the **Client Settings** section, select the client ID that you want to configure. Information about the selected client ID displays in the **Settings for Client** section.

4. The **Certificate** value is **Unavailable** until certificates have been exchanged between the computer and the Hub. After this occurs, the **Certificate** value is updated to **Available**.
5. In the **Description** field, enter a descriptive name for the client ID.
6. Click the check box next to a group to which the computer is allowed access. As you select groups, the selected group numbers appear in the **Group Access** field in the **Settings for Client** section.

   You can also manually enter group numbers in the **Group Access** field.
7. Click **Apply** to save the changes.

Manually add a client ID

You can manually add client IDs to the client list. When a computer searches for Hubs, any computer with a client ID on the client list can connect to the Hub.

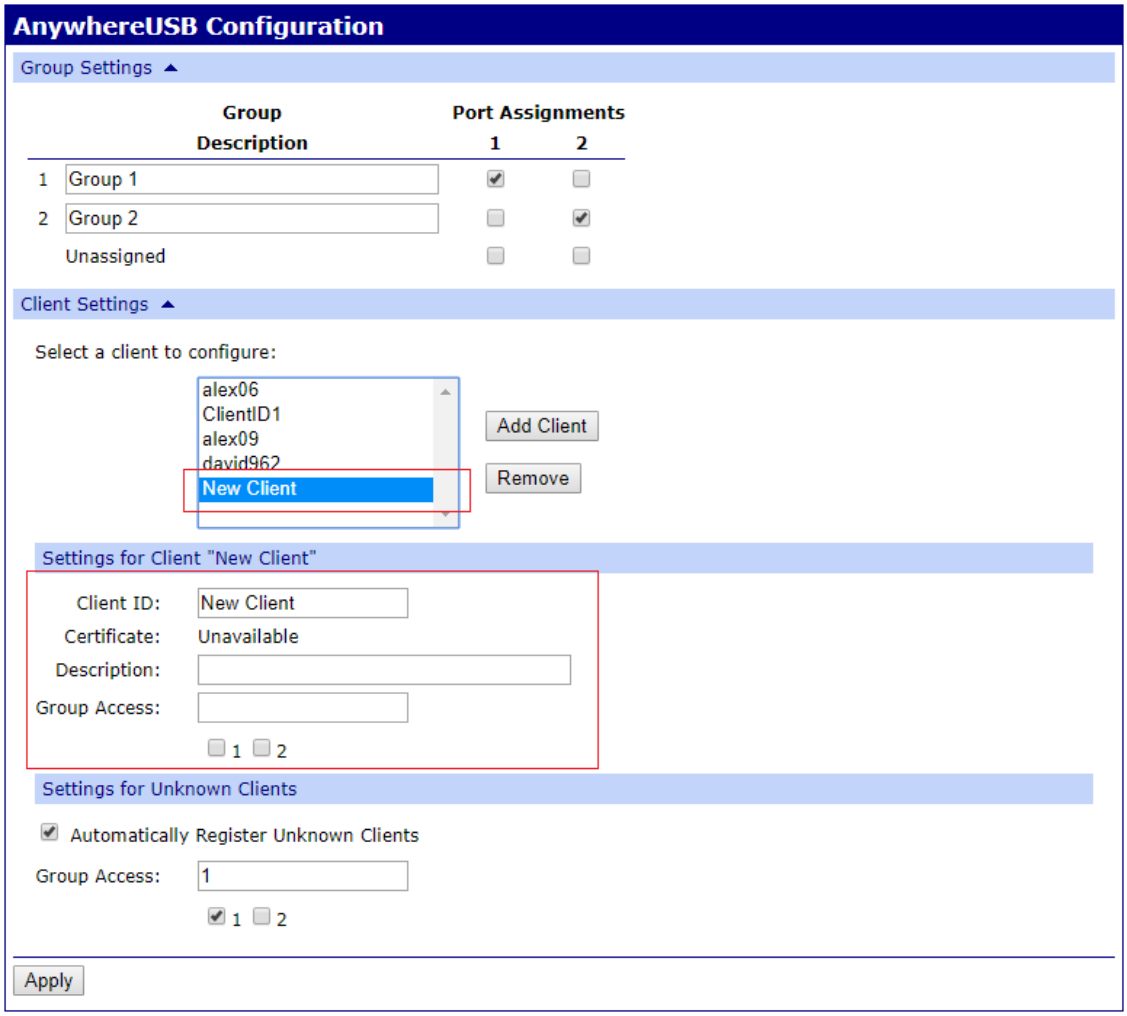
Note You can have up to 24 client IDs in the client list.

After you have added a client ID, the certificate is unavailable until the first time the computer with the new client ID connects to the Hub. When the computer connects to the Hub for the first time, the identity certificates are exchanged between the computer and the Hub. After the initial connection, only that computer with the client ID and unique identity certificate is able to connect to the Hub. Any other computer with the same client ID will be rejected. For information about computers with the same client ID, see AnywhereUSB Manager client ID is not unique.

WARNING! After you have manually added a client ID to the list, Digi recommends that you use a private network to connect the computer to the Hub and then to verify the initial connection. If you do not use a private network, and the same client ID is assigned to both a known and an unknown computer, there is a risk of misidentification. In this situation, an unknown computer may connect to the Hub before the known computer does, resulting in the wrong computer being allowed to connect to your Hub.

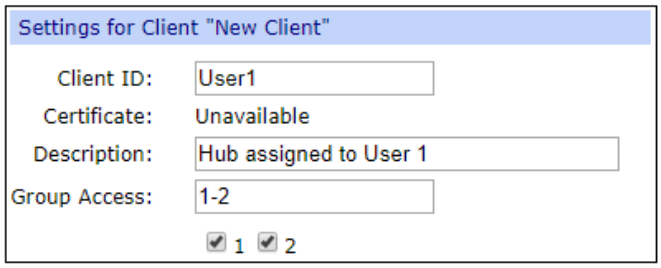
Note Digi recommends de-selecting the **Automatically Register Unknown Clients** option if you choose to manually add multiple client IDs to the client list. See Automatically reject unknown clients.

1. Open the web UI.
2. Click **AnywhereUSB** from the **Configuration** section. The **AnywhereUSB Configuration** page appears.
3. In the **Client Settings** section, click **Add Client**. A new row labeled "New Client" is added to the client list and the **Settings for Client** section is populated for the new client.



4. Enter information about the client ID in the **Settings for Client "New Client"** section.
    a. In the **Client ID** field, enter the client ID for the computer.
    b. In the **Description** field, enter a descriptive name for the client ID.
    c. Click the check box next to a group to which the computer is allowed access. As you select groups, the selected group numbers appear in the **Group Access** field in the **Settings for Unknown Clients** section.

Note The **Certificate** value is **Unavailable** until certificates have been exchanged between the computer and the Hub. After this occurs, the **Certificate** value is updated to **Available**.



5. Click **Apply**. The client ID is added to the client list.

Remove a client ID

You can remove a client ID from the client list when that computer should no longer have access to the Hub.

Note If you have selected the **Automatically Register Unknown Clients** option, any client ID removed from the list is automatically added to the client list again the next time the computer tries to connect.

1. Open the web UI.
2. Click **AnywhereUSB** from the **Configuration** section. The **AnywhereUSB Configuration** page appears.
3. In the **Client Settings** section, select the client ID you want to remove from the list.
4. Click **Remove**. A confirmation dialog appears..
5. Click **OK**.

Automatically register or reject unknown clients

In the **AnywhereUSB Configuration** page, you have the choice to automatically register or reject computers that have not previously connected to the Hub. The **Automatically Register Unknown Clients** option is disabled by default, meaning that computers that have not previously connected to the Hub are rejected.

Note Digi recommends keeping the **Automatically Register Unknown Clients** option disabled and to manually add client IDs on a secure network.

- Automatically reject unknown clients
- Automatically register unknown clients

Automatically reject unknown clients

You can choose to have the Hub automatically reject any client ID that is not on the Hub's registered client list.

You can view which When you open the **AnywhereUSB Manager**, the Hub is found on the network, but a red X displays next Hub name, as the client ID is not registered with the Hub. The user is not able to connect to the Hub.

Note Digi recommends keeping the **Automatically Register Unknown Clients** option disabled and to manually add client IDs on a secure network.

1. Open the web UI.
2. Click **AnywhereUSB** from the **Configuration** section. The **AnywhereUSB Configuration** page appears.
3. De-select the **Automatically Register Unknown Clients** option so the Hub rejects any client ID that is not on the Hub's registered client list. In this case, a red X displays next to the name of the Hubs in the **AnywhereUSB Manager** to which the client ID cannot connect.
4. Click **Apply** to save the changes.

Automatically register unknown clients

Select the **Automatically Register Unknown Clients** option to automatically add the client ID for an unknown computer to the client list for the Hub. When you open the **AnywhereUSB Manager** and the Hub is found on the network, and the user is able to automatically connect to the Hub.

By default, the computer will have access to the ports in the groups specified in the **Group Access** field in the **Settings for Unknown Clients** section. The ports for each group are specified in the Group Settings section. You can change the groups to which a computer has access in the Client Settings section.

A user will be able to connect to the Hub in the **AnywhereUSB Manager**.

1. Open the web UI.
2. Click **AnywhereUSB** from the **Configuration** section. The **AnywhereUSB Configuration** page appears.
3. Select the option to automatically add the client ID for an unknown computer to the client list for the Hub.
4. Click the check box next to the group(s) to which the computer is allowed access. As you select groups, the selected group numbers appear in the **Group Access** field in the **Settings for Unknown Clients** section.

   You can also manually enter group numbers in the **Group Access** field.
5. Click **Apply** to save the changes.

Rename a Hub and the groups in a Hub

A default name is assigned to a Hub and to the groups in the Hub. These names are associated with the physical Hub and groups on the Hub, and can be changed in the **Configuration and Management** web user interface.

Note A USB device does not have a name that can be changed. However, a local name can be assigned to a USB device in the **AnywhereUSB Manager**. See Assign a local name to a USB device.

The default Hub name and group name can be see by every user that connects to the Hub. You can also give a Hub and groups a local name that can be see only by the user that assigns the name. See Assign a local name to a Hub and Assign a local name to a group.

Note Only administrators can rename the Hubs and the groups.

- Rename the Hub
- Rename a group

Rename the Hub

You can rename the AnywhereUSB® Plus Hub in the **Ethernet Network Configuration** page.

By default, the Hub name is the serial number assigned to the Hub. The serial number for the Hub is on the Hub's label. The Hub name displays in the **Name** field in the Hub Status pane in the **AnywhereUSB Manager**.

Note The name can consist of the following characters: 0-9, A-Z, a-z, dash (-), or period (.). You cannot use spaces, underscores (_), comma (,), forward slash (/), or ampersand (&).

1. Open the web UI.
2. Select **Ethernet Network** from the Configuration section. The **Ethernet Network Configuration** dialog appears.
3. In the **Host Name** field, enter a descriptive name for the Hub. The name cannot have spaces or underscores.
4. Click **Apply**.

Rename a group

You can rename the AnywhereUSB® Plus Hub in the **AnywhereUSB** page in the web UI.

By default, a group is named "Group" appended by a consecutive number, such as Group 1, Group 2, and so on. The group name displays in the **Group Name** field in the Group Status pane in the **AnywhereUSB Manager**.

1. Open the web UI from your selected Hub.
2. Click **AnywhereUSB** from the **Configuration** section. The **AnywhereUSB Configuration** page appears.
3. Enter a new name for a group in the **Group Description** field.
4. Click **Apply** to save the changes.

View Hub system information

You can view current status information about the Hub in the **System Information** page. This page appears by default when you launch the web UI.

The **Description**, **Contact**, and **Location** fields are populated after you have entered identity settings in the **System Configuration** page. See Configure device identity settings.

1. Open the web UI. This page appears by default when you launch the web UI.
2. Click **Home**. The **System Information** page appears.
3. Click **Refresh** to update the information in the page.

Configure the IP address on the Hub

You can configure the IP address for the Hub in the **Ethernet Network Configuration** page. You can choose to enable the Hub to automatically obtain an IP address, or you can manually assign an IP address.

- Automatically obtain an IP address for the Hub
- Manually set an IP address for the Hub

Automatically obtain an IP address for the Hub

In the **Ethernet Network Configuration** page, you can configure the Hub to automatically obtain an IP address each time you power on the Hub.

The **Obtain an IP address automatically using DHCP** option is enabled by default. DHCP is used to automatically assign IP addresses; deliver TCP/IP stack configuration parameters, such as the subnet mask, default gateway and domain name servers; and to provide other configuration information.

When the **Obtain an IP address automatically using DHCP** option is enabled, but if the DHCP server is unavailable or nonexistent, Auto-IP assigns the device an IP. Auto-IP (Auto Private IP Addressing (APIPA)), is a standard protocol that automatically assigns an IP address from a reserved pool of standard Auto-IP addresses to the computer on which it is installed. If DHCP is enabled or responds later, the IP address assigned by DHCP overrides the Auto-IP address that was previously assigned.

Note If the **Obtain an IP address automatically using DHCP** option is disabled, the **Use the following IP address** option is enabled by default, and you must manually set an IP address.

1. Open the web UI.
2. Select **Ethernet Network** from the Configuration section. The **Ethernet Network Configuration** dialog appears.
3. Select the **Obtain an IP address automatically using DHCP** option.
4. The values in the **Primary DNS** and **Secondary DNS** fields are automatically assigned.
5. Click **Apply**.

Manually set an IP address for the Hub

You can manually assign a specific IP address for the AnywhereUSB® Plus Hub in the **Ethernet Network Configuration** page.

1. Open the web UI.
2. Select **Ethernet Network** from the Configuration section. The **Ethernet Network Configuration** dialog appears.
3. Select the **Use the following IP address** option.
4. Enter the appropriate values in the **IP Address**, **Subnet Mask**, and **Default Gateway** fields.
5. Enter the appropriate values in the **Primary DNS** and **Secondary DNS** fields.
6. Click **Apply**.

Ethernet network bonding

For the AnywhereUSB 24 Plus Hub, you can specify the bonding mode for the Ethernet network. The Hub has two physical Ethernet network ports that use the same MAC address and share one IP address. When both ports are being used, they act as one Ethernet network port.

