

ZYXEL

Your Networking Ally

User's Guide

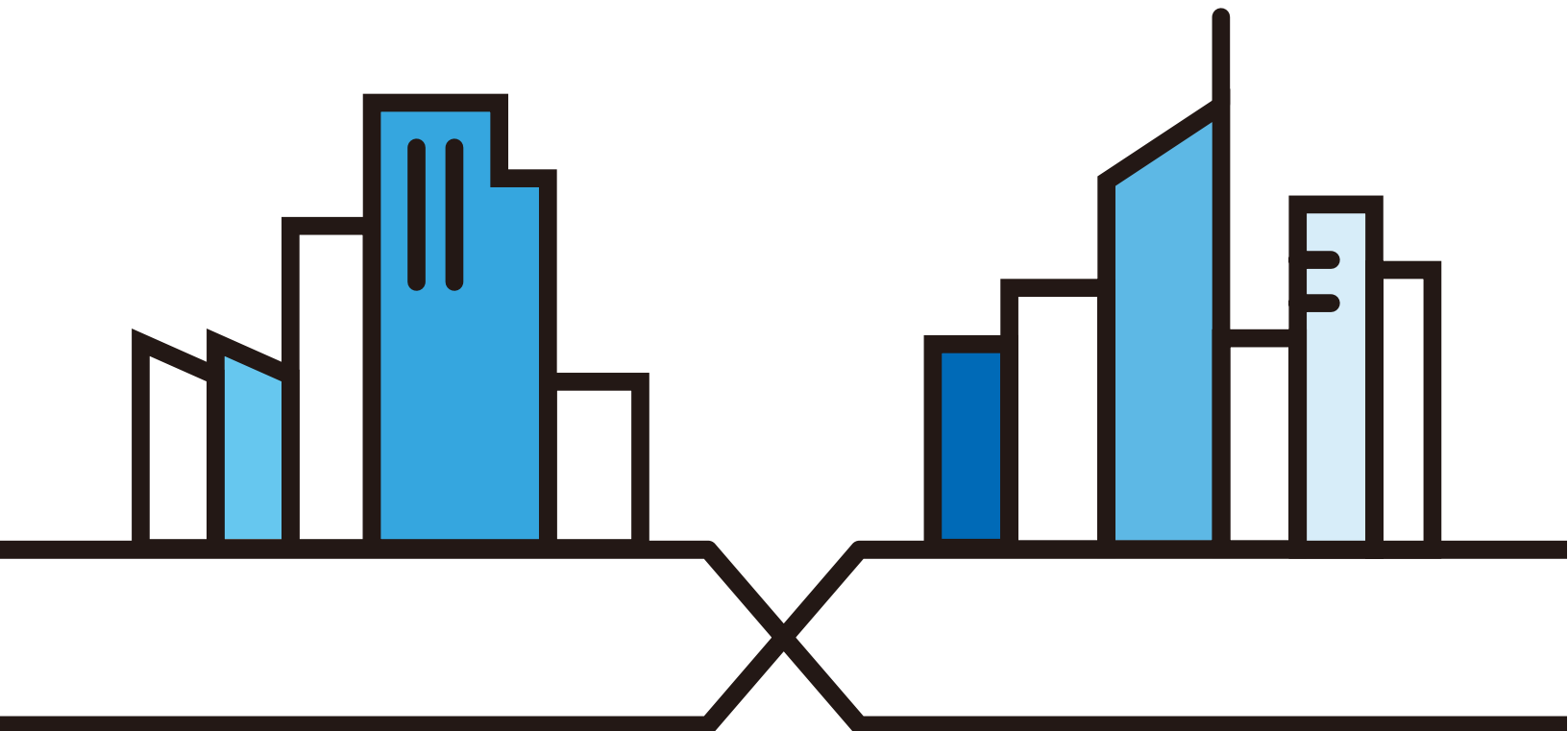
NCC

Nebula Control Center

Default Login Details

NCC URL	http://nebula.zyxel.com
myZyXEL.com URL	https://portal.myzyxel.com

Version 1.10 Edition 1, 10/2016



IMPORTANT!

READ CAREFULLY BEFORE USE

KEEP THIS GUIDE FOR FUTURE REFERENCE

This is a User's Guide for a system managing a series of products. Not all products support all features. Menushots and graphics in this book may differ slightly from what you see due to differences in release versions or your computer operating system. Every effort has been made to ensure that the information in this manual is accurate.

Related Documentation

- Quick Start Guide

The Quick Start Guide shows how to connect the managed device, such as the Nebula AP, switch or security gateway.

- More Information

Go to support.zyxel.com to find other information on the NCC.



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PART I

User's Guide

CHAPTER 1

Introduction

1.1 NCC Overview

The Zyxel Nebula Control Center (NCC) is a cloud-based network management system that allows you to remotely manage and monitor Zyxel Nebula APs, Ethernet switches and security gateways. Being a SaaS (Software as a Service) solution, it provides access to the licensed software and applications on a subscription basis over the Internet.

Each Nebula managed device needs to have a management license. To extend the license before it expires, contact your vendor for further information. At the time of writing, the supported Nebula devices are NAP102, NAP203, NAP303, NAP353, NSW100-28P, NSW200-28P and NSG100.

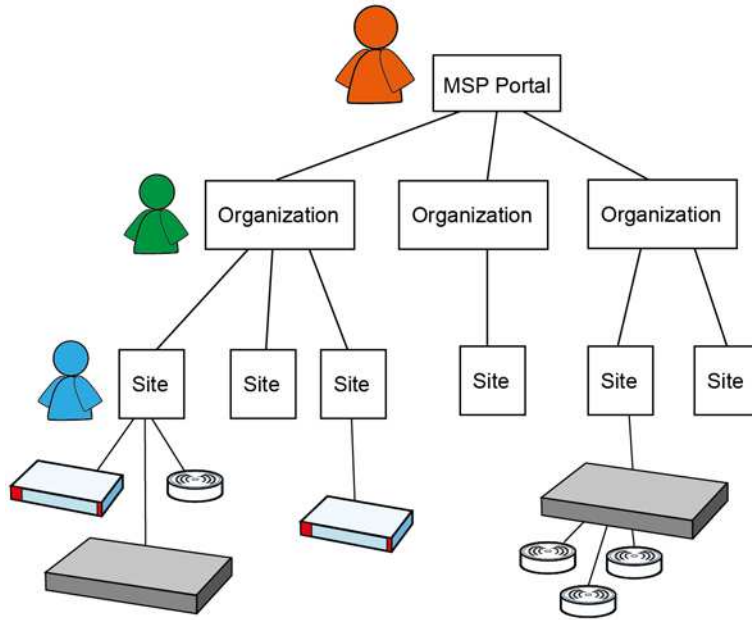
Feature support includes:

- System accounts with different privilege levels
 - Site Administrator: manage one site
 - Organization Administrator: manage one or multiple organizations
- Multi-tenant management
- Inventory and license management
- Alerts to view events, such as when a device goes down
- Graphically monitoring individual devices
- Securely managing Nebula devices by using the Network Configuration Protocol (NETCONF) over TLS

1.1.1 Relationship between Organizations, Sites and Accounts

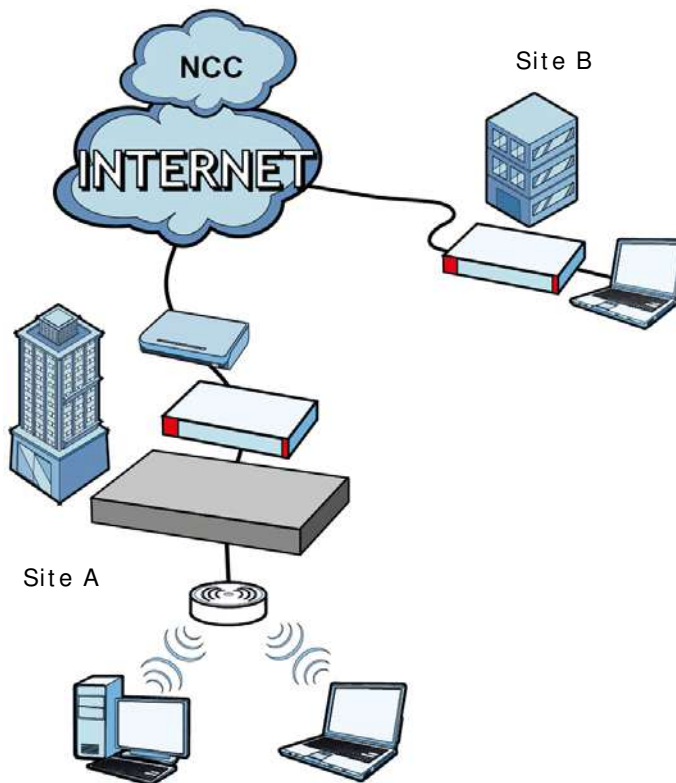
In the NCC, a site is a group of devices and an organization is a group of sites. To use the NCC to manage your Nebula devices, each device should be assigned to a site and the site must belong to an organization.

- A site can have multiple Nebula devices, but can only belong to one organization.
- A site can be managed by more than one site/organization administrator.
- An organization can contain multiple sites and can be managed by more than one organization administrator.
- A myZyXEL.com account can be an organization administrator and/or site administrator in the NCC (see [Section 6.8 on page 130](#)).
- An organization administrator can manage more than one organization. The organization administrator that manages multiple organizations can see a MSP portal page (see [MSP Portal on page 11](#)).
- A site administrator can manage more than one site.



In the following example, Nebula managed devices, such as the NAP102 or the NSW100-28P, are deployed in two separate networks (**Site A** and **Site B**). With the NCC organization administrator account, you can remotely manage and monitor all devices even when they are located at different places.

Figure 1 NCC Example Network Topology



1.2 Getting Started

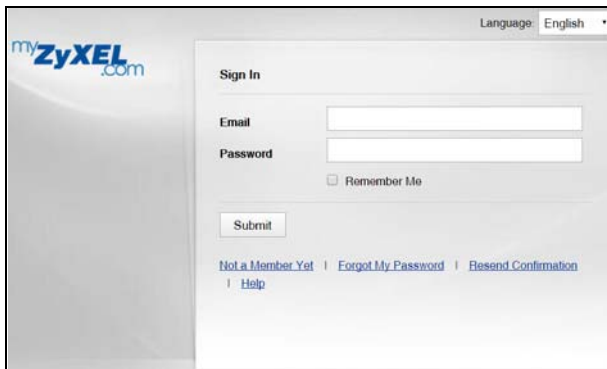
You can perform network management by the NCC using an Internet browser. Browsers supported are:

- Firefox 36.0.1 or later
- Chrome 41.0 or later
- IE 10 or later

1.2.1 Create MyZyXEL.com Account

First, use myZyXEL.com to create an account in order to log into NCC and manage Nebula devices over networks.

- 1 Open your web browser and go to <https://portal.myzyxel.com>.
- 2 Sign in with your email and password. Click **Not a Member Yet** if you don't have a myZyXEL.com account and create an account.



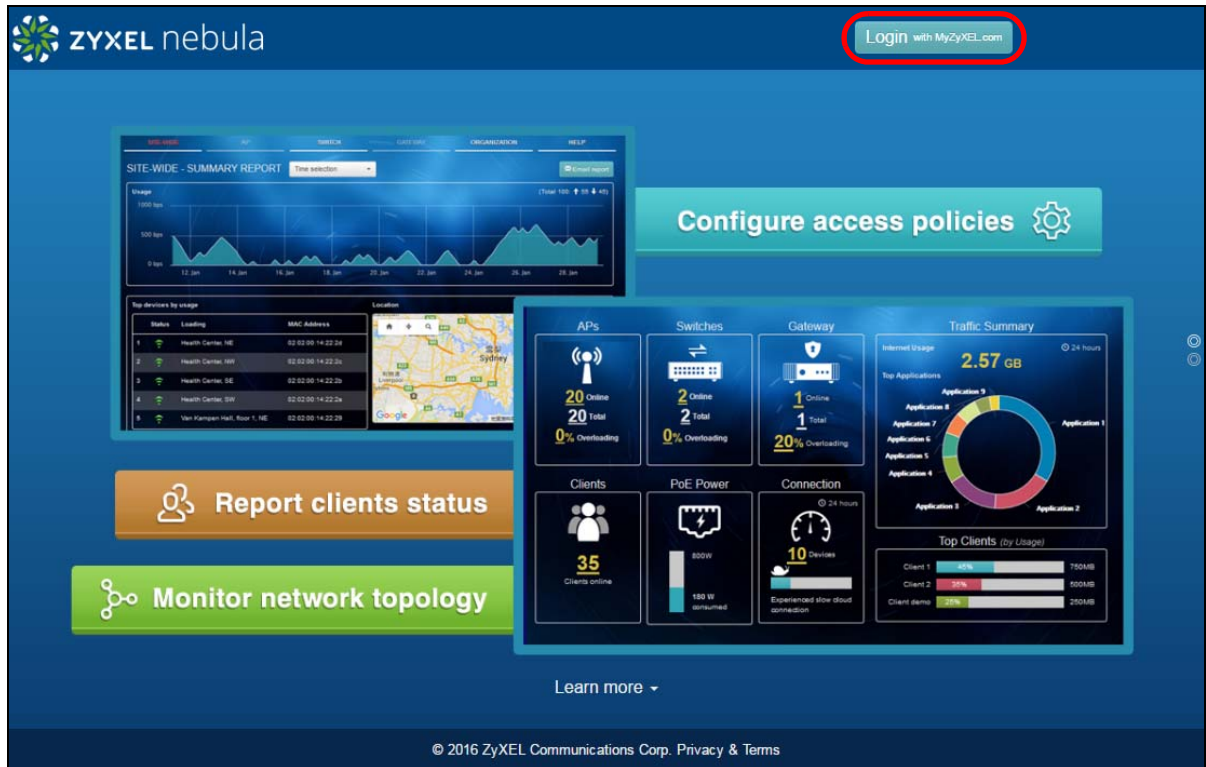
1.2.2 Connect Nebula Managed Devices

Connect your Nebula managed devices (such as the NAP102 or the NSW100-28P) to your local network. Your local network must have Internet access. See the corresponding Quick Start Guides for hardware connections.

1.2.3 Access the NCC Portal

Go to the NCC portal website.

- 1 Type <http://nebula.zyxel.com> in a supported web browser. Log into the NCC with your myZyXEL.com account.

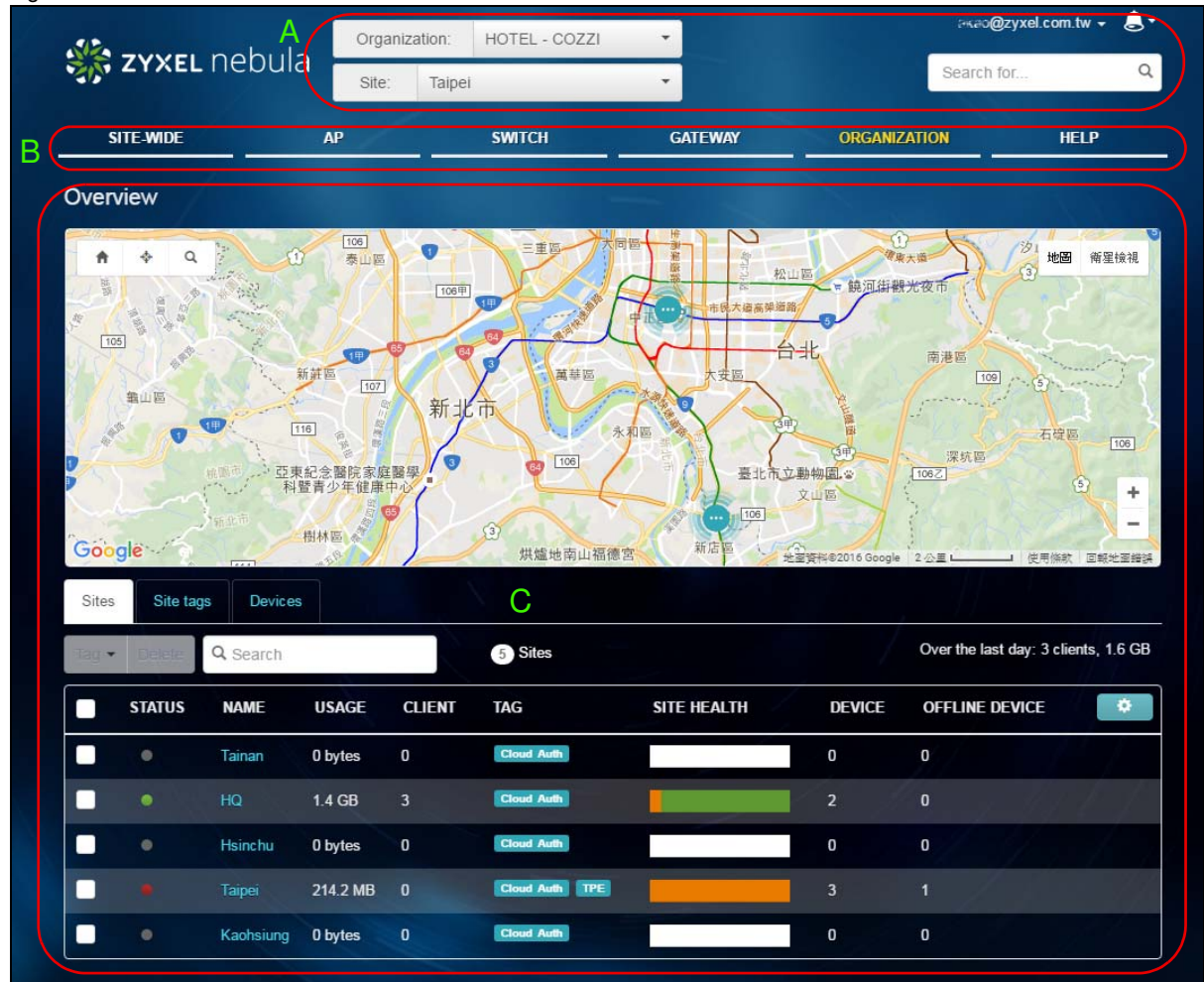


- 2 If this is the first time you have logged into NCC, you need to create your organization and site(s), register Nebula devices and associate them with a site. See [Chapter 6 on page 119](#) for detailed information.

1.3 NCC Portal Overview

The NCC portal screen is divided into these parts:

Figure 2 NCC Overview

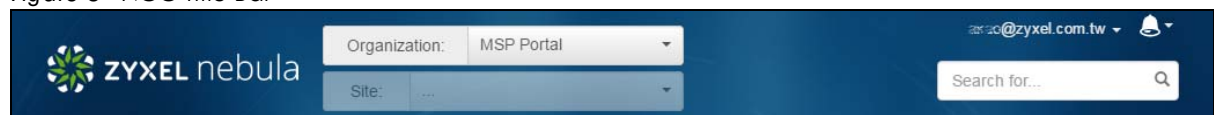


- A - Title Bar
- B - Navigation Panel
- C - Main Screen

1.3.1 Title Bar

Select the organization and site you want to manage. If you create multiple organizations, select MSP Portal from the Organization drop-down list box to view your organization summary.

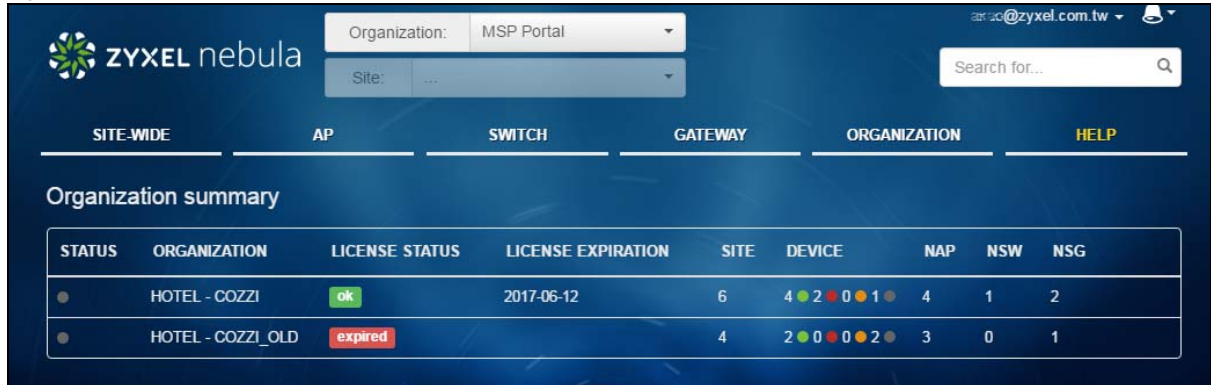
Figure 3 NCC Title Bar



MSP Portal

The MSP (Managed Services Provider) Portal option is available only for an organization administrator account which manages more than one organization. Click the organization entry you want to manage and go to its **SITE WIDE > Dashboard** screen.

Figure 4 NCC MSP Portal



The following table describes the labels in this screen.

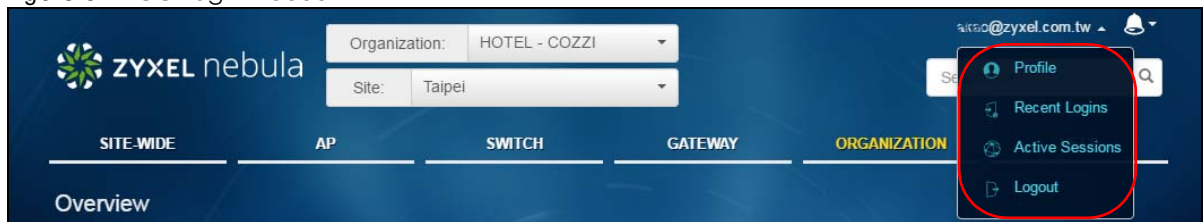
Table 1 NCC MSP Portal

LABEL	DESCRIPTION
Status	This shows whether the organization is online (green), has generated alerts (yellow), goes off-line (red) or has been off-line for at least six days (gray).
Organization	This shows the descriptive name of the organization.
License Status	This shows whether the license is valid (ok), will expire soon or has expired. It shows Warning if the license should be renewed within one month.
License expiration	This shows the date when the license will expire, or N/A when there is no Nebula device in the organization.
Site	This shows the number of sites belonging to this organization.
Device	This shows the number of Nebula devices in this organization which are online (green), have generated alerts (yellow), go off-line (red) or have been off-line for at least six days (gray).
NAP	This shows the number of Nebula APs connecting to the sites in this organization.
NSW	This shows the number of Nebula switches connecting to the sites in this organization.
NSG	This shows the number of Nebula security gateways connecting to the sites in this organization.

Login Account

Click your login account at the top right hand corner of the screen to display a menu, where you can click a link to view your account profile settings, login history, active sessions or log out of the NCC portal.

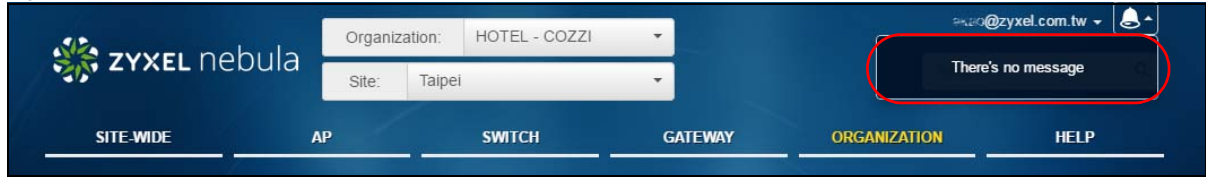
Figure 5 NCC Login Account



Alert

Click the alert icon to view log messages for the selected organization and site. You can click the message record to go to the Dashboard or Event Log page.

Figure 6 NCC Alert



1.3.2 Navigation Panel

Use the NCC menu items to configure network management for each site, organization and/or Nebula device.

