



# **Iridium Direct Internet**

# Powered by Riverbed<sup>®</sup> SteelHead<sup>™</sup> Mobile

# Install Guide for Windows® 7 & 8.1 and Mac OS X®





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### A. Overview

Iridium's Direct Internet Service allows customers to connect directly to the Internet via the Iridium gateway. While users are not required to load any special software onto their computer to connect, they will find additional compression and speed benefits from installing the Riverbed SteelHead Mobile ("Riverbed"). However, the service utilizes standard dial-up networking and has been shown to work with a variety of operating systems. This documentation provides complete instructions on use.

The Iridium Direct Internet service is provided by the Riverbed software application and run through a Riverbed® Controller at the Iridium gateway. The application provides data reduction and acceleration for faster browsing using your Iridium phone as an Internet modem.

### **B.** Important Instructions

- You should have your handset connected to the computer with the handset's data cable.
- You should have already installed the VCOMPORT driver for your handset.
- Occasionally, dialogs can open behind other open windows. If you have been on one step longer than 2 minutes, check behind any open windows to see if the next step is waiting behind it.
- Operating Systems Supported by SteelHead Mobile Version 4.7: Windows 7 (32 & 64 bit), Windows 8 (32 & 64 bit), 8.1 (64 bit), Mac OSX 10.8, 10.9 and 10.10
- Newer computer applications (i.e. Google Chrome, Apple Safari, Adobe products, etc.) will run updates in the background of the application attempting to connect to the internet. This will make your data connection slower and we recommend turning off Auto-Updates for all applications that connect to the internet to improve your data speeds.
- Prior to installation if you have the Direct Internet Client for Version 3 (Slip Stream) installed on your computer please uninstall.
- It is recommended that customers use a commercial FTP client such as Filezilla or WinSCP for file transfers.
- It is recommended to terminate all RUDICS connections prior to installing the new Direct Internet software.
- Please perform a restart of your computer after installing the new software.





### C. Windows 7 Setup

### Install Riverbed<sup>®</sup> SteelHead<sup>™</sup> Mobile on a computer

- 1) Launch the TSC64-SteelheadMobile.msi
- 2) Click Run



3) Once the Riverbed SteelHead Mobile Setup Window appears, click Next >





4) Read the agreement and then click the "I accept the license agreement" radio button, the first option, then click *Next* >

License Agreement	· · · · · · · · · · · · · · · · · · ·	
You must agree with th	e license agreement below to proceed.	
Riverbed End Us	er License Agreement	*
IMPORTANT: PLEA THE RIVERBED TH ("PRODUCT") THA ("AGREEMENT"). USING THE PRODU REPRESENT ("LIC BE BOUND BY AND WITH RIVERBED. AGREE TO ALL OF	SE READ BEFORE INSTALLATION OR USE OF CCHNOLOGY, INC. ("RIVERBED") PRODUCT IT ACCOMPANIES THIS LICENSE AGREEMENT BY DOWNLOADING, INSTALLING OR IN ANY WAY CCT, THE ENTITY OR COMPANY THAT YOU TEMSEE") IS UNCONDITIONALLY CONSENTING TO IS BECOMING A PARTY TO THIS AGREEMENT IF LICENSEE DOES NOT UNCONDITIONALLY THE TERMS OF THIS AGREEMENT, DOWNLOAD,	
	<ul> <li>I accept the license agreement</li> <li>I do not accept the license agreement</li> </ul>	
	Contraction Contraction	

5) Confirm that the destination folder is appropriate, then click *Next* >. If the destination folder is inappropriate, then click *Browse* >. Choose the appropriate folder from the menu, click *Ok* >, then click *Next* >.

Destination Folder		_
Select the folder where the appl	ication will be installed.	0
The installer will install the file	s for Riverbed SteelHead Mobile	e in the following folder.
To install into a different folde	er, click the Browse button, and s	select another folder.
You can choose not to install installer.	Riverbed SteelHead Mobile by	clicking Cancel to exit the
Dectination Folder		
Distributed Folder		
C:\Program Files (x86)\Riv	erbed\Steelhead Mobile\	Browse
C:\Program Files (x86)\Rive	erbed\Steelhead Mobile\	Browse
C:\Program Files (x86)\Riv	erbed\Steelhead Mobile\	Browse

6) Choose your desired Installation type from the radio menu, click Next >.