Note This applies to the AnywhereUSB 24 Plus only.

1. Open the web UI.
2. Select **Ethernet Network** from the Configuration section. The **Ethernet Network Configuration** dialog appears.
3. In the Ethernet Network Bonding section, select the bonding option that you want to use. Bonding is used when Ethernet cables are connected to both Ethernet network ports.
   - **Load Balancing (Round-Robin)**: The Ethernet network connection alternates between the two ports as the Hub sends data. If one Ethernet network connection fails, all data is sent from the second Ethernet network connection.
   - **Fault-Tolerance (Active-Backup)**: The Hub uses only one of the Ethernet network connections at a time. If one Ethernet network connection fails, all data is sent from the second Ethernet network connection. This is the default.
4. Click **Apply**.

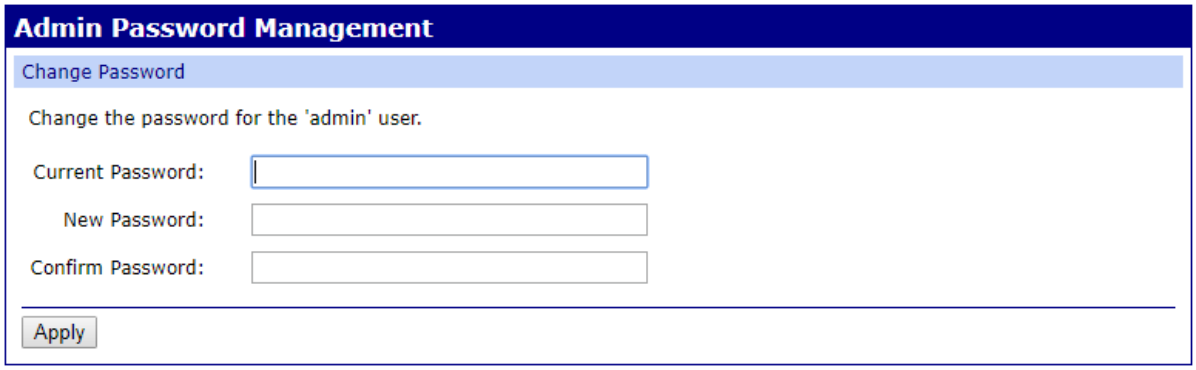
Change the Hub password

You can change the administrator password for the Hub in the **Admin Password Management** page.

Note The default password is included on the Hub's label, and must be entered the first time you connect to the Hub from the web UI.

After you change the password, you must log in before you can access any pages in the web UI.

1. Open the web UI.
2. Click **Admin Password** in the Configuration section. The **Admin Password Management** page appears.
3. In the **Current Password** field, enter the current password.
4. In the **New Password** field, enter the new password.
5. In the **Confirm Password** field, re-enter the new password.
6. Click **Apply** to apply and save the change.
7. Select any link in the web UI. A log in dialog appears.
8. Log in using the new password.



View current connections to the Hub

You can view information about current connections to the Hub in the **Connections Management** page.

1. Open the web UI.
2. Click **Connections** in the Management section. The **Connections Management** page appears.
   - **Local Address**: The IP address of the Hub and the TCP port number of a network service running on the Hub. The TCP Port information is available on the Network Service Configuration page.
   - **Remote Address**: The IP address of the computer connected to the Hub.
   - **Service**: A description of the service connected to the Hub.
3. Click **Refresh** to update the information in the screen.

Configure network services

You can configure network services options in the **Network Service Configuration** page. All network services options are selected by default.

For each service you must specify the TCP port number. The ports are configured by default, and changing the default value is not recommended.

1. Open the web UI.
2. Click **Network Services** in the Configuration section. The **Network Service Configuration** page appears.

3. Select the **Enable** option for the network service you want to enable.
   - **Multicast Domain Name System (MDNS)**: Enables the discovery of the Hub on the local network.
   - **Enable AnywhereUSB**: Allows remote access to USB devices connected to this server. The default **TCP Port** value is 18574.
   - **Enable Secure Shell Server (SSH)**: Allows users secure access to log in to the Digi device and access the command line interface. The default **TCP Port** value is 22.
   - **Enable Web Server (HTTP)**: Enables web pages for configuration. The default **TCP Port** value is 80.
   - **Enable Secure Web Server (HTTPS)**: Enables web page encryption to improve the security of web data transfers. The default **TCP Port** value is 443.
4. Enter the port number in the **TCP Port** field. If you change the port number on this screen, you must also change the corresponding port number on your computer.
5. Click **Apply** to apply and save the changes.

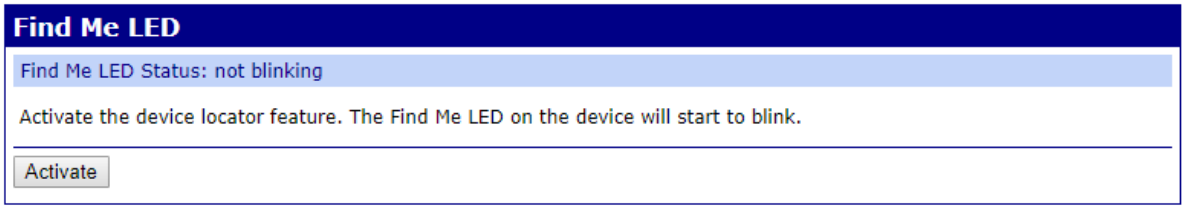
Configure the findme feature

You can use the findme feature to cause an LED on the Hub to blink, which can help you to identify a specific Hub.

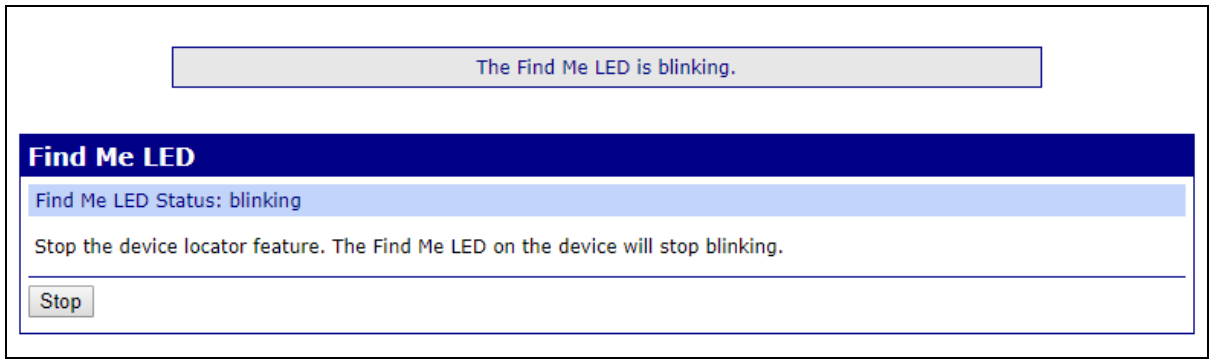
- **AnywhereUSB 2 Plus**: When enabled, the power LED blinks green, then orange.
- **AnywereUSB 8 Plus** and **AnywhereUSB 24 Plus**: When enabled, the user LED blinks green, then orange.

Note You can also configure this feature using the findme CLI command.

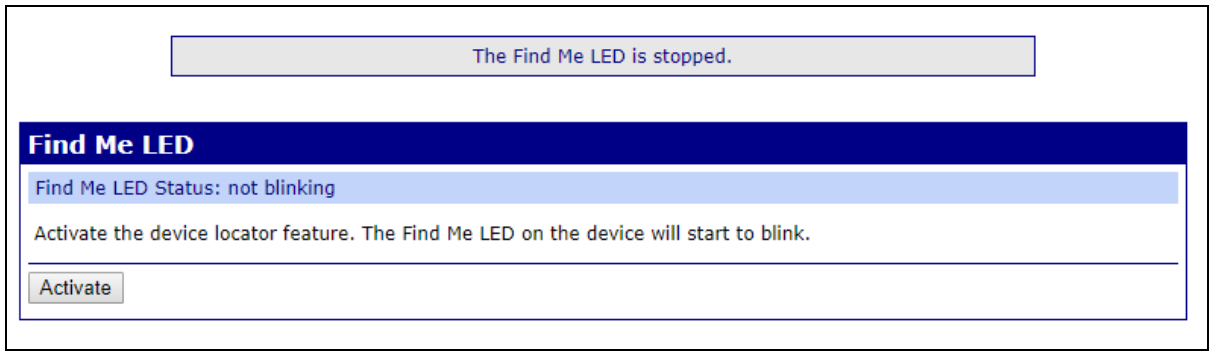
1. Open the web UI.
2. Click **Find Me LED** in the Administration section. The **Find Me LED** page appears.



3. Click **Activate**. The "Find Me LED Status" message changes to **blinking**, and the message "The Find Me LED is blinking" appears at the top of the page. The appropriate LED on the Hub begins to blink.



4. When you have found the Hub, click **Stop**. The "Find Me LED Status" message changes to **not blinking**, and the message "The Find Me LED is stopped" appears at the top of the page.



Configure device identity settings

You can configure the device description, contact, and location information for the Hub in the **System Configuration** page. This feature is useful to identify a specific Hub when working with a large number of Hubs in multiple locations. The information entered on this page appears in the Home page.

1. Open the web UI.
2. Click **System** from the Configuration section. The **System Configuration** page appears.
3. Enter the following information:
   - **Description**: An identifying description of the Hub.
   - **Contact**: Any contact information for a person that can manage the Hub, such as the administrator name and contact information.
   - **Location**: The physical location of the Hub.
4. Click **Apply** to apply and save the changes.

Allow the Hub to connect to Remote Manager

You can use Digi® Remote Manager to view your Hubs and manage the information sent from the Hub to Remote Manager. By default, the Hub is configured to connect to Remote Manager, and Remote Manager is configured to allow a connection with the Hubs.

You can enable access for the Hub to Remote Manager and specify reconnect time and keepalive intervals in the **Remote Manager Configuration** page. You can view information about the connection to Remote Manager in the System Statistics page and in the Connections Management page.

Note You must have a Remote Manager account and add the Hub to Remote Manager to be able to view the Hub data in Remote Manager. For more information, see View Hub information in Remote Manager.

To enable access to Remote Manager for the Hub:

1. Open the web UI.
2. Click **Remote Manager** in the Configuration section. The **Remote Manager Configuration** page appears.
3. Select **Enable Remote Manager Connectivity**. This option is selected by default.
4. In the **Remote Manager Server** field, enter the name of your Remote Manager server. A value is entered by default.
5. Enter the following information:
   - **Reconnect Time**: The amount of time to wait after the Hub has been disconnected from Remote Manager before the Hub should automatically try to reconnect. The time is measured in seconds. The default is 30 seconds.
   - **Device keepalive interval**: The interval at which the Hub sends a keep-alive packet to Remote Manager if the Remote Manager connection is idle. Remote Manager expects to receive either Remote Manager protocol messages or keep-alive packets at the specified interval. The time is measured in seconds. The default is 60 seconds.
   - **Server keepalive interval**: The interval at which Remote Manager sends a keep-alive packet to the Hub if the Remote Manager connection is idle. The Hub expects to receive either Remote Manager protocol messages or keep-alive packets at the specified frequency. The time is measured in seconds. The default is 60 seconds.
   - **Maximum missed keepalives**: The number of consecutive keep-alives can be missed before the connection between Remote Manager and the Hub is considered lost and subsequently closed by the Hub and Remote manager. The default is 3.
6. Click **Apply** to apply and save the change.
7. To ensure your connection to Remote Manager, see View Hub information in Remote Manager for details about adding the Hub to Remote Manager.

Backup and restore settings

The backup and restore feature allows you to save any configuration changes you have made to a file, and then restore a configuration by applying the saved changes to any Hub.

- **Backup**: The back up file contains only the configuration changes you have made from the default settings. The entire configuration of a Hub is not saved.
- **Restore**: When you restore a configuration, the changes saved to the backup file are applied over any other existing changes on the Hub.

When configuration of a Hub is complete, it is recommended that you back up that configuration in case you need to revert to a desired configuration.

You can also use the backup/restore feature as a convenience when configuring multiple Hubs. You can back up the first Hub's configuration settings, and then apply that back up file to other Hubs.

The format of the back up file is a list of CLI commands.

Back up a Hub's configuration

Only the changes made from the default configuration are saved to the back up file.

1. Open the web UI.
2. Click **Backup/Restore** from the Administration section. The **Backup/Restore** page appears.
3. Click **Backup** to back up the Hub's current configuration to a back up file.
4. A confirmation dialog appears. Save the change to continue.

Restore the configuration for a Hub

You can apply a previously saved backup file from a Hub to the same Hub or any other Hub.

Note The backed up changes are applied on top of the current settings for the Hub.

1. Open the web UI.
2. Click **Backup/Restore** from the Administration section. The **Backup/Restore** page appears.
3. Click **Choose File** to select a backup file that you previously saved.
4. Click **Restore** to apply the selected backup file to the Hub.

Update the firmware

You can update the firmware on a Hub from the **Update Firmware** page. Information about the current version of the firmware appears in the screen.

You must first get the current firmware file, and then you can upload it to the Hub.

Download the firmware to your computer

1. Go to www.digi.com/support.
2. Scroll down to the **Support Downloads** section.
3. Click **Firmware Updates**.
4. In the **Filter the list** box, enter **AnywhereUSB Plus**. As you type, matches display.
5. Click **AnywhereUSB Plus**.
6. From the list of options, select the option for your model: **AnywhereUSB 2 Plus**, **AnywhereUSB 8 Plus**, or **AnywhereUSB 24 Plus**.
7. From the **Firmware Updates** section, select the version you want to download. The file is downloaded to a folder on your computer. Make a note of the folder path and name.

Update the firmware on the Hub

1. Open the web UI.
2. Click **Firmware Update** from the Administration section. The **Update Firmware** page appears.
3. Click **Choose File** and browse for the firmware file.
4. Click **Update**. The USB port 1 LED flashes while the firmware is being updated.
5. When the update is complete, a status message appears.

Note DO NOT close the browser until the update is complete and the status message appears.

6. The device automatically reboots. When the reboot is complete, all the LEDs light up.

View system logs

You can view information from the device log files in the **System Message Log File Browser** screen. The log files are mainly used for troubleshooting.