Table 2 NCC Menu Summary

LEVEL 1	LEVEL2/ LEVEL3	FUNCTION
SITE-WIDE		Use these menus to view information on all Nebula managed devices that are deployed in the selected site.
	Monitor	
	Dashboard	Use this menu to view device connection status and traffic summary.
	Summary Report	Use this menu to view network statistics for a site, such as bandwidth usage, power usage, top devices, top clients and/or top SSIDs.
	Map & Floor Plan	Use this menu to locate devices on the world map and even on a floor plan.
	Topology	Use this menu to view the site's network topology.
	Configure	
	General Setting	Use this menu to change the general settings for the site, such as the site name, device login password and firmware upgrade schedule.
	Alert Setting	Use this menu to set which alerts are created and emailed. You can also set the email address(es) to which an alert is sent.
	Add Device	Use this menu to register a device and add it to the site.
AP		Use these menus to monitor and configure the managed AP(s) by the NCC. The settings are applied when a Nebula AP is registered and attached to the selected site.
	Monitor	
	Access Point	Use this menu to view the list of APs added to the site.
	Client	Use this menu to view Wi-Fi clients which are connecting to the APs in the site.
	Event Log	Use this menu to view all events on the AP. An event is a log of something that has happened to a managed device.
	Summary Report	Use this menu to view network statistics specific to APs in the site.
	Configure	
	SSIDs	Use this menu to enable and configure basic settings for SSID profiles.
	Authentication	Use this menu to configure Wi-Fi security, L2 isolation, intra-BSS and walled garden settings for SSID profiles.
	Captive Portal	Use this menu to configure captive portal settings for SSID profiles.
	Radio Setting	Use this menu to configure global radio settings for all APs in the site.
	Load Balancing	Use this menu to configure load balancing settings for all APs in the site.

Table 2 NCC Menu Summary (continued)

LEVEL 1	LEVEL2/ LEVEL3	FUNCTION
SWITCH		Use these menus to monitor and configure the managed switch(es) by the NCC. The settings are applied when a Nebula switch is registered and attached to the selected site.
	Monitor	
	Switch	Use this menu to view the list of switches added to the site.
	Client	Use this menu to view detailed information about the clients which are connecting to the switches in the site.
	Event Log	Use this menu to view all events on the switch. An event is a log of something that has happened to a managed device.
	Summary Report	Use this menu to view network statistics specific to switches in the site.
	Configure	
	Switch Ports	Use this menu to view the switch port statistics and configure switch settings for the ports.
	IP filtering	Use this menu to configure the access control list in order to control access to the switches.
	RADIUS Policy	Use this menu to configure port authentication.
	PoE Schedule	Use this menu to set the schedule for switches in distributing power to powered devices.
	Switch Configuration	Use this menu to configure global switch settings, such as (R)STP, QoS, IGMP snooping, port mirroring, authentication servers, voice VLAN and DHCP white list.

Table 2 NCC Menu Summary (continued)

LEVEL 1	LEVEL2/ LEVEL3	FUNCTION
Gateway		Use these menus to monitor and configure the managed security gateway(s) by the NCC. The settings are applied when a Nebula gateway is registered and attached to the selected site.
	Monitor	
	Security Gateway	Use this menu to view the detailed information about a security gateway in the selected site.
	Client	Use this menu to view the connection status and detailed information about a client in the selected site.
	Event Log	Use this menu to view all events on the gateway. An event is a log of something that has happened to a managed device.
	VPN Connection	Use this menu to view status of the site-to-site VPN connections.
	Summary Report	Use this menu to view network statistics specific to the gateway in the site.
	Configure	
	Interfaces Addressing	Use this menu to configure network mode, port grouping, interface address, static route and DDNS settings on the gateway.
	Firewall	Use this menu to configure firewall rules for outbound traffic, application patrol, schedule profiles and port forwarding rules for inbound traffic.
	Site-to-Site VPN	Use this menu to configure VPN rules.
	L2TP over IPSec client	Use this menu to enable and configure L2TP VPN settings.
	Captive Portal	Use this menu to configure captive portal settings for each gateway interface.
	Network Access Method	Use this menu to enable or disable web authentication on an interface.
	Traffic Shaping	Use this menu to configure the maximum bandwidth and load balancing.
	Security Filtering	Use this menu to enable or disable Intrusion Detection and Prevention (IDP) on the security gateway.
	My Authentication Server	Use this menu to configure external AD (Active Directory) server or RADIUS server that the security gateway can use in authenticating users.

Table 2 NCC Menu Summary (continued)

LEVEL 1	LEVEL2/ LEVEL3	FUNCTION
ORGANIZATION	Overview	Use this menu to view a list of sites belonging to the selected organization and detailed information about the devices connected to the sites.
	Create Organization	Use this menu to create a new organization.
	Create Site	Use this menu to create a new site.
	Inventory	Use this menu to view the summary of devices which have been registered and assigned to the sites in the selected organization.
	License Management	Use this menu to view and manage your licenses.
	Change Log	Use this menu to view log messages about configuration changes in this organization.
	Setting	Use this menu to configure the security and notification settings.
	Administrator	Use this menu to view, remove or create a new administrator account for this organization.
	Cloud Authentication	Use this menu to create or remove user accounts which are allowed access to the Nebula devices via different authentication methods, such as the MAC-based authentication, captive portal or the IEEE 802.1x authentication method.
HELP	Online Doc	Use this menu to view the documentation for the NCC and Nebula devices.
	Support Request	Use this menu to view or submit a new eITS ticket.
	Security Policy Information	Use this menu to view information required for firewall rules to allow management traffic between the NCC and Nebula devices, such as the port number and protocol type.

PART II

Technical Reference

CHAPTER 2

Site-Wide

2.1 Monitor Menus

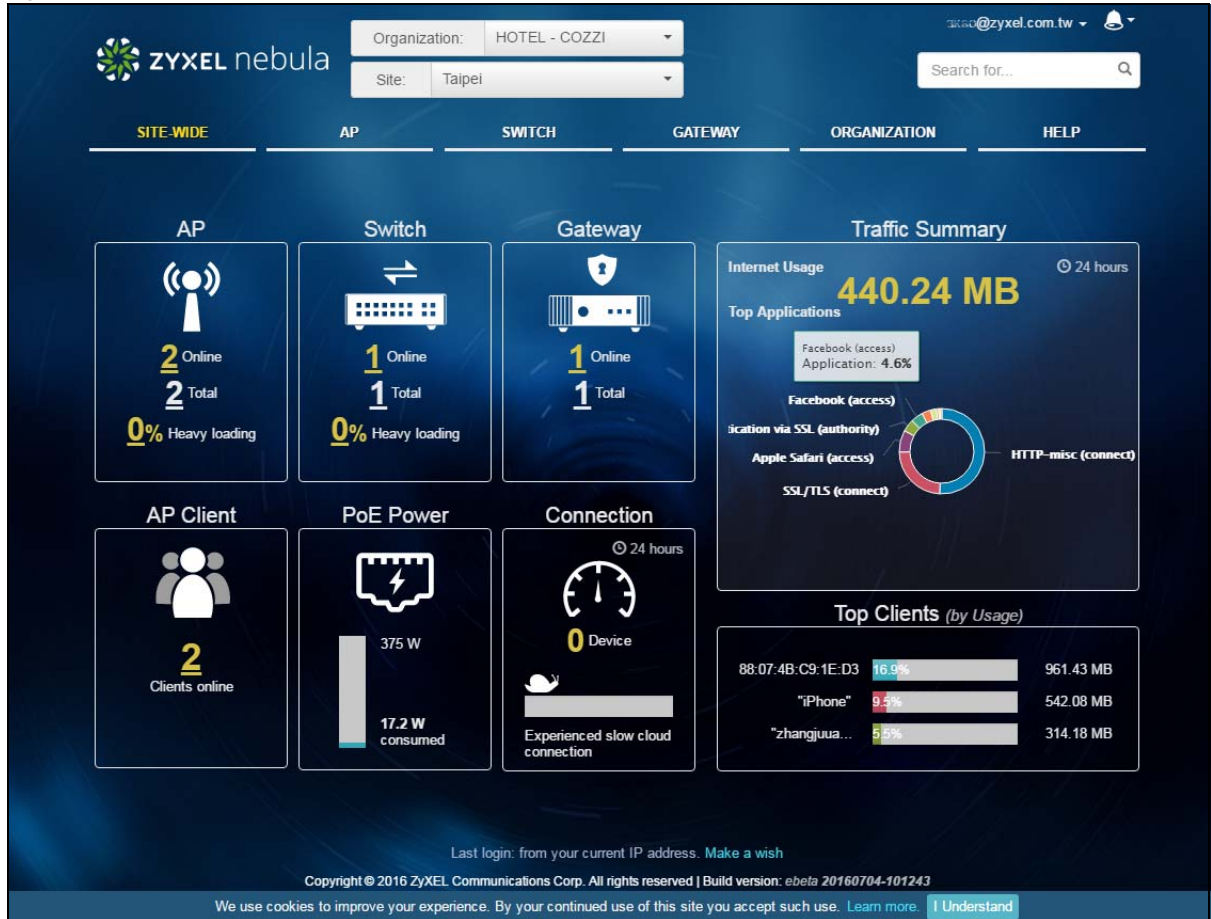
Use the Monitor menus to check the dashboard, summary report, map and floor plan, network topology and client list of the Nebula devices for the selected site.

2.1.1 Dashboard

If a site is created and selected, the Dashboard is always the first menu you see when you log into the NCC. You can also click **SITE-WIDE > Monitor > Dashboard** to access this screen. It shows:

- **AP:** how many Nebula APs are assigned and connected, and what percentage of the APs become overloaded, that is, the number of online APs that exceed the maximum client device number (in **AP > Configure > Load Balancing**) by total number of online APs in the site,
- **AP Client:** how many Wi-Fi clients are currently connecting to the managed AP(s),
- **Switch:** how many Nebula switches are assigned and connected, and what percentage of the switches become overloaded, that is, the number of online Nebula switches that exceed 70% of their upstream bandwidth by total number of online Nebula switches in the site,
- **PoE Power:** the total PoE power budget on the switch and the current amount of power consumed by the powered devices,
- **Gateway:** how many Nebula security gateways are assigned and connected, and what percentage of the gateway's processing capability is currently being used if the CPU goes over 93% usage,
- **Connection:** the number of devices that are experiencing slow connection speeds,
- **Traffic Summary:** the Internet usage and top ten applications in the past 24 hours,
- **Top Clients:** the top three clients with the highest percentage of bandwidth usage in the past week.

Figure 7 SITE-WIDE > Monitor > Dashboard

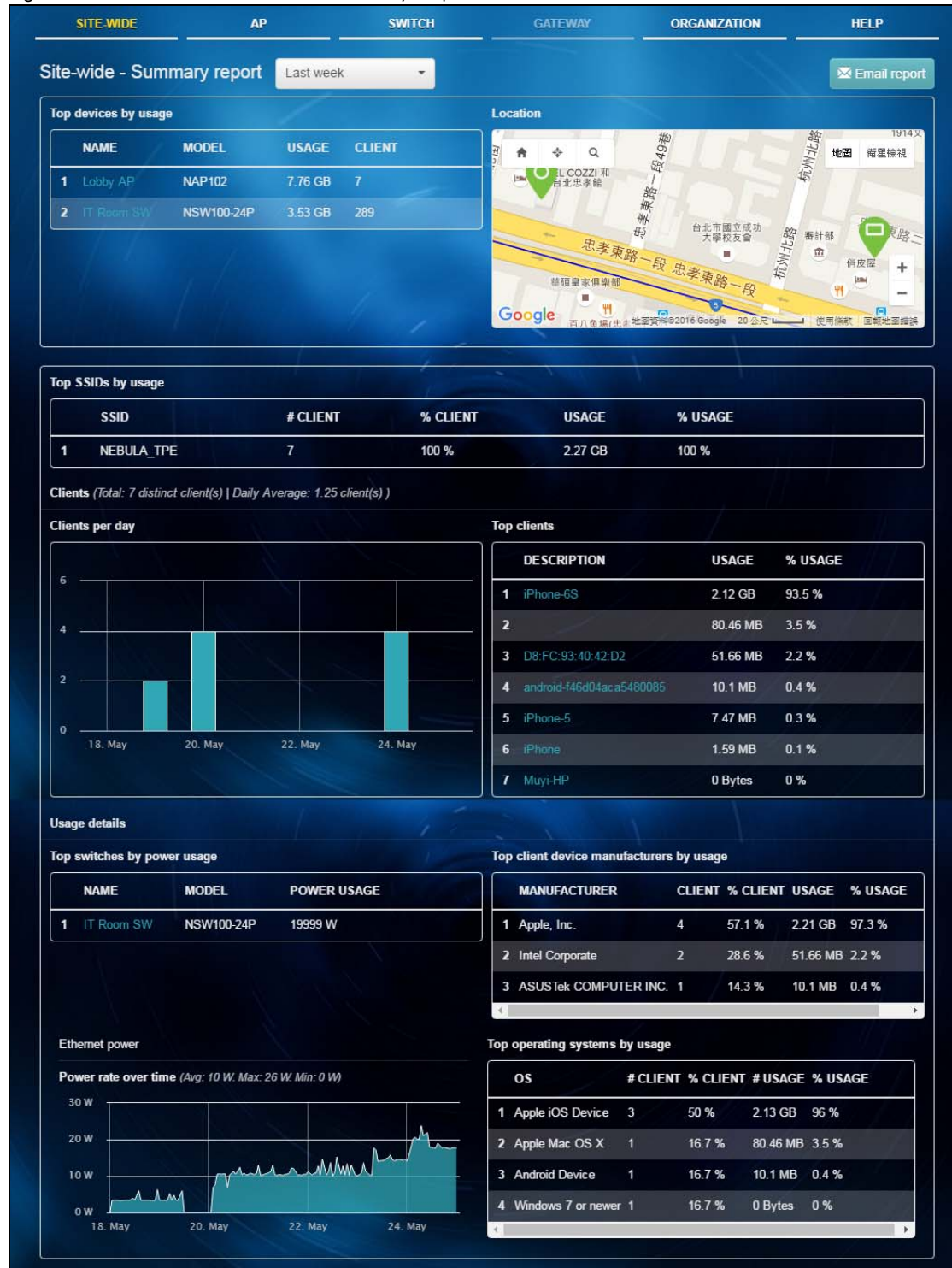


2.1.2 Summary Report

This screen displays network statistics for the selected site, such as bandwidth usage, power usage, top devices, top clients and/or top SSIDs.

Click **SITE-WIDE > Monitor > Summary Report** to access this screen.

Figure 8 SITE-Wide > Monitor > Summary Report



The following table describes the labels in this screen.

Table 3 SITE-Wide > Monitor > Summary Report

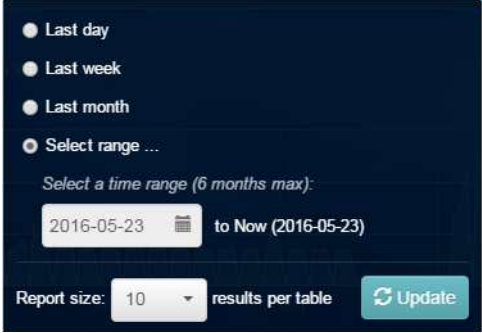
LABEL	DESCRIPTION
	Select to view the report for the past day, week or month. Alternatively, select Select range... to specify a time period the report will span. You can also select the number of results you want to view in a table. 
Email report	Click this button to send summary reports by email, change the logo and set email schedules.
Top devices by usage	
#	This shows the index number of the Nebula device.
Name	This shows the descriptive name of the Nebula device.
Model	This shows the model number of the Nebula device.
Usage	This shows the amount of data transmitted or received by the Nebula device.
Client	This shows how many clients are currently connecting to the Nebula device.
Location	This shows the location of the top Nebula devices on the map.
Top SSIDs by usage	
#	This shows the index number of the SSID.
SSID	This shows the SSID network name.
# Clients	This shows how many Wi-Fi clients are connecting to this SSID.
% Clients	This shows what percentage of associated Wi-Fi clients are connecting to this SSID.
Usage	This shows the total amount of data transmitted or received by clients connecting to this SSID.
% Usage	This shows what percentage of the transmitted data is for this SSID.
Clients	
Total	This shows the total number of clients connected to the Nebula device within the specified time period.
Daily Average	This shows the average daily number of clients within the specified time period.
Clients per day	
	The y-axis represents the number of clients.
	The x-axis represents the date.
Top clients	
#	This shows the index number of the client.
Description	This shows the descriptive name or MAC address of the client.
Usage	This shows the amount of data consumed by the client.
% Usage	This shows what percentage of the transmitted data is for the client.
Usage details	

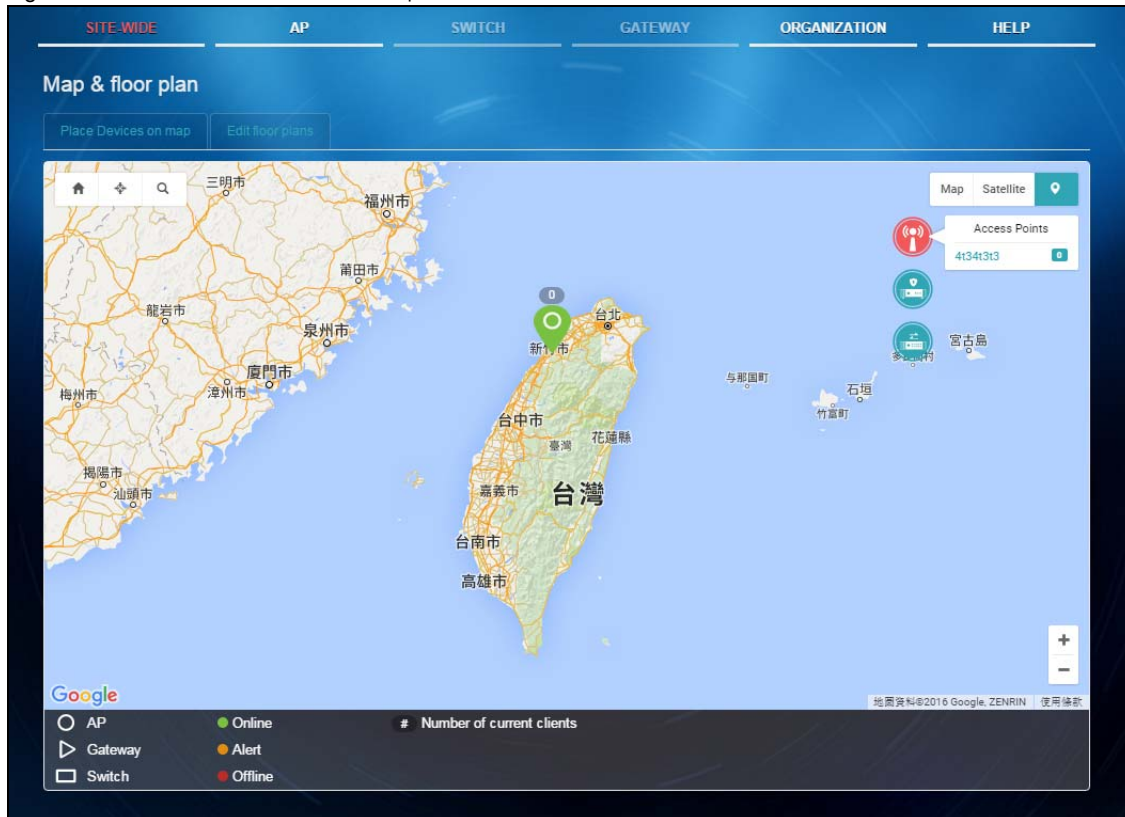
Table 3 SITE-Wide > Monitor > Summary Report (continued)

LABEL	DESCRIPTION
Top switches by power usage	
#	This shows the index number of the switch.
Name	This shows the descriptive name of the switch.
Model	This shows the model number of the switch.
Power usage	This shows what percentage of the power is used by the switch.
Ethernet power	
Power rate over time	This shows the average, maximum and minimum power consumption of the switches.
	The y-axis shows how much power is used in Watts.
	The x-axis shows the time period over which the power consumption is recorded.
Top client device manufacturer by usage	
Manufacturer	This shows the manufacturer name of the client device.
# Clients	This shows how many client devices are made by the manufacturer.
% Clients	This shows the percentage of top client devices which are made by the manufacturer.
Usage	This shows the amount of data consumed by the client device.
% Usage	This shows what percentage of the transmitted data is for the client device.
Top operating systems by usage	
OS	This shows the operating system of the client device.
# Clients	This shows how many client devices use this operating system.
% Clients	This shows the percentage of top client devices which use this operating system.
Usage	This shows the amount of data consumed by the client device on which this operating system is running.
% Usage	This shows what percentage of top client devices use this operating system.

2.1.3 Map & Floor Plan

This screen allows you to locate a device on the world map and use a floor plan to show the space and relationship between the Nebula devices. Click **SITE-WIDE > Monitor > Map & floor plan** to access this screen.

Figure 9 SITE-WIDE > Monitor > Map & Floor Plan



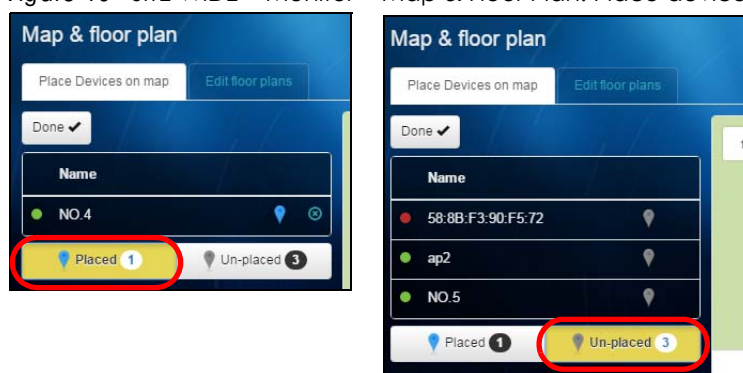
Place devices on map

You can mark spots on the map, that is, the places where the devices are located. Click the **Place devices on map** tab to display the device list for the selected site. Click **Done** to hide the device list.

Click the **Placed** button to show the devices that you have pinned on the map and/or the floor plan. Click the **Un-placed** button to show the devices that remain to be pinned on the map. To pin a device, select the device from the **Un-placed** list, then drag and drop it on to the map.

The pin icon next to a device name is blue (📌) if you have marked the device on the map. Otherwise, the pin icon is gray (📌). Click the (🗑️) icon to remove a device from the map.

Figure 10 SITE-WIDE > Monitor > Map & Floor Plan: Place devices on map

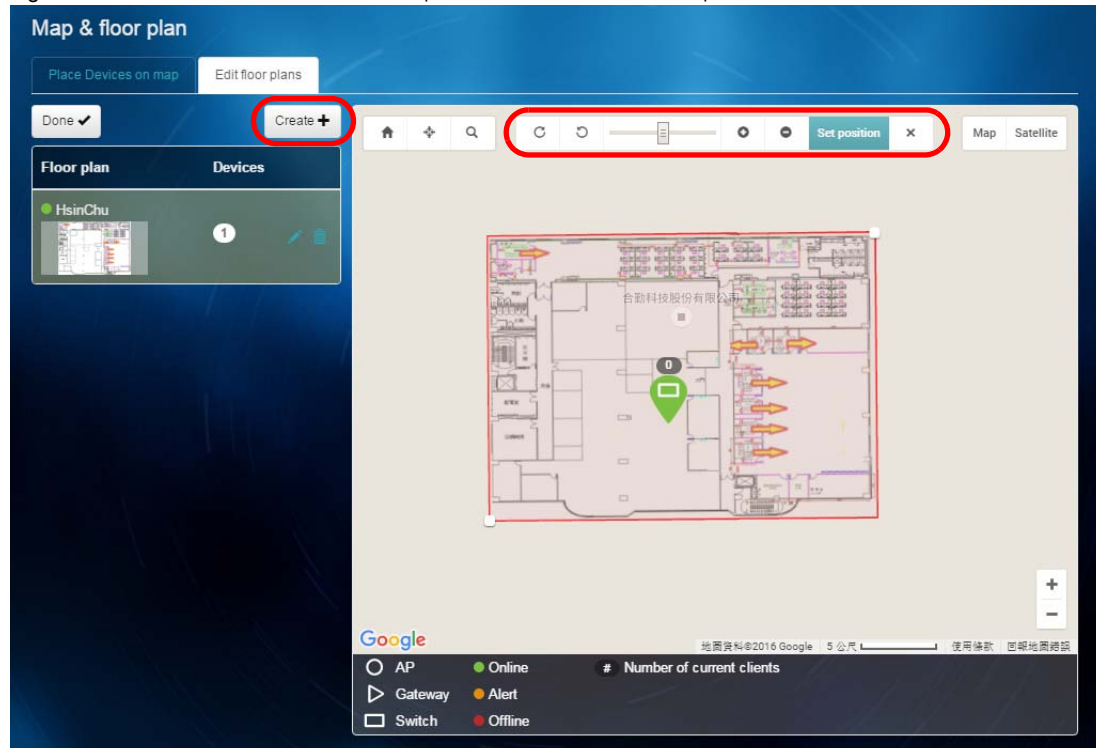


Edit floor plans

Click the **Edit floor plans** tab to display the list of existing floor plan, a drawing that shows the rooms scaled and viewed from above. Click **Done** to hide the list. Use the **Create+** button to upload new floor plans.