- Typical Installation
  - Jump to Step 7.
- Advanced Installation
  - Confirm that the destination folder is appropriate, then click *Next* >. If the Datastore folder is inappropriate, then click *Browse* >. Choose the appropriate folder from the menu, click *Ok* >, then click *Next* >.

SteelHead Mobile Re	source Allocation	
The following inform	ation is used by Riverbed SteelHead Mobile.	U
Datastore Size:	10 GB	•
Datastore Folder C:\ProgramData\	Riverbed\Steelhead_mobile\Datastore\	Browse

 Here you may choose to enter a *New* "Controller Network Information," *Delete* an unwanted one, or take no action and click *Next* >.

🛃 Riverbed SteelHead M	obile Setup		
SteelCentral Controller The following information Controller connections.	for SteelHead Mobile Settin is used by Riverbed SteelHea	ngs d Mobile for setting up	0
Enter Controller Network	Information Delete		
Hostname/IP	Port		
10.32.25.57	7870		Up Down
🔲 Use Random Order	ng of Controllers when Connect	ing	
	< B	ack Next >	Cancel



• To create a New Hostname: Click on *New*. Enter a "Controller Hostname" and then click *Ok*.



• To Delete an unwanted Hostname: Highlight a Hostname/IP line item. Click on *Delete*.

SteelCentral Controller The following information Controller connections.	for SteelHead Mobile Settings is used by Riverbed SteelHead Mobile for set	ing up 🚺
Enter Controller Network	Information Delete	
Hostname/IP	Port	
10.32.25.57	7870	
		Up
		Down
🔲 Use Random Orderi	ng of Controllers when Connecting	

7) You may choose to select all, just one, or both options of shortcuts for the installed Riverbed





Riverbed SteelHead Mobile Setup	
Ready to Install the Application Click Next to begin installation.	0
Click the Back button to reenter the installation information or click the wizard.	k Cancel to exit
📝 Desktop Icon	
V Start Menu Icon	
K Back	Next > Cancel

8) If User Account Control is enabled this window will appear, click Yes

😗 User	Account Control	<b>.</b>
۲	Do you want unknown pul	to allow the following program from an olisher to make changes to this computer?
	Program name: Publisher: File origin:	Iridium Direct Internet v3.2 Installer.exe <b>Unknown</b> Network drive
🕑 si	how details	Yes No
		Change when these notifications appear

9) This window shows the updating of sequencing and file copying for the Riverbed software on your system. If you need to stop this progression, then click *Cancel*.

pdating System			
Please wait while the insta may take several minutes	llation wizard installs Ri	verbed SteelHead Mobile	e. This 🚺
Initializing Exec	ution Sequence		

10) Once the System Update has completed, this window will appear. Click Finish.





影 Riverbed SteelHead Mobile Setup	Mohile	
Riverbed SteelHead Mo successfully installed.	bile has been	
Click the Finish button to exit this installation.		
	< Back Finish	Cancel

### **Solution** Uninstall Riverbed SteelHead Mobile on a computer

1) To Uninstall the Riverbed SteelHead Mobile application from your computer click the **Start** button (or navigate to the **Start** screen) and click **All Programs.** 



2) Click on the **SteelHead Mobile** application, then click **Uninstall SteelHead Mobile.** 





### D. Windows 8.1 Setup

During any of the following steps you may be required several times to approve access by Windows UAC (User Account Control). When prompted, choose Allow.

### Install Riverbed<sup>®</sup> SteelHead<sup>™</sup> Mobile on a computer.

- 1) Launch the TSC64-SteelheadMobile.msi
- 2) A Windows message claiming to have prevented an unknown application from running on your computer will appear. Click *More* and then click *Run Anyway* >
- 3) Once the Riverbed SteelHead Mobile Setup Window appears, click Next >





Iverne	U Steelf	iead M	lodile		
Welcom Installati	e to the Ri on Wizaro	iverbec d	d SteelHe	ad Mobi	le
It is strongly reco program.	immended that yo	u exit all Wind	dows programs b	efore running thi	s setup
Click Cancel to Next to continue	uit the setup prog the installation.	gram, then clo	se any programs	you have runnir	ng. Click
WARNING: Thi	program is protec	cted by copyri	ight law and inter	national treaties.	
Unauthorized re severe civil and	production or distri criminal penalties,	ibution of this and will be p	program, or any rosecuted to the	portion of it, may maximum extent	result in possible