1. Open the web UI.
2. Click **System Log** in the Administration section. The **System Message Log File Browser** page appears.
3. From the **Select Log File** list box, select the log file that you want to view. The eventlog.txt file is selected by default.
4. Click **Get File**. The messages in the log file display in the **Messages in Log File** section.
5. The filters that relate to the log file option you selected appear in the **Messages in Log File** section. All filters are selected by default. You can:
   - Select and de-select individual filters.
   - Click **Clear All** to de-select all of the filters.
   - Click **Mark All** to select all of the filters.

   As you select and de-select filters, the **Message Filters for Displayed Log File** section is updated.
6. Click **Refresh** to update the messages that appear in the **Message Filters for Displayed Log File** section.
7. Click **Save All** to save the messages in a .txt file. The file is downloaded so you can access the file.

View system statistics

The **System Statistics** page displays statistical information for these connections: ethernet, IP, TCP, UDP, and ICMP. Remote Manager connection information is also displayed.

1. Open the web UI.
2. Click **System Statistics** in the Administration section. The **System Statistics** page apears.
3. Click **Refresh** to update the information.

Configure the time on the Hub

By default, the time on the Hub is the last time stamp that was written to the Hub log file. To ensure that the time on the Hub is correct, you should configure the time in the **Time Configuration** page. You can choose to either manually set the time on the Hub to match the time on the server, or to configure time server synchronization.

- Configure time server synchronization: Synchronize the time on the Hub with the NTP (Network Time Protocol) servers.
- Set the server time manually: Manually set the time for the Hub. This overrides the NTP time synchronization.

Configure time server synchronization

You can use this method to synchronize the time on the Hub with the NTP (Network Time Protocol) servers. This method is the default, and the information for the NTP servers is configured by default.

Note Digi recommends using NTP.

1. Open the web UI.
2. Click **Time** in the Configuration section. The **Time Configuration** page appears.
3. Select **Enable Time Server Synchronization**. This option is selected by default.
4. From the **Timezone** drop-down, select the time zone the server is in.
5. Click **Apply** to apply and save the change.

Set the server time manually

You can use this method to manually set the time for the Hub. This overrides the NTP time synchronization. See Configure the time on the Hub.

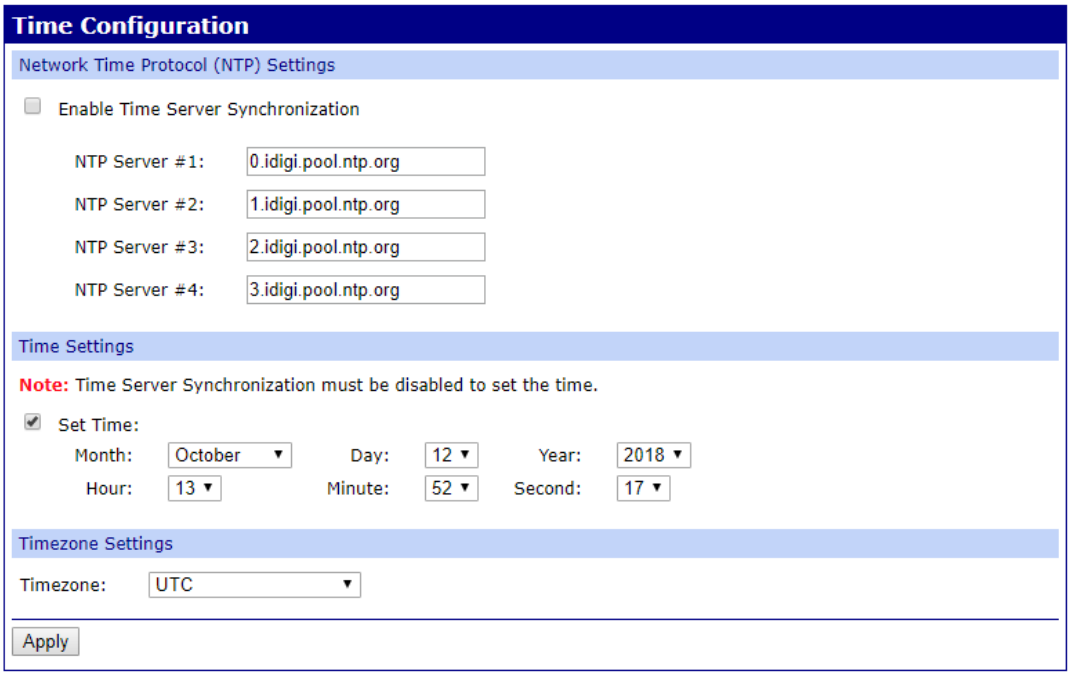
If you use this method, and the Hub has lost power (both external and internal), or if you reboot the Hub, the **Set Time** option is de-selected and the time reverts to the last time stamp that was written to the Hub log file. If you want to more accurately set the time, you should either configure time server synchronization or manually re-set the time using the process below.

Note Digi recommends using NTP. See Configure time server synchronization.

To manually set the time:

1. Open the web UI.
2. Click **Time** in the **Configuration** section. The **Time Configuration** page appears.
3. If the **Enable Time Server Synchronization** option is selected, de-select it.
4. Select **Set Time** in the **Time Settings** section. This enables you to manually set the time.

5. Specify the current date and time for the server in the **Month**, **Day**, **Year**, **Hour**, **Minute**, and **Second** fields.
6. From the **Timezone** drop-down, select the time zone the server is in.
7. Click **Apply** to apply and save the change.



Restore factory default settings from the web UI

You can use the **Factory Default Settings** operation from the web UI to reset the configuration of a Hub to the factory default settings. The restore process clears all current settings (including all previously stored client IDs and certificates), deletes all Hub and **AnywhereUSB Manager** keys, resets the password for the administrative user, and restores the settings to the factory defaults.

When restoring the Hub to the factory defaults from the web UI, you can choose to retain the stored IP configuration, which is configured on the Ethernet Network Configuration page.

Note You can also use the **factory-default** CLI command for all Hub models, and the **Reset** button on the Hub to restore the factory default settings. Note that these methods do not allow you choose whether you want to retain the stored IP configuration.

1. Open the web UI.
2. Make a backup copy of the configuration using the Backup/Restore operation to save the current configuration in case you want to restore it at a later time.
3. Click **Factory Default Settings** from the Administration section. The **Factory Default Settings** page appears.

4. Determine whether you want to retain the current DHCP and manual configuration settings. IP configuration option: automatic (automatically obtain an IP address each time you power on the Hub) or static (manually assign an IP address).
    - Do not select the **Keep Stored IP Configuration** option to remove the current IP configuration option. In this situation, the DHCP (Auto IP) process is used. For more information about DHCP and Auto IP, see Automatically obtain an IP address for the Hub. This is the default.
    - Select the **Keep Stored IP Configuration** option to retain the current IP configuration option. The IP, netmask, gateway, and DNS values will be used for the network configuration. These manual values are kept in the configuration settings even if you are currently using DHCP, so you can flip back and forth.
5. Click **Restore**. The Hub is rebooted.
6. You must re-deploy the Hub.

Reboot the Hub

You can reboot the Hub if needed. For example, changes to some Hub settings require saving the changes and rebooting the Hub for the changes to take effect on the Hub.

Note If the **Set Time** option is selected in the **Time Configuration** page, and the Hub is rebooted, the **Set Time** option is de-selected and the time reverts to the last time stamp that was written to the Hub log file. If you want to more accurately set the time, you should either configure time server synchronization or manually re-set the time.

1. Open the web UI.
2. Select **Reboot** from the Administration section. The **System Reboot Confirmation** page appears.
3. Click **Reboot**.
4. Wait approximately 15 seconds for the reboot to complete. When the reboot is complete, all the LEDs turn on and then turn off, leaving the power LEDs on. For the AnywhereUSB 24 Plus model, one or both of the power LEDs will be on.

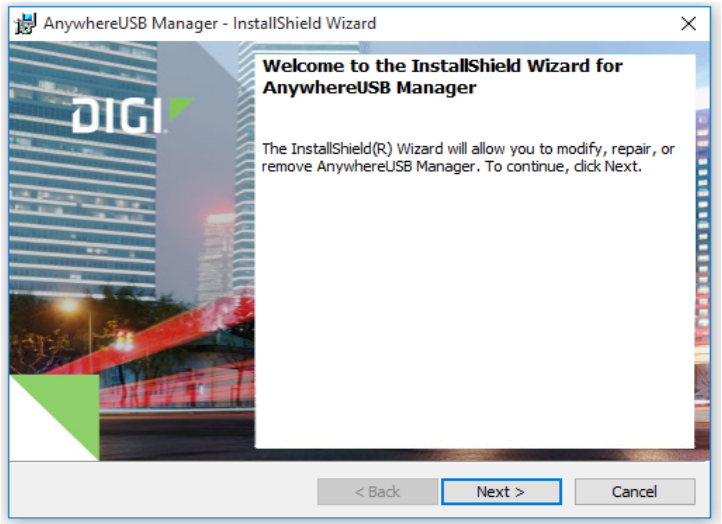
Uninstall the AnywhereUSB Manager

You can uninstall the **AnywhereUSB Manager** if needed.

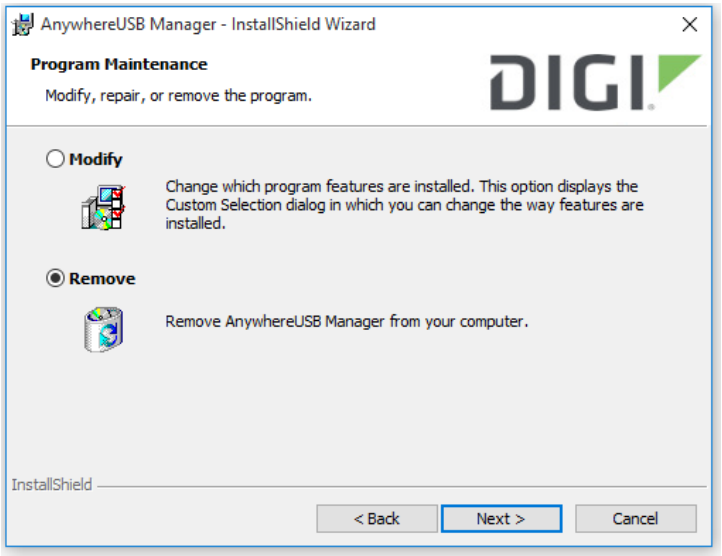
1. Locate the **AnywhereUSB Manager** installer.
    - If you saved the installer when you originally installed the **AnywhereUSB Manager**, navigate to that location on your computer.

- If you did not, you can download the installer from the Support Tools website.
    a. Navigate to https://www.digi.com/support#support-tools.
    b. From the **Support Downloads** section, click **Drivers**.
    c. Find and select **AnywhereUSB Plus** from the product list.
    d. Select your **AnywhereUSB Plus** model.
    e. Select and download the appropriate software for your operating system.

2. Click on the downloaded software to launch the **AnywhereUSB Manager** installation wizard. The **Welcome** screen appears.

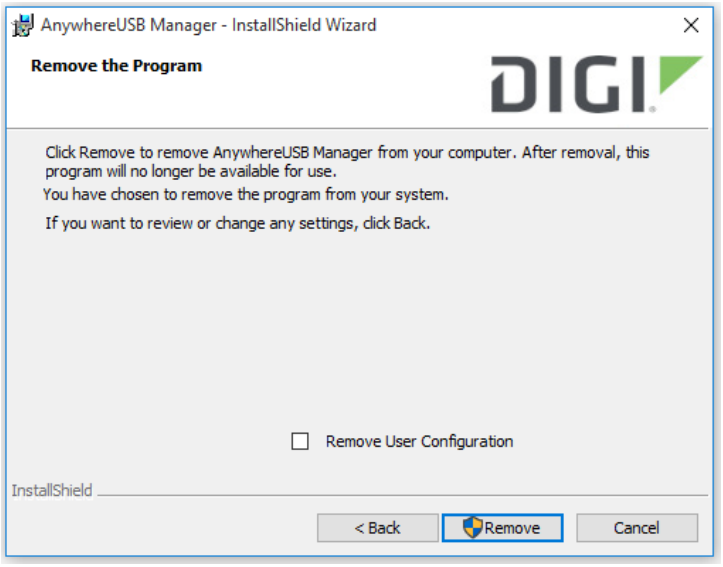


3. Click **Next**. The **Program Maintenance** screen appears.
4. Select **Remove**.

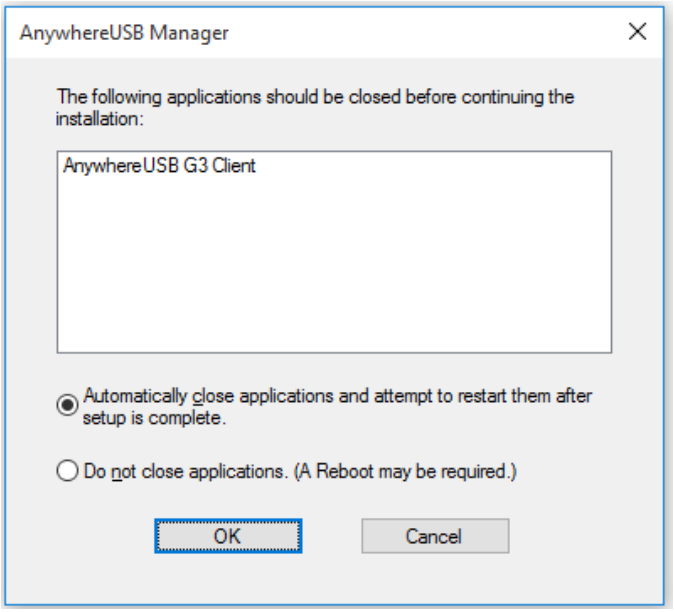


5. Click **Next**. The **Remove the Program** screen appears.

6. Determine whether you want to remove the AnywhereUSB® Plus configuration settings that you have selected.
   - Do not select **Remove User Configuration**: The configuration settings you have made are retained and re-applied the next time you install the **AnywhereUSB Manger**.
   - Select **Remove User Configuration**: The configuration settings you have made are not retained and removed with the program.



7. Click **Remove**. If the **AnywhereUSB Manager** is open, the following dialog displays. Do not change the default settings.