Select a floor plan from the list. The floor plan then shows on the Google map at the right side of the screen. Use your mouse to move the floor plan, and use the icons at the top of the map to rotate, change the transparency, resize or hide the floor plan. Click **Set position** to apply your changes.

Figure 11 SITE-WIDE > Monitor > Map & Floor Plan: Edit floor plans



The following table describes the labels in this screen.

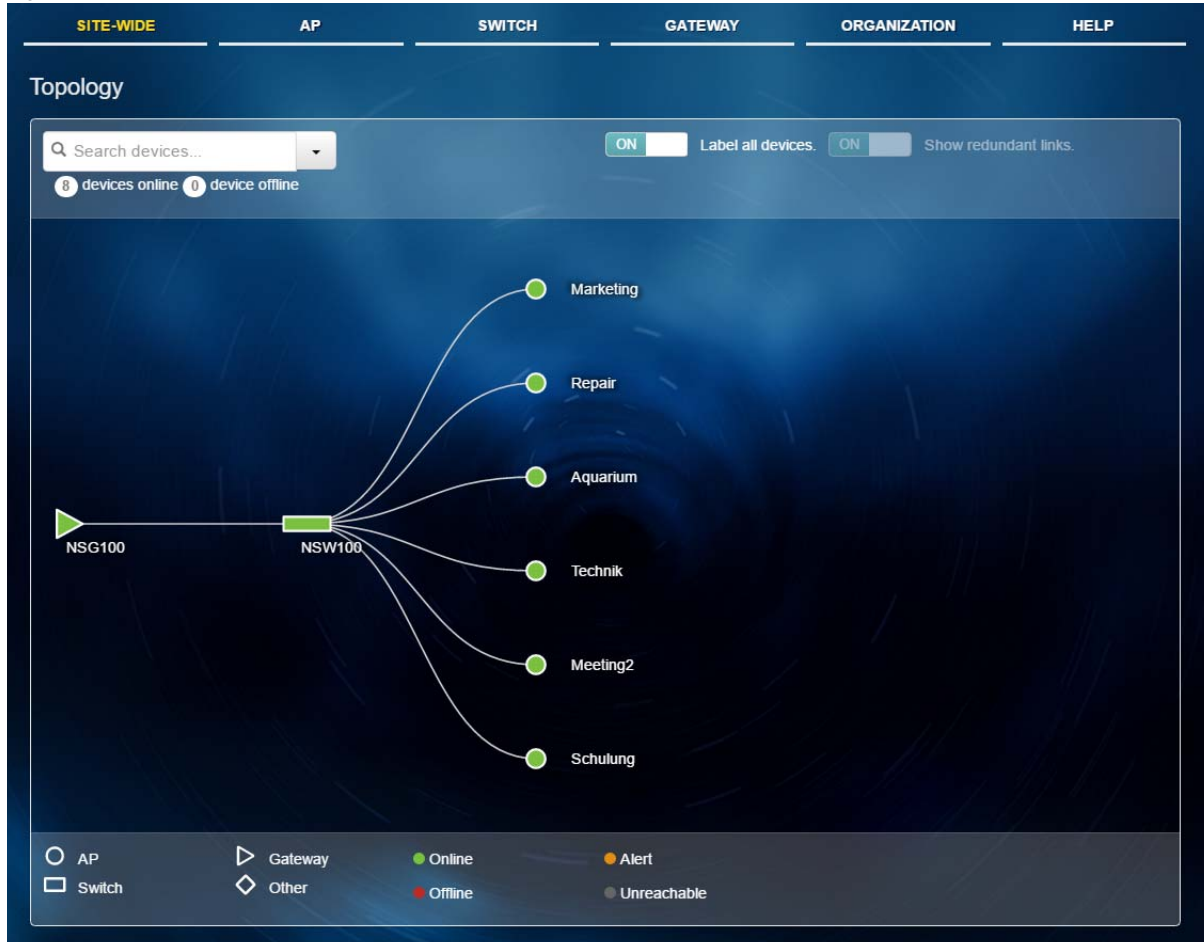
Table 4 SITE-Wide > Monitor > Map & Floor Plan: Edit floor plans

LABEL	DESCRIPTION
Floor plan	This shows the descriptive name of the floor plan.
Devices	This shows the number of the device(s) marked on this floor plan.
Edit	Click this icon to open a screen, where you can modify the name, address and/or dimension of the floor plan.
Remove	Click this icon to delete the floor plan.

2.1.4 Topology

Use this screen to view the network topology of the site. Click **SITE-WIDE > Monitor > Topology** to access this screen.

Figure 12 SITE-WIDE > Monitor > Topology



2.2 Configure Menus

Use the Configure menus to set the general and email alert settings for the selected site, or register a new Nebula device and assign it to the site.

2.2.1 General Setting

Use this screen to change the general settings for the site, such as the site name, device login password and firmware upgrade schedule. Click **SITE-WIDE > Configure > General Setting** to access this screen.

Figure 13 SITE-WIDE > Configure > General setting

SITE-WIDE
AP
SWITCH
GATEWAY
ORGANIZATION
HELP

General setting

Site Info

Site name

Local time zone

Asia - Taipei (UTC +8.0)
Taiwan

Device configuration

Local credentials

Username:
admin

Password:
Show password

AP LED lights
☒ ON

Captive portal time limit

For my AD server users

For my RADIUS server users

For click-to-continue users

For cloud authentication users

SNMP

SNMP access

Reporting

Syslog server

SERVER IP	TYPES	ACTION
192.168.1.1	AP log	

+ Add

Firmware upgrades

Upgrade time

Tuesday
2am
What is this?

Access point upgrade

Last upgraded on Friday, July 15, 2016 at 14:31 +0800.
This access points in this site is configured to run the last available firmware.

Follow upgrade time
Schedule the upgrade to 2016-08-02 00:00 +0800
Perform the upgrade now

Switch upgrade

Last upgraded on Monday, July 18, 2016 at 10:35 +0800.
This switch in this site is configured to run the last available firmware.

Upgrade as scheduled
Schedule the upgrade to 2016-08-02 00:00 +0800
Perform the upgrade now

Gateway upgrade

This gateway in this site is configured to run the last available firmware.

Upgrade as scheduled
Reschedule the upgrade to 2016-07-29 08:00 +0800
Perform the upgrade now

The following table describes the labels in this screen.

Table 5 SITE-Wide > Configure > General setting

LABEL	DESCRIPTION
Site Info	
Site Name	Enter a descriptive name for the site.
Local time zone	Choose the time zone of the site's location.
Device configuration	
Local credentials	The default password is generated automatically by the NCC when the site is created. You can specify a new password to access the status page of the device's built-in web-based configurator. The settings here apply to all Nebula devices in this site.
AP LED lights	Click to turn on or off the LED(s) on the APs.
Captive portal time limit	
For my AD server users	Select how often the user (authenticated by an AD server) has to log in again.
For my RADIUS server users	Select how often the user (authenticated by an RADIUS server) has to log in again.
For click-to-continue users	Select how often the user (authenticated via the captive portal) has to log in again.
For cloud authentication users	Select how often the user (authenticated using the NCC user database) has to log in again.
SNMP	
SNMP access	Select V1/V2c to allow SNMP managers using SNMP to access the devices in this site. Otherwise, select Disable .
SNMP community string	This field is available when you select V1/V2c. Enter the password for the incoming SNMP requests from the management station.
Reporting	
Syslog server	Click Add to create a new entry.
Server IP	Enter the IP address of the server.
Types	Select the type of logs the server is for.
Action	Click the Delete icon to remove the entry.
Firmware upgrades	
Upgrade time	Select the day of the week and time of the day to install the firmware.
Access point upgrade	This section is grayed out if there is no AP in this site. It shows if there is a new version of the firmware available for the APs, and the date and time of the last firmware upgrade. Select Follow upgrade time to install the firmware at the time you choose in the Upgrade time field. Select Schedule the upgrade to xx at xx to set a new schedule for the firmware upgrade. Select Perform the upgrade now to install the firmware immediately.

Table 5 SITE-Wide > Configure > General setting (continued)

LABEL	DESCRIPTION
Switch upgrade	This section is grayed out if there is no switch in this site. It shows if there is a new version of the firmware available for the switches, and the date and time of the last firmware upgrade. Select Upgrade as scheduled to install the firmware at the time you choose in the Upgrade time field. Select Schedule the upgrade to xx at xx to set a new schedule for the firmware upgrade. Select Perform the upgrade now to install the firmware immediately.
Gateway upgrade	This section is grayed out if there is no gateway in this site. It shows if there is a new version of the firmware available for the gateways, and the date and time of the last firmware upgrade. Select Upgrade as scheduled to install the firmware at the time you choose in the Upgrade time field. Select Schedule the upgrade to xx at xx to set a new schedule for the firmware upgrade. Select Perform the upgrade now to install the firmware immediately.

2.2.2 Alert Setting

Use this screen to set which alerts are created and emailed. You can also set the email address(es) to which an alert is sent. Click **SITE-WIDE > Configure > Alert Setting** to access this screen.

Figure 14 SITE-WIDE > Configure > Alert setting

The screenshot shows the 'Alert setting' interface. At the top, there are navigation tabs: SITE-WIDE (selected), AP, SWITCH, GATEWAY, ORGANIZATION, and HELP. Below the tabs, the 'Alert setting' title is displayed. The main content area is titled 'Email alerts' and contains several sections:

- Send alerts via email to:** A dropdown menu showing 'All site admins'.
- Wireless alerts:** A toggle switch set to 'OFF' and a dropdown menu showing '60 minutes after AP goes offline'.
- Switch alerts:** Two toggle switches, both set to 'OFF'. The first dropdown shows '60 minutes after switch goes offline'. The second dropdown shows '60 minutes' and 'Any switch port' goes down.
- Security gateway alerts:** Three toggle switches, all set to 'OFF'. The first dropdown shows '60 minutes after the gateway goes offline'. The second dropdown shows 'Any DHCP lease pool is exhausted'. The third dropdown shows 'A VPN connection comes up or goes down'.
- Other alerts:** A toggle switch set to 'OFF' and a dropdown menu showing 'Configuration setting are changed'.

At the bottom of the screen, there are 'Save' and 'Cancel' buttons, and a note: '(Please allow 1-2 minutes for changes to take effect.)'

The following table describes the labels in this screen.

Table 6 SITE-Wide > Configure > Alert setting

LABEL	DESCRIPTION
Send alerts via email to	Select Other email addresses to enter the email address(es) to which you want to send alerts. Otherwise, select All site domains .
Wireless alerts	Click On to have the NCC generate and send an alert when the event occurs. You can also specify how long in minutes the NCC waits before generating and sending an alert when an AP becomes off-line.
Switch alerts	Click On to have the NCC generate and send an alert when the event occurs. You can also specify how long in minutes the NCC waits before generating and sending an alert when a port or a switch goes down.
Security gateway alerts	Click On to have the NCC generate and send an alert when the event occurs. You can also specify how long in minutes the NCC waits before generating and sending an alert when a gateway becomes off-line.
Other alerts	Click On to have the NCC generate and send an alert when the event occurs.

2.2.3 Add Device

Use this screen to register a device and add it to the site. Click **SITE-WIDE > Configure > Add device** to access this screen.

Figure 15 SITE-WIDE > Configure > Add device



The following table describes the labels in this screen.

Table 7 SITE-Wide > Configure > Add device

LABEL	DESCRIPTION
Add to this site	Click this button to assign the selected device(s) to the site.
Unused devices	This shows the number of registered devices which have not been assigned to a site.

Table 7 SITE-Wide > Configure > Add device (continued)

LABEL	DESCRIPTION
+ Register	This button is available only for an organization administrator or site administrator that has full access. Click this button to pup up a window where you can enter a device's serial number and MAC address to register it at the NCC. 
	Select the check box of the device that you want to add to the selected site.
Device Name	This shows the descriptive name of the device.
Serial Number	This shows the serial number of the device.
MAC Address	This shows the MAC address of the device.
Model	This shows the model name of the device.

CHAPTER 3

AP

3.1 Overview

This chapter discusses the menus that you can use to monitor the Nebula managed APs in your network and configure settings even before an AP is deployed and added to the site.

3.2 Monitor

Use the Monitor menus to check the AP information, client information, event log messages and summary report for APs in the selected site.

3.2.1 Access Point

This screen allows you to view the detailed information about an AP in the selected site. Click **AP > Monitor > Access Point** to access this screen.

Figure 16 AP > Monitor > Access Point

SITE-WIDE

AP

SWITCH

GATEWAY

ORGANIZATION

HELP

Access point

Last day

Q Search...

1 Access point

Export

STATUS	SYSTEM NAME	LAN IP	PUBLIC IP	MODEL	MAC ADDRESS	TAG	
	Lobby AP	172.24.80.62	61.220.35.20	NAP102	58:8B:F3:90:F6:23	test	

The following table describes the labels in this screen.

Table 8 AP > Monitor > Access Point

LABEL	DESCRIPTION
	Select to view the device information and connection status in the past two hours, day, week or month.
	Select your desired filter criteria to filter the list of APs.
Access points	This shows the number of APs connected to the site network.
Export	Click this button to save the AP list as a CSV or XML file to your computer.
Status	This shows whether the AP is online (green), has generated alerts (yellow), goes off-line (red) or has been off-line for at least six days (gray).
System Name	This shows the descriptive name of the AP.
LAN IP	This shows the local (LAN) IP address of the AP.
Public IP	This shows the global (WAN) IP address of the AP.

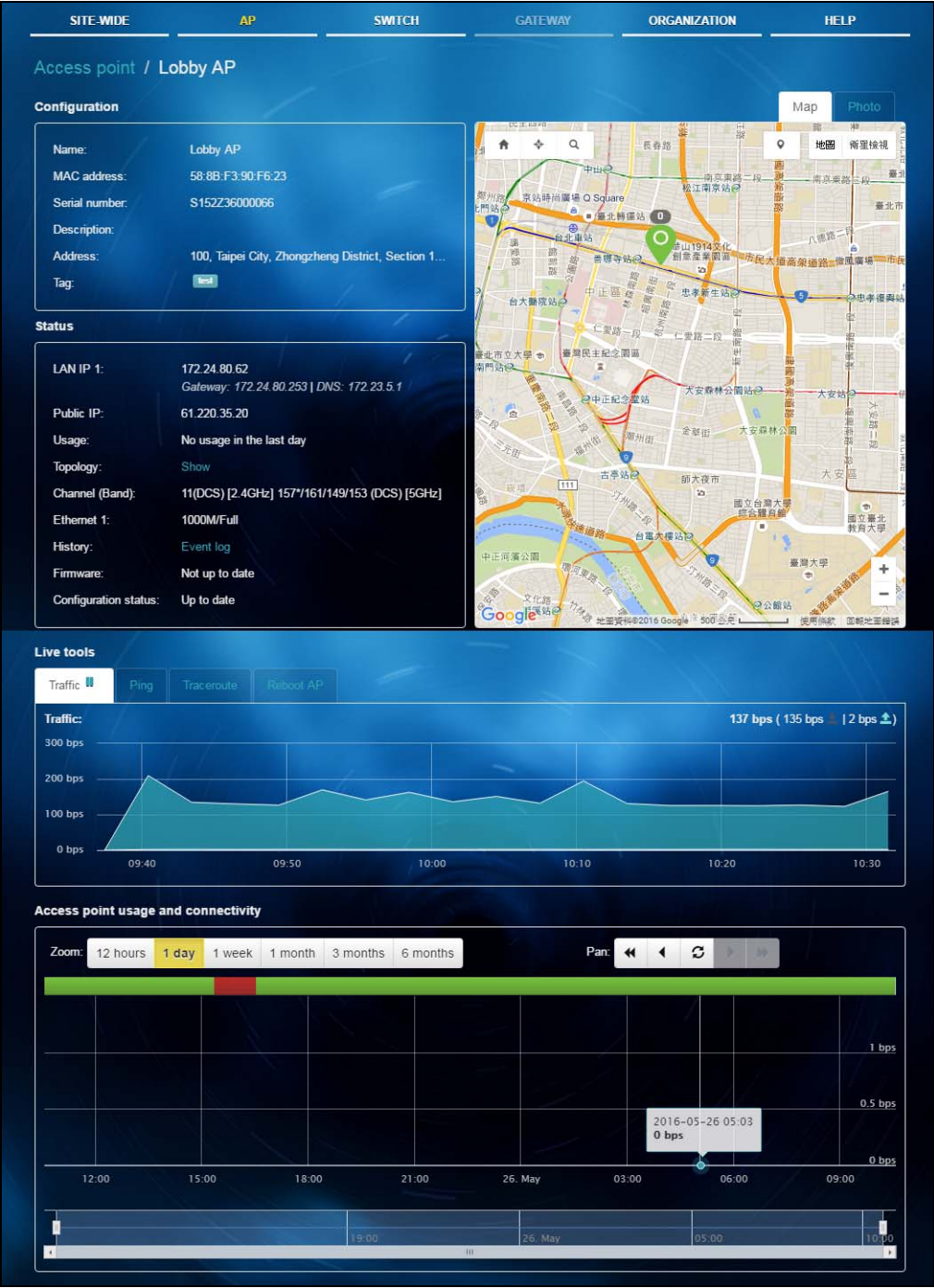
Table 8 AP > Monitor > Access Point (continued)

LABEL	DESCRIPTION
Model	This shows the model number of the AP.
Client	This shows how many clients connected to the AP within the specified time period.
Current Clients	This shows how many clients are currently connecting to the AP.
MAC Address	This shows the MAC address of the AP.
Channel	This shows the channel number(s) the AP is using.
Usage	This shows the amount of data consumed by the AP's clients.
% Usage	This shows the percentage of the AP's data usage.
Tag	This shows the user-specified tag for the AP.
Serial Number	This shows the serial number of the AP.
Production Information	This shows the production information of the AP.
Description	This shows the user-specified description for the AP.
Configuration Status	This shows whether the configuration on the AP is up-to-date.
Connectivity	This shows the AP connection status. Nothing displays if the AP is off-line. The gray time slot indicates the connection to the NCC is down, and the green time slot indicates the connection is up. Move the cursor over a time slot to see the actual date and time when an AP is connected or disconnected.
Ethernet 1	This shows the speed and duplex mode of the Ethernet connection on the AP's port.
Ethernet 1 LLDP	This shows the LLDP information received on the up-link port.
	Click this icon to display a greater or lesser number of configuration fields.

3.2.1.1 AP Details

Click an AP entry in the AP > Monitor > Access Point screen to display individual AP statistics.

Figure 17 AP > Monitor > Access Point: AP Details



The following table describes the labels in this screen.

Table 9 AP > Monitor > Access Point: AP Details

LABEL	DESCRIPTION
Configuration	
Click the edit icon to change the device name, description, tags and address. You can also move the device to another site.	
Name	This shows the descriptive name of the AP.

Table 9 AP > Monitor > Access Point: AP Details (continued)

LABEL	DESCRIPTION
MAC Address	This shows the MAC address of the AP.
Serial Number	This shows the serial number of the AP.
Description	This shows the user-specified description for the AP.
Address	This shows the user-specified address for the AP.
Tag	This shows the user-specified tag for the AP.
Status	
LAN IP 1	This shows the local (LAN) IP address of the AP. It also shows the IP addresses of the gateway and DNS server. Click the edit icon to open a screen where you can change the IP addresses, VLAN ID number and tagging setting.  The 'Set IP Address' dialog box contains the following fields and controls: IP type: A dropdown menu currently set to 'Static IP'. IP: A text input field. Management VLAN ID: A text input field with the value '1' and a range indicator '(1~4094)'. Tagging: Two radio buttons, 'Untagged' (selected) and 'Tagged'. Subnet mask: A text input field. Gateway: A text input field. Primary DNS: A text input field. Secondary DNS: A text input field. Buttons: 'Close' and 'OK' buttons at the bottom right.
Public IP	This shows the global (WAN) IP address of the AP.
Usage	This shows the number of the AP's clients and the amount of data consumed by the clients.
Topology	Click Show to go to the STE-WIDE > Monitor > Topology screen. See Section 2.1.4 on page 24 .
Channel (Band)	This shows the channel number(s) and Wi-Fi frequency band currently being used by the AP.
Ethernet 1	This shows the speed and duplex mode of the Ethernet connection on the AP's port.
History	Click Event log to go to the AP > Monitor > Event log screen.
Firmware	This shows whether there is firmware update available for the AP.
Configuration status	This shows whether the configuration on the AP is up-to-date.
Map	This shows the location of the AP on the Google map.
Photo	This shows the photo of the AP.
Live tools	
Traffic	This shows the AP traffic statistics.
Ping	Enter the domain name or IP address of a computer that you want to perform ping from the AP in order to test a connection and click Ping. This can be used to determine if the AP and the computer are able to communicate with each other.

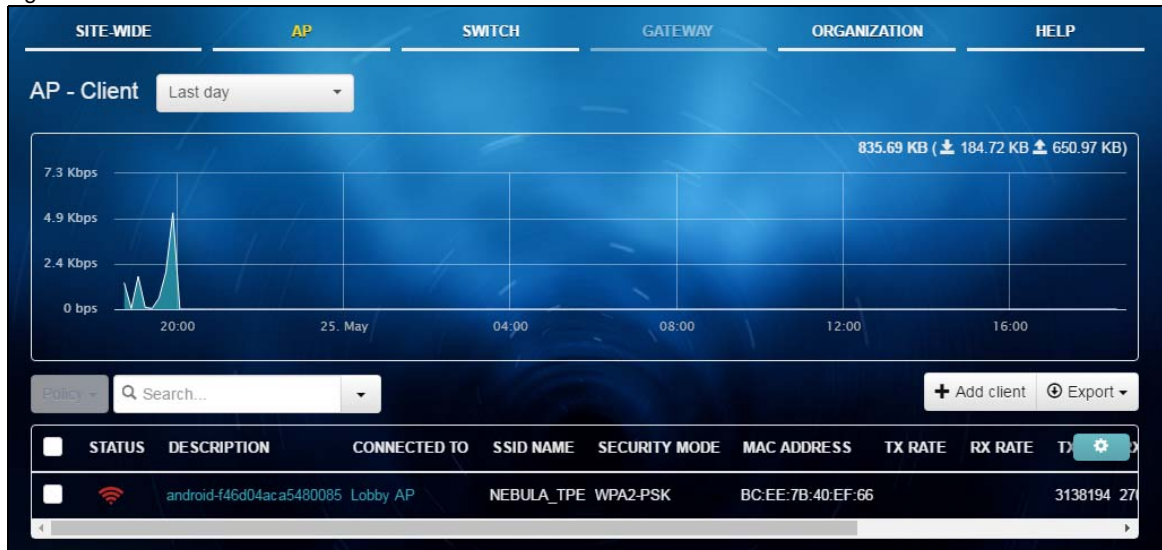
Table 9 AP > Monitor > Access Point: AP Details (continued)

LABEL	DESCRIPTION
Traceroute	Enter the domain name or IP address of a computer that you want to perform traceroute from the AP and click Run . This determines the path a packet takes to the specified computer.
Reboot AP	Click the Reboot button to restart the AP.
Access point usage and connectivity	
Move the cursor over the chart to see the transmission rate at a specific time.	
Zoom	Select to view the statistics in the past twelve hours, day, week, month, three months or six months.
Pan	Click to move backward or forward by one day or week.

3.2.2 Client

This screen allows you to view the connection status and detailed information about a client in the selected site. Click **AP > Monitor > Client** to access this screen.

