



# GigaVUE-FM Hardware Appliances Guide

**GigaVUE-FM**

Product Version: 6.9

Document Version: 1.1

(See Change Notes for document updates.)

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Gigamon Inc.  
3300 Olcott Street  
Santa Clara, CA 95054  
408.831.4000

# Change Notes

When a document is updated, the document version number on the cover page will indicate a new version and will provide a link to this Change Notes table, which will describe the updates.

Product Version	Document Version	Date Updated	Change Notes
6.9	1.1	04/04/2025	The original release of this document with 6.9 GA. This update includes bug fixes and minor cosmetic changes for improved usability and document consistency.
6.9	1.0	12/06/2024	Original release of this document with 6.9 GA.

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## GigaVUE-FM Hardware Appliance System Requirements

Refer to the following table for Firmware/BIOS information for the GigaVUE-FM Hardware Appliance:

<b>GigaVUE-FM Hardware Appliance</b>	<b>GigaVUE-FM Hardware Appliance 3.0</b>	<b>GigaVUE-FM Hardware Appliance 2.0-Optimized</b>	<b>GigaVUE-FM Hardware Appliance 2.0</b>	<b>GigaVUE-FM Hardware Appliance 1.0</b>
BIOS Version	1.1.2	2.12.2	2.9.3	2.11.0
iDRAC version	6.10.85.00	5.10.00.00	7.00.00.00	2.84.84.84
Raid Controller firmware	PERC H755 - 52.21.0-4606	PERC H750 – 52.21.0-4606	PERC H740P - 50.9.4-3025	PERC H730 Mini - 25.5.7.0005
Broadcom Gigabit ethernet (NIC) Broadcom Gigabit ethernet (NIC)	22.31.6	22.31.6	21.60.2	21.60.16

# GigaVUE-FM Appliance Models

The GigaVUE-FM Hardware Appliance is available in the following three models:

- GFM-HW1-FM010
- GFM-HW1-FM001-HW
- GFM-HW2-FM001-HW

For Hardware related information, refer the following documents:

- [Hardware Specifications for GFM-HW1-FM010 and GFM-HW1-FM001-HW](#)
- [Hardware Specifications for GFM-HW2-FM001-HW](#)

# Configuring the GigaVUE-FM Hardware Appliance

This section provides the procedures for making the physical connections to the appliance and how to access and configure the GigaVUE-FM application after the appliance is powered up.

## Connecting to the Network

After installing the GigaVUE-FM Appliance, you will need to connect to your management switch to the GigaVUE-FM application.

### Prerequisites

- Ethernet cables

### Connecting to GigaVUE-FM

1. Locate Ethernet connector 1 on the rear panel and plug in the Ethernet cable. This is used for eth0.
2. Connect the other end of the cable to the management switch.
3. Locate the iDRAC port on the back panel and plug in the second Ethernet cable.
4. Connect the second Ethernet cable to the same management switch. You can connect to a different management switch if you want to access iDRAC from a different subnet.
5. Connect the peripherals to the appliance if you plan to configure the GigaVUE-FM application locally.
6. Power on the appliance manually if you will use the peripherals connected to the appliance to configure the GigaVUE-FM application.
7. Remote power on can be done through iDRAC.

## Configuring to the GigaVUE-FM

You can configure the GigaVUE-FM application that is pre-installed on the appliance by connecting peripherals to the appliance and powering it on. Once the appliance is powered on you can log in to GigaVUE-FM and run the configuration.

**NOTE:** The USB ports on the front panel of the GigaVUE-FM Appliance are disabled.

1. Connect the mouse and key board to the USB ports on rear panel.

2. Connect the monitor to the video connector on the rear panel.

**NOTE:** Use this procedure if you want to configure the GigaVUE-FM application directly from the appliance.



# Getting Help

## Contacting Gigamon

Gigamon provides several online and telephone-based support and service options. If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or product catalog.

Availability varies by country and product, and some services may not be available in your area. To contact Gigamon for sales, technical support, or customer-service issues:

1. For support, go to [gigamon.com/support-and-services/contact-support](https://gigamon.com/support-and-services/contact-support).
2. For sales, [inside.sales@gigamon.com](mailto:inside.sales@gigamon.com) or +1 408-831-4025

## Locating your system Service Tag

Your system is identified by a unique Express Service Code and Service Tag number. The Express Service Code and Service Tag are found on the front of the system by pulling out the information tag. Alternatively, the information may be on a sticker on the chassis of the system. This information is used by Gigamon to route support calls to the appropriate personnel.

# Additional Sources of Information

This appendix provides additional sources of information. Refer to the following sections for details:

- [Documentation](#)
- [Documentation Feedback](#)
- [Contact Technical Support](#)
- [Contact Sales](#)
- [The VUE Community](#)

## Documentation

This table lists all the guides provided for GFM-HW1-FM010,GFM-HW1-FM001-HW software and hardware. The first row provides an All-Documents Zip file that contains all the guides in the set for the release.