8. Click **OK**. A progress bar appears.
9. When the uninstall is complete, the **InstallShield Wizard Completed** screen appears.

10. Click **Finish** to complete the uninstall and close the dialog.

View Hub information in Remote Manager

By default, an AnywhereUSB® Plus Hub is configured to allow a connection between the Hub and Remote Manager.

- For information about enabling a Hub to connect to Remote Manager, see Allow the Hub to connect to Remote Manager for more information.
- For information about accessing Remote Manager and adding a Hub to Remote Manager, see Get started with Remote Manager.

For more information about Remote Manager in general, see the *Digi Remote Manager User Guide*.

Get started with Remote Manager

Before you can access an AnywhereUSB® Plus Hub in Remote Manager, you must be able to access your account in Remote Manager, and then add the Hub to the list of devices that are monitored by Remote Manager.

1. Log into your Remote Manager account. For information about creating a Remote Manager account and logging in, see the Get Started section in the *Digi Remote Manager User Guide*.
2. Add the Hub to the list of devices monitored by Remote Manager.

For more detailed information about using Remote Manager, see the *Digi Remote Manager User Guide*.

Update the firmware on the Hub from Remote Manager

You can update the firmware on an AnywhereUSB® Plus Hub from Remote Manager. You must first get the current firmware file, and then you can upload it to the device.

1. Download the firmware to your computer.
2. Log into your Remote Manager account. For information about creating a Remote Manager account and logging in, see the Get Started section in the *Digi Remote Manager User Guide*.
3. Click **Device Management**.
4. From the list of devices, click on the Hub for which you want to update the firmware.
5. In the toolbar, click **More > Update Firmware**. The **Update Firmware** dialog appears.
6. Click **Browse** to select the firmware file you just downloaded.

7. Click **Update Firmware** to immediately update the firmware. The updated Hubs will automatically reboot when the updates are complete.

Note By default, the firmware will update when you click the **Update Firmware** button. If you want to schedule when you want the update to occur, click the gear icon to display the options. See Schedule an action in the *Digi Remote Manager User Guide* for detailed information about the schedule options.

View identifying information about the Hub on the Home page

You can display information about the Hub in the **Home** page, such as the IP address, global address, and the Hub device ID. From this page you can also view the Hub data stream and device file.

1. Log into your Remote Manager account. For information about creating a Remote Manager account and logging in, see the Get Started section in the *Digi Remote Manager User Guide*.
2. Click **Device Management**.
3. From the list of devices, click on the AnywhereUSB® Plus Hub for which you want to view identifying information.
4. Click **Properties** in the toolbar. The **Home** page for the Hub appears.

View Hub summary dashboard

Remote Manager tracks connection history between an AnywhereUSB® Plus Hub and Remote Manager. You can a graph of the connection information. See View Hub connection history for detailed information.

1. Log into your Remote Manager account. For information about creating a Remote Manager account and logging in, see the Get Started section in the *Digi Remote Manager User Guide*.
2. Click **Device Management**.
3. From the list of devices, click on the AnywhereUSB® Plus Hub for which you want to view connection history.
4. Click **Properties** in the toolbar. The **Home** page for the Hub appears.
5. Click **Summary Dashboard** in the left pane. The connection history graph for the Hub displays.

View Hub connection history

Remote Manager tracks and displays a detailed connection history between an AnywhereUSB® Plus Hub and Remote Manager. You can view connection and disconnection times, connection methods, and disconnect reasons. See View Hub summary dashboard for a graph of the connection history.

1. Log into your Remote Manager account. For information about creating a Remote Manager account and logging in, see the Get Started section in the *Digi Remote Manager User Guide*.
2. Click **Device Management**.
3. From the list of devices, click on the AnywhereUSB® Plus Hub for which you want to view connection history.

4. Click **Properties** in the toolbar. The **Home** page for the Hub appears.
5. Click **Connection History** in the left pane. The connection history for the Hub displays.

Configure the AnywhereUSB Manager from the command line

You can configure and control the **AnywhereUSB Manager** from the command line.

Prerequisites

- **Service**: If you run the **AnywhereUSB Manager** as a service, you need to be an Administrator.
- **Stand-alone**: If you run the **AnywhereUSB Manager** as a stand-alone, you need to be the same user that was logged in during the installation process or an Administrator. If you are not an Administrator, and you try to configure the **AnywhereUSB Manager** from a command line with the "Run as Administrator" option selected, the commands will fail.

autoconnect clear all

Purpose

Disables the auto connect feature for all Hubs, groups, and devices. When complete no asterisks or plus signs display next to Hub, group, or device names.

Syntax

```
>awusbmanager autoconnect clear all
```

Examples

Run the list command to verify the current state of the auto-connect feature for the Hubs, groups, and devices. In this example, Group 1 has auto connect enabled, and the device in Group 1 has inherited the auto connect feature.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 (AW02-000001.local.:18574)
   Group 2 (AW02-000001.2)
*  Group 1 (AW02-000001.1) (In-use by you)
+       U3 Cruzer Micro (AW02-000001.1101)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

Run the `autoconnect clear all` command.

```
>awusbmanager autoconnect clear all
```

Run the list command again to verify that the auto connect feature has been disabled. No asterisks or plus signs should display.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 (AW02-000001.local.:18574)
   Group 2 (AW02-000001.2)
   Group 1 (AW02-000001.1) (In-use by you)
        U3 Cruzer Micro (AW02-000001.1101)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

autoconnect clear group

Purpose

Disable the auto connect feature for a specified group.

When you disable auto connect for a group, an asterisk no longer displays next to the group name. In addition, any devices in the group no longer inherit the auto connect feature, and the plus sign no longer displays next to the device names.

Note For more information about auto connect, see Configure auto connect.

Syntax

```
>awusbmanager autoconnect clear group,<address>
```

The [*address*] is the address of the group for which you want to disable the auto connect feature.

Examples

Run the list command to verify the current state of the auto-connect feature for a group and to determine the address for a group. In this example, Group 1 has the auto connect feature enabled, so an asterisk displays next to the group name.

The [*address*] for a group is the name of the Hub appended by the number of the group. In this example, the auto connect feature will be disabled for Group 1, so the group name is highlighted below.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 (AW02-000001.local.:18574)
   Group 2 (AW02-000001.2)
*  Group 1 (AW02-000001.1) (In-use by you)
+       U3 Cruzer Micro (AW02-000001.1101) (In-use by you)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

Run the `autoconnect clear group` command.

```
>awusbmanager autoconnect clear group,AW02-000001.1
```

Run the list command again to verify that the auto connect feature has been disabled. In this example, the auto connect feature has been disabled for Group 1, so an asterisk no longer displays next to the group name. In addition, the plus sign no longer displays next to the devices in Group 1.

Note If you were connected to the group and the devices in the group, you will still be connected. If you want do disconnect from them, you can use the `disconnect group` command.

```
AnywhereUSB Manager, below are the available devices:
```

```
AW02-000001 (AW02-000001.local.:18574)
   Group 2 (AW02-000001.2)
   Group 1 (AW02-000001.1) (In-use by you)
        U3 Cruzer Micro (AW02-000001.1101) (In-use by you)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

autoconnect group

Purpose

Enable the auto connect feature for a specified group. This feature ensures that when you start the **AnywhereUSB Manager** as a stand-alone or when it starts at Windows startup if installed as a service, you are automatically connected to all of the groups to which you are allowed access that have auto connect enabled.

When you enable auto connect for a group, an asterisk displays next to the group name. In addition, any devices in the group inherit the auto connect feature, and will also be automatically connected. A plus sign displays next to the devices when the auto connect feature is inherited.

You can disable the auto connect feature for the group if needed.

Note For more information about auto connect, see Configure auto connect.

Syntax

```
>awusbmanager autoconnect group,<address>
```

The [*address*] is the address of the group for which you want to enable the auto connect feature.

Examples

Run the list command to verify the current state of the auto-connect feature for a group and to determine the address for a group. In this example, Group 2 has the auto connect feature enabled, so an asterisk displays next to the group name. The auto connect feature is not enabled for Group 1, so an asterisk does not display.

The [*address*] for a group is the name of the Hub appended by the number of the group. In this example, the auto connect feature will be enabled for Group 1, so the group name is highlighted below.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 (AW02-000001.local.:18574)
*  Group 2 (AW02-000001.2) (In-use by you)
   Group 1 (AW02-000001.1) (In-use by you)
       U3 Cruzer Micro (AW02-000001.1101)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

Run the the `autoconnect group` command.

```
>awusbmanager autoconnect group,AW02-000001.1
```

Run the list command again to verify that the auto connect feature has been enabled. An asterisk displays next to the group name. A plus sign displays next to the names of the devices in the group to show that the auto connect feature is inherited from the group.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 (AW02-000001.local.:18574)
*  Group 2 (AW02-000001.2) (In-use by you)
*  Group 1 (AW02-000001.1) (In-use by you)
+      U3 Cruzer Micro (AW02-000001.1101(  (In-use by you)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

autofind

Purpose

Enables and disables the autofind feature. When enabled, all Hubs connected to the network when **AnywhereUSB Manager** launches are automatically found. This command works as a toggle, or you can can specify "on" or "off." Before you used the command, you should verify the status of the autofind feature.

The status of the autofind feature is displayed when you run the list command.

Note For information about this feature in the **AnywhereUSB Manager**, see Autofind Hubs when the AnywhereUSB Manager launches.

Syntax

```
>awusbmanager autofind[,on|,off]
```

- **on**: Enables the autofind feature. When enabled, all Hubs connected to the network when **AnywhereUSB Manager** launches are automatically found. This option is not required.
- **off**: Disables the autofind feature. When disabled, Hubs are not automatically found when **AnywhereUSB Manager** launches. In this case, you must manually add the Hubs to which you want to connect to the known Hubs list. This option is not required.

Examples

Run the list command to verify the status of the autofind feature. In this example, the autofind feature is enabled.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 (AW02-000001.local.:18574)
   Group 2 (AW02-000001.2) (In-use by you)
   Group 1 (AW02-000001.1) (In-use by you)
       U3 Cruzer Micro (AW02-000001.1101)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

Run the autofind command to disable the feature. You can specify the "off" option, but it is not required.

```
>awusbmanager autofind,off
```

Run the list command again.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 (AW02-000001.local.:18574)
```

```
   Group 2 (AW02-000001.2) (In-use by you)
   Group 1 (AW02-000001.1) (In-use by you)
       U3 Cruzer Micro (AW02-000001.1101)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: disabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

You can run the autofind command again to enable the feature. You can specify the "on" option, but it is not required.

```
>awusbmanager autofind
```

Run the list command again to verify.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 (AW02-000001.local.:18574)
   Group 2 (AW02-000001.2) (In-use by you)
   Group 1 (AW02-000001.1) (In-use by you)
       U3 Cruzer Micro (AW02-000001.1101)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

connect device

Purpose

Connect to a USB device in a group to which you have access. You cannot connect to a device in a group that is already in use.

You must be connected to the group before you can connect to a device in that group. If the device requires a password, you must enter the password when using the `connect device` command.

Syntax

```
>awusbmanager connect device,<address>[,password]
```

The <*address*> is the address of the device to which you want to connect.

The <*password*> is the password for the device. The password is optional.

Examples

If you have connected to a group, and then disconnect from a device in that group, you no longer have access to the device. You can reconnect to that device.

Run the list command to make sure you are connected to the group that the device you want to connect to is in. In this example, the device is in Group 1, so you should be connected to Group 1.

You will need the address for device to which you want to connect.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 (AW02-000001.local.:18574)
   Group 2 (AW02-000001.2) (In-use by you)
   Group 1 (AW02-000001.1) (In-use by you)
       U3 Cruzer Micro (AW02-000001.1101)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

Run the `connect device` command. If required to access the device, include the device password.

```
>awusbmanager connect device,AW02-000001.1101
```

Run the list command again to verify that the device is connected.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 (AW02-000001.local.:18574)
   Group 2 (AW02-000001.2) (In-use by you)
   Group 1 (AW02-000001.1) (In-use by you)
       U3 Cruzer Micro (AW02-000001.1101) (In-use by you)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
```

```
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

connect group

Purpose

You can connect to a group so that you have access to the ports in the group. Once you have connected to a group, no one else can connect to that group. You cannot connect to a group that is already is use.

When you connect to a group, you are automatically connected to all of the ports in the group to which you are allowed access.

Syntax

```
>awusbmanager connect group,<address>
```

The [*address*] is the address of the group to which you want to connect.

Examples

Run the list command to determine the address for the group to which you want to connect. In this example, you will connect to Group 1.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 (AW02-000001.local.:18574)
   Group 2 (AW02-000001.2) (In-use by you)
   Group 1 (AW02-000001.1)
       U3 Cruzer Micro (AW02-000001.1101)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

Run the `connect group` command.

```
>awusbmanager connect group,AW02-000001.1
```

Run the list command again to verify that you are connected to the group and to all of the ports in the group to which you are allowed access.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 (AW02-000001.local.:18574)
   Group 2 (AW02-000001.2) (In-use by you)
   Group 1 (AW02-000001.1) (In-use by you)
       U3 Cruzer Micro (AW02-000001.1101) (In-use by you)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

device info

Purpose

Displays information about a device. For more information, see AnywhereUSB Manager Device Status pane.

Syntax

```
>awusbmanager device info,<address>
```

The [*address*] is the address of the device for which you want to display information. The address is required.

Examples

Run the list command to determine the device's address.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 (AW02-000001.local.:18574)
*  Group 2 (AW02-000001.2) (In-use by you)
*  Group 1 (AW02-000001.1) (In-use by you)
+      U3 Cruzer Micro "USB stick 1" (AW02-000001.1101)  (In-use by you)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

Run the `device info` command.

```
>awusbmanager device info,AW02-000001.1101
```

Information about the device displays.

```
ADDRESS: AW02-000001.1101
LOCALNAME: USB stick 1
VENDOR: SanDisk
VENDOR ID: 0x0781
PRODUCT: U3 Cruzer Micro
PRODUCT ID: 0x5406
SERIAL: 0770000F0000000C
AUTOCONNECT: inherited
IN USE BY: YOU
```

device name

Purpose

Change or assign the local name of a device.

Syntax

```
>awusbmanager device name,<address>,<new name>
```

The <*device name*> is the device's address.

The <*new name*> is the new local name for the device.

Examples

Run the list command to determine the device's address.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 "Hub 1" (AW02-000001.local.:18574)
   Group 2 (AW02-000001.2) (In-use by you)
   Group 1 (AW02-000001.1) (In-use by you)
       U3 Cruzer Micro (AW02-000001.1101)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

Run the `device name` command.