4) Read the agreement and then click the "I accept the license agreement" radio button, the first option, then click *Next* >

5	Riv	erbed Stee	IHead Mo	bile Setup		_	
License Ag You must	greement agree with the lice	inse agreemen	t below to proc	eed.			ľ
Riverbe	d End User	License /	Agreement				^
IMPORTA THE RIV ("PRODU ("AGREE USING T REPRESE BE BOUN WITH RI AGREE T	NT: PLEASE ERBED TECHN (CT") THAT A MENT"). BY HE PRODUCT, (NT ("LICENS ID BY AND IS VERBED. IF YO ALL OF TH	READ BEFO OLOGY, IN CCOMPANIE DOWNLOAD THE ENTI SEE") IS U BECOMING LICENSEE E TERMS (	ORE INSTA NC. ("RIV 35 THIS L ING, INST ITY OR CO JNCONDITI J A PARTY DOES NOT DF THIS A	LLATION O ERBED") P ICENSE AG ALLING OR MPANY THA ONALLY CO TO THIS UNCONDIT GREEMENT,	R USE RODUCT REEMEN IN AN T YOU NSENTI AGREEM IONALL DOWNL	OF IT IY WAY ING TO IENT .Y .OAD,	2 > ~
		● I accept th ○ I do not ac	e license agre cept the licens	ement e agreement			

5) Confirm that the destination folder is appropriate, then click *Next* >. If the destination folder is inappropriate, then click *Browse* >. Choose the appropriate folder from the menu, click *Ok* >, then click *Next* >.



<b>;</b>	Riverbed SteelHead Mobile Setup 🗕 🗖
Destination F Select the fi	older Jolder where the application will be installed.
The insta	Iller will install the files for Riverbed SteelHead Mobile in the following folder.
To install	into a different folder, click the Browse button, and select another folder.
You can installer.	choose not to install Riverbed SteelHead Mobile by clicking Cancel to exit the
Destina	tion Folder
Destina C:\Pro	tion Folder gram Files (x86)\Riverbed\Steelhead Mobile\ Browse

6) Choose your desired Installation type from the radio menu, click Next >.



- Typical Installation
  - $\circ$   $\,$  Jump to Step 7.

• Advanced Installation



Confirm that the destination folder is appropriate, then click *Next* >. If the Datastore folder is inappropriate, then click *Browse* >. Choose the appropriate folder from the menu, click *Ok* >, then click *Next* >.

<b>#</b>		Riverbed SteelHead Mobile Setup	-	
Steel Th	Head Mobile Re e following informa	source Allocation tion is used by Riverbed SteelHead Mobile.		0
	Datastore Size:	10 GB	~	
	Datastore Folder C:\ProgramData\	Riverbed\Steelhead_mobile\Datastore\	Browse	
		< Back Nex	b	Cancel

 Here you may choose to enter a New "Controller Network Information," Delete an unwanted one, or take no action and click Next >.

谩	Riverbed SteelHead Mobile Setup	-		
SteelCentral Contr The following infor Controller connect	roller for SteelHead Mobile Settings mation is used by Riverbed SteelHead Mobile for setting up ions.		0	
Enter Controller Ne	twork Information Delete			
Hostname/IP	Port			
10.32.25.57	7870		Up Down	
Use Random Ordering of Controllers when Connecting				
	< Back Next >		Cancel	



• To create a New Hostname: Click on *New*. Enter a "Controller Hostname" and then click *Ok*.



• To Delete an unwanted Hostname: Highlight a Hostname/IP line item. Click on *Delete*.

The followin Controller co	g information is used nnections.	by Riverbed	SteelHead Mob	ile for setting up	C
Enter Contro New	ller Network Informa Delete	ation			
Hostname/	Р		Port		
10.32.25.	57		7870		
					Up
					Down
🗌 Use Rai	ndom Ordering of Co	ontrollers when	n Connecting		



7) You may choose to select all, just one, or both options of shortcuts for the installed Riverbed.



8) If User Account Control is enabled this window will appear, click Yes



9) This window shows the updating of sequencing and file copying for the Riverbed software on your system. If you need to stop this progression, then click *Cancel*.