Figure 18 AP > Monitor > Client



The following table describes the labels in this screen.

Table 10 AP > Monitor > Client

LABEL	DESCRIPTION
	Select to view the device information and connection status in the past two hours, day, week or month.
	The y-axis shows the transmission speed of data sent or received by the client in kilobits per second (Kbps).
	The x-axis shows the time period over which the traffic flow occurred.
Policy	Select the client(s) from the table below, and then choose the policy that you want to apply to the selected client(s).
	Select your desired filter criteria to filter the list of clients.
Clients	This shows the number of clients connected to the site network.

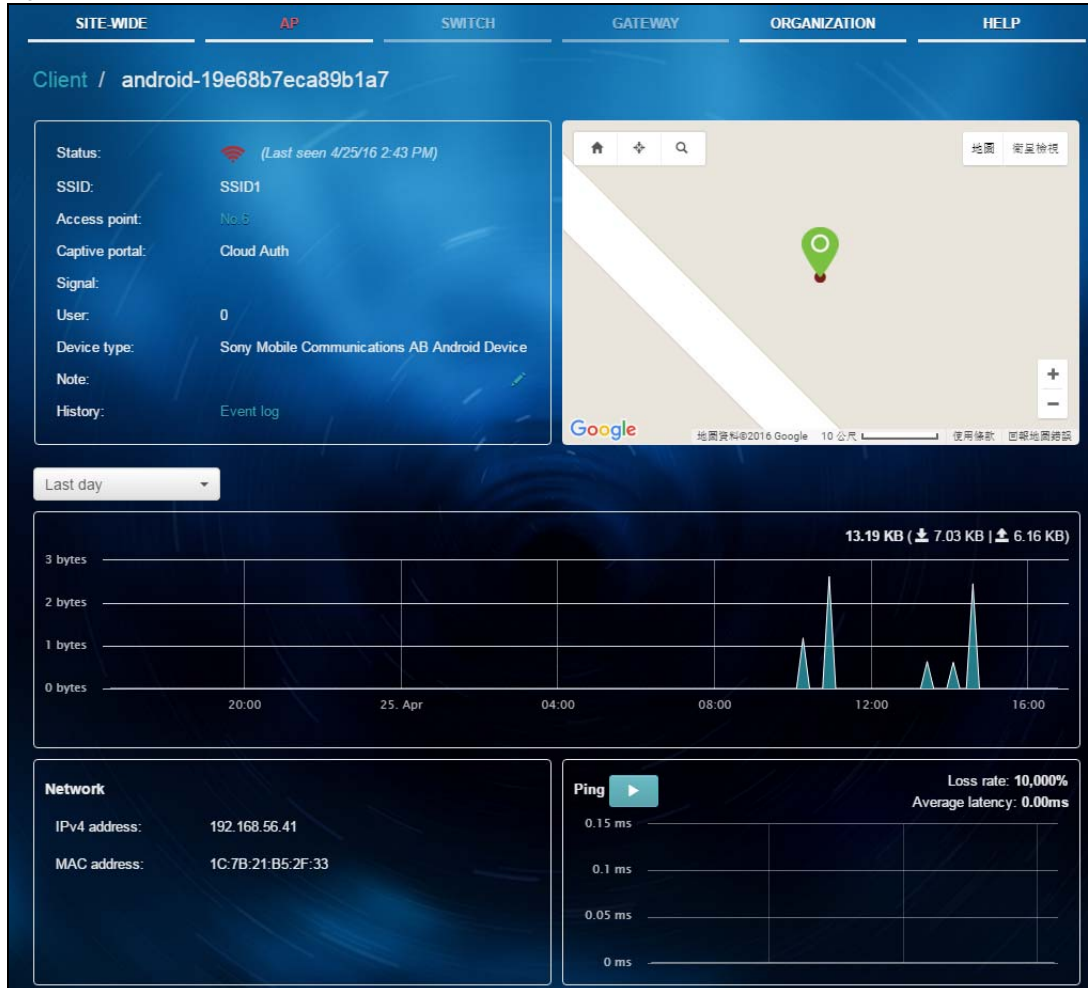
Table 10 AP > Monitor > Client (continued)

LABEL	DESCRIPTION
Add client	Click this button to open a window where you can specify a client's name and MAC address to apply a policy before it is connected to the AP's network.
Export	Click this button to save the client list as a CSV or XML file to your computer.
Status	This shows whether the client is online (green), or goes off-line (red).
Description	This shows the descriptive name of the client. Click the name to display the individual client statistics. See Section 3.2.2.1 on page 36 .
Connected to	This shows the name of the Nebula managed AP to which the client is connected. Click the name to display the individual AP statistics. See Section 3.2.1.1 on page 32 .
SSID Name	This shows the name of the AP's wireless network to which the client is connected.
Security Mode	This shows which secure encryption method is being used by the client to connect to the Nebula device.
MAC Address	This shows the MAC address of the client.
Channel	This shows the channel number the client is using.
Band	This shows the Wi-Fi frequency band currently being used by the client.
Signal Strength	This shows the RSSI (Received Signal Strength Indicator) of the client's wireless connection.
IPv4 Address	This shows the IP address of the client.
Tx Rate	This shows maximum transmission rate of the client.
Rx Rate	This shows maximum reception rate of the client.
Tx	This shows the amount of data (in bytes) transmitted from the client since it was last connected.
Rx	This shows the amount of data (in bytes) received by the client since it was last connected.
Association time	This shows the date and time the client associated with the Nebula device.
First seen	This shows the first date and time the client was discovered.
Last seen	This shows the last date and time the client was discovered.
Manufacturer	This shows the manufacturer of the client device.
Auth type	This shows the authentication method used by the client to access the network.
User	This shows the number of users currently connected to the network through the client device.
OS	This shows the operating system running on the client device.
Policy	This shows the security policy applied to the client.
LLDP	This shows the LLDP (Link Layer Discovery Protocol) information received from the remote device.
VLAN	This shows the ID number of the VLAN to which the client belongs.
Note	This shows additional information for the client.
	Click this icon to display a greater or lesser number of configuration fields.

3.2.2.1 Client Details

Click a client entry in the **AP > Monitor > Client** screen to display individual client statistics.

Figure 19 AP > Monitor > Client: Client Details



The following table describes the labels in this screen.

Table 11 AP > Monitor > Client: Client Details

LABEL	DESCRIPTION
Status	This shows whether the client is online (green), or goes off-line (red). It also shows the last date and time the client was discovered.
SSID	This shows the name of the AP's wireless network to which the client is connected.
Access Point	This shows the name of the Nebula managed AP to which the client is connected. Click the name to display the individual AP statistics. See Section 3.2.1.1 on page 32 .
Captive portal	This shows the web authentication method used by the client to access the network.
Signal	This shows the RSSI (Received Signal Strength Indicator) of the client's wireless connection.
User	This shows the number of users currently connected to the network through the client device.
Device type	This shows the manufacturer of the client device.
Note	This shows additional information for the client. Click the edit icon to change it.
History	Click Event log to go to the AP > Monitor > Event log screen.
Map	This shows the location of the client on the Google map.

Table 11 AP > Monitor > Client: Client Details (continued)

LABEL	DESCRIPTION
	Select to view the device information and connection status in the past two hours, day, week or month.
	The y-axis shows the amount of data sent or received by the client in kilobytes (KB).
	The x-axis shows the time period over which the traffic flow occurred.
Network	
IPv4 address	This shows the IP address of the client.
MAC address	This shows the MAC address of the client.
Ping	Click the button to ping the client's IP address from the Nebula AP to test connectivity.
Loss rate	This shows the rate of packet loss when you perform ping.
Average latency	This shows the average latency in ms when you perform ping.

3.2.3 Event Log

Use this screen to view wireless AP log messages. You can enter the AP name, a key word, select one or multiple event types, or specify a date/time to display only the log messages related to it.

Click AP > Monitor > Event Log to access this screen.

Figure 20 AP > Monitor > Event log

The screenshot displays the 'AP - Event log' interface. At the top, there are tabs for SITE-WIDE, AP (selected), SWITCH, GATEWAY, ORGANIZATION, and HELP. Below the tabs, there are search filters: Access point (Any), Keyword (Any), Event type (Any), and Before (UTC) (2016/03/10 18:11, 15m). A 'Search' button is present. Below the filters, there are 'Newer' and 'Older' buttons, a '27 Event logs' indicator, and an 'Export' button. The main area contains a table with the following data:

Time	Access point	Category	Detail
Mar 10, 2016 6:06:53 PM	NO.4	zon	ZDP: initial port 1 control block
Mar 10, 2016 6:06:54 PM	NO.5	zon	ZDP: initial port 3 control block
Mar 10, 2016 6:07:07 PM	NO.4	zon	ZDP: initial port 1 control block [count=2]
Mar 10, 2016 6:07:08 PM	NO.5	zon	ZDP: initial port 3 control block [count=2]
Mar 10, 2016 6:07:28 PM	NO.5	zon	ZDP: initial port 3 control block
Mar 10, 2016 6:07:29 PM	NO.4	zon	ZDP: initial port 1 control block
Mar 10, 2016 6:07:41 PM	NO.5	zon	ZDP: initial port 3 control block
Mar 10, 2016 6:07:43 PM	NO.4	wlan-dcs	Radio1 set the best channel 6 stored previously.
Mar 10, 2016 6:07:52 PM	NO.5	zon	ZDP: initial port 3 control block
Mar 10, 2016 6:07:57 PM	NO.4	wlan-dcs	Radio2 set the best channel 157 stored previously.

At the bottom, there are pagination controls showing '1', '2', '3' and a 'Go to' field with '1' entered. The 'Results per page' is set to '10'.

3.2.4 Summary Report

This screen displays network statistics for APs of the selected site, such as bandwidth usage, top clients and/or top SSIDs.

Click AP > Monitor > Summary Report to access this screen.

Figure 21 AP > Monitor > Summary Report



The following table describes the labels in this screen.

Table 12 AP > Monitor > Summary Report

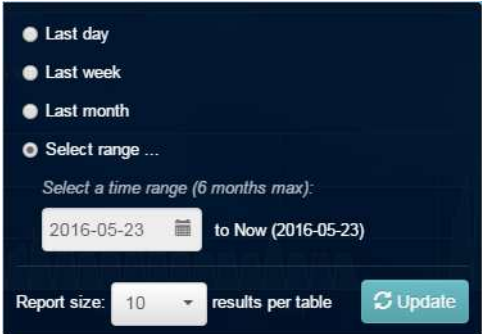
LABEL	DESCRIPTION
	Select to view the report for the past day, week or month. Alternatively, select Select range... to specify a time period the report will span. You can also select the number of results you want to view in a table. 
Email report	Click this button to send summary reports by email, change the logo and set email schedules.
Usage	
	The y-axis shows the transmission speed of data sent on this port in megabits per second (Mbps).
	The x-axis shows the time period over which the traffic flow occurred.
Top APs by usage	
	This shows the index number of the Nebula AP.
Name	This shows the descriptive name of the Nebula AP.
Model	This shows the model number of the Nebula AP.
Usage	This shows the amount of data transmitted or received by the Nebula AP.
Clients	This shows how many clients are currently connecting to the Nebula AP.
Location	
This shows the location of the Nebula APs on the map.	
Top SSID by usage	
	This shows the index number of the SSID.
SSID	This shows the SSID network name.
Encryption	This shows the encryption method use by the SSID network.
# Clients	This shows how many Wi-Fi clients are connecting to this SSID.
% Clients	This shows what percentage of associated Wi-Fi clients are connecting to this SSID.
Usage	This shows the total amount of data transmitted or received by clients connecting to this SSID.
% Usage	This shows the percentage of usage for the clients connecting to this SSID.
Clients	
Total	This shows the total number of clients connected to the Nebula device within the specified time period.
Daily Average	This shows the average daily number of clients within the specified time period.
Clients per day	
	The y-axis represents the number of clients.
	The x-axis represents the date.

Table 12 AP > Monitor > Summary Report (continued)

LABEL	DESCRIPTION
Top client	
	This shows the index number of the client.
Description	This shows the descriptive name or MAC address of the client.
Usage	This shows the total amount of data transmitted and received by the client.
% Usage	This shows the percentage of usage for the client.
Usage details	
Top operating systems by usage	
	This shows the index number of the operating system.
OS	This shows the operating system of the client device.
# Clients	This shows how many client devices use this operating system.
% Clients	This shows the percentage of top client devices which use this operating system.
Usage	This shows the amount of data consumed by the client device on which this operating system is running.
% Usage	This shows the percentage of usage for top client devices which use this operating system.
Top client device manufacturers by usage	
	This shows the index number of the manufacturer.
Manufacturer	This shows the manufacturer name of the client device.
# Clients	This shows how many client devices are made by the manufacturer.
% Clients	This shows the percentage of top client devices which are made by the manufacturer.
Usage	This shows the amount of data consumed by the client device.
% Usage	This shows the percentage of usage for the client device.

3.3 Configure

Use the Configure menus to set the wireless and Wi-Fi security settings for APs of the selected site.

3.3.1 SSIDs

This screen allows you to configure up to eight different SSID profiles for your APs. An SSID, or Service Set Identifier, is basically the name of the wireless network to which a wireless client can connect. The SSID appears as readable text to any device capable of scanning for wireless frequencies (such as the Wi-Fi adapter in a laptop), and is displayed as the wireless network name when a person makes a connection to it.

Click **AP > Configure > SSIDs** to access this screen.

Figure 22 AP > Configure > SSIDs

The screenshot displays the 'SSIDs' configuration page. At the top, there are tabs for SITE-WIDE, AP (selected), SWITCH, GATEWAY, ORGANIZATION, and HELP. Below the tabs, there are buttons for 'Show all' and 'Hide disabled SSIDs'. A status indicator shows 'Showing 5 of 8 SSIDs'. The main content area is a table with two columns representing different SSID profiles: 'COZZI - Mind' and 'COZZI - VIP'.

Label	COZZI - Mind	COZZI - VIP
Name	COZZI - Mind	COZZI - VIP
Enabled	ON	ON
Authentication	Edit setting	Edit setting
WLAN SECURITY	Open	Open
Captive portal AUTH.METHOD	Click-to-continue Captive Portal page	Password-protected with ZyXEL RADIUS
Captive portal	Edit setting	Edit setting
Enabled	Yes	Yes
Theme	COZZI	Copy of Modern
Band	☐ 2.4GHz band only ☒ 5GHz band only ☐ Concurrent operation (2.4GHz and 5GHz) OFF Band select	☐ 2.4GHz band only ☒ 5GHz band only ☐ Concurrent operation (2.4GHz and 5GHz) OFF Band select
VLAN ID	20 (1 - 4094)	20 (1 - 4094)
Rate limiting (Per station traffic rate)	Down (Kb/s): unlimited Up (Kb/s): unlimited	Down (Kb/s): unlimited Up (Kb/s): unlimited

The following table describes the labels in this screen.

Table 13 AP > Configure > SSIDs

LABEL	DESCRIPTION
Show all/Hide disabled SSIDs	Select to display all SSID profiles or the active SSID profiles only.
Name	This shows the SSID name for this profile. Click the edit icon to change it.
Enabled	Click to turn on or off this profile.
Authentication	Click Edit setting to go to the Authentication screen and configure the Wi-Fi security, L2 isolation, intra-BSS traffic blocking and walled garden settings. See Section 3.3.2 on page 43 .
WLAN security	This shows the encryption method used in this profile.
Captive portal auth. method	This shows the authentication method used in this profile.
Captive portal	Click Edit setting to go to the Captive portal screen and configure the captive portal page. See Section 3.3.3 on page 46 .
Enabled	This shows whether captive portal is enabled for the SSID profile.
Theme	If captive portal is enabled, this shows the name of the captive portal page used in this profile.

Table 13 AP > Configure > SSIDs (continued)

LABEL	DESCRIPTION
Band	Select to have the SSID use either 2.4 GHz band or the 5 GHz band only. If you select Concurrent operation , the SSID uses both frequency bands. You can then turn on Band Select to have the dual-band AP steer the wireless clients to the 5 GHz band.
VLAN ID	Enter the ID number of the VLAN to which the SSID belongs.
Rate limiting	Set the maximum incoming/outgoing transmission data rate (in kbps) on a per-station basis.

3.3.2 Authentication

Use this screen to configure the Wi-Fi security, L2 isolation, intra-BSS traffic blocking and walled garden settings for the SSID profiles.

Click **AP > Configure > Authentication** to access this screen.

Figure 23 AP > Configure > Authentication

Authentication

SSID: COZZI - Mind

SSID availability

Visibility: Broadcast this SSID

Network access

WLAN security

- ☐ Open
Users can connect without entering a password
- ☒ WPA2 Pre-shared key
Users must enter this key to associate: Show key
- ☐ MAC-based Authentication with Nebula cloud authentication
Uses MAC address as a username and password
- ☐ WPA2-Enterprise with Nebula cloud authentication
Uses 802.1X authentication that requires a unique username and password

Captive portal

- ☐ Disable
Users can access the network without any web authentication
- ☐ Click-to-continue
Users must view and agree the captive portal page then can access the network
- ☒ Sign-on with Nebula cloud authentication
Users must enter a username and password then can access the network

Walled garden

Walled garden ranges: What do I enter here?

Captive portal access attribute

Self-registration: Allow users to create accounts

Login on multiple client devices: Multiple devices access simultaneously

NCAS disconnection behavior

- ☒ Allowed: Client devices can access the network without signing in, except they are explicitly blocked
- ☐ Limited: Only currently associated clients and whitelisted client devices will be able to access the network

What is the behavior to the clients in any case when NCAS (Nebula Cloud Authentication Server) is unreachable?

Layer 2 isolation

☐ OFF Enable layer 2 isolation

This allows to you to create and manage Layer 2 isolation list that can be used by your SSIDs. If a client device's MAC addresses is NOT listed in a layer 2 isolation list, it is blocked from communicating with other client devices in an SSID on which Layer 2 isolation is enabled.

Intra-BSS traffic blocking

☐ OFF Enable Intra-BSS traffic blocking

Enable this option to prevent crossover traffic from within the same SSID.

The following table describes the labels in this screen.

Table 14 AP > Configure > Authentication

LABEL	DESCRIPTION
SSID	Select the SSID profile to which the settings you configure here is applied.
SSID availability	

Table 14 AP > Configure > Authentication (continued)

LABEL	DESCRIPTION
Visibility	Select Hide this SSID if you want to hide your SSID from wireless clients. This tells any wireless clients in the vicinity of the AP using this SSID profile not to display its SSID name as a potential connection. Not all wireless clients respect this flag and display it anyway. Otherwise, select Broadcast this SSID. When an SSID is "hidden" and a wireless client cannot see it, the only way you can connect to the SSID is by manually entering the SSID name in your wireless connection setup screen(s) (these vary by client, client connectivity software, and operating system).
Network access	Note: You cannot enable MAC authentication, 802.1X authentication and web authentication at the same time. Note: User accounts can be created and authenticated using the NCC user database. See Section 6.9 on page 132.
WLAN security	Select Open to allow any client to associate this network without any data encryption or authentication. Select WPA2 Pre-shared key and enter a pre-shared key from 8 to 64 case-sensitive keyboard characters to enable WPA2-PSK data encryption. Select MAC-based Authentication with to authenticate wireless clients by their MAC addresses. You can select My RADIUS server to use an external RADIUS server or select Nebula Cloud authentication to use the NCC for MAC authentication. Select WPA2-Enterprise with to enable 802.1X secure authentication. You can select My RADIUS server to use an external RADIUS server or select Nebula Cloud authentication to use the NCC for 802.1X authentication.
Captive portal	Select Disable to turn off web authentication. Select Click-to-continue to block network traffic until a client agrees to the policy of user agreement. Select Sgn-on with to block network traffic until a client authenticates with the NCC (Nebula Cloud authentication) or an external RADIUS server (My RADIUS server) through the specifically designated web portal page.
RADIUS server	This field is available only when you select to use MAC-based Authentication with My RADIUS server or WPA2-Enterprise with My RADIUS server in the WLAN security field, or when you select Sgn-on with My RADIUS server in the Captive portal field. Click Add a server to specify the IP address, port number and shared secret password of the RADIUS server to be used for authentication.
RADIUS accounting	This field is available only when you select to use MAC-based Authentication with My RADIUS server or WPA2-Enterprise with My RADIUS server in the WLAN security field. Select RADIUS accounting enabled to enable user accounting through an external RADIUS server. Select RADIUS accounting disabled to disable user accounting through an external RADIUS server. Click Add a server to specify the IP address, port number and shared secret password of the RADIUS server to be used for accounting.
Walled garden	Select to turn on or off the walled garden feature. With a walled garden, you can define one or more web site addresses that all users can access without logging in. These can be used for advertisements for example.
Walled garden ranges	Specify walled garden web site links, which use a (wildcard) domain name or an IP address for web sites that all users are allowed to access without logging in. The web site link(s) displays in the user login screen by default.

Table 14 AP > Configure > Authentication (continued)

LABEL	DESCRIPTION
Captive portal access attribute	
Self-registration	This field is available only when you select Sign-on with Nebula Cloud authentication in the Captive portal field. Select Allow users to create accounts to display a link in the captive portal login page. The link directs users to a page where they can create an account before they authenticate with the NCC. After the account is authorized, the user can log in using it. Select Don't allow users to create accounts to not display a link for account creation in the captive portal login page.
Login on multiple client devices	This field is available only when you select Sign-on with My RADIUS server or Sign-on with Nebula Cloud authentication in the Captive portal field. Select Multiple devices access simultaneously if you allow users to log in as many times as they want as long as they use different IP addresses. Select One device at a time if you don't allow users to have simultaneous logins.
NCAS disconnection behavior	This field is available only when you select Click-to-continue or Sign-on with in the Captive portal field. Select Allowed to allow any users to access the network without authentication when the NCAS (Nebula Cloud Authentication Server) is not reachable. Select Limited to allow only the currently connected users or the users in the white list to access the network.
Layer 2 isolation	
Enable layer 2 isolation	Select to turn on or off layer-2 isolation. If a device's MAC addresses is NOT listed, it is blocked from communicating with other devices in an SSID on which layer-2 isolation is enabled. Click Add to enter the MAC address of each device that you want to allow to be accessed by other devices in the SSID on which layer-2 isolation is enabled.
Intra-BSS traffic blocking	
Enable Intra-BSS traffic blocking	This field is not configurable if you enable Layer 2 isolation. Select On to prevent crossover traffic from within the same SSID. Select Off to allow intra-BSS traffic.

3.3.3 Captive Portal

Use this screen to configure captive portal settings for SSID profiles. A captive portal can intercepts network traffic until the user authenticates his or her connection, usually through a specifically designated login web page.

Click **AP > Configure > Captive portal** to access this screen.

Figure 24 AP > Configure > Captive portal

SITE-WIDE
AP
SWITCH
GATEWAY
ORGANIZATION
HELP

Captive portal

SSID
Staff

Captive Portal pages are enabled because user-based authentication is enabled.
You can change this setting on the Authentication subtab.

Themes



Official Modern

Custom themes "Modern"

Content color:

Background color:

Button color:

Button text color:

Text color:

Links color:

Input box color:

Input border:



Edit

Preview custom page

External captive portal URL

Use URL:

OFF

URL:
(1024 letters)

To use custom captive portal page, please download the zip file and edit them.
[Download](#) the customized captive portal page example.

Click-to-continue/Sign-on page

Logo

No logo

upload a logo

Message (4096 letters)

Success page

Message (255 letters)

Success!

Captive portal behavior

After the captive portal page where the user should go?

☐ Stay on Captive portal authenticated successfully page

☐ To promotion URL:
(1024 letters)

The following table describes the labels in this screen.