```
>awusbmanager device name,AW02-000001.1101,USB Stick
```

Run the list command again to verify the name change.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 "Hub 1" (AW02-000001.local.:18574)
   Group 2 (AW02-000001.2) (In-use by you)
   Group 1 (AW02-000001.1) (In-use by you)
       U3 Cruzer Micro "USB Stick" (AW02-000001.1101)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

disconnect device

Purpose

Disconnect from a USB device to which you no longer need access. You will remain connected to the group that the device is in. Other users cannot connect the USB device, since you still own the group that the USB device is in.

Note If you have auto connect enabled for the group, you can disconnect from a USB device in the group, but note that for a stand-alone, the device will be reconnected the next time you stop and then start the **AnywhereUSB Manager**. If you are running the **AnywhereUSB Manager** as a service, the device remains disconnected until you reboot the PC or restart the service.

Syntax

```
>awusbmanager disconnect device,<address>
```

The <*address*> is the address of the device from which you want to disconnect.

Examples

Run the list command to view the address for device from which you want to disconnect.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 (AW02-000001.local.:18574)
   Group 2 (AW02-000001.2) (In-use by you)
   Group 1 (AW02-000001.1) (In-use by you)
       U3 Cruzer Micro (AW02-000001.1101) (In-use by you)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

Run the `disconnect device` command.

```
>awusbmanager disconnect device,AW02-000001.1101
```

Run the list command again to verify that the device is disconnected.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 (AW02-000001.local.:18574)
   Group 2 (AW02-000001.2) (In-use by you)
   Group 1 (AW02-000001.1) (In-use by you)
       U3 Cruzer Micro (AW02-000001.1101)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

disconnect group

Purpose

You can disconnect from a group that has ports you no longer need access to. You are disconnected from all USB devices and ports in that group. Any other user can then connect to that group.

Note If the group has auto connect enabled, and you want to disconnect from the group, note that when you disconnect from the group you will be automatically reconnected. Before you disconnect, make sure that auto connect is disabled for the group.

Syntax

```
>awusbmanager disconnect group, [address]
```

The [*address*] is the address of the group from which you want to disconnect.

Examples

Run the list command to determine the address for the group to which you want to connect.

Make sure that auto connect is disabled for the group. When it is disabled, an asterisk does not display next to the group name. If you need to disable auto connect for the group, see autoconnect clear group.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 (AW02-000001.local.:18574)
   Group 2 (AW02-000001.2) (In-use by you)
   Group 1 (AW02-000001.1) (In-use by you)
       U3 Cruzer Micro (AW02-000001.1101) (In-use by you)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

Run the `disconnect group` command.

```
>awusbmanager disconnect group,AW02-000001.1
```

Run the list command again to verify that the group is disconnected.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 (AW02-000001.local.:18574)
   Group 2 (AW02-000001.2) (In-use by you)
   Group 1 (AW02-000001.1)
       U3 Cruzer Micro (AW02-000001.1101)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
```

```
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

exit

Purpose

Shuts down the service. If the **AnywhereUS Manager** is open, it is shut down as well.

Syntax

```
>awusbmanager exit
```

group info

Purpose

Displays information about a group. For more information, see AnywhereUSB Manager Group Status pane.

Syntax

```
>awusbmanager group info,[address]
```

The [*address*] is the address of the group for which you want to display information. The address is required.

Examples

Run the list command to determine the group's address.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 "HUB-000001" (AW02-000001.local.:18574)
*  Group 2 "Admin group" (AW02-000001.2) (In-use by you)
   Group 1 (AW02-000001.1) (In-use by you)
       U3 Cruzer Micro (AW02-000001.1101)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

Run the `group info` command.

```
>awusbmanager group info,AW02-000001.2
```

Information about the group displays.

```
ADDRESS: AW02-000001.2
LOCALNAME: Admin group
GROUP: 2
NAME: Group 2
PORTS: 2
AUTOCONNECT: enabled
IN USE BY: YOU
```

group name

Purpose

Change or assign the local name of the group.

Syntax

```
>awusbmanager group name,<address,<new name>
```

The <*group name*> is the group's address.

The <*new name*> is the new local name for the group.

Examples

Run the list command to determine the group's address.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 "Hub 1" (AW02-000001.local.:18574)
   Group 2 (AW02-000001.2) (In-use by you)
   Group 1 (AW02-000001.1) (In-use by you)
       U3 Cruzer Micro (AW02-000001.1101)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

Run the `group name` command.

```
>awusbmanager group name,AW02-000001.2,New Group
```

Run the list command again to verify the name change.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 "Hub 1" (AW02-000001.local.:18574)
   Group 2 "New Group" (AW02-000001.2) (In-use by you)
   Group 1 (AW02-000001.1) (In-use by you)
       U3 Cruzer Micro (AW02-000001.1101)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

hidden hub add

Purpose

Hide a Hub by adding it to the hidden Hubs list.

Note For information on hiding Hubs in the AnywhereUSB Manager, see Hide an individual Hub and Hide all unauthorized Hubs.

Syntax

```
>awusbmanager hidden hub add,<address>[:port]
```

The [*address*] is the address of the Hub that you want to hide

The <*port*> is the TCP port number for the Hub you want to hide. This is required if the TCP port number is not the default (18574).

Examples

Run the `hidden hub add` command to add a Hub to the hidden Hub list.

- Use the default port of 18574:

```
>awusbmanager hidden hub add,10.10.10.34
```

- Change the TCP port number:

```
>awusbmanager hidden hub add,10.10.10.56:5600
```

You can then run the `hidden hub list` command to verify that the Hubs were added to the list of hidden Hubs.

```
10.10.10.34:18574
10.10.10.56:5600
```

hidden hub list

Purpose

Displays a list of Hubs that have been added to the hidden Hubs list.

- You can choose to hide Hubs that currently display in the **AnywhereUSB Manager**, such as an unauthorized Hub (which displays with a red X next to the Hub name), or a Hub which users shouldn't access.
- You can also choose to hide Hubs that don't currently display in the **AnywhereUSB Manager**, but the client ID may have access in the future, such as a Hub on another network.

Note For information on hiding Hubs in the **AnywhereUSB Manager**, see Hide an individual Hub and Hide all unauthorized Hubs.

Syntax

```
>awusbmanager hidden hub list
```

Examples

Run the `hidden hub list` command.

```
>awusbmanager hidden hub list
```

A list of hidden Hubs is returned.

```
10.10.10.50:18574
10.10.10.21:18574
```

hidden hub remove

Purpose

Remove a Hub from the hidden Hubs list.

Syntax

```
>awusbmanager hidden hub remove,<address>[:port]
```

The <*address*> is the address of the hub that you want to remove from the hidden Hub list. This is required.

The <*port*> is the TCP port number for the Hub you want to remove. This is required if the TCP port number is not the default (18574).

Examples

Run the `hidden hub list` command to verify the address and port number of the Hub that you want to remove.

```
10.10.10.21:18574
10.10.10.34:18574
10.10.10.56:5600
```

Run the `hidden hub remove` command.

- If the TCP port number is the default, entering the port number in the command is optional.

```
>awusbmanager hidden hub remove,10.10.10.34
```

- If the TCP port number is not the default, entering the port number in the command is required.

```
>awusbmanager hidden hub remove,10.10.10.56:5600
```

Run the `hidden hub list` command again to verify that the specified Hubs have been removed.

```
10.10.10.21:18574
```

hidden hub remove all

Purpose

Remove all the Hubs in the hidden Hubs list.

Syntax

```
>awusbmanager hidden hub remove all
```

Examples

Run the `hidden hub list` command to view the list of hidden Hubs.

```
10.10.10.12:18574
10.10.10.14:18574
10.10.10.15:5600
```

Run the `hidden hub remove all` command.

```
>awusbmanager hidden hub remove all
```

Run the `hidden hub list` command again to verify that the Hubs have been removed.

help

Purpose

Displays a list of the CLI commands for the **AnywhereUSB Manager**.

Syntax

```
>awusbmanager help
```

hub info

Purpose

Displays information about the Hubs. For more information, see AnywhereUSB Manager Hub Status pane.

Syntax

```
>awusbmanager hub info,<hub name>
```

The <*hub name*> is the address of the Hub for which you want to display information. The address is required.

Examples

Run the list command to determine Hub's address.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 "HUB-000001" (AW02-000001.local.:18574)
   Group 2 (AW02-000001.2) (In-use by you)
   Group 1 (AW02-000001.1) (In-use by you)
       U3 Cruzer Micro (AW02-000001.1101)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

Run the `hub info` command.

```
>awusbmanager hub info,AW02-000001
```

Information about the Hub displays.

```
NAME: AW02-000001
LOCALNAME: HUB-000001
MODEL: AnywhereUSB 2 Plus
VERSION: 3.0.0.54 awusb dby-3.0.0.54 01/03/2019 16:44:25 CST 20190103224522
STATE: Active (secure)
ADDRESS: AW02-000001.local. (SSL Subject:/C=US/ST=Minnesota/O=Digi International
Inc/CN=unknown ,Issuer:/C=US/ST=Minnesota/O=Digi International Inc/CN=unknown)
(10.10.74.xxx)
PORT: 18574
CONNECTED FOR: 22115 sec
CONNECTION ID: 1
INTERFACE: eth0
SERIAL NUMBER: AW02-000001
AUTOCONNECT: disabled
```

hub name

Purpose

Change or assign the local name of the Hub.

Syntax

```
>awusbmanager hub name,<address[:port]>,<new name>
```

The <*address*> is the Hub's address.

The <*port*> is the TCP port number for the Hub you want to rename. This is required if the TCP port number is not the default (18574).

The <*new name*> is the new local name for the Hub.

Examples

Run the list command to determine the Hub's address.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 (AW02-000001.local.:18574)
   Group 2 (AW02-000001.2) (In-use by you)
   Group 1 (AW02-000001.1) (In-use by you)
       U3 Cruzer Micro (AW02-000001.1101)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

Run the `hub name` command.

```
>awusbmanager hub name,AW02-000001,Hub 1
```

Run the list command again to verify the local name.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 "Hub 1" (AW02-000001.local.:18574)
   Group 2 (AW02-000001.2) (In-use by you)
   Group 1 (AW02-000001.1) (In-use by you)
       U3 Cruzer Micro (AW02-000001.1101)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

known hub add

Purpose

Add a Hub to the known Hubs list. The Hubs in this list can be on the same network as your computer, or on a different network. If you add Hubs to the known Hubs list that are on the same network as our computer AND the autofind feature is enabled, duplicate entries display in the Hubs list.

Note For information about using this feature in the **AnywhereUSB Manager**, see Manage the list of known Hubs.

Syntax

```
>awusbmanager known hub add,<address>[:port]
```

The <*address*> is the address of the Hub or a Hub hostname that can be resolved by your network nameservers. This is required.

The <*port*> is the TCP port number, which is 18574 by default. You can change the TCP port number if needed.

Examples

Add a known Hub

Run the `known hub add` command to add a Hub to the known Hub list.

- Use and address and the default port of 18574:

```
>awusbmanager known hub add,10.10.56.12
```

- Use a hostname and change the TCP port number:

```
>awusbmanager known hub add,awusb1.work.com:9999
```

- Change the TCP port number:

```
>awusbmanager known hub add,10.10.56.14:5600
```

You can then run the `known hub list` command to verify that the Hub was added to the list.

```
10.10.10.56:18574
awusb1.work.com:9999
10.10.56.14:5600
```

known hub list

Purpose

Displays a list of Hubs that have been added to the known Hubs list.

Note For more information about known Hubs, see Manage the list of known Hubs.

Syntax

```
>awusbmanager known hub list
```

Examples

Run the `known hub list` command.

```
>awusbmanager known hub list
```

A list of known Hubs is returned.

```
10.10.10.50:18574
10.10.10.12:18574
```

known hub remove

Purpose

Remove a Hub from the known Hubs list.

Note For information about using this feature in the **AnywhereUSB Manager**, see Manage the list of known Hubs.

Syntax

```
>awusbmanager known hub remove,<address>[:port]
```

The <*address*> is the address of the hub that you want to remove from the known Hub list. This is required.

The <*port*> is the TCP port number for the Hub you want to remove. This is required if the TCP port number is not the default (18574).

Examples

Run the `known hub list` command to verify the address and port number of the Hub that you want to remove.

```
10.10.01.12:18574
10.10.01.14:18574
10.10.01.15:5600
```

Run the `known hub remove` command.

- If the TCP port number is the default, entering the port number in the command is optional.

```
>awusbmanager known hub remove,10.10.01.14
```

- If the TCP port number is not the default, entering the port number in the command is required.

```
>awusbmanager known hub remove,10.10.01.15:5600
```

Run the `known hub list` command again to verify that the Hubs have been removed.

```
10.10.01.12:18574
```

known hub remove all

Purpose

Remove all the Hubs in the known Hubs list.

Syntax

```
>awusbmanager known hub remove all
```

Examples

Run the `known hub list` command to view the list of known Hubs.

```
10.10.01.12:18574
10.10.01.14:18574
10.10.01.15:5600
```

Run the `known hub remove all` command.

```
>awusbmanager known hub remove all
```

Run the `known hub list` command again to verify that the Hubs have been removed.

list

Purpose

Displays a list of Hubs, groups, and devices on the network as well as any Hubs the **AnywhereUSB Manager** knows about.

Note This information is similar to what displays in the **AnywhereUSB Manager**. See AnywhereUSB Manager window.

If a group has auto connect enabled, an asterisk displays next to the group name.

Additional information about features displays at the bottom of the list:

- Status of the auto-find feature: enabled or disabled.
- Status of the **auto connect all** feature: enabled or disabled.
- Specifies whether the **AnywhereUSB Manager** is running as a service.

Syntax

```
>awusbmanager list
```

Examples

This example shows one Hub: AW02-000001. On the Hub, Group 1 has the auto connect feature enabled, as specified by the asterisk next to the group name.