**NOTE:** In the online documentation, view [What's New](#) to access quick links to topics for each of the new features in this Release; view [Documentation Downloads](#) to download all PDFs.

Table 1: Documentation Set for Gigamon Products

GFM-HW1-FM010,GFM-HW1-FM001-HW 6.9 Hardware and Software Guides
<p><b>DID YOU KNOW?</b> If you keep all PDFs for a release in common folder, you can easily search across the doc set by opening one of the files in Acrobat and choosing <b>Edit &gt; Advanced Search</b> from the menu. This opens an interface that allows you to select a directory and search across all PDFs in a folder.</p>
<p><b>Hardware</b></p> <p>how to unpack, assemble, rackmount, connect, and initially configure ports the respective GFM-HW1-FM010,GFM-HW1-FM001-HW devices; reference information and specifications for the respective GFM-HW1-FM010,GFM-HW1-FM001-HW devices</p>
<b>GigaVUE-HC1 Hardware Installation Guide</b>
<b>GigaVUE-HC3 Hardware Installation Guide</b>
<b>GigaVUE-HC1-Plus Hardware Installation Guide</b>
<b>GigaVUE-HCT Hardware Installation Guide</b>
<b>GigaVUE-TA25 Hardware Installation Guide</b>
<b>GigaVUE-TA25E Hardware Installation Guide</b>
<b>GigaVUE-TA100 Hardware Installation Guide</b>

## GFM-HW1-FM010,GFM-HW1-FM001-HW 6.9 Hardware and Software Guides

**GigaVUE-TA200 Hardware Installation Guide**

**GigaVUE-TA200E Hardware Installation Guide**

**GigaVUE-TA400 Hardware Installation Guide**

**GigaVUE-OS Installation Guide for DELL S4112F-ON**

**G-TAP A Series 2 Installation Guide**

**GigaVUE M Series Hardware Installation Guide**

**GigaVUE-FM Hardware Appliances Guide**

### Software Installation and Upgrade Guides

**GigaVUE-FM Installation, Migration, and Upgrade Guide**

**GigaVUE-OS Upgrade Guide**

**GigaVUE V Series Migration Guide**

### Fabric Management and Administration Guides

**GigaVUE Administration Guide**

covers both GigaVUE-OS and GigaVUE-FM

**GigaVUE Fabric Management Guide**

how to install, deploy, and operate GigaVUE-FM; how to configure GigaSMART operations; covers both GigaVUE-FM and GigaVUE-OS features

### Cloud Guides

how to configure the GigaVUE Cloud Suite components and set up traffic monitoring sessions for the cloud platforms

**GigaVUE V Series Applications Guide**

**GigaVUE Cloud Suite Deployment Guide - AWS**

**GigaVUE Cloud Suite Deployment Guide - Azure**

**GigaVUE Cloud Suite Deployment Guide - OpenStack**

**GigaVUE Cloud Suite Deployment Guide - Nutanix**

**GigaVUE Cloud Suite Deployment Guide - VMware (ESXi)**

**GigaVUE Cloud Suite Deployment Guide - VMware (NSX-T)**

**GigaVUE Cloud Suite Deployment Guide - Third Party Orchestration**

**Universal Cloud TAP - Container Deployment Guide**

**Gigamon Containerized Broker Deployment Guide**

## GFM-HW1-FM010,GFM-HW1-FM001-HW 6.9 Hardware and Software Guides

**GigaVUE Cloud Suite Deployment Guide - AWS Secret Regions**

**GigaVUE Cloud Suite Deployment Guide - Azure Secret Regions**

### Reference Guides

**GigaVUE-OS CLI Reference Guide**

library of GigaVUE-OS CLI (Command Line Interface) commands used to configure and operate GigaVUE HC Series and GigaVUE TA Series devices

**GigaVUE-OS Security Hardening Guide**

**GigaVUE Firewall and Security Guide**

**GigaVUE Licensing Guide**

**GigaVUE-OS Cabling Quick Reference Guide**

guidelines for the different types of cables used to connect Gigamon devices

**GigaVUE-OS Compatibility and Interoperability Matrix**

compatibility information and interoperability requirements for Gigamon devices

**GigaVUE-FM REST API Reference in GigaVUE-FM User's Guide**

samples uses of the GigaVUE-FM Application Program Interfaces (APIs)

**Factory Reset Guidelines for GigaVUE-FM and GigaVUE-OS Devices**

Sanitization guidelines for GigaVUE Fabric Management Guide and GigaVUE-OS devices.

### Release Notes

**GigaVUE-OS, GigaVUE-FM, GigaVUE-VM, G-TAP A Series, and GigaVUE Cloud Suite Release Notes**

new features, resolved issues, and known issues in this release ;  
important notes regarding installing and upgrading to this release

**NOTE:** Release Notes are not included in the online documentation.

**NOTE:** Registered Customers can log in to [My Gigamon](#) to download the Software and Release Notes from the Software and Docs page on to [My Gigamon](#). Refer to [How to Download Software and Release Notes from My Gigamon](#).