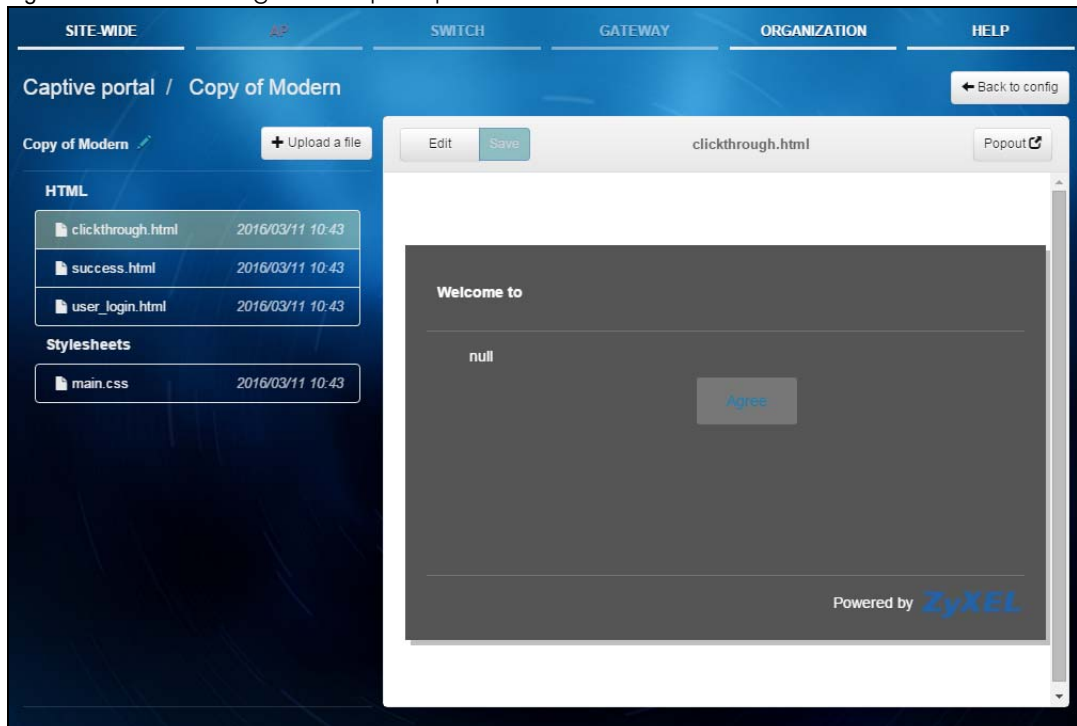
Table 15 AP > Configure > Captive portal

LABEL	DESCRIPTION
SSID	Select the SSID profile to which the settings you configure here is applied.
Themes	Click the Copy icon at the upper right corner of the default theme image to create a new custom theme (login page). Click the Remove icon to delete a custom theme page.
Custom themes "Modern"	Select a custom theme page and customize the colors on the selected login page, such as the color of the button, text, window's background, links, borders, and etc. Select a color that you want to use in the Saved Colors tab. If the color you want is not listed, click the Advanced tab to define a new one. 
Preview custom page	Click this button to update the theme image that displays at the right side of the screen
Edit	Click this button to go to a screen where you can view and configure the details of the custom login page. See Section 3.3.3.1 on page 49 .
External captive portal URL	
Use URL	Select On to use a custom login page from an external web portal instead of the one built into the NCC. You can configure the look and feel of the web portal page. Specify the login page's URL; for example, <code>http://IIS server IP Address/login.asp</code> . The Internet Information Server (IIS) is the web server on which the web portal files are installed.
Click-to-continue/ Sign-on page	
Logo	This shows the logo image that you uploaded for the customized login page. Click Upload a logo and specify the location and file name of the logo graphic or click Browse to locate it. You can use the following image file formats: GIF, PNG, or JPG.
Message	Enter a note to display below the title. Use up to 1024 printable ASCII characters. Spaces are allowed.
Success page	
Message	Enter a note to display on the page that displays when a user logs in successfully. Use up to 1024 printable ASCII characters. Spaces are allowed.
Captive portal behavior	
After the captive portal page where the user should go?	Select To promotion URL and specify the URL of the web site/page to which the user is redirected after a successful login. Otherwise, select Stay on Captive portal authenticated successfully page .

3.3.3.1 Custom Login Page Edit

Use this screen to check what the custom portal pages look like. You can also view and modify the CSS values of the selected HTML file. Click a custom login page's **Edit** button in the **AP > Configure > Captive portal** screen to access this screen.

Figure 25 AP > Configure > Captive portal: Edit



The following table describes the labels in this screen.

Table 16 AP > Configure > Captive portal: Edit

LABEL	DESCRIPTION
Back to config	Click this button to return to the Captive portal screen.
Copy of Modern	This shows the name of the theme. Click the edit icon the change it.
Upload a file	Click this button to upload a web portal file with custom html pages to the NCC.
Popout	Click this button to display the corresponding portal page in a popup window.

3.3.4 Radio Setting

Use this screen to configure global radio settings for all APs in the site. Click **AP > Configure > Radio setting** to access this screen.

Figure 26 AP > Configure > Radio setting

The following table describes the labels in this screen.

Table 17 AP > Configure > Radio setting

LABEL	DESCRIPTION
Country	Select the country where the AP is located/installed. The available channels vary depending on the country you selected. Be sure to select the correct/same country for both radios on an AP and all connected APs, in order to prevent roaming failure and interference to other systems.
Maximum output power	Set the maximum target output power of the radio (in dBm).
DCS setting	
DCS time interval	Select ON to set the DCS time interval (in minutes) to regulate how often the AP surveys the other APs within its broadcast radius. If the channel on which it is currently broadcasting suddenly comes into use by another AP, the AP will then dynamically select the next available clean channel or a channel with lower interference.
DCS client aware	Select ON to have the AP wait until all connected clients have disconnected before switching channels.
Avoid 5G DFS channel	Select ON to force the AP to select a non-DFS channel if your APs are operating in an area known to have RADAR devices.
2.4 GHz channel deployment	Select Three-Channel Deployment to limit channel switching to channels 1,6, and 11, the three channels that are sufficiently attenuated to have almost no impact on one another. In other words, this allows you to minimize channel interference by limiting channel-hopping to these three "safe" channels. Select Four-Channel Deployment to limit channel switching to four channels. Depending on the country domain, if the only allowable channels are 1-11 then the AP uses channels 1, 4, 7, 11 in this configuration; otherwise, the AP uses channels 1, 5, 9, 13 in this configuration. Four channel deployment expands your pool of possible channels while keeping the channel interference to a minimum.

Table 17 AP > Configure > Radio setting (continued)

LABEL	DESCRIPTION
Channel width	Select the wireless channel bandwidth you want the AP to use. A standard 20 MHz channel offers transfer speeds of up to 144Mbps (2.4GHz) or 217Mbps (5GHz) whereas a 40MHz channel uses two standard channels and offers speeds of up to 300Mbps (2.4GHz) or 450Mbps (5GHz). An IEEE 802.11ac-specific 80MHz channel offers speeds of up to 1.3Gbps. 40 MHz (channel bonding or dual channel) bonds two adjacent radio channels to increase throughput. A 80 MHz channel consists of two adjacent 40 MHz channels. The wireless clients must also support 40 MHz or 80 MHz. It is often better to use the 20 MHz setting in a location where the environment hinders the wireless signal. Note: It is suggested that you select 20 MHz when there is more than one 2.4GHz AP in the network.
List	Click this to display a list of all connected APs.
Map	Click this to display the locations of all connected APs on the Google map.
2.4 GHz	Click this to display the connected APs using the 2.4 GHz frequency band.
5 GHz	Click this to display the connected APs using the 5 GHz frequency band.
DCS Now	Click this button to have the APs immediately scan for and select a channel that has least interference.
Hide transmit circles	Click this button to not show the transmission range on the Map.
Access point	This displays the descriptive name or MAC address of the connected AP.
Radio #	This displays the number of the connected AP's radio.
Model	This displays the model name of the connected AP.
Band	This displays the frequency band used by the connected AP's radio.
Channel	This displays the number of channel currently used by the connected AP's radio.
Transmit power	This displays the transmitting power of the connected AP's radio.
Channel width	This displays the wireless channel bandwidth the connected AP's radio is set to use.
Edit	Click this button to modify the AP's channel, output power and channel width settings. 

3.3.5 Load Balancing

Use this screen to configure network traffic load balancing between the APs.

Click AP > Configure > Load balancing to access this screen.

Figure 27 AP > Configure > Load balancing

The following table describes the labels in this screen.

Table 18 AP > Configure > Load balancing

LABEL	DESCRIPTION
Disable	Select this option to disable load balancing on the AP.
Enable "By client device number" mode	Select this option to balance network traffic based on the number of specified client devices connected to the AP.
Max client device number	Enter the threshold number of client devices at which the AP begins load balancing its connections.
Disassociate client device when overloaded	Select ON to disassociate wireless clients connected to the AP when it becomes overloaded. Select OFF to disable this option, then the AP simply delays the connection until it can afford the bandwidth it requires, or it transfers the connection to another AP within its broadcast radius. The disassociation priority is determined automatically by the AP and is as follows: • Idle Time - Devices that have been idle the longest will be kicked first. If none of the connected devices are idle, then the priority shifts to Signal Strength. • Signal Strength - Devices with the weakest signal strength will be kicked first.
Enable "Smart Classroom" mode	Select this option to balance network traffic based on the number of specified client devices connected to the AP. The AP ignores association request and authentication request packets from any new client device when the maximum number of client devices is reached. The Disassociate client device when overloaded function is enabled by default and the disassociation priority is always Signal Strength when you select this option.
Max client device number	Enter the threshold number of client devices at which the AP begins load balancing its connections.

CHAPTER 4

Switch

4.1 Overview

This chapter discusses the menus that you can use to monitor the Nebula managed switches in your network and configure settings even before a switch is deployed and added to the site.

4.2 Monitor

Use the Monitor menus to check the switch information, client information, event log messages and summary report for switches in the selected site.

4.2.1 Switch

This screen allows you to view the detailed information about a switch in the selected site. Click **Switch > Monitor > Switch** to access this screen.

Figure 28 Switch > Monitor > Switch



The following table describes the labels in this screen.

Table 19 Switch > Monitor > Switch

LABEL	DESCRIPTION
	Select to view the device information and connection status in the past two hours, day, week or month.
	Select your desired filter criteria to filter the list of switches.
Switch(es)	This shows the number of switches connected to the site network.
Export	Click this button to save the switch list as a CSV or XML file to your computer.
Status	This shows whether the switch is online (green), has generated alerts (yellow), goes off-line (red) or has been off-line for at least six days (gray).
System Name	This shows the descriptive name of the switch.
Tag	This shows the user-specified tag for the switch.

Table 19 Switch > Monitor > Switch (continued)

LABEL	DESCRIPTION
MAC address	This shows the MAC address of the switch.
LAN IP	This shows the local (LAN) IP address of the switch.
Public IP	This shows the global (WAN) IP address of the switch.
Model	This shows the model number of the switch.
# Port	This shows the number of the switch port which is connected to the NCC.
Configuration status	This shows whether the configuration on the switch is up-to-date.
Bandwidth Utilization	This shows what percentage of the upstream/downstream bandwidth is currently being used by the switch's uplink port.
Production Information	This shows the production information of the switch.
Connectivity	This shows the switch connection status. Nothing displays if the switch is off-line. The gray time slot indicates the connection to the NCC is down, and the green time slot indicates the connection is up. Move the cursor over a time slot to see the actual date and time when a switch is connected or disconnected.
Description	This shows the user-specified description for the switch.
Serial Number	This shows the serial number of the switch.
	Click this icon to display a greater or lesser number of configuration fields.

4.2.1.1 Switch Details

Click a switch entry in the **Switch > Monitor > Switch** screen to display individual switch statistics.

Figure 29 Switch > Monitor > Switch: Switch Details



The following table describes the labels in this screen.

Table 20 Switch > Monitor > Switch: Switch Details

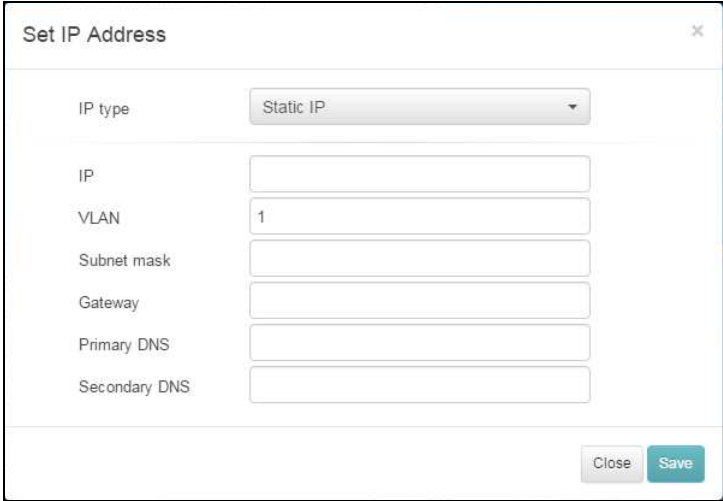
LABEL	DESCRIPTION
Configuration Click the edit icon to change the device name, description, tags and address. You can also move the device to another site.	
Name	This shows the descriptive name of the switch.
MAC Address	This shows the MAC address of the switch.
Serial Number	This shows the serial number of the switch.
Tags	This shows the user-specified tag for the switch.
Description	This shows the user-specified description for the switch.
Status	
LAN IP	This shows the local (LAN) IP address of the switch. It also shows the IP addresses of the gateway and DNS servers. Click the edit icon to open a screen where you can change the IP address, VLAN ID number and DNS server settings. 
Public IP	This shows the global (WAN) IP address of the switch.
RSTP Status	This shows Disabled when RSTP is disabled on the switch. Otherwise, it shows the name or MAC address of the switch that is the root bridge of the spanning tree.
PoE Status	This shows the amount of power the switch is currently supplying to the connected PoE-enabled devices and the total power the switch can provide to the connected PoE-enabled devices on the PoE ports. Click the edit icon to open the PoE Configuration screen. See Section 4.2.1.2 on page 57.
History	Click Event log to go to the SWITCH > Monitor > Event log screen.
Configuration status	This shows whether the configuration on the switch is up-to-date.
Topology	Click Show to go to the SITE-WIDE > Monitor > Topology screen. See Section 2.1.4 on page 24 .
Map	This shows the location of the switch on the Google map.
Photo	This shows the photo of the switch.
Ports This shows the ports on the switch. You can click a port to see the individual port statistics. See Section 4.2.1.3 on page 59 .	

Table 20 Switch > Monitor > Switch: Switch Details (continued)

LABEL	DESCRIPTION
Configure ports	Click this button to go to the Switch > Configure > Switch ports screen, where you can view port summary. See Section 4.3.1 on page 68 .
Live tools	
Ping	Enter the host name or IP address of a computer that you want to perform ping in order to test a connection and click Ping .
Reset port	Enter the number of the port(s) and click the Reset button to disable and enable the port(s) again.
MAC table	This shows what device MAC address, belonging to what VLAN group (if any) is forwarded to which port(s). You can define how it displays and arranges the data in the summary table below.
Reboot switch	Click the Reboot button to restart the switch.
Uplink usage	
Move the cursor over the chart to see the transmission rate at a specific time.	
Zoom	Select to view the statistics in the past twelve hours, day, week, month, three months or six months.
Pan	Click to move backward or forward by one day or week.
Power Consumption	
	Select to view the switch power consumption in the past two hours, day, week or month.
	This shows the current, total, maximum and minimum power consumption of the switch.

4.2.1.2 PoE Configuration

Use this screen to set the PoE mode, priority levels and power-up mode for the switch in distributing power to PDs. To access this screen, click the edit icon next to **PoE Status** in the **Switch > Monitor > Switch: Switch Details** screen.

Figure 30 Switch > Monitor > Switch: Switch Details: PoE Configuration

PoE Configuration

Modifications to POE configuration on this page have severe impact to POE devices connect to it. Reference the "Help page" carefully for detail functional description before any change is applied to it. Please contact support team for any inquiries.

PoE Mode: Classification mode

PORT	PRIORITY	POWER-UP
1	Critical	802.3at
2	Critical	802.3at
3	Critical	802.3at
4	Critical	802.3at
5	Critical	802.3at
6	Critical	802.3at
7	Critical	802.3at
8	Critical	802.3at
9	Critical	802.3at

Close Save

The following table describes the labels in this screen.

Table 21 Switch > Monitor > Switch: Switch Details: PoE Configuration

LABEL	DESCRIPTION
PoE Mode	Select the power management mode you want the switch to use. Classification mode - Select this if you want the switch to reserve the Max Power (mW) to each powered device (PD) according to the priority level. If the total power supply runs out, PDs with lower priority do not get power to function. Consumption mode - Select this if you want the switch to manage the total power supply so that each connected PD gets a resource. However, the power allocated by the switch may be less than the Max Power (mW) of the PD. PDs with higher priority also get more power than those with lower priority levels.
Port	This is the port index number.

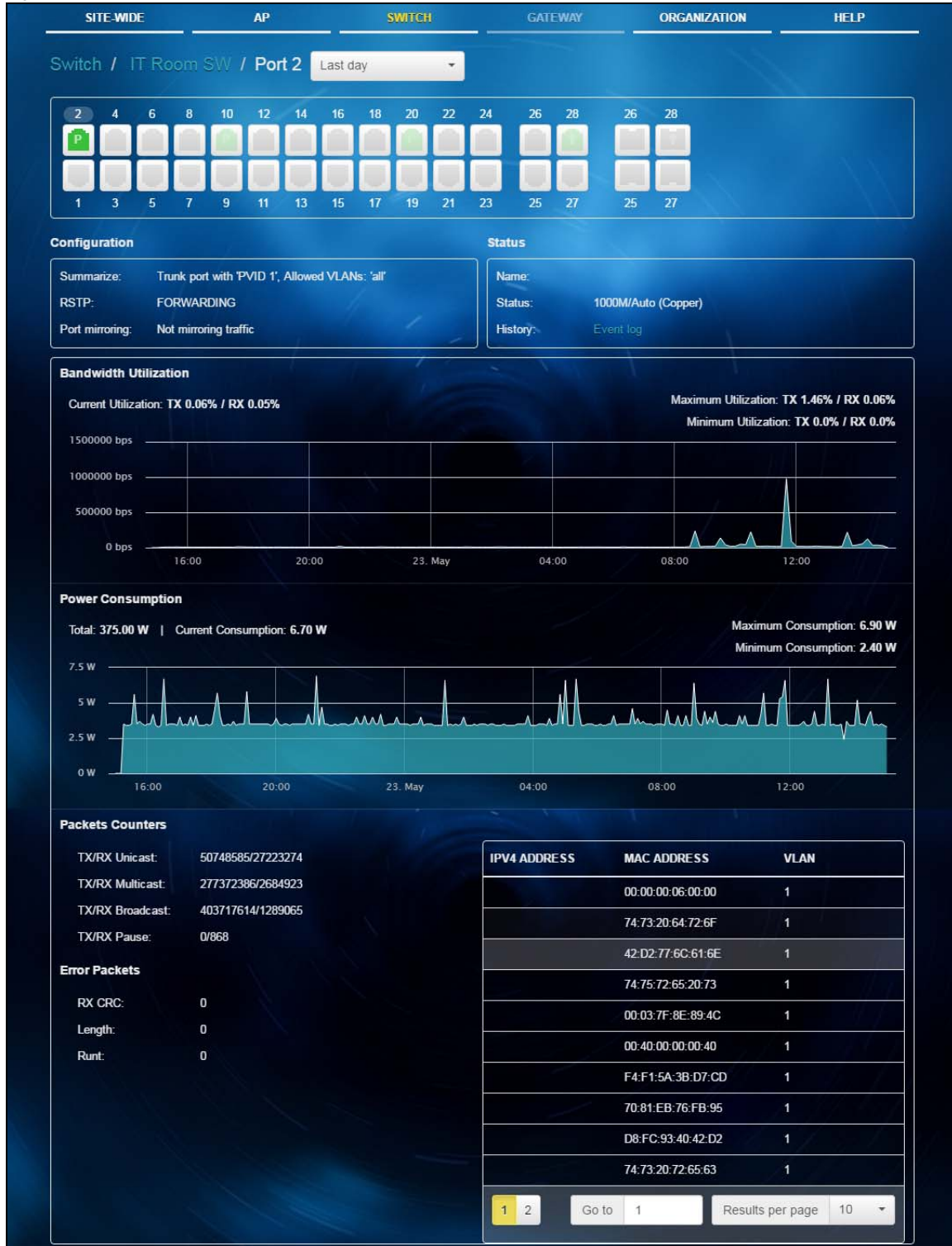
Table 21 Switch > Monitor > Switch: Switch Details: PoE Configuration (continued)

LABEL	DESCRIPTION
Priority	When the total power requested by the PDs exceeds the total PoE power budget on the switch, you can set the PD priority to allow the switch to provide power to ports with higher priority. Select Critical to give the highest PD priority on the port. Select High to set the switch to assign the remaining power to the port after all critical priority ports are served. Select Low to set the switch to assign the remaining power to the port after all critical and high priority ports are served.
Power-up	Set how the switch provides power to a connected PD at power-up. 802.3af - the switch follows the IEEE 802.3af Power over Ethernet standard to supply power to the connected PDs during power-up. Legacy - the switch can provide power to the connected PDs that require high inrush currents at power-up. Inrush current is the maximum, instantaneous input current drawn by the PD when first turned on. Pre-802.3at - the switch initially offers power on the port according to the IEEE 802.3af standard, and then switches to support the IEEE 802.3at standard within 75 milliseconds after a PD is connected to the port. Select this option if the switch is performing 2-event Layer-1 classification (PoE+ hardware classification) or the connected PD is NOT performing Layer 2 power classification using Link Layer Discovery Protocol (LLDP). 802.3at - the switch supports the IEEE 802.3at High Power over Ethernet standard and can supply power of up to 30W per Ethernet port. IEEE 802.3at is also known as PoE+ or PoE Plus. An IEEE 802.3at compatible device is referred to as Type 2. Power Class 4 (High Power) can only be used by Type 2 devices. If the connected PD requires a Class 4 current when it is turned on, it will be powered up in this mode.
Close	Click this button to exit this screen without saving.
Save	Click this button to save your changes and close the screen.

4.2.1.3 Switch Port Details

Use this to view individual switch port statistics. To access this screen, click a port in the **Ports** section of the **Switch > Monitor > Switch: Switch Details** screen or click the **details** link next to a port in the **Switch > Configure > Switch ports** screen.

Figure 31 Switch > Monitor > Switch: Switch Details: Port Details



The following table describes the labels in this screen.

Table 22 Switch > Monitor > Switch: Switch Details: Port Details

LABEL	DESCRIPTION
	Select to view the port information and connection status in the past two hours, day, week or month.
	This drawing shows the ports on the switch. Click a port to go to the corresponding port details screen. The selected port is highlighted in green color.
Configuration	
Click the edit icon to open the Switch ports screen and show the port(s) that match the filter criteria (the selected port number). See Section 4.3.1 on page 68 .	
Summarize	This shows the port's VLAN settings.
RSTP	This shows whether RSTP is disabled or enabled on the port.
Port mirroring	This shows whether traffic is mirrored on the port.
Status	
Name	This shows the name of the port.
Status	This shows the status of the port.
History	Click Event log to go to the SWITCH > Monitor > Event log screen.
Bandwidth Utilization	
Current Utilization	This shows what percentage of the upstream/downstream bandwidth is currently being used by the port.
Maximum Utilization	This shows the maximum upstream/downstream bandwidth utilization (in percentage).
Minimum Utilization	This shows the minimum upstream/downstream bandwidth utilization (in percentage).
	The y-axis represents the transmission rate in bps (bits per second).
	The x-axis shows the time period over which the traffic flow occurred.
Power Consumption	
Total	This shows the total power consumption of the port.
Current Consumption	This shows the current power consumption of the port.
Maximum Consumption	This shows the maximum power consumption of the port.
Minimum Consumption	This shows the minimum power consumption of the port.
	The y-axis shows how much power is used in Watts.
	The x-axis shows the time period over which the power consumption is recorded.
Packets Counters	
TX/RX Unicast	This shows the number of good unicast packets transmitted/received on the port.
TX/RX Multicast	This shows the number of good multicast packets transmitted/received on the port.
TX/RX Broadcast	This shows the number of good broadcast packets transmitted/received on the port.
TX/RX Pause	This shows the number of 802.3x Pause packets transmitted/received on the port.
Error Packets	
RX CRC	This shows the number of packets received with CRC (Cyclic Redundant Check) error(s).
Length	This shows the number of packets received with a length that was out of range.
Runt	This shows the number of packets received that were too short (shorter than 64 octets), including the ones with CRC errors.
IPv4 Address	This shows the IP address of the incoming frame which is forwarded on the port.