```
AnywhereUSB Manager, below are the available devices:

AW02-000001 "Hub 1" (AW02-000001.local.:18574)
   Group 2 (AW02-000001.2) (In-use by you)
   Group 1 (AW02-000001.1) (In-use by you)
       U3 Cruzer Micro (AW02-000001.1101)

* means Autoconnect enabled, + means Autoconnect inherited
Auto-Find: enabled
Autoconnect All: disabled
AnywhereUSB Manager not running as a service
```

list full

Purpose

Displays a list of all Hubs, groups, and devices on the network and includes all information about each Hub, group, or device. This command displays the same information retrieved by running these commands: list, hub info, group info, and device info.

If a group has auto connect enabled, an asterisk displays next to the group name.

Additional information about features displays at the bottom of the list:

- Status of the auto-find feature: enabled or disabled.
- Status of the **auto connect all** feature: enabled or disabled.
- Specifies whether the **AnywhereUSB Manager** is running as a service.

Syntax

```
>awusbmanager list full
```

Examples

Run the `list full` command.

```
>awusbmanager list full
```

The example below shows the Hub on the network, and the groups and devices on that Hub. Information about the Hub, group, and device is also returned.

```
AnywhereUSB Manager, below are the available devices:

AW08-D00001 (10.10.12.12:18574)
  NAME: AW08-D00001
  MODEL: AnywhereUSB 8 Plus
  VERSION: 3.0.1.2 awusb
  STATE: Active (secure)
  ADDRESS: 10.10.12.12
  PORT: 18574
  CONNECTED FOR: 14 sec
  CONNECTION ID: 3
  INTERFACE: eth0
  SERIAL NUMBER: AW08-D00001
  AUTOCONNECT: disabled

   Group  2 (AW08-D00001.2)
     ADDRESS: AW08-D00001.2
     GROUP: 2
     NAME: Group  2
     PORTS: 5 6 7 8
     AUTOCONNECT: disabled
     IN USE BY: NO ONE

      Cruzer (AW08-D00001.1906)
        ADDRESS: AW08-D00001.1906
```

```
        VENDOR: SanDisk
        VENDOR ID: 0x0781
        PRODUCT: Cruzer
        PRODUCT ID: 0x5530
        SERIAL: 20040000920A1C707B00
        AUTOCONNECT: disabled
        IN USE BY: NO ONE


*  Group  1 (AW08-D00001.1) (In-use by you)
     ADDRESS: AW08-D00001.1
     GROUP: 1
     NAME: Group  1
     PORTS: 1 2 3 4
     AUTOCONNECT: enabled
     IN USE BY: YOU

+     USB DISK 3.0 (AW08-D00001.1803) (In-use by you)
        ADDRESS: AW08-D00010.1803
        VENDOR:
        VENDOR ID: 0x13fe
        PRODUCT: USB DISK 3.0
        PRODUCT ID: 0x6300
        SERIAL: 070A00376967E000
        AUTOCONNECT: inherited
        IN USE BY: YOU

* means Autoconnect enabled, + means Autoconnect inherited
Autofind: disabled
Autoconnect All: disabled
AnywhereUSB Manager is running as a service
```

Configure the AnywhereUSB Plus Hub from the CLI

You can configure the AnywhereUSB Hub from the command line interface (CLI). Configuring a Hub through the CLI consists of entering a series of commands to set values in the device.

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set host 141
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set system 146
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Access the command line interface

To configure devices using the command line interface:

1. Do one of the following to connect the AnywhereUSB to a computer.
   - Using a serial port on the AnywhereUSB 8 Plus or Anywhere USB 24 Plus only: Connect an RS-232 null modem cable between the Console port of the Hub and a PC or laptop serial port, allowing CLI access directly through a Terminal emulation program. If your computer doesn't have a serial port, you can use a USB serial adapter. Use the following serial settings:
     - **Baud rate or Bits per second**: 115200
     - **Data**: 8 bit
     - **Parity**: None
     - **Stop**: 1 bit
     - **Flow control**: none
   - Using SSH for all AnywhereUSB® Plus models:

     Open a terminal emulation program that supports SSH and connect to the IP address assigned to the Hub.
2. The login prompt appears. Enter the user ID and password.
   - user ID: admin
   - password: The default password is found on the label of your Hub.

   Note If you are unable to log in to your Hub, see Use the Reset button to restore factory defaults for instructions on restoring the default password.
3. After you have successfully accessed the command line, the **#>** prompt is displayed.

Abbreviating Commands

You can abbreviate all commands by typing enough letters to uniquely identify the command.
Most terminal emulators use the following keyboard commands:

- Up arrow (or Ctrl-P)/Down arrow (or Ctrl-N) redisplays a few most recent commands. You can execute one again with the Enter key.
- Backspace/Ctrl-H key deletes characters to the left of the cursor.
- Ctrl-B moves the cursor one character to the left within the line. Characters are inserted to the left of the cursor when typed.
- Ctrl-F moves the cursor one character to the right within the line. Characters are inserted to the left of the cursor when typed.
- The entire line is evaluated when Enter (Ctrl-M or Ctrl-J) is pressed, to the left and right of the cursor.
- Ctrl-C cancels the line and gives a new prompt.
- Ctrl-D closes the CLI session.

Syntax Conventions

Presentation of command syntax in this manual follows these conventions:

- Brackets **[ ]** surround optional material.
- Braces **{ }** surround entries that require you to chose one of several options, which are separated by the vertical bar, |.
- Non-italicized text indicates literal values, that is, options or values that must be typed exactly as they appear. Yes and no options are examples of literals.
- Italicized text indicates that a type of information is required in that option. For example, ***filename*** means that the name of a file is required in the option.

?

Purpose

Displays options for the current line or command.

Syntax

```
#> ?
```

Options

None.

Examples

Display root commands

```
#> ?
backup          display         factory-default  findme
fwupdate        exit            help             info
newpass         quit            reboot           revert
set             show            who              ?
```

Display options for the set command

```
#> set ?
syntax: set [options...]
cloud      host       network    service    system     time       usbclient
usbgroup
```

Display options for the net command

```
#> set net ?
syntax: set network [options...]
options:
  globalsettings
  ip=(ipaddr)
  submask=(subnet mask)
  gateway=(gateway ipaddr)
  dhcp=(on|off)
  dns1=(primary dns server ipaddr)
  dns2=(secondary dns server ipaddr)
```

backup

Purpose

Save any configuration changes you have made to a file, and then restore a configuration by applying the saved changes to any Hub.

This can also be done from the web UI. See Backup and restore settings for more detailed information.

Syntax

```
backup [to=serveripaddress[:filename]]|
  [from=serveripaddress[:filename]]|
  [print]
```

Options

to=serveripaddress[:filename]

Stores the configuration file to the specified TFTP server and filename. A local file for [filename] may be selected by specifying "local" as the [serveripaddress] value. If a filename is not specified, the command uses the default filename of **backup.cfg**.

from=serveripaddress[:filename]

Restores the configuration file from the specified TFTP server and filename. A local file for [filename] may be selected by specifying "local" as the [serveripaddress] value. If a filename is not specified, the command assumes the default filename of **backup.cfg**.

from=term

Restores the configuration file from the terminal application. Press Ctrl-D at the end of input.

print

Prints out the current device configuration.

Example

```
#> backup from=10.0.0.1:config.cfg
```

display cloud

Purpose

Displays the status of the connection to Remote Manager.

Syntax

```
display cloud
```

Examples

```
#> display cloud
Device Type          : AnywhereUSB 2 Plus
Device ID            : 00000000-00000000-00409DFF-FF3C5C05
Status               : Connected to 52.73.177.207:3199 from 10.10.12.14:48288
Server               : remotemanager.digi.com
Connection Type      : Device-initiated
Connection Method    : TCP/SSL
```

display device

Purpose

Displays general product information.

This information can also be displayed in the web UI. For more information, see Configuration and Management web user interface.

Syntax

```
display device
```

display route

Purpose

Displays Route Table entries.

Syntax

```
display route
```

Examples

```
#> display route
Kernel IP routing table
Destination     Gateway         Genmask         Flags Metric Ref    Use Iface
0.0.0.0         10.10.12.1      0.0.0.0         UG    10     0        0 eth0
10.10.12.0      0.0.0.0         255.255.255.0   U     0      0        0 eth0
```

display tcp

Purpose

Displays active TCP sessions and active TCP listeners. **display tcp** provides current TCP information.

Syntax

```
display tcp
```

Examples

```
#> display tcp
Active Internet connections (only servers)
Proto Recv-Q Send-Q Local Address           Foreign Address         State
tcp        0      0 0.0.0.0:18574           0.0.0.0:*               LISTEN
tcp        0      0 0.0.0.0:80              0.0.0.0:*               LISTEN
tcp        0      0 0.0.0.0:22              0.0.0.0:*               LISTEN
tcp        0      0 0.0.0.0:443             0.0.0.0:*               LISTEN
tcp6       0      0 :::22                   :::*                    LISTEN
Active Internet connections (w/o servers)
Proto Recv-Q Send-Q Local Address           Foreign Address         State
tcp        0      0 10.10.12.14:48288       52.73.177.207:3199      ESTABLISHED
tcp        0      0 10.10.12.14:18574       10.10.12.12:36634       ESTABLISHED
```

display udp

Purpose

Displays current UDP listeners. **display udp** provides current UDP information.

Syntax

```
display udp
```

Examples

```
#> disp udp
Active Internet connections (only servers)
Proto Recv-Q Send-Q Local Address           Foreign Address         State
udp        0      0 0.0.0.0:5353            0.0.0.0:*
udp        0      0 127.0.0.1:323           0.0.0.0:*
udp        0      0 0.0.0.0:43850           0.0.0.0:*
udp6       0      0 ::1:323                 :::*
Active Internet connections (w/o servers)
Proto Recv-Q Send-Q Local Address           Foreign Address         State
```

display versions

Purpose

Displays EOS firmware version information.

Syntax

```
display versions
```

exit

Purpose

Logs you out of the Hub.

Syntax

```
exit
```

factory-default

Purpose

Restore the AnywhereUSB® Plus Hub to the factory default configuration. The restore process clears all current settings (including all previously stored client IDs and certificates), deletes all Hub and **AnywhereUSB Manager** keys, resets the password for the administrative user, and restores the settings to the factory defaults. After the Hub reboots, you must re-deploy the Hub.

Note You can also restore the Hub to the factory default settings from the web UI and the **Reset** button on the Hub. The **Reset** button has the same action as the **factory-default** command. However, if you restore the Hub to the factory defaults from the web UI, you have the option to retain the IP address configuration option.

Syntax

```
factory-default
```

findme

Purpose

Turns on/off an LED to aid in finding a specific Hub among a group of Hubs.

- **AnywhereUSB 2 Plus**: When enabled, the power LED blinks green, then orange.
- **AnywereUSB 8 Plus** and **AnywhereUSB 24 Plus**: When enabled, the user LED blinks green, then orange.

Note You can also configure this feature on the Find Me page in the web UI.

Syntax

```
findme [option]
```

Options

enable={on|off}

Causes the **Locator** LED to blink or stop blinking.

on

Causes the **Locator** LED to blink.

off

Causes the **Locator** LED to stop blinking.

Examples

Display the current state of the Locator LED

```
#> findme
```

Cause the Locator LED to blink

```
#> findme enable=on
```

fwupdate

Purpose

Updates the firmware on the Hub. The Hub reboots when the firmware update is complete.

Syntax

```
fwupdate [host]:[filename]
```

A local file for [*filename*] may be selected by specifying "local" as the [*host*] value.
The [*host*] is the literal "local" or a hostname or IP Address of the TFTP host that can serve this file.

Example

Load new firmware from local file update.bin.

```
#> fwupdate local:update.bin
```

Load new firmware from locale file AW08_firmware_A.bin

```
#> fwupdate 1.2.3.4:AW08_firmware_A.bin
```

help

Purpose

Displays the commands that are available and the options available for a specific command.

Syntax

```
help
```

```
help [command]
```

Example

```
#> help
backup           display          factory-default  findme
fwupdate         exit             help             info
newpass          quit             reboot           revert
set              show             who              ?

#> help set

syntax: set [options...]

cloud      host       network    service    system     time
usbclient    usbgroup

#> help set net

syntax: set network [options...]

options:

   globalsettings
   ip=(ipaddr)
   submask=(subnet mask)
   gateway=(gateway ipaddr)
   dhcp=(on|off)
   dns1=(primary dns server ipaddr)
   dns2=(secondary dns server ipaddr)
```

info ethernet

Purpose

Displays Ethernet communications-related statistics.

Statistics that display are gathered since the statistic tables were last cleared by rebooting the Hub, and include data, event, and error counts. These statistics are useful in understanding how the Hub is operating and can be helpful in finding problems. In particular, if an error counter is found to be increasing there may be a problem with the Hub.

To reset the statistics, reboot the device.

Syntax

```
info ethernet
```

Examples

```
#> info eth
Ethernet Statistics:
Bytes Received             : 49094876   Bytes Sent                 : 177210984
Unicast Packets Received   : 325217     Unicast Packets Sent       : 155961
Receive Errors             : 0          Send Errors                : 0
Received Packets Dropped   : 0          Sent Packets Dropped       : 0
Multicast Packets Received : 0
```

info icmp

Purpose

Displays statistics related to Internet Control Message Protocol (ICMP) activity.

Statistics that display are gathered since the statistic tables were last cleared by rebooting the Hub, and include data, event, and error counts. These statistics are useful in understanding how the Hub is operating and can be helpful in finding problems. In particular, if an error counter is found to be increasing there may be a problem with the Hub.

To reset the statistics, reboot the device.

Syntax

```
info icmp
```

Example

```
#> info icmp
ICMP Statistics:
Datagrams Received         : 0          Datagrams Sent             : 0
Receive Errors             : 0          Send Errors                : 0
Unreachable Received       : 0          Unreachable Sent           : 0
```

info ip

Purpose

Displays statistics relating to Internet Protocol (IP) activity.

To reset the statistics, reboot the device.

Syntax