1	Riverbed SteelHead Mobile Setup	□ ×
Updating S Please wa may take	ystem ait while the installation wizard installs Riverbed SteelHead Mobile. This several minutes	0
	Installing SteelHead Mobile network filter driver	
		Cancel

10) Once the System Update has completed, this window will appear. Click Finish.

<b>#</b>	Riverbed SteelHead Mobile Setup 🛛 – 🗆 🗙
riverb	ed <sup>°</sup> SteelHead <sup>°°</sup> Mobile
Riverbe success	d SteelHead Mobile has been sfully installed.
Click the Finish	ubutton to exit this installation.
	< Back Finish Cancel

### **Solution** Uninstall Riverbed SteelHead Mobile on a computer

 To Uninstall the Riverbed SteelHead Mobile application from your computer, navigate to the Apps window within the Start button and click Uninstall SteelHead Mobile.



Apps by name $\sim$			
Intel PROSet Wireless			Windows Accessories
💿 WiFi Administrator Tool	Office 2013 Language Preferences	Spreadsheet Compare 2013	Calculator
WiFi Advanced Statistics	Office 2013 Upload Center	Telemetry Dashboard for Office	Character Map
WiFi Event Viewer	OneDrive for Business	Telemetry Log for Office 2013	Math Input Panel
WiFi Manual Diagnostics	N OneNote 2013	Word 2013	Notepad
Microsoft Office 2013	0 ☑ Outlook 2013	Steelhead Mobile	🧭 Paint
A access 2013	P PowerPoint 2013	Steelbead Mobile	Remote Desktop Connec
Database Compare 2013	P 🗊 Publisher 2013	Uninstall Steelh ad Mobile	Snipping Tool
x I Excel 2013	Send to OneNote 2013	TechSmith	Sound Recorder
I 🟳 InfoPath Designer 2013	Skype for Business 2015	Snagit 13	Steps Recorder
ا الآلي InfoPath Filler 2013	Skype for Business Recording M	Snagit 13 Editor	5ticky Notes

## E. Mac OS X Setup

- Install Riverbed<sup>®</sup> SteelHead<sup>™</sup> Mobile on a computer.
  - 1) Launch the SteelheadMobile.mpkg

<ul> <li></li> <li></li> </ul>		SteelheadMobile	Q Search
Favorites           All My Files           Cloud Drive           Cloud Drive           Cloud Drive           Charles           Downloads           Downloads           Tage           And           Orange           Vallow           Green           Blue           Purple           Gray           All Tags	pockage um	Investigation m big	



2) Users who have upgraded to Mac OS X El Capitan 10.11 or higher will see the following error message. Click *OK*.



3) Once the Install SteelHead Mobile Window appears, click Continue.

	Welcome to the SteelHead Mobile Installer	
<ul> <li>Introduction</li> <li>Read Me</li> <li>License</li> <li>Destination Select</li> </ul>	You will be guided through the steps necessary to install this software	
<ul><li>Installation Type</li><li>Installation</li><li>Summary</li></ul>		
	Version: 4.8.1 #3	
	Volation. 4.0.1 #0	



4) Read the message and agreement, print and/or save the information, and then click *Continue*.



5) Click Agree



6) Confirm that the destination folder is appropriate, then click *Continue*. If the destination folder is inappropriate, then still click *Continue*. The following screen will allow you to change the Install Location.







7) If the destination folder is appropriate, then click *Install*. If the destination folder is inappropriate, then click *Change Install Location* to choose a more appropriate location.

	Standard Install on "Othello"
Introduction	This will take 70.9 MB of space on your computer.
Read Me	Click Install to perform a standard installation of this software
License	on the disk "Othello".
Destination Select	
Installation Type	
Installation	
Summary	
	Change Install Location
	Go Back Install

8) Enter the *Username* and *Password* connected to your computer's administration settings, then click *Install Software*.



Installer is trying to install new software. Type an administrator's name and password to allow this.
Username:
Password:
Cancel Install Software

9) The Installation will begin and will run through several screens that show the progress of the installation.



10) Once the Installation has completed, this window will appear. Click Close.







11) You will be able to find and launch the Riverbed client through your Applications folder.

- Uninstall Riverbed SteelHead Mobile on a computer
  - 1) To Uninstall the Riverbed SteelHead Mobile application from your computer rightclick the **Riverbed** icon in your **Applications** folder and click **Move to Trash**.