Table 22 Switch > Monitor > Switch: Switch Details: Port Details (continued)

LABEL	DESCRIPTION
MAC Address	This shows the MAC address of the incoming frame which is forwarded on the port.
VLAN	This shows the VLAN group to which the incoming frame belongs.

4.2.2 Client

This screen allows you to view the connection status and detailed information about a client in the selected site. Click **Switch > Monitor > Client** to access this screen.

Figure 32 Switch > Monitor > Client

STATUS	DESCRIPTION	MAC ADDRESS	CONNECTED TO	PORT	VLAN	LAST SEEN	FIRST SEEN	LLDP	IPv4 ADDRESS
Red	00:00:00:6C:6C:57	00:00:00:6C:6C:57	IT Room SW	20	1	2016-05-23 08:38:04	2016-05-23 08:38:04	nap102	
Green	CC:5D:4E:38:B3:69	CC:5D:4E:38:B3:69	IT Room SW	28	1	2016-05-23 15:23:32	2016-05-22 15:31:59		
Green	70:81:EB:76:FB:95	70:81:EB:76:FB:95	IT Room SW	20	1	2016-05-23 15:23:32	2016-05-23 08:58:05	nap102	
Red	00:23:F8:55:C5:B7	00:23:F8:55:C5:B7	IT Room SW	28	1	2016-05-23 15:13:32	2016-05-22 15:36:59		
Red	32:33:20:30:36:3A	32:33:20:30:36:3A	IT Room SW	28	1	2016-05-23 14:38:30	2016-05-23 14:38:30		
Green	52:54:00:4C:66:DF	52:54:00:4C:66:DF	IT Room SW	28	1	2016-05-23 15:23:32	2016-05-22 15:31:59		
Green	00:13:46:79:25:58	00:13:46:79:25:58	IT Room SW	28	1	2016-05-23 15:23:32	2016-05-22 15:57:00		
Red	F8:A9:D0:19:65:01	F8:A9:D0:19:65:01	IT Room SW	28	1	2016-05-23 12:53:23	2016-05-23 12:53:23		
Red	00:00:00:E4:90:73	00:00:00:E4:90:73	IT Room SW	28	1	2016-05-23 09:03:06	2016-05-23 09:03:06		
Red	00:00:00:01:00:00	00:00:00:01:00:00	IT Room SW	28	1	2016-05-23 15:03:31	2016-05-22 17:47:07		

The following table describes the labels in this screen.

Table 23 Switch > Monitor > Client

LABEL	DESCRIPTION
	Select to view the device information and connection status in the past two hours, day, week or month.
	Select your desired filter criteria to filter the list of clients.
Clients	This shows the number of clients connected to the site network.
Export	Click this button to save the client list as a CSV or XML file to your computer.
Status	This shows whether the client is online (green), or goes off-line (red).
Description	This shows the descriptive name of the client. Click the name to display the individual client statistics. See Section 4.2.2.1 on page 63 .
MAC Address	This shows the MAC address of the client.
Connected to	This shows the name of the Nebula managed switch to which the client is connected. Click the name to display the individual switch statistics. See Section 4.2.1.1 on page 54 .

Table 23 Switch > Monitor > Client (continued)

LABEL	DESCRIPTION
Port	This shows the number of the switch port to which the client is connected.
VLAN	This shows the ID number of the VLAN to which the client belongs.
Last seen	This shows the last date and time the client was discovered.
First seen	This shows the first date and time the client was discovered.
LLDP	This shows the LLDP (Link Layer Discovery Protocol) information received from the remote device.
IPv4 address	This shows the IP address of the client.
	Click this icon to display a greater or lesser number of configuration fields.

4.2.2.1 Client Details

Click a client entry in the **Switch > Monitor > Client** screen to display individual client statistics.

Figure 33 Switch > Monitor > Client: Client Details



The following table describes the labels in this screen.

Table 24 Switch > Monitor > Client: Client Details

LABEL	DESCRIPTION
Basic Information	
Status	This shows whether the client is online (green), or goes off-line (red). It also shows the last date and time the client was discovered.
LLDP information	This shows the LLDP (Link Layer Discovery Protocol) information received from the remote device.
Manufacturer	This shows the manufacturer of the client device.
Network	
IP address	This shows the IP address of the client.
MAC address	This shows the MAC address of the client.

4.2.3 Event Log

Use this screen to view switch log messages. You can enter the switch name, a key word, select one or multiple event types, or specify a date/time to display only the log messages related to it.

Click **Switch > Monitor > Event Log** to access this screen.

Figure 34 Switch > Monitor > Event log

SITE-WIDE AP **SWITCH** GATEWAY ORGANIZATION HELP

Switch - Event log

Switch: Any Keyword: Any Priority: Any Category: Any Tag: Any

Before (UTC): 2016-05-23 15:40 15m Search

< Newer Older > 0 Event logs Export

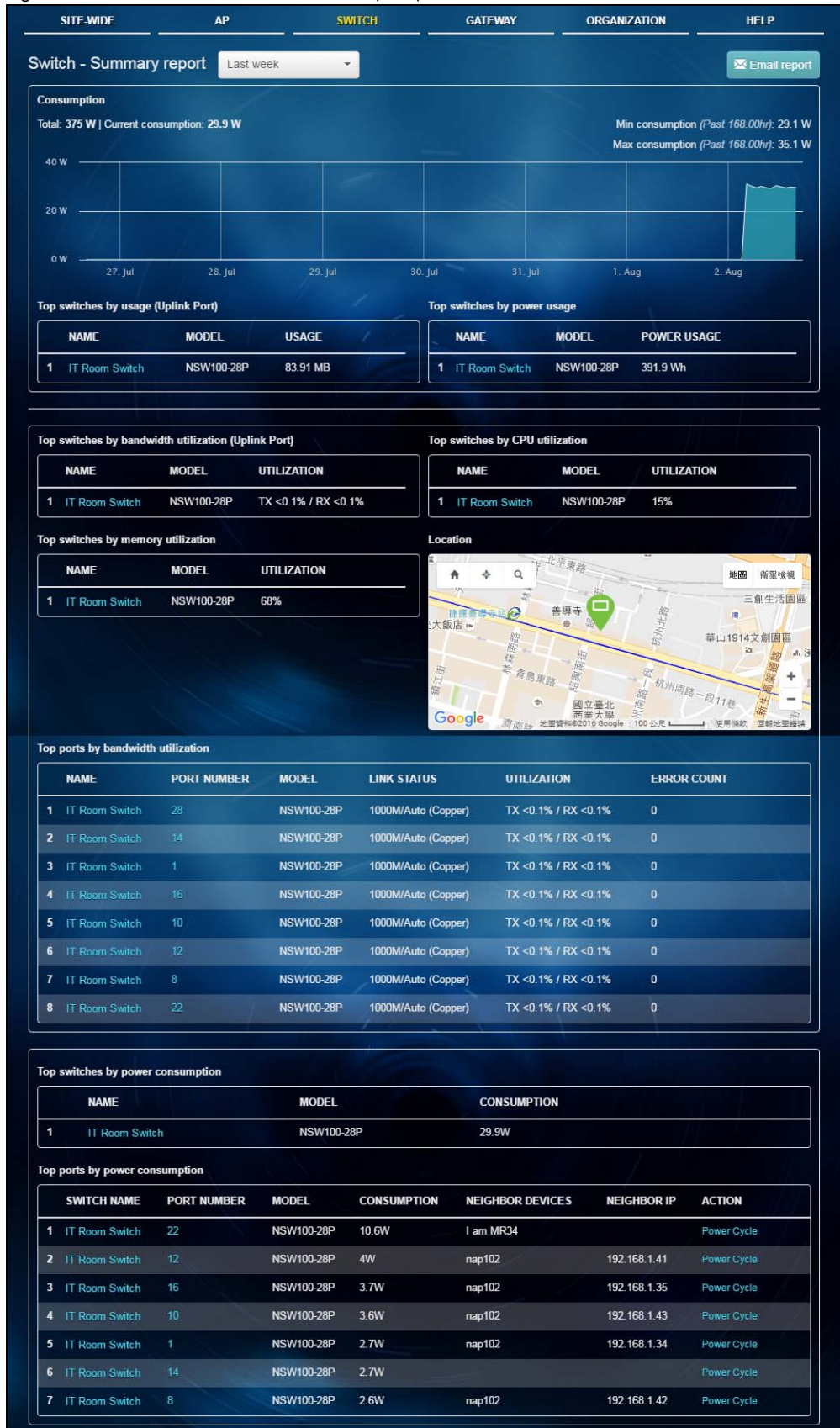
TIME	PRIORITY	SWITCH	TAG	CATEGORY	DETAIL
------	----------	--------	-----	----------	--------

4.2.4 Summary Report

This screen displays network statistics for switches of the selected site, such as bandwidth usage, top ports and/or top switches.

Click **Switch > Monitor > Summary Report** to access this screen.

Figure 35 Switch > Monitor > Summary Report



The following table describes the labels in this screen.

Table 25 Switch > Monitor > Summary Report

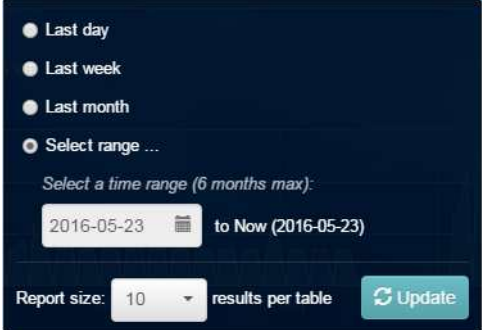
LABEL	DESCRIPTION
	Select to view the report for the past day, week or month. Alternatively, select Select range... to specify a time period the report will span. You can also select the number of results you want to view in a table. 
Email report	Click this button to send summary reports by email, change the logo and set email schedules.
Consumption	
Total	This shows the total power consumption of the switch ports.
Current Consumption	This shows the current power consumption of the switch ports.
Min Consumption	This shows the minimum power consumption of the switch ports.
Max Consumption	This shows the maximum power consumption of the switch ports.
	The y-axis shows how much power is used in Watts.
	The x-axis shows the time period over which the power consumption is recorded.
Top switches by usage (Uplink Port)	
	This shows the index number of the Nebula switch.
Name	This shows the descriptive name of the Nebula switch.
Model	This shows the model number of the Nebula switch.
Usage	This shows the amount of data that has been transmitted through the switch's uplink port.
Top switches by power usage	
	This shows the index number of the Nebula switch.
Name	This shows the descriptive name of the Nebula switch.
Model	This shows the model number of the Nebula switch.
Power Usage	This shows the amount of power consumed by the Nebula switch.
Top switches by bandwidth utilization	
	This shows the index number of the Nebula switch.
Name	This shows the descriptive name of the Nebula switch.
Model	This shows the model number of the Nebula switch.
Utilization	This shows what percentage of the NCC's upstream/downstream bandwidth is currently being used by the switch.
Top switches by memory utilization	
	This shows the index number of the Nebula switch.
Name	This shows the descriptive name of the Nebula switch.
Model	This shows the model number of the Nebula switch.

Table 25 Switch > Monitor > Summary Report (continued)

LABEL	DESCRIPTION
Utilization	This shows what percentage of the NCC's RAM is currently being used by the switch.
Top switches by CPU utilization	
	This shows the index number of the Nebula switch.
Name	This shows the descriptive name of the Nebula switch.
Model	This shows the model number of the Nebula switch.
Utilization	This shows what percentage of the NCC's processing capability is currently being used by the switch.
Location	
This shows the location of the Nebula switches on the map.	
Top ports by bandwidth utilization	
	This shows the index number of the entry.
Name	This shows the descriptive name of the Nebula switch.
Port number	This shows the port number on the Nebula switch.
Model	This shows the model number of the Nebula switch.
Link status	This shows the speed of the Ethernet connection on the port. This also shows whether it is a fiber-optic or copper connection. Auto (auto-negotiation) allows one port to negotiate with a peer port automatically to obtain the connection speed and duplex mode that both ends support.
Utilization	This shows what percentage of the upstream/downstream bandwidth is currently being used by the port.
Error count	This shows the number of received CRC (Cyclic Redundant Check) errors on the port.
Top switches by power consumption	
	This shows the index number of the Nebula switch.
Name	This shows the descriptive name of the Nebula switch.
Model	This shows the model number of the Nebula switch.
Consumption	This shows how much power (in watts) is currently being consumed by the switch.
Top ports by power consumption	
	This shows the index number of the Nebula switch.
Switch Name	This shows the descriptive name of the Nebula switch.
Port Number	This shows the port number on the Nebula switch.
Model	This shows the model number of the Nebula switch.
Consumption	This shows how much power (in watts) is currently being consumed by the port.
Neighbor Devices	The shows the model name of the powered device that is connected to this port.
Neighbor IP	The shows the IP address of the powered device that is connected to this port.
Action	Click Power cycle to turn off the connected device and then turn it on again.

4.3 Configure

Use the Configure menus to configure port setting, IP filtering, RADIUS policies, PoE schedules, and other switch settings for switches of the selected site.

4.3.1 Switch Ports

Use this screen to view port summary and configure switch settings for the ports. To access this screen, click **Switch > Configure > Switch ports** or click the **Configure ports** button in the **Switch > Monitor > Switch: Switch Details** screen.

Figure 36 Switch > Configure > Switch ports

SWITCH / PORT	PORT NAME	# PORT	LLDP	RECEIVED BYTES	SENT BYTES	STATUS	POE	TAG
☐	IT Room SW/1 details	1	On	0 bytes	0 bytes		On	PoE by Schedule
☒	IT Room SW/2 details	2	On	28.8 GB	344.5 GB		On	IPTV
☐	IT Room SW/3 details	3	On	0 bytes	0 bytes		On	
☐	IT Room SW/4 details	4	On	0 bytes	0 bytes		On	
☐	IT Room SW/5 details	5	On	0 bytes	0 bytes		On	IPTV
☐	IT Room SW/6 details	6	On	0 bytes	0 bytes		On	
☐	IT Room SW/7 details	7	On	0 bytes	0 bytes		On	
☐	IT Room SW/8 details	8	On	0 bytes	0 bytes		On	
☐	IT Room SW/9 details	9	On	0 bytes	0 bytes		On	
☐	IT Room SW/10 details	10	On	8.5 GB	169.2 GB		On	

The following table describes the labels in this screen.

Table 26 Switch > Configure > Switch ports

LABEL	DESCRIPTION
	Select to view the detailed information and connection status of the switch port in the past two hours, day, week or month.
Edit	Select the port(s) you want to configure and click this button to configure switch settings on the port(s), such as link aggregation, PoE schedule, LLDP and STP.
Aggregate	Select more than one port and click this button to group the physical ports into one logical higher-capacity link.
Split	Select a trunk group and click this button to delete the trunk group. The ports in this group then are not aggregated. A trunk group is one logical link containing multiple ports.
Tag	Click this button to create a new tag or delete an existing tag.
	Select your desired filter criteria to filter the list of switch ports.
Switch ports	This shows the number of ports on the switch.
Export	Click this button to save the switch port list as a CSV or XML file to your computer.

Table 26 Switch > Configure > Switch ports (continued)

LABEL	DESCRIPTION
Switch/port	This shows the switch name and port number. If the port is added to a trunk group, this also shows whether it is configured as a static member of the trunk group (Static) or configured to join the trunk group via LACP (LACP). Click details to display the port details screen. See Section 4.2.1.3 on page 59 .
Port Name	This shows the descriptive name of the port.
#Port	This shows the port number.
LLDP	This shows whether Link Layer Discovery Protocol (LLDP) is supported on the port.
Received broadcast packets	This shows the number of good broadcast packets received.
Received bytes	This shows the number of bytes received on this port.
Received packet	This shows the number of received frames on this port.
Sent broadcast packets	This shows the number of good broadcast packets transmitted.
Sent bytes	This shows the number of bytes transmitted on this port.
Sent multicast packet	This shows the number of good multicast packets transmitted.
Sent packet	This shows the number of transmitted frames on this port.
Total bytes	This shows the total number of bytes transmitted or received on this port.
Enabled	This shows whether the port is enabled or disabled.
Link	This shows the speed of the Ethernet connection on this port. Auto (auto-negotiation) allows one port to negotiate with a peer port automatically to obtain the connection speed and duplex mode that both ends support.
Status	This shows the connection status of the port. The gray time slot indicates the connection to an Ethernet device is down, and the green time slot indicates the connection is up. Move the cursor over a time slot to see the actual date and time when a port is connected or disconnected.
RADIUS policy	This shows the name of RADIUS authentication policy applied to the port.
Allowed VLAN	This shows the VLANs from which the traffic comes is allowed to be transmitted or received on the port
PoE	This shows whether PoE is enabled on the port.
RSTP	This shows whether RSTP is enabled on the port
Schedule	This shows the name of the PoE schedule applied to the port.
Type	This shows the port type (Trunk or Access).
PVID	This shows the port VLAN ID. It is a tag that adds to incoming untagged frames received on the port so that the frames are forwarded to the VLAN group that the tag defines.
Tag	This shows the user-specified tag that the switch adds to the outbound traffic on this port.
	Click this icon to display a greater or lesser number of configuration fields.

4.3.1.1 Update ports

Select the port(s) you want to configure and click the **Edit** button in the **Switch > Configure > Switch ports** screen.

Figure 37 Switch > Configure > Switch ports: Edit

Update 2 ports [X]

Switch ports: Switch 4/1, Switch 4/2

Name: [Text Input]

Tags: [Text Input]

Enabled: [Enable ▼]

RSTP: [Enable ▼]

STP guard: [Disable ▼]

LLDP: [Enable ▼]

PoE: [Enable ▼]

Link: [1000M/Full Duplex ▼]

PoE schedule: [always on ▼]

Type: [Trunk ▼]

PVID: [1]

Allowed VLANs ⓘ: [all]

[Close] [Update]

The following table describes the labels in this screen.

Table 27 Switch > Configure > Switch ports: Edit

LABEL	DESCRIPTION
Switch ports	This shows the switch name and port number for the port(s) you are configuring in this screen.
Name	Enter a descriptive name for the port(s).
Tags	Select or create a new tag for outgoing traffic on the port(s).
Enabled	Select to enable or disable the port(s). A port must be enabled for data transmission to occur.
RSTP	Select to enable or disable RSTP on the port(s).
STP guard	Select Root guard to prevent the switch(es) attached to the port(s) from becoming the root bridge. Select BPDU guard to have the switch shut down the port(s) if there is any BPDU received on the port(s). Otherwise, select Disable .
LLDP	Select to enable or disable LLDP on the port(s).
PoE	Select Enable to provide power to a PD connected to the port(s).
Link	Select the speed and the duplex mode of the Ethernet connection on the port(s). Choices are Auto-1000M, 10M/ Half Duplex, 10M/ Full Duplex, 100M/ Half Duplex, 100M/ Full Duplex and 1000M/ Full Duplex (Gigabit connections only).

Table 27 Switch > Configure > Switch ports: Edit (continued)

LABEL	DESCRIPTION
PoE schedule	Select a pre-defined schedule (created using the Switch > Configure > PoE schedule screen) to control when the switch enables PoE to provide power on the port(s). If you select Unschedule , PoE is disabled on the port(s).
Type	Set the type of the port. Select Access to configure the port as an access port which can carry traffic for just one single VLAN. Frames received on the port are tagged with the port VLAN ID. Select Trunk to configure the port as a trunk port which can carry traffic for multiple VLANs over a link. A trunk port is always connected to a switch or router.
PVID	A PVID (Port VLAN ID) is a tag that adds to incoming untagged frames received on a port so that the frames are forwarded to the VLAN group that the tag defines. Enter a number between 1 and 4094 as the port VLAN ID.
RADIUS policy	This field is available only when you select Access in the Type field. Select the name of the pre-configured RADIUS policy that you want to apply to the port(s). Select Open if you don't want to enable port authentication on the port(s).
Allowed VLANs	This field is available only when you select Trunk in the Type field. Specify the VLANs from which the traffic comes is allowed to be transmitted or received on the port(s).

4.3.2 IP Filtering

IP filtering lets you allow or block traffic according to the rule settings. Use this screen to configure IP filtering rules on the switches.

Click **Switch > Configure > IP filtering** to access this screen.

Figure 38 Switch > Configure > IP filtering

IP filtering

Management rules

To ensure management connectivity with Nebula Control Center (NCC), IP Address specified for management rules are added to the IP filtering list by default configuration. This implies that traffics to and from the listed management IP address are permitted on the devices.

NEBULA CONTROL CENTER IP ADDRESS

52.19.85.221

Customization rules

	POLICY	PROTOCOL	SOURCE	SRC PORT	DESTINATION	DST PORT	VLAN	DESCRIPTION
1	Deny	Any	192.168.100.0/24	any	192.168.100.10	any	any	Others
2	Allow	Any	192.168.100.99	any	192.168.100.10	any	any	Front Des
	Allow	Any	Any	Any	Any	Any	Any	Default Rule

+ Add

The following table describes the labels in this screen.

Table 28 Switch > Configure > IP filtering

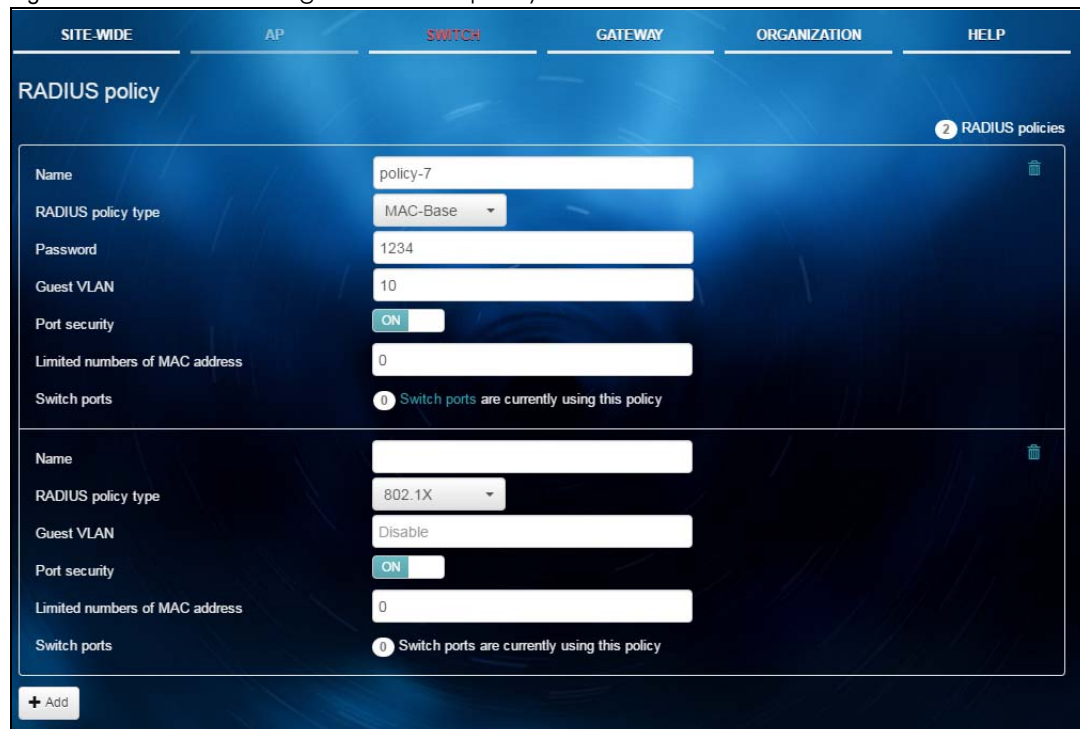
LABEL	DESCRIPTION
	Click the icon of a rule and drag the rule up or down to change the order.
Policy	Select to allow or deny traffic that matches the filtering criteria in the rule.
Protocol	Select the type of IP protocol used to transport the traffic to which the rule is applied.
Source	Enter the source IP address of the packets that you want to filter.
Src port	Enter the source port number(s) that defines the traffic type.
Destination	Enter the destination IP address of the packets that you want to filter
Dst port	Enter the destination port number(s) that defines the traffic type.
VLAN	Enter the ID number of the VLAN group to which the matched traffic belongs.
Description	Enter a descriptive name for the rule.
	Click the up or down arrow icon to change the order of the rule in the list. Click the delete icon to remove the rule.
Add	Click this button to create a new rule.