```
info ip
```

Example

```
#> info ip
IP Statistics:
Datagrams Received         : 201797     Datagrams Sent             : 54487
Header Errors Received     : 0          Datagrams Forwarded        : 0
Address Errors Received    : 10         Send No Route              : 0
Unknown Protos Received    : 0          Send Discarded             : 0
Received Discarded         : 0          Fragments Created          : 0
```

info tcp

Purpose

Displays statistics relating to Transmission Control Protocol (TCP) activity. Statistics displayed are those gathered since the statistic tables were last cleared by rebooting the Hub, and include data, event, and error counts. These statistics are useful in understanding how the Hub is operating and can be helpful in finding problems. In particular, if an error counter is increasing there may be a problem with the Hub.

To reset the statistics, reboot the device.

Syntax

```
info tcp
```

Example

```
#> info tcp
TCP Statistics:
Segments Received          : 94106      Segments Sent              : 147569
Currently Established      : 2          Segments Retransmitted     : 213
Passive Opens              : 2907       Active Opens               : 1
Receive Errors             : 0          Attempt Fails              : 0
Established Resets         : 4          Resets Sent                : 1
```

info udp

Purpose

Displays statistics for User Datagram Protocol (UDP) communications activity.

To reset the statistics, reboot the device.

Syntax

```
info udp
```

Example

```
#> info udp
UDP Statistics:
Datagrams Received         : 13877      Datagrams Sent             : 2665
Receive Errors             : 0          No Ports                   : 0
```

newpass

Purpose

Creates or changes administrator password for the Hub.

You can also change the password in the web UI. See Change the Hub password.

Syntax

```
newpass
```

You are asked for the current password, the new password, and then to repeat new password.

Examples

```
#> newpass
changing password for user admin
current password:
new password:
repeat new password:
```

quit

Purpose

Logs you out of the Hub.

Syntax

```
quit
```

Example

```
#> quit
```

reboot

Purpose

Reboots the Hub.

Note You can also reboot the Hub from the web UI. See Reboot the Hub.

Syntax

```
reboot
```

Wait approximately 15 seconds for the reboot to complete. When the reboot is complete, all the LEDs turn on and then turn off, leaving the power LEDs on. For the AnywhereUSB 24 Plus model, one or both of the power LEDs will be on.

revert

Purpose

Sets a particular group of a Hubs settings to its default values. Only one settings-group keyword can be specified per **revert** command. That is, entering several keywords on a single command to revert multiple settings is not allowed. A **revert all** command reverts all device settings but network, security, and host key/certificate settings.

Syntax

```
revert [option]
```

Options

cloud

Reverts the Remote Manager settings to the default settings.

host

Reverts the host name set by the **set host** command.

network [all|globalsettings|interface=*comma separated list of interface names*]

Reverts these network settings (see set network):

- Ethernet settings, configured by the set ethernet command.
- Network settings, configured by the set network command.

  revert network all

  Reverts settings for all interfaces to default settings.

  revert network globalsettings

  Reverts the global network settings. See set network for details on these options.

  revert network interface=[*comma-separated list of interface names*]

  Reverts the interface-specific network settings for the specified interfaces. The **interface** option can be abbreviated as **if**.

  revert network

  revert network with no options is equivalent to **revert network all**.

service

Reverts the service settings to the default settings.

system

Reverts the system settings to the default settings.

time

Reverts the time settings to the default settings.

usbclient

Reverts the client list to default client list.

usbgroup

Reverts to the groups to the default group list.

set cloud

Purpose

Enables you to enable and configure the Hub's access to Remote Manager.

Note This command performs the same functions as the options in the **Remote Manager Configuration** page in the web UI.

Syntax

```
set cloud [options]
```

Options

server=[*server address text*]

Enter the name of your Remote Manager server.

enable=[*on*|*off*]

Enables or disables Remote Manager.

reconnect=[*none*|*(10-3600 seconds)*]

Specify the amount of time to wait after the Hub has been disconnected from Remote Manager before the Hub should automatically try to reconnect. The time is measured in seconds.

rxkeepalive=[*5-7200 seconds*]

Specify the interval at which the Hub sends a keep-alive packet to Remote Manager if the Remote Manager connection is idle. Remote Manager expects to receive either Remote Manager protocol messages or keep-alive packets at the specified interval. The time is measured in seconds.

txkeepalive=[*5-7200 seconds*]

Specify the interval at which the Remote Manager-registered Hub sends a keep-alive packet to Remote Manager if the Remote Manager connection is idle. The Hub expects to receive either Remote Manager protocol messages or keep-alive packets at the specified interval. The time is measured in seconds.

waitcount=[*2-64*]

Specify the number of consecutive keep-alives can be missed before the connection between Remote Manager and the Hub is considered lost and subsequently closed by the Hub and Remote manager.

set ethernet

Note This command applies to the AnywhereUSB 24 Plus only.

Purpose

Configures the bonding mode for the Ethernet network. The Hub has two physical Ethernet network ports that use the same MAC address and share one IP address. When both ports are being used, they act as one Ethernet network port.

You can also configure bonding in the web UI. See Ethernet network bonding.

Syntax

```
set ethernet [option]
```

Option

bonding=[active-backup|balance-rr]

active-backup

The Hub uses only one of the Ethernet network connections at a time. If one Ethernet network connection fails, all data is sent from the second Ethernet network connection.

balance-rr

The Ethernet network connection alternates between the two ports as the Hub sends data. If one Ethernet network connection fails, all data is sent from the second Ethernet network connection.

Examples

Configure fault tolerance (active backup)

```
#> set ethernet bonding=active-backup
```

Configure load balancing (round robin)

```
#> set ethernet bonding=balance-rr
```

set host

Purpose

Configures a name for the Hub, also known as a host name, or displays the current host name for the Hub.

Note The name can consist of the following characters: 0-9, A-Z, a-z, dash (-), or period (.). You cannot use spaces, underscores (_), comma (,), forward slash (/), back slash (\), or ampersand (&).

Syntax

Configure a host name for the device

```
set host name=name
```

Display the current host name

```
set host
```

Options

name=*name*

The name for the Hub. If provided, this host name is placed in the **DHCP Option 12** field when the device is configured as a DHCP client (by **set network**) and requests IP configuration from a DHCP server. This is an optional setting that is only used when DHCP is enabled.

The name can be up to **32** characters long and can contain any alphanumeric characters, and can also include the **_** (underscore) and **-** (hyphen) characters.

Examples

Set a host name

```
#> set host name=hqgateway
```

Remove an added host name

```
#> revert host
```

or

```
#> set host name=""
```

set network

Purpose

Sets and displays network interface settings.

Syntax

Set network configuration options

```
set network [options]
```

Display current network configuration options

```
set network
```

Options

interface specific options

Set configuration options for network interfaces for the Digi device.

globalsettings

Global network settings include setting a gateway priority; that is, the default gateway is used to route IP packets to an outside network, unless controlled by another route, and the device's use of Domain Name Server (DNS).

ip=[*ipaddr*]

Sets the device IP address when DHCP is off.

submask=[*subnet mask*]

Sets the device subnet mask address when DHCP is off.

gateway=[*gateway ip address*]

Sets the network gateway IP address.

The following three IP address options have a precedence. That is, if all three options are turned on, the order of precedence is: **static**, **dhcp**, **autoip**.

dhcp=[on|off]

When enabled, the device attempts to use the DHCP protocol to find an IP address, gateway address, and submask. The default is **on**

dns1=[*primary dns server ipaddr*]

The name of the primary DNS server.

dns2=[*secondary dns server ipaddr*]

The name of the secondary DNS server.

Examples

Manually set the device IP address

```
#> set network ip=10.0.0.1 gateway=255.255.255.0 submask=255.255.255.0
dhcp=off
```

Enable DHCP

```
#> set network dhcp=on
```

set service

Purpose

Used to:

- Enable and disable network services.
- Change the network port on which a given service listens.
- Display the entire service table, or an entry in the service table.

Syntax

Enable/disable network services or change network port for service

```
set service [range=range]
  [state={on|off}]
  [ipport=network_port]
```

Display service table or entries in the table

```
set service [range=range]
```

Options

range=*range*

Used to specify the index of the network service to which the rest of the command's options apply. This range varies among Digi devices. Enter **set service** to display the index numbers for the network services on your Digi device.

state={on|off}

Used to enable or disable a given network service.

ipport=*network port*

Used to change the network port on which a given network service listens.

Supported network services

The following table shows the network services controlled by the **set services** command and the services provided.

The following types of network services are available:

Service	Services Provided
HTTP	Hypertext Transfer Protocol, also known as Web Server. Provides access to web pages for configuration that are secured by requiring a user login. A user login is required for AnywhereUSB Plus Hubs.

Service	Services Provided
HTTPS	Hypertext Transfer Protocol over Secure Socket Layer), also known as Secure Web Server. Provides access to web pages for configuration that can be secured by requiring a user login, with encryption for greater security.
SSH	Secure Shell service. Allows users secure access to log in to the Digi device and access the command-line interface.
AnywhereUSB	
MDNS	The MDNS port is not configurable.

Examples

Disable HTTP

```
#> set service range=4 state=off
```

Change the network port (ipport) of a service

```
#> set service range=4 ipport=500
```

Displaying the service table

In this example, the **set service** command displays the entire service table.

```
#> set service
```

Displaying an entry in the service table

In this example, the **set service** command displays a range of entries in the service table.

```
#> set service range=2-4
```

set system

Purpose

Configures and displays system-identifying information, such as a description of the device, its location, and a contact person.

Syntax

Change system-identifying information

```
set system [description=string]
[location=string]
[contact=string]
```

Display system-identifying information

```
set system
```

Options

description=*string*

A description of this device. The maximum length is **64** characters. The default is **""** (blank description field).

location=*string*

The location of this device. The maximum length is **64** characters. The default is **""**(blank location field).

contact=*string*

The contact for this device. The maximum length is **64** characters. The default is **""**(blank contact field).

Examples

Set description, contact, and location

```
#> set system description="Engineering printer" location="Room 1347"
contact="John Doe at x-3749"
```

set time

Purpose

Sets the Coordinated Universal Time (UTC) and/or system time and date on a Digi device.

All Digi devices maintain time and date as the UNIX epoch (**00:00:00, January 1, 1970**) plus device up-time. On devices with no real-time clock (RTC), date and time revert to the UNIX epoch on each reboot or power-cycle. On devices with a RTC, date and time is the UNIX epoch plus time since initial power-up.

On a Digi device with no real-time clock and no configured clock source, time and date are completely local to the device and have limited usefulness since they are not persistent over reboots/power-cycles.

On a device with a RTC and no configured clock source, time and date are also local to the device, but they are meaningful because they are persistent.

On a device with a configured clock source, time and date received from a clock source are expected to be UTC.

Syntax

```
set time [options]
```

Options

time=*hh*:*mm*:*ss*|*hh*:*mm*

The time. Hours can range from **00** to **23**, minutes can range from **00** to **59**, and seconds can range from **00** to **59**. If omitted, all default to **00**.

date=*mm.dd.yy*

The date. Month can range from **01** to **12**, day can range from **01** to **28**, **29**, **30**, or **31**, depending on the month and leap year, and year can range from **00** to **36**, representing the years **2000** through **2036**.

timezone=*string*

Enter the time zone name, such as CST6CDT or Chicago.

ntp_enable=*on*|*off*

Enable or disable time server synchronization.

serverN=*ntp server name*

The name of the NTP server, where *N* is the server number.

N=server index [*1-4*]

Specify the number of the NTP server.

Example

Set NTP server #1 to 0.time.digi.com

```
#> set time server1=0.time.digi.com
```

Set the date and time to 2:15 PM, April 3, 2008

```
#> set time time=14:15 date=04.03.08
```

set usbclient

Purpose

Add a client ID to the client list. When a computer searches for Hubs, any computer with a client ID on the client list can connect to the Hub. You can also add client IDs in the web UI. See Manually add a client ID.

Automatically register or reject computers that have not previously connected to the Hub. See Automatically register unknown clients for more information.

Syntax

```
set usbclient [option]
```

Options

Use these options to add a client ID to the client list.

index=[*1-24*]

Specify the client index.

id=[*string*]

Specify the client ID for the computer.

description=[*string*]

Specify a descriptive name for the computer.

groups=[*list*]

Specify the groups this client ID can access.

Use these options to register or reject unknown clients.

autoreg=[on|off]

Determine whether unknown clients should be registered.

autoreg_groups=[*list*]

List the group numbers to which an unknown client is allowed access.

Examples

The client ID can access one group

```
set usbclient index=1 group=1
```

The client ID can access multiple groups

The AnywhereUSB Manager can connect to one or all of these groups at one time.

```
set usbclient index=3 groups=1,6-8
```

Automatically register unknown clients

```
set usbclient index=3 autoreg=on
```

set usbgroup

Purpose

Assign a name to each group and specify the ports in each group. When a client connects to a group in the **AnywhereUSB Manager**, the user has access to all of the ports in the group.

You can change the name for a group in the **Group Description** field. By default, a group is named "Group" appended by a consecutive number, such as Group 1, Group 2, and so on. This name displays in the **Group Name** field in the Group Status pane.

For each group, you can specify ports. Each port can only be assigned to one group. Any unassigned ports are selected in the **Unassigned** row that displays beneath the list of groups.

You can also do this in the web UI. See Create groups and assign ports to the group.

Syntax

```
set usbgroup [option]
```

Options

group=[*1-24*] ports = [*list*]

Specify group number to change and a single port or a range of ports to assign to this group.

Note Ports can only be assigned to one group at a time. If a port is assigned to a new group, it is removed from the current group.

description=[*string*]

Enter a name for the group. You must have double quotes around the name if the name has spaces.

Examples

Specify a group name

```
set usbgroup group=1 description=usergroup1
```

```
set usbgroup group=1 description="user group 1"
```

Assign ports to a group

Assign ports 1, 2, 3, 4, and 7 to group 1.

```
set usbgroup group=1 ports=1-4,7
```

Assign port 8 to group 3.