### In-Product Help

**GigaVUE-FM Online Help**

how to install, deploy, and operate GigaVUE-FM.

## How to Download Software and Release Notes from My Gigamon

Registered Customers can download software and corresponding Release Notes documents from the **Software & Release Notes** page on to [My Gigamon](#). Use the My Gigamon Software & Docs page to download:

- Gigamon Software installation and upgrade images,
- Release Notes for Gigamon Software, or
- Older versions of PDFs (pre-v5.7).

**To download release-specific software, release notes, or older PDFs:**

1. Log in to [My Gigamon](#).
2. Click on the **Software & Release Notes** link.
3. Use the **Product** and **Release** filters to find documentation for the current release. For example, select Product: "GigaVUE-FM" and Release: "5.6," enter "pdf" in the search box, and then click **GO** to view all PDF documentation for GigaVUE-FM 5.6.xx.

**NOTE:** My Gigamon is available to registered customers only. Newer documentation PDFs, with the exception of release notes, are all available through the publicly available online documentation.

## Documentation Feedback

We are continuously improving our documentation to make it more accessible while maintaining accuracy and ease of use. Your feedback helps us to improve. To provide feedback and report issues in our documentation, send an email to: [documentationfeedback@gigamon.com](mailto:documentationfeedback@gigamon.com)

Please provide the following information in the email to help us identify and resolve the issue. Copy and paste this form into your email, complete it as able, and send. We will respond as soon as possible.

Documentation Feedback Form		
<b>About You</b>	<b>Your Name</b>	
	<b>Your Role</b>	
	<b>Your Company</b>	
<b>For Online Topics</b>	<b>Online doc link</b>	<i>(URL for where the issue is)</i>
	<b>Topic Heading</b>	<i>(if it's a long topic, please provide the heading of the section where the issue is)</i>

<b>For PDF Topics</b>	<b>Document Title</b>	<i>(shown on the cover page or in page header )</i>
	<b>Product Version</b>	<i>(shown on the cover page)</i>
	<b>Document Version</b>	<i>(shown on the cover page)</i>
	<b>Chapter Heading</b>	<i>(shown in footer)</i>
	<b>PDF page #</b>	<i>(shown in footer)</i>
<b>How can we improve?</b>	<b>Describe the issue</b>	<i>Describe the error or issue in the documentation. (If it helps, attach an image to show the issue.)</i>
	<b>How can we improve the content?</b> <b>Be as specific as possible.</b>	
	<b>Any other comments?</b>	

## Contact Technical Support

For information about Technical Support: Go to **Settings**  > **Support** > **Contact Support** in GigaVUE-FM.

You can also refer to <https://www.gigamon.com/support-and-services/contact-support> for Technical Support hours and contact information.

Email Technical Support at [support@gigamon.com](mailto:support@gigamon.com).

## Contact Sales

Use the following information to contact Gigamon channel partner or Gigamon sales representatives.

**Telephone:** +1.408.831.4025

**Sales:** [inside.sales@gigamon.com](mailto:inside.sales@gigamon.com)

**Partners:** [www.gigamon.com/partners.html](http://www.gigamon.com/partners.html)

## Premium Support

Email Gigamon at [inside.sales@gigamon.com](mailto:inside.sales@gigamon.com) for information on purchasing 24x7 Premium Support. Premium Support entitles you to round-the-clock phone support with a dedicated Support Engineer every day of the week.

## The VÜE Community

The **VÜE Community** is a technical site where Gigamon users, partners, security and network professionals and Gigamon employees come together to share knowledge and expertise, ask questions, build their network and learn about best practices for Gigamon products.

Visit the VÜE Community site to:

- Find knowledge base articles and documentation
- Ask and answer questions and learn best practices from other members.
- Join special-interest groups to have focused collaboration around a technology, use-case, vertical market or beta release
- Take online learning lessons and tutorials to broaden your knowledge of Gigamon products.
- Open support tickets (Customers only)
- Download the latest product updates and documentation (Customers only)

The VÜE Community is a great way to get answers fast, learn from experts and collaborate directly with other members around your areas of interest.

**Register today at** [community.gigamon.com](http://community.gigamon.com)

**Questions?** Contact our Community team at [community@gigamon.com](mailto:community@gigamon.com).

# Glossary

## D

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### decrypt list

need to decrypt (formerly blacklist)

### decryptlist

need to decrypt - CLI Command (formerly blacklist)

### drop list

selective forwarding - drop (formerly blacklist)

## F

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### forward list

selective forwarding - forward (formerly whitelist)

## L

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### leader

leader in clustering node relationship (formerly master)

## M

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### member node

follower in clustering node relationship (formerly slave or non-master)

## N

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### no-decrypt list

no need to decrypt (formerly whitelist)



**nodecryptlist**

no need to decrypt- CLI Command (formerly whitelist)

**P**

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**primary source**

root timing; transmits sync info to clocks in its network segment (formerly grandmaster)

**R**

---

**receiver**

follower in a bidirectional clock relationship (formerly slave)

**S**

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**source**

leader in a bidirectional clock relationship (formerly master)