4.3.3 RADIUS Policy

Use this screen to configure port authentication to validate access to ports on the switch using an external RADIUS server.

Click **Switch > Configure > RADIUS policy** to access this screen.

Figure 39 Switch > Configure > RADIUS policy



The screenshot displays the 'RADIUS policy' configuration page. At the top, there are tabs for 'SITE-WIDE', 'AP', 'SWITCH' (selected), 'GATEWAY', 'ORGANIZATION', and 'HELP'. The page title is 'RADIUS policy' with a sub-header '2 RADIUS policies'. The configuration is divided into two sections, each with a trash icon in the top right corner.

Policy 1 (policy-7):

- Name: policy-7
- RADIUS policy type: MAC-Base
- Password: 1234
- Guest VLAN: 10
- Port security: ON
- Limited numbers of MAC address: 0
- Switch ports: 0 Switch ports are currently using this policy

Policy 2 (802.1X):

- Name: (empty)
- RADIUS policy type: 802.1X
- Guest VLAN: Disable
- Port security: ON
- Limited numbers of MAC address: 0
- Switch ports: 0 Switch ports are currently using this policy

At the bottom left, there is a '+ Add' button.

The following table describes the labels in this screen.

Table 29 Switch > Configure > RADIUS policy

LABEL	DESCRIPTION
Name	Enter a descriptive name for the policy.
RADIUS policy type	Select MAC-Base if you want to validate access to the port(s) based on the MAC address and password of the client. Select 802.1x if you want to validate access to the port(s) based on the user name and password provided by the client.
Password	Type the password the switch sends along with the MAC address of a client for authentication with the RADIUS server. You can enter up to 32 printable ASCII characters.
Guest VLAN	A guest VLAN is a pre-configured VLAN on the switch that allows non-authenticated users to access limited network resources through the switch. Enter the number that identifies the guest VLAN.
Port security	Click On to enable port security on the port(s). Otherwise, select Off to disable port security on the port(s).
Limited numbers of MAC address	This field is configurable only when you enable port security. Specify the maximum number of MAC addresses that may be learned on a port.
Switch ports	This shows the number of the switch ports to which this policy is applied.
Add	Click this button to create a new policy.

4.3.4 PoE Schedule

Use this screen to view and configure the schedules which can be applied to the ports. PoE is enabled at the specified time/date. Click **Switch > Configure > PoE Schedule** to access this screen.

The table shows the name of the existing schedules and the number of ports to which a schedule is applied. Click a schedule's edit icon to modify the schedule settings or click the **Add** button to create a new schedule. See [Section 4.3.4.1 on page 73](#).

Figure 40 Switch > Configure > PoE schedule



4.3.4.1 Create new schedule

Click the **Add** button in the **Switch > Configure > PoE Schedule** screen to access this screen.

Figure 41 Switch > Configure > PoE schedule: Add

Create new schedule

Name: Schedule templates: Custom schedule

DAY	AVAILABILITY	FROM - TO	TIME DISPLAY: 24 Hour AM/PM
Sunday	☒ ON	0:00 - 24:00	0:00 4:00 8:00 12:00 16:00 20:00 24:00
Monday	☒ ON	0:00 - 24:00	0:00 4:00 8:00 12:00 16:00 20:00 24:00
Tuesday	☒ ON	0:00 - 24:00	0:00 4:00 8:00 12:00 16:00 20:00 24:00
Wednesday	☒ ON	0:00 - 24:00	0:00 4:00 8:00 12:00 16:00 20:00 24:00
Thursday	☒ ON	0:00 - 24:00	0:00 4:00 8:00 12:00 16:00 20:00 24:00
Friday	☒ ON	0:00 - 24:00	0:00 4:00 8:00 12:00 16:00 20:00 24:00
Saturday	☒ ON	0:00 - 24:00	0:00 4:00 8:00 12:00 16:00 20:00 24:00

Close Add

The following table describes the labels in this screen.

Table 30 Switch > Configure > PoE schedule: Add

LABEL	DESCRIPTION
Name	Enter a descriptive name for this schedule for identifying purposes.
Schedule templates	Select a pre-defined schedule template or select Custom schedule and manually configure the day and time at which PoE is enabled.
Day	This shows the day of the week.
Availability	Click On to enable PoE on this day. Otherwise, select Off to turn PoE off.
From - To	Specify the hour and minute when the schedule begins and ends each day
Time display	Select the time format in which the time is displayed.
Close	Click this button to exit this screen without saving.
Add	Click this button to save your changes and close the screen.

4.3.5 Switch Configuration

Use this screen to configure global switch settings, such as (R)STP, QoS, IGMP snooping, port mirroring, authentication servers, voice VLAN and DHCP white list.

Click **Switch > Configure > Switch configuration** to access this screen.

Figure 42 Switch > Configure > Switch configuration

SITE-WIDE
AP
SWITCH
GATEWAY
ORGANIZATION
HELP

Switch configuration

VLAN configuration
Management VLAN
1

STP configuration
Rapid spanning tree protocol (RSTP)
ON
STP bridge priority

STP ensures a loop-free network topology for Ethernet networks. Ethernet switch determines the root bridge based on the switch with the lowest bridge ID, which comprises of STP bridge priority and its MAC address. The default bridge priority is 32768 and can be configurable in multiple of 4096.

Switches	Bridge priority
Switch 5	4096
Default	32768

+ Set the bridge priority for another switch

Quality of service
Quality of service

QoS allows network traffic prioritization based on application and service demands. IEEE802.1P defines eight priority levels to be mapped to different class of service (CoS) queue upon traffic prioritization.

VLAN	Priority	Description
100	1	

+ Add

IGMP snooping
IGMP snooping
OFF

Port mirroring
Port mirroring

Switch	Destination port	Source port
1 Switch 6		

+ Add

Authentication servers
RADIUS server

#	Host	Port	Secret	Action
1	172.168.1.1	500	123 45 67 8	

+ Add

Voice VLAN
Voice VLAN
ON
Voice VLAN ID
206
Priority
6
OUI

	OUI address	OUI mask	Description
1	00:19:CB:00:00:01	FF:FF:FF:00:00:00	TEST

+ Add OUI on this network

DHCP white list
DHCP white list
ON
Allowed DHCP servers
172.13.103.1
172.13.103.2
172.13.103.3

The following table describes the labels in this screen.

Table 31 Switch > Configure > Switch configuration

LABEL	DESCRIPTION
VLAN configuration	
Management VLAN	Enter the VLAN identification number associated with the switch IP address. This is the VLAN ID of the CPU and is used for management only. The default is "1". All ports, by default, are fixed members of this "management VLAN" in order to manage the device from any port. If a port is not a member of this VLAN, then users on that port cannot access the device. To access the switch make sure the port that you are connected to is a member of Management VLAN.
STP configuration	
Rapid spanning tree protocol (RSTP)	Select On to enable RSTP on the switch. Otherwise, select Off.
STP bridge priority	Bridge priority is used in determining the root switch, root port and designated port. The switch with the highest priority (lowest numeric value) becomes the STP root switch. If all switches have the same priority, the switch with the lowest MAC address will then become the root switch. The lower the numeric value you assign, the higher the priority for this bridge. Click the button to create a new entry. Select the switch(es) for which you want to configure the bridge priority, and select a value from the drop-down list box.
Quality of service	
Quality of service	Enter a VLAN ID and select the priority level that the switch assigns to frames belonging to this VLAN. Click Add to create a new entry.
IGMP snooping	
IGMP snooping	Select On to enable IGMP snooping on the switch. Otherwise, select Off.
Port mirroring	
Port mirroring	Click Add to create a new entry. Select the switch for which you want to configure port mirroring, specify the destination port you copy the traffic to in order to examine it in more detail without interfering with the traffic flow on the original port(s), and also enter the source port on which you mirror the traffic.
Authentication servers	
RADIUS server	Click Add to create a new RADIUS server entry. Enter the IP address of an external RADIUS server, the port of the RADIUS server for authentication (default 1812), and a password (up to 32 alphanumeric characters) as the key to be shared between the external RADIUS server and the switch.
Voice VLAN	
Voice VLAN	Select On to enable the Voice VLAN feature on the switch. Otherwise, select Off. It groups the voice traffic with defined priority into an assigned VLAN which enables the separation of voice and data traffic coming onto the switch port.
Voice VLAN ID	Enter a VLAN ID number.
Priority	Select the priority level of the Voice VLAN from 0 to 7.
OUI	Click the button to add MAC address of IP phones from specific manufacturers by using its ID from the Organizationally Unique Identifiers (OUI). You also need to type the mask for the specified MAC address to determine which bits a packet's MAC address should match. Enter "f" for each bit of the specified MAC address that the IP phone's MAC address should match. Enter "0" for the bit(s) of the IP phone's MAC address, which can be of any hexadecimal character(s).

Table 31 Switch > Configure > Switch configuration (continued)

LABEL	DESCRIPTION
DHCP white list	
DHCP white list	Select On to enable the DHCP white list on the switch. Otherwise, select Off.
Allowed DHCP servers	Enter the IP address of your DHCP server. Traffic from the DHCP server which is not in the list will be blocked.

CHAPTER 5

Gateway

5.1 Overview

This chapter discusses the menus that you can use to monitor the Nebula managed security gateways in your network and configure settings even before a gateway is deployed and added to the site.

5.2 Monitor

Use the Monitor menus to check the security gateway information, client information, event log messages and summary report for the gateway in the selected site.

5.2.1 Security Gateway

This screen allows you to view the detailed information about a security gateway in the selected site. Click Gateway > Monitor > Security Gateway to access this screen.

Figure 43 Gateway > Monitor > Security Gateway



The following table describes the labels in this screen.

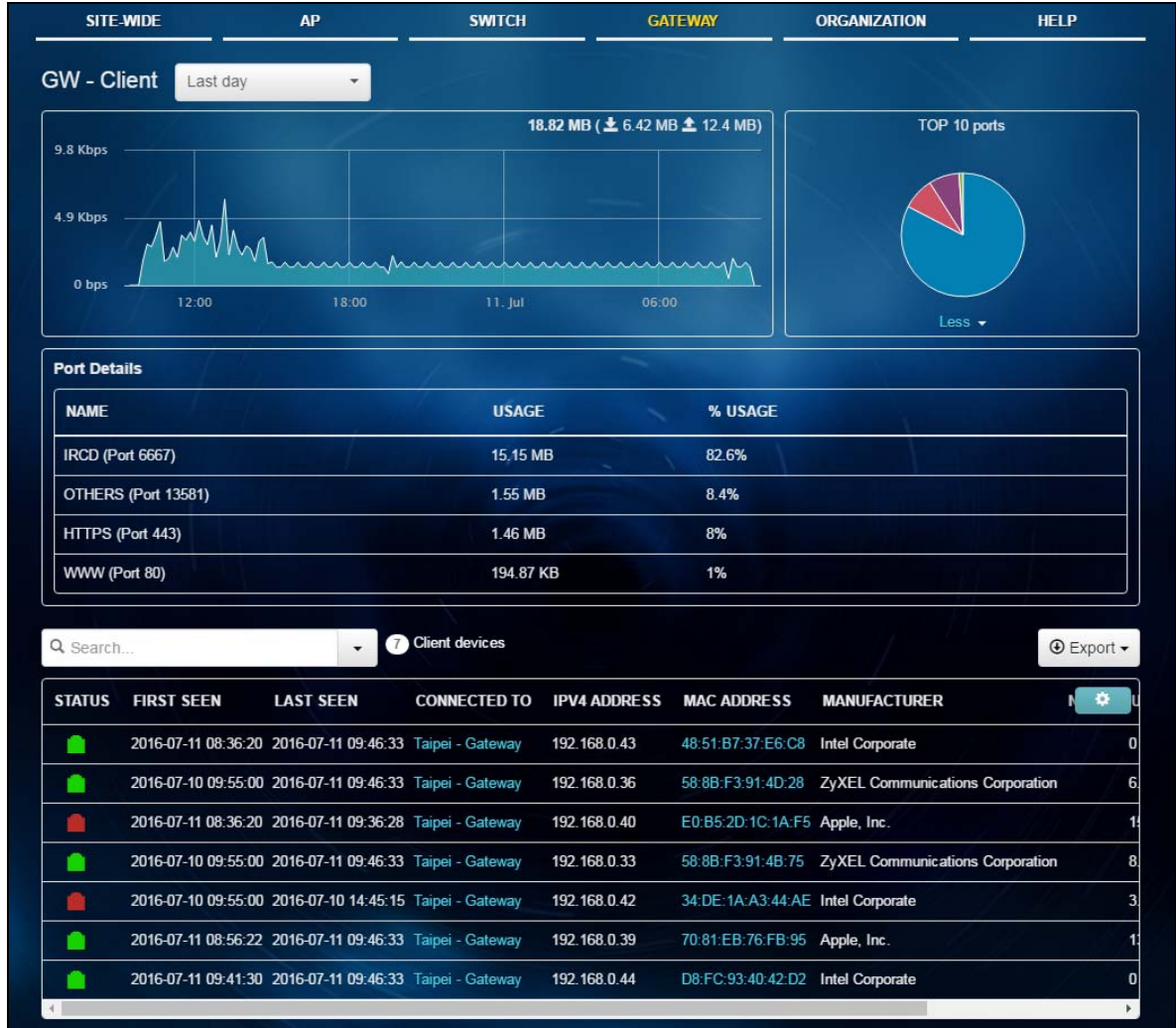
Table 32 Gateway > Monitor > Security Gateway

LABEL	DESCRIPTION
Configuration	
Click the edit icon to change the device name, description, tags and address. You can also move the device to another site.	
Name	This shows the descriptive name of the gateway.
MAC Address	This shows the MAC address of the gateway.
Serial Number	This shows the serial number of the gateway.
Address	This shows the user-specified address for the gateway.
Description	This shows the user-specified description for the gateway.
Tags	This shows the user-specified tag for the gateway.
Port	This shows the ports on the gateway. The port is highlighted in green color when it is connected and the link is up.
Map	This shows the location of the gateway on the Google map.
Photo	This shows the photo of the gateway.
Status	
WAN1/WAN2	This shows the IP address, gateway and DNS information for the active WAN connection.
Public IP	This shows the global (WAN) IP address of the gateway.
CPU usage	This shows what percentage of the gateway's processing capability is currently being used.
Memory usage	This shows what percentage of the gateway's RAM is currently being used.
Usage	This shows the amount of data that has been transmitted or received by the gateway's clients.
History	Click Event log to go to the Gateway > Monitor > Event log screen.
Topology	Click Show to go to the SITE-WIDE > Monitor > Topology screen. See Section 2.1.4 on page 24 .
Configuration status	This shows whether the configuration on the gateway is up-to-date.
Firmware status	This shows whether the firmware installed on the gateway is up-to-date.
Live tools	
Internet traffic	This shows the WAN port statistics. The y-axis represents the transmission rate in bps (bits per second). The x-axis shows the time period over which the traffic flow occurred.
DHCP leases	This shows the IP addresses currently assigned to DHCP clients.
Ping	Enter the host name or IP address of a computer that you want to perform ping in order to test a connection and click Ping .
Trace route	Enter the host name or IP address of a computer that you want to perform the traceroute function. This determines the path a packet takes to the specified computer.
DNS	Enter a host name and click Run to resolve the IP address for the specified domain name.
Reboot gateway	Click the Reboot button to restart the gateway.
Network usage and connectivity	
Move the cursor over the chart to see the transmission rate at a specific time.	
Zoom	Select to view the statistics in the past twelve hours, day, week, month, three months or six months.
Pan	Click to move backward or forward by one day or week.

5.2.2 Client

This screen allows you to view the connection status and detailed information about a client in the selected site. Click **Gateway > Monitor > Client** to access this screen.

Figure 44 Gateway > Monitor > Client



The following table describes the labels in this screen.

Table 33 Gateway > Monitor > Client

LABEL	DESCRIPTION
	Select to view the device information and connection status in the past two hours, day, week or month.
	The y-axis shows the transmission speed of data sent or received by the client in bits per second (bps).
	The x-axis shows the time period over which the traffic flow occurred.
Top 10 Ports	This shows top ten applications/services and the ports that identify a service. Click More to display port details. Click Less to hide them.
Port Details	
Name	This shows the service name and the associated port number(s).

Table 33 Gateway > Monitor > Client (continued)

LABEL	DESCRIPTION
Usage	This shows the amount of data consumed by the service.
% Usage	This shows the percentage of usage for the service.
	Select your desired filter criteria to filter the list of clients.
Client devices	This shows the number of clients connected to the site network.
Export	Click this button to save the client list as a CSV or XML file to your computer.
Status	This shows whether the client is online (green), or goes off-line (red).
Description	This shows the descriptive name of the client. Click the name to display the individual client statistics. See Section 5.2.2.1 on page 82 .
First seen	This shows the first date and time the client was discovered over the specified period of time.
Last seen	This shows the last date and time the client was discovered over the specified period of time.
Connected to	This shows the name of the Nebula device to which the client is connected in this site. Click the device name to display the screen where you can view detailed information about the Nebula device.
IPv4 address	This shows the IP address of the client.
MAC Address	This shows the MAC address of the client. Click the MAC address to display the individual client statistics. See Section 5.2.2.1 on page 82 .
Manufacturer	This shows the manufacturer of the client device.
Note	This shows additional information for the client.
Usage	This shows the amount of data transmitted by the client.
User	This shows the number of users currently connected to the network through the client device.
Interface	This shows the interface on the security gateway to which the client belongs.
	Click this icon to display a greater or lesser number of configuration fields.

5.2.2.1 Client Details

Click a client's MAC address in the **Gateway > Monitor > Client** screen to display individual client statistics.

Figure 45 Gateway > Monitor > Client: Client Details



The following table describes the labels in this screen.

Table 34 Gateway > Monitor > Client: Client Details

LABEL	DESCRIPTION
Client	Click the edit icon to change the client name.
Status	This shows whether the client is online (green), or goes off-line (red). It also shows the last date and time the client was discovered.
Device type	This shows the manufacturer of the client device.
Note	This shows additional information for the client. Click the edit icon to modify it.
	Select to view the client connection status in the past two hours, day, week or month.
	The y-axis shows the transmission speed of data sent or received by the client in bits per second (bps).
	The x-axis shows the time period over which the traffic flow occurred.
Network	
IPv4 address	This shows the IP address of the client.
MAC address	This shows the MAC address of the client.
Interface	This shows the interface on the security gateway to which the client belongs.
Port forwarding	This shows the public IP address or DDNS host name and port mapping information if there is a virtual server rule configured for this client.
1:1 NAT IPs	This shows the public IP address information if there is a 1:1 NAT rule configured for this client.

5.2.3 Event Log

Use this screen to view gateway log messages. You can enter a key word, select one or multiple event types, or specify a date/time to display only the log messages related to it.

Click Gateway > Monitor > Event Log to access this screen.

Figure 46 Gateway > Monitor > Event log

5.2.4 VPN Connection

Use this screen to view status of the site-to-site IPsec VPN connections.

Note: If the peer gateway is not a Nebula device, go to the Gateway > Configure > Site-to-Site VPN screen to view and configure a VPN rule. See [Section 5.3.3 on page 103](#) for more information.

Click Gateway > Monitor > VPN Connection to access this screen.

Figure 47 Gateway > Monitor > VPN Connection

LOCATION	SUBNET(S)	STATUS	TUNNEL UP TIME	LAST HEARTBEAT
Taipei	192.168.101.0/24 192.168.0.0/24	-	-	-
HQ	192.168.101.0/24	disconnected	-	-

The following table describes the labels in this screen.

Table 35 Gateway > Monitor > VPN Connection

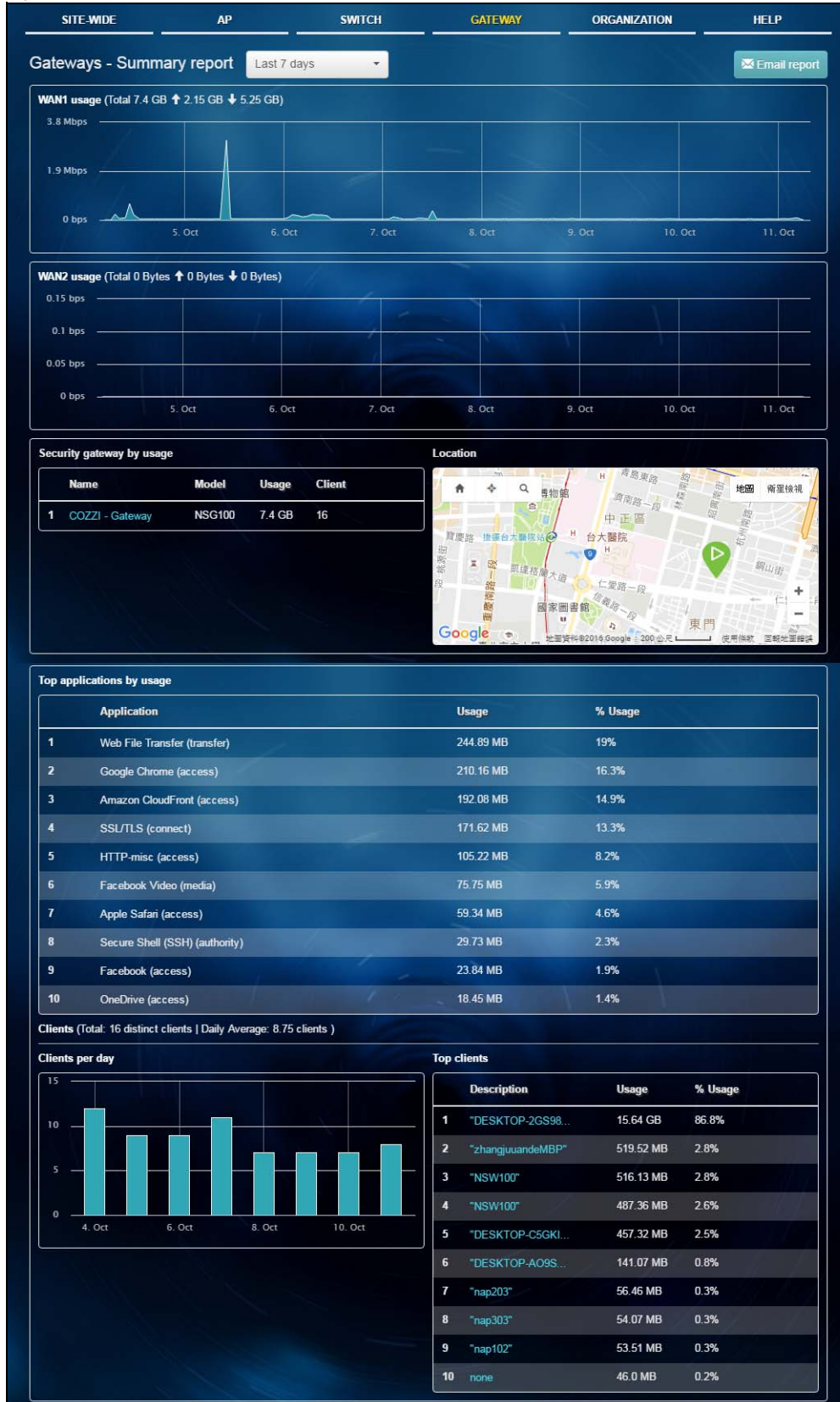
LABEL	DESCRIPTION
Site Connectivity	
Location	This shows the name of the site to which the peer gateway is assigned. Click the name to go to the Gateway > Configure > Site-to-Site VPN screen, where you can modify the VPN settings.
Subnet(s)	This shows the address(es) of the local network behind the gateway.
Status	This shows whether the VPN tunnel is connected or disconnected.
Tunnel up time	This shows how many seconds the VPN tunnel has been active.
Last heartbeat	This shows the last date and time a heartbeat packet is sent to determine if the VPN tunnel is up or down.

5.2.5 Summary Report

This screen displays network statistics for the gateway of the selected site, such as WAN usage, top applications and/or top clients.

Click Gateway > Monitor > **Summary Report** to access this screen.

Figure 48 Gateway > Monitor > Summary Report



The following table describes the labels in this screen.