```
set usbgroup group=3 ports=8
```

show

Purpose

Displays the current settings in a Hub.

Syntax

```
show [options] [options]
```

Options

[*options*] [*options*]

Specifies which settings in the device to show, for example, **show time**. The following table shows the options can be specified.

options

Lists any additional options, which depend on the settings group.

Throughout these descriptions, the following descriptions apply to the **port** and **range** options:

port=*range*

Identifies a particular serial port. Optional on a single-port device.

range=*range*

A configuration table entry or range of entries.

who

Purpose

Displays active connections to and from the Hub.

Syntax

```
who
```

Examples

Display a list of all current connections

```
#> who
ID  Local address          Remote address         Service
--  ---------------------  ---------------------  --------------------
1   10.10.12.14:18574      10.10.12.19:57536      AnywhereUSB
2   10.10.12.14:18574      10.10.12.16:37298      AnywhereUSB
3   10.10.12.14:18574      10.10.12.11:50217      AnywhereUSB
4   10.10.12.14:18574      10.10.12.12:34844      AnywhereUSB
5   10.10.12.14:22         10.10.12.16:37301      Command line
6   10.10.12.14:60348      52.73.177.207:3199     Remote manager
7   10.10.12.14:18574      10.10.12.28:37324      AnywhereUSB
```

Deployment

This process describes how to re-deploy a Hub.

Note If you want to deploy a new Hub, see Get started.

1. If you are re-deploying a Hub, remove the Hub from the network.
2. Make a connection between the Hub and each computer that should be allowed to connect to the Hub.
    a. Connect the hardware.
    b. Verify initial connection.

Security

Security-related features in AnywhereUSB® Plus include:

- Unique password for each Hub. See Change the Hub password.
- Configurable network service port numbers.
- Secure access and authentication to the web UI and CLI.
- One password, one permission level.
- Selectively enable and disable network services such as mDNS, HTTP/HTTPS, and SSH.
- Encrypted access to AnywhereUSB® Plus traffic: Access to the USB-over-IP traffic is encrypted and authenticated by default. This cannot be disabled.

Client ID

The client ID is a unique identifier assigned to a user account the first time a user logs in to a computer and opens the **AnywhereUSB Manager**. During this process, the **AnywhereUSB Manager** creates a secure identity certificate that is associated with the client ID. This certificate is used to validate your user account with the Hub.

After a user has created a client ID for their user account, the computer is able to connect to the Hubs that recognize that client ID.

Create a client ID during initial launch of the AnywhereUSB Manager

The **AnywhereUSB Manager** can be initially opened by a user in one of the following ways:

- **Installation**: When the AnywhereUSB® Plus Hub software is installed, the **Launch AnywhereUSB Manager** option is selected by default. When the installation completes, the client ID confirmation dialog appears. The user enters a client ID, and then the **AnywhereUSB Manager** is automatically opened.

  Note If the user deselects the **Launch AnywhereUSB Manager** option, the **AnywhereUSB Manager** does not automatically open after the installation process completes. In this case, the client ID dialog does not display.

- **New user logs in**: After the AnywhereUSB® Plus Hub software is installed, any user can log into that computer and open the **AnywhereUSB Manager**. The first time a user opens the **AnywhereUSB Manager**, the client ID dialog appears. The user must enter a client ID before the **AnywhereUSB Manager** will open.

After the initial launch of the **AnywhereUSB Manager**, the next time the user logs in, the computer is able to connect to the Hubs that recognize that client ID.

Multiple user accounts with the same client ID

In some cases, multiple computers may inadvertently use the same client ID. When this occurs and computers with the same client ID attempt to connect with the same Hub, the first computer to associate itself with the Hub will be able to connect to the Hub. Subsequent computers will not be able to connect that Hub.

If you discover that multiple computers are assigned the same client ID, see AnywhereUSB Manager client ID is not unique for help solving this issue.

Troubleshooting

The following information provides troubleshooting steps for the most common issues. To find information on other issues, visit our Knowledge Base at knowledge.digi.com.

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Invalid Hub certificate 159
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AnywhereUSB Manager client ID is not unique

When you install the **AnywhereUSB Manager**, you must assign a client ID to your computer, which must be unique.

Note See Client ID for more information about how the client ID is used by your computer and the Hub to create a connection.

In some cases, multiple computers may inadvertently be used by the same client ID. When this occurs, and computers with the same client ID attempt to connect with the same Hub, the first computer to associate itself with the Hub will be able to connect to the Hub. Subsequent computers will not be able to connect to that Hub.

You can fix this issue by changing the client ID of your computer to a unique client ID. See Change the client ID.

No remote Hubs found

When the host computer is unable to discover any AnywhereUSB® Plus devices on the network, no Hubs are displayed in the **AnywhereUSB Manager**.

Firewall software blocks the port used for Hub discovery

When firewall software blocks the port used for Hub discovery, try the following:

- For firewall software, either disable it or add an exception for the port (UDP port 5353).
- Check for a link light on the Ethernet port. If the link light is not lit, connect all of the Hubs to switches using network cables.
- Verify that the **Autofind Hubs** option is selected in the **Preferences** dialog in the **AnywhereUSB Manager**. Start the Manager and choose **File > Preferences** to open the dialog.
- Connect the Hub directly to the host computer.
- Some anti-virus software might block the connection. You can either temporarily disable it or add an exception for the **AnywhereUSB Manager** executable.
- If the Hub is across a switch or router that does not forward Bonjour traffic, the **AnywhereUSB Manager** will not be able to discover the Hub. In this case, add the Hub to the known Hubs list. See Manage the list of known Hubs.
- The firewall or router may block access to the AnywhereUSB port, which by default is TCP port 18574. If the Hub can be discovered but the connection fails (the state of the connection is "Unable to connect"), you may need to reopen the AnywhereUSB port.

Hide a group in the AnywhereUSB Manager

Any group that has ports assigned to it displays in the **AnywhereUSB Manager**, even if no USB devices are connected to a port. If you don't want groups with unused ports to display in the **AnywhereUSB Manager**, you can reassign all of the ports in a group to a different group. Once the group does not have any ports assigned to it, that group will not display.

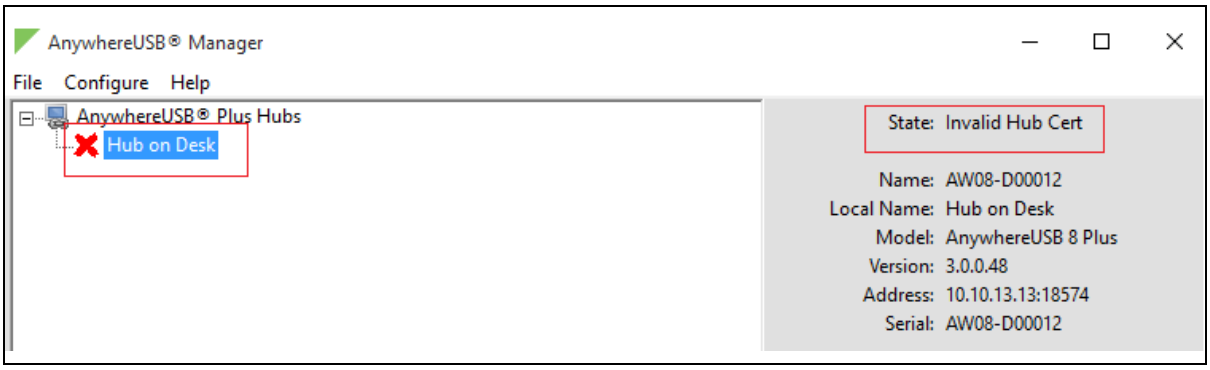
1. Open the web UI from your selected Hub.
2. Click **AnywhereUSB** from the **Configuration** section. The **AnywhereUSB Configuration** page appears.
3. Locate the group that has the unused ports.
4. Reassign each port in the group to a different group, or to the **Unassigned** row.
5. When done, click **Apply** to save the changes.
6. Return to the **AnywhereUSB Manager**. The group no longer appears.

Invalid Hub certificate

In some situations, the Hub certificate may become invalid. If this occurs, you can remove the Hub from the Manage Hub Credentials list. The **AnywhereUSB Manager** forgets the Hub certificate and, if the **Auto-register Hub Cert** option is selected in the **Preferences** dialog, gets a new one on the next connection attempt.

If the **Auto-register Hub Cert** option in the **Preferences** dialog is not selected, you can manually add the Hub to the Manage Hub Credentials list. After it is added, the **AnywhereUSB Manager** gets a new certificate for the Hub on the next connection attempt.

Note The Hub must be on a secure network before you manually add the Hub to the Manage Hub Credentials list or if you remove the certificate and a new one is automatically assigned over the network.



Services turned off and locked out of the Hub

If you use the set service CLI command to turn off services, be aware that if you turn off all of the services and the web UI, you will be locked out of the Hub and unable to access it.

If this happens, follow the process below to reconnect to the Hub.

1. Remove the Hub from the deployed network.
2. Press the **Reset** button on the Hub to restore the factory defaults.
3. Connect the hardware.
4. Verify initial connection.
5. Configure the Hub settings.
6. Reconnect the Hubs to the existing **AnywhereUSB Managers**.

Microsoft Windows restrictions

Microsoft Remote Desktop

Some devices (such as a web camera), and some input devices (such as a USB keyboard or a mouse), are blocked and may not display when Microsoft Remote Desktop is connected to a laptop or a virtual machine.

For example, laptop A is connected to an AnywhereUSB® Plus Hub on the network, and a web camera is connected to a port on the Hub. Laptop A is able to see the video feed from the camera.

A user on laptop B can use Microsoft Remote Desktop to gain access to laptop A. In this situation, the video feed for both laptop A and laptop B is restricted by Windows and neither user can view the video feed from the web camera.

Hubs and virtual machines

Hubs may not function properly when attached to a Guest OS on a virtual machine.

To resolve this issue, ensure that the extensions for the virtual machine have been installed on the Guest OS.

Hardware

The physical dimensions, environmental, and power requirements of the AnywhereUSB® Plus Hub can be found in the AnywhereUSB Plus data sheet.

Use the Reset button to restore factory defaults

Note Using the reset button is the most extreme factory reset option.

If the AnywhereUSB® Plus Hub is physically accessible, you can use the **Reset** button on the Hub to restore the configuration to factory defaults. The restore process clears all current settings (including all previously stored client IDs and certificates), deletes all Hub and **AnywhereUSB Manager** keys, resets the password for the administrative user, and restores the settings to the factory defaults.

Note You can also restore the Hub to the factory default settings from the web UI and the **factory-default** CLI command. The **Reset** button has the same action as the **factory-default** command. However, if you restore the Hub to the factory defaults from the web UI, you have the option to retain the IP address configuration option.

After you restore the factory defaults on a Hub, none of the existing **AnywhereUSB Managers** will be able to connect to the Hub. When the Hub is restored, the Hub creates a new Hub certificate, which will not be accepted by the existing **AnywhereUSB Managers**. To ensure that the new Hub certificate is accepted by the existing **AnywhereUSB Managers**, you must re-deploy the Hub.

1. Hold down the **Reset** button for about 10 seconds until all the USB LEDs blink twice.
   - AnywhereUSB® Plus 2: **Reset** button is on the front panel.
   - AnywhereUSB® Plus 8: **Reset** button is on the back panel.
   - AnywhereUSB® Plus 24: **Reset** button is on the side panel.
2. Release the **Reset** button.
3. The Hub automatically reboots.
4. You must re-deploy the Hub.

Regulatory and safety information

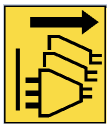
Safety warnings

Review the following safety warnings for AnywhereUSB® Plus Hub.

WARNING! Notice the following safety warnings:

- Risk of explosion if battery is replaced by incorrect battery type. Dispose of used batteries according to the instructions.
- This equipment is not suitable for use in locations where children are likely to be present.
- This is equipment is suitable for installation in Information Technology Rooms in accordance with Article 645 of the National Electrical Code and NFPA 75.
- Use certified and rated Laser Class I Optical Transceiver product.
- Ensure that the power cord is connected to a socket-outlet with earthing connection.
- Never open the equipment. For safety reasons, the equipment should be opened only by skilled person.

WARNING! Risk of electric shock.

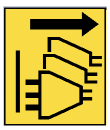


WARNING! Disconnect all energy sources.

AVERTISSEMENT! Notice the following safety warnings:

- Risque d'explosion si la batterie est remplacée par un type de pile incorrect. Jeter les piles usées selon les instructions.
- Cet équipement ne convient pas pour une utilisation dans des endroits où des enfants sont susceptibles d'être présents.
- Convient pour l'installation dans les salles informatiques conformément à l'article 645 du code national de l'électricité et à la norme NFPA 75.
- Utilisez un produit émetteur-récepteur optique laser de classe I certifié et évalué.
- Veillez à connecter le cordon d'alimentation à une prise de courant avec mise à la terre.
- Ne jamais ouvrir l'équipement. Pour des raisons de sécurité, l'équipement ne doit être ouvert que par du personnel qualifié.

AVERTISSEMENT! Attention! Danger de choc.



AVERTISSEMENT! Déconnecter toutes les source d'énergie.

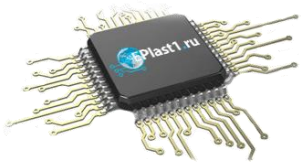
Компания «ЭлектроПласт» предлагает заключение долгосрочных отношений при поставках импортных электронных компонентов на взаимовыгодных условиях!

Наши преимущества:

- Оперативные поставки широкого спектра электронных компонентов отечественного и импортного производства напрямую от производителей и с крупнейших мировых складов;
- Поставка более 17-ти миллионов наименований электронных компонентов;
- Поставка сложных, дефицитных, либо снятых с производства позиций;
- Оперативные сроки поставки под заказ (от 5 рабочих дней);
- Экспресс доставка в любую точку России;
- Техническая поддержка проекта, помощь в подборе аналогов, поставка прототипов;
- Система менеджмента качества сертифицирована по Международному стандарту ISO 9001;
- Лицензия ФСБ на осуществление работ с использованием сведений, составляющих государственную тайну;
- Поставка специализированных компонентов (Xilinx, Altera, Analog Devices, Intersil, Interpoint, Microsemi, Aeroflex, Peregrine, Syfer, Eurofarad, Texas Instrument, Miteq, Cobham, E2V, MA-COM, Hittite, Mini-Circuits,General Dynamics и др.);

Помимо этого, одним из направлений компании «ЭлектроПласт» является направление «Источники питания». Мы предлагаем Вам помощь Конструкторского отдела:

- Подбор оптимального решения, техническое обоснование при выборе компонента;
- Подбор аналогов;
- Консультации по применению компонента;
- Поставка образцов и прототипов;
- Техническая поддержка проекта;
- Защита от снятия компонента с производства.



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