Table 36 Gateway > Monitor > Summary Report

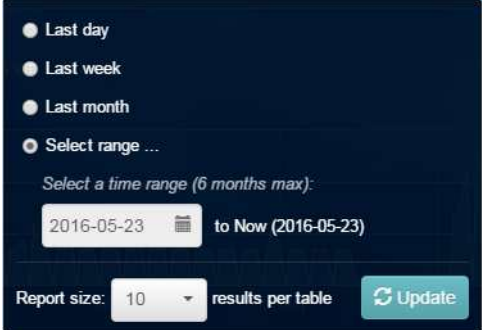
LABEL	DESCRIPTION
	Select to view the report for the past day, week or month. Alternatively, select Select range... to specify a time period the report will span. You can also select the number of results you want to view in a table. 
Email report	Click this button to send summary reports by email, change the logo and set email schedules.
WAN1/WAN2 usage	
	The y-axis shows the transmission speed of data sent or received through the WAN connection in bits per second (bps).
	The x-axis shows the time period over which the traffic flow occurred.
Security gateway by usage	
	This shows the index number of the Nebula gateway.
Name	This shows the descriptive name of the Nebula gateway.
Model	This shows the model number of the Nebula gateway.
Usage	This shows the amount of data that has been transmitted through the gateway's WAN port.
Client	This shows the number of clients currently connected to the gateway.
Location	
This shows the location of the Nebula gateways on the map.	
Top applications by usage	
	This shows the index number of the application.
Application	This shows the application name.
Usage	This shows the amount of data consumed by the application.
% Usage	This shows the percentage of usage for the application.
Clients	
Total	This shows the total number of clients connected to the Nebula device within the specified time period.
Daily Average	This shows the average daily number of clients within the specified time period.
Clients per day	
	The y-axis represents the number of clients.
	The x-axis represents the date.
Usage details	
Top clients	
	This shows the index number of the client.
Description	This shows the descriptive name or MAC address of the client.

Table 36 Gateway > Monitor > Summary Report (continued)

LABEL	DESCRIPTION
Usage	This shows the total amount of data transmitted and received by the client.
% Usage	This shows the percentage of usage for the client.

5.3 Configure

Use the Configure menus to configure interface addressing, firewall, site-to-site VPN, captive portal, traffic shaping, authentication server and other gateway settings for gateway of the selected site.

5.3.1 Interfaces Addressing

Use this screen to configure network mode, port grouping, interface address, static route and DDNS settings on the gateway. To access this screen, click **Gateway > Configure > Interfaces addressing**.

Figure 49 Gateway > Configure > Interfaces addressing

Interfaces addressing

Network wide

Mode

☒ Network address translation (NAT)
Client traffic to the Internet is modified so that it appears to have the security gateway as its source.

☐ Router
Client traffic to the Internet is by routing result, which means, the gateway will not automatically use SNAT for traffic it routes from internal interfaces to external interfaces.

Port Group Setting

	P3	P4	P5	P6
Port Group 1	☐	☒	☒	☐
Port Group 2	☒	☐	☐	☐

Interface

Name	IP address	Subnet mask	VLAN ID	Port Group	
LAN1	192.168.88.1	255.255.255.0		Port Group 1	Edit
LAN2	192.168.89.1	255.255.255.0		Port Group 2	Edit
VLAN10	192.168.20.1	255.255.255.0	20	Port Group 1	Edit
VLAN100	192.168.100.1	255.255.255.0	100	Port Group 1	Edit

[+Add](#)

Static Route

Name	Destination	Subnet mask	Next hop IP
------	-------------	-------------	-------------

[+Add](#)

Dynamic DNS

Automatic registration ☐ OFF
Dynamic DNS updates a DNS record each time the public IP address of the security appliance changes.

The following table describes the labels in this screen.

Table 37 Gateway > Configure > Interfaces addressing

LABEL	DESCRIPTION
Network wide	
Mode	Select Network address translation (NAT) to have the gateway automatically use SNAT for traffic it routes from internal interfaces to external interfaces. Select Router to have the gateway forward packets according to the routing policies. The gateway don't convert a packet's source IP address automatically.

Table 37 Gateway > Configure > Interfaces addressing (continued)

LABEL	DESCRIPTION
Port Group Setting	Port groups create a hardware connection between physical ports at the layer-2 (data link, MAC address) level. The physical Ethernet ports are shown at the top and the port groups are shown at the bottom of the screen. Use the radio buttons to select for which port group (network) you want to use each physical port. For example, select a port's Port Group 1 radio button to use the port as part of the first port group. The port will use the first group's IP address.
Interface	By default, LAN1 is created on top of port group 1 and LAN2 is on top of port group 2.
Name	This shows the name of the interface (network) on the gateway.
IP Address	This shows the IP address of the interface (network).
Subnet Mask	This shows the subnet mask of the interface (network).
VLAN ID	This shows the ID number of the VLAN with which the interface (network) is associated.
Port Group	This shows the name of the port group to which the interface (network) belongs.
Edit	Click this button to modify the network settings. See Section 5.3.1.1 on page 92 for detailed information.
	Click this icon to remove a VLAN entry.
Add	Click this button to create a VLAN, which is then associated with one Ethernet interface (network). See Section 5.3.1.1 on page 92 for detailed information.
Static Route	
Name	This shows the name of the static route.
Destination	This shows the destination IP address.
Subnet Mask	This shows the IP subnet mask.
Next Hop IP	This shows the IP address of the next-hop gateway or the interface through which the traffic is routed. The gateway is a router or switch on the same segment as your security gateway's interface(s). It helps forward packets to their destinations.
	Click this icon to remove a static route.
Add	Click this button to create a new static route. See Section 5.3.1.3 on page 96 for detailed information
Dynamic DNS	
Automatic registration	Click On to use dynamic DNS. Otherwise, select Off to disable it.
General Settings	
DDNS provider	Select your Dynamic DNS service provider from the drop-down list box. If you select User custom, create your own DDNS service
DDNS type	Select the type of DDNS service you are using. Select User custom to create your own DDNS service and configure the DYNDNS Server, URL, and Additional DDNS Options fields below.
DDNS account	
Username	Enter the user name used when you registered your domain name.
Password	Enter the password provided by the DDNS provider.
Confirm password	Enter the password again to confirm it.
DDNS settings	
Domain name	Enter the domain name you registered.

Table 37 Gateway > Configure > Interfaces addressing (continued)

LABEL	DESCRIPTION
Primary binding address	Use these fields to set how the security gateway determines the IP address that is mapped to your domain name in the DDNS server. The security gateway uses the Backup binding address if the interface specified by these settings is not available.
Interface	Select the interface to use for updating the IP address mapped to the domain name.
IP address	Select Auto if the interface has a dynamic IP address. The DDNS server checks the source IP address of the packets from the gateway for the IP address to use for the domain name. You may want to use this if there are one or more NAT routers between the gateway and the DDNS server. Note: The gateway may not determine the proper IP address if there is an HTTP proxy server between the gateway and the DDNS server. Select Custom if you have a static IP address. Enter the IP address to use it for the domain name. Select Interface to have the security gateway use the IP address of the specified interface.
Backup binding address	Use these fields to set an alternate interface to map the domain name to when the interface specified by the Primary binding address settings is not available.
Interface	Select the interface to use for updating the IP address mapped to the domain name.
IP address	Select Auto if the interface has a dynamic IP address. The DDNS server checks the source IP address of the packets from the gateway for the IP address to use for the domain name. You may want to use this if there are one or more NAT routers between the gateway and the DDNS server. Note: The gateway may not determine the proper IP address if there is an HTTP proxy server between the gateway and the DDNS server. Select Custom if you have a static IP address. Enter the IP address to use it for the domain name. Select Interface to have the security gateway use the IP address of the specified interface.
Enable wildcard	This option is only available with a DynDNS account. Enable the wildcard feature to alias subdomains to be aliased to the same IP address as your (dynamic) domain name. This feature is useful if you want to be able to use, for example, www.yourhost.dyndns.org and still reach your hostname.
Mail exchanger	This option is only available with a DynDNS account. DynDNS can route e-mail for your domain name to a mail server (called a mail exchanger). For example, DynDNS routes e-mail for john-doe@yourhost.dyndns.org to the host record specified as the mail exchanger. If you are using this service, type the host record of your mail server here. Otherwise, leave the field blank.
Backup mail exchanger	This option is only available with a DynDNS account. Select this check box if you are using DynDNS's backup service for e-mail. With this service, DynDNS holds onto your e-mail if your mail server is not available. Once your mail server is available again, the DynDNS server delivers the mail to you. See www.dyndns.org for more information about this service.
DYNDNS Server	This field displays when you select User custom from the DDNS provider field above. Type the IP address of the server that will host the DDSN service.

Table 37 Gateway > Configure > Interfaces addressing (continued)

LABEL	DESCRIPTION
URL	This field displays when you select User custom from the DDNS provider field above. Type the URL that can be used to access the server that will host the DDNS service.
Additional DDNS Options	This field displays when you select User custom from the DDNS provider field above. These are the options supported at the time of writing: • dyndns_system to specify the DYNDNS Server type - for example, dyndns@dyndns.org • ip_server_name which should be the URL to get the server's public IP address - for example, http://myip.easylife.tw/

5.3.1.1 Local LAN

Click the **Add a local VLAN** button or click the **Edit** button in the **Gateway > Configure > Interfaces** addressing screen.

Figure 50 Gateway > Configure > Interfaces addressing: Local LAN

The following table describes the labels in this screen.

Table 38 Gateway > Configure > Interfaces addressing: Local LAN

LABEL	DESCRIPTION
Interface properties	
Interface name	This field is read-only if you are editing an existing interface. Specify a name for the interface. The format of interface names is strict. Each name consists of 2-4 letters (interface type), followed by a number (x). For most interfaces, x is limited by the maximum number of the type of interface. For VLAN interfaces, x is defined by the number you enter in the VLAN name field. For example, VLAN interfaces are vlan0, vlan1, vlan2, ...; and so on.
IP address assignment	
IP address	Enter the IP address for this interface.

Table 38 Gateway > Configure > Interfaces addressing: Local LAN (continued)

LABEL	DESCRIPTION
Subnet mask	Enter the subnet mask of this interface in dot decimal notation. The subnet mask indicates what part of the IP address is the same for all computers in the network.
VLAN ID	Enter the VLAN ID. This 12-bit number uniquely identifies each VLAN. Allowed values are 1 - 4094. (0 and 4095 are reserved.)
Port group	Select the name of the port group to which you want the interface to (network) belong.
DHCP setting	
DHCP	Select what type of DHCP service the security gateway provides to the network. Choices are: None - the security gateway does not provide any DHCP services. There is already a DHCP server on the network. DHCP Relay - the security gateway routes DHCP requests to one or more DHCP servers you specify. The DHCP server(s) may be on another network. DHCP Server - the security gateway assigns IP addresses and provides subnet mask, gateway, and DNS server information to the network. The security gateway is the DHCP server for the network.
	These fields appear if the security gateway is a DHCP Relay .
Relay server 1	Enter the IP address of a DHCP server for the network.
Relay server 2	This field is optional. Enter the IP address of another DHCP server for the network.
	These fields appear if the security gateway is a DHCP Server .
IP pool start address	Enter the IP address from which the security gateway begins allocating IP addresses. If you want to assign a static IP address to a specific computer, click Add new under Static DHCP Table .
Pool size	Enter the number of IP addresses to allocate. This number must be at least one and is limited by the interface's Subnet mask . For example, if the Subnet mask is 255.255.255.0 and IP pool start address is 10.10.10.10, the security gateway can allocate 10.10.10.10 to 10.10.10.254, or 245 IP addresses.
First DNS server Second DNS server Third DNS server	Specify the IP addresses up to three DNS servers for the DHCP clients to use. Use one of the following ways to specify these IP addresses. Custom Defined - enter a static IP address. From ISP - select the DNS server that another interface received from its DHCP server. NSG - the DHCP clients use the IP address of this interface and the security gateway works as a DNS relay.
First WINS server Second WINS server	Type the IP address of the WINS (Windows Internet Naming Service) server that you want to send to the DHCP clients. The WINS server keeps a mapping table of the computer names on your network and the IP addresses that they are currently using.
Lease time	Specify how long each computer can use the information (especially the IP address) before it has to request the information again. Choices are: infinite - select this if IP addresses never expire days, hours, minutes - select this to enter how long IP addresses are valid.
Extended options	This table is available if you selected DHCP server . Configure this table if you want to send more information to DHCP clients through DHCP packets. Click Add new to create an entry in this table. See Section 5.3.1.2 on page 95 for detailed information
Name	This is the option's name.
Code	This is the option's code number.

Table 38 Gateway > Configure > Interfaces addressing: Local LAN (continued)

LABEL	DESCRIPTION
Type	This is the option's type.
Value	This is the option's value.
	Click the edit icon to modify it. Click the remove icon to delete it.
Static DHCP Table	Configure a list of static IP addresses the security gateway assigns to computers connected to the interface. Otherwise, the security gateway assigns an IP address dynamically using the interface's IP pool start address and Pool size. Click Add new to create an entry in this table.
IP address	Enter the IP address to assign to a device with this entry's MAC address.
MAC	Enter the MAC address to which to assign this entry's IP address.
Description	Enter a description to help identify this static DHCP entry.
Close	Click Close to exit this screen without saving.
OK	Click OK to save your changes.

5.3.1.2 DHCP Option

Click the **Add new** button under **Extended options** in the **Gateway > Configure > Interfaces addressing: Local LAN** screen.

Figure 51 Gateway > Configure > Interfaces addressing: Local LAN: DHCP Option

The following table describes the labels in this screen.

Table 39 Gateway > Configure > Interfaces addressing: Local LAN: DHCP Option

LABEL	DESCRIPTION
Option	Select which DHCP option that you want to add in the DHCP packets sent through the interface.
Name	This field displays the name of the selected DHCP option. If you selected User_Defined in the Option field, enter a descriptive name to identify the DHCP option.
Code	This field displays the code number of the selected DHCP option. If you selected User_Defined in the Option field, enter a number for the option. This field is mandatory.
Type	This is the type of the selected DHCP option. If you selected User_Defined in the Option field, select an appropriate type for the value that you will enter in the next field. Misconfiguration could result in interface lockout.

Table 39 Gateway > Configure > Interfaces addressing: Local LAN: DHCP Option (continued)

LABEL	DESCRIPTION
Value	Enter the value for the selected DHCP option. For example, if you selected TFTP Server Name (66) and the type is TEXT , enter the DNS domain name of a TFTP server here. This field is mandatory.
First IP address Second IP address Third IP address	If you selected Time Server (4), NTP Server (41), SIP Server (120), CAPWAP AC (138), or TFTP Server (150), you have to enter at least one IP address of the corresponding servers in these fields. The servers should be listed in order of your preference.
First enterprise ID Second enterprise ID	If you selected VIVC (124) or VIVS (125), you have to enter at least one vendor's 32-bit enterprise number in these fields. An enterprise number is a unique number that identifies a company.
First class Second class	If you selected VIVC (124), enter the details of the hardware configuration of the host on which the client is running, or of industry consortium compliance.
First information Second information	If you selected VIVS (125), enter additional information for the corresponding enterprise number in these fields.
First FQDN Second FQDN Third FQDN	If the Type is FQDN , you have to enter at least one domain name of the corresponding servers in these fields. The servers should be listed in order of your preference.
Close	Click Close to exit this screen without saving.
OK	Click OK to save your changes.

5.3.1.3 Static Route

Click the **Add a static route** button in the **Gateway > Configure > Interfaces addressing** screen.

Figure 52 Gateway > Configure > Interfaces addressing: Static Route

The following table describes the labels in this screen.

Table 40 Gateway > Configure > Interfaces addressing: Static Route

LABEL	DESCRIPTION
Name	Enter a descriptive name for this route.
Destination	Specifies the IP network address of the final destination. Routing is always based on network number.
Subnet mask	Enter the IP subnet mask.
Next hop IP	Enter the IP address of the next-hop gateway.
Close	Click Close to exit this screen without saving.
OK	Click OK to save your changes.

5.3.2 Firewall

By default, a LAN user can initiate a session from within the LAN zone and the security gateway allows the response. However, the security gateway blocks incoming traffic initiated from the WAN zone and destined for the LAN zone. Use this screen to configure firewall rules for outbound traffic, application patrol, schedule profiles and port forwarding rules for inbound traffic.

Click Gateway > Configure > Firewall to access this screen.

Figure 53 Gateway > Configure > Firewall

SITE-WIDE
AP
SWITCH
GATEWAY
ORGANIZATION
HELP

Firewall

Security Policy

Inbound rules Inbound traffic will be restricted to this service in NAT settings.

Outbound rules

	Policy	Protocol	Source	Destination	Dst port	Schedule	description
+ 1	Youtube	TCP	any	any	any	Always	
	Allow	Any	Any	Any	Any	Any	Default rule

+ Add

Security gateway services

Service	Allowed remote IPs
Ping	any
Web (local status & configuration)	none

Application Patrol

Application monitor ☒ ON

Enable this option to allow traffic analysis with application patrol.

Application profiles

	Name	Description
1	Youtube	Block_Youtube

+ Add

Schedule profiles

Weekdays use by 0 outbound rules

+ Add

NAT

1:1 NAT

	Uplink	Public IP	LAN IP	Allowed remote IP	Description
+ 1	WAN 1			any	

+ Add

Virtual server

	Uplink	Public IP	Public port	LAN IP	Local port	Allowed remote IP	Description
+ 1	WAN 1	any				any	

+ Add

The following table describes the labels in this screen.

Table 41 Gateway > Configure > Firewall

LABEL	DESCRIPTION
Security Policy	
Outbound rules	
	Click the icon of a rule and drag the rule up or down to change the order.
Policy	Select what the firewall is to do with packets that match this rule. Select Deny to silently discard the packets without sending a TCP reset packet or an ICMP destination-unreachable message to the sender. Select Allow to permit the passage of the packets.
Protocol	Select the IP protocol to which this rule applies. Choices are: TCP , UDP , and Any .
Source	Specify the source IP address(es) to which this rule applies. You can specify multiple IP addresses or subnets in the field separated by a comma (","),. Enter any to apply the rule to all IP addresses.
Destination	Specify the destination IP address(es) or subnet to which this rule applies. You can specify multiple IP addresses or subnets in the field separated by a comma (","),. Enter any to apply the rule to all IP addresses.
Dst Port	Specify the destination port(s) to which this rule applies. You can specify multiple ports separated by a comma (","),. Enter any to apply the rule to all ports.
Schedule	Select the name of the schedule profile that the rule uses. Unscheduled means the rule is active at all times if enabled.
Description	Enter a descriptive name of up to 60 printable ASCII characters for the rule.
	Click this icon to remove the rule.
Add	Click this button to create a new rule.
Security appliance services	
Service	This shows the name of the service.
Allowed remote IPs	Specify the IP address with which the computer is allowed to access the security gateway using the service. You can specify a range of IP addresses. any means any IP address.
Application Patrol	
Application monitor	Click On to enable traffic analysis for all applications and display information about top 10 applications in the SITE-WIDE > Monitor > Dashboard: Traffic Summary screen. Otherwise, select Off to disable traffic analysis for applications.
Application profiles	
Name	This shows the name of the application patrol profile.
Description	This shows the description of the application patrol profile.
	Click this icon to change the profile settings.
	Click this icon to remove the profile.
Add	Click this button to create a new application patrol profile. See Section 5.3.2.1 on page 100 for more information.
Schedule profiles	
	This shows the name of the schedule profile and the number of the outbound rules that are using this schedule profile. Click the edit icon to modify it. Click the remove icon to delete it.
	Click this icon to change the profile settings.

Table 41 Gateway > Configure > Firewall (continued)

LABEL	DESCRIPTION
Add	Click this button to create a new schedule profile. See Section 5.3.2.3 on page 102 for more information.
NAT	
1:1 NAT	
	Click the icon of a rule and drag the rule up or down to change the order.
Uplink	Select the interface of the security gateway on which packets for the NAT rule must be received.
Public IP	Specify to which translated destination IP address this NAT rule forwards packets.
LAN IP	Specify the destination IP address of the packets received by this NAT rule's specified interface.
Allowed remote IP	Specify the remote IP address with which the computer is allowed to use the public IP address to access the private network server. You can specify a range of IP addresses. any means any IP address.
Description	Enter a description for the rule.
	Click this icon to remove the rule.
Add	Click this button to create a new 1:1 NAT mapping rule.
Virtual server	
	Click the icon of a rule and drag the rule up or down to change the order.
Uplink	Select the interface of the security gateway on which packets for the NAT rule must be received.
Public IP	Specify to which translated destination IP address this NAT rule forwards packets.
Public port	Enter the translated destination port if this NAT rule forwards the packet.
LAN IP	Specify the destination IP address of the packets received by this NAT rule's specified interface.
Local port	Enter the original destination port this NAT rule supports.
Allowed remote IP	Specify the remote IP address with which the computer is allowed to use the public IP address to access the private network server. You can specify a range of IP addresses. any means any IP address.
Description	Enter a description for the rule.
	Click this icon to remove the rule.
Add	Click this button to create a new virtual server mapping rule.

5.3.2.1 Add application patrol profile

Click the **Add** button in the **Application Patrol** section of the **Gateway > Configure > Firewall** screen to access this screen. Use the application patrol profile screens to customize action and log settings for a group of application patrol signatures.

Figure 54 Gateway > Configure > Firewall: Add an application profile

Add Profile [X]

General settings

Name

Description

Application management

Application	Action	Log
Facebook (access)	Forward	No

+ Add

Close Create

The following table describes the labels in this screen.

Table 42 Gateway > Configure > Firewall: Add an application profile

LABEL	DESCRIPTION
General settings	
Name	Enter a name for this profile for identifying purposes.
Description	Enter a description for this profile.
Profile management	
Application	This field displays the application name of the policy.
Action	This shows the default action for all signatures in this category. Forward - the security gateway routes packets that matches these signatures. Drop - the security gateway silently drops packets that matches these signatures without notification. Reject - the security gateway drops packets that matches these signatures and sends notification.
Log	This shows whether the security gateway generates a log (Log), log and alert (Log Alert) or neither (No) by default when traffic matches a signature in this category.
	Click this icon to remove the entry.
Add	Click this button to create a new application category.
Close	Click this button to exit this screen without saving.
Create	Click this button to save your changes and close the screen.

5.3.2.2 Add application

Click the **Add** button in the **Gateway > Configure > Firewall: Add Profile** screen to access this screen. Use this screen to set actions for application categories and for specific applications within the category.

Figure 55 Gateway > Configure > Firewall: Add an application profile: Add application

Add Application

General settings

Category: Business

Application: Apache Synapse (connect)

Action: Forward

Log: No

Close Create

The following table describes the labels in this screen.

Table 43 Gateway > Configure > Firewall: Add an application profile: Add application

LABEL	DESCRIPTION
General settings	
Category	Select an application category.
Application	Select an application to apply the policy.
Action	Select the default action for all signatures in this category. Forward - the security gateway routes packets that matches these signatures. Drop - the security gateway silently drops packets that matches these signatures without notification. Reject - the security gateway drops packets that matches these signatures and sends notification.
Log	Select whether to have the security gateway generate a log (Log), log and alert (Log Alert) or neither (No) by default when traffic matches a signature in this category.
Close	Click this button to exit this screen without saving.
Create	Click this button to save your changes and close the screen.

5.3.2.3 Create new schedule

Click the **Add** button in the **Schedule Profiles** section of the **Gateway > Configure > Firewall** screen to access this screen.

Figure 56 Gateway > Configure > Firewall: Add a schedule profile

Create new Schedule

Local time zone: Asia - Taipei (You can set this on [General setting](#))

Name: Templates:

DAY	AVAILABILITY	FROM - TO	TIME DISPLAY: 24 Hour AM/PM
Sunday	☒ ON	0:00 24:00	0:00 4:00 8:00 12:00 16:00 20:00 24:00
Monday	☒ ON	0:00 24:00	0:00 4:00 8:00 12:00 16:00 20:00 24:00
Tuesday	☒ ON	0:00 24:00	0:00 4:00 8:00 12:00 16:00 20:00 24:00
Wednesday	☒ ON	0:00 24:00	0:00 4:00 8:00 12:00 16:00 20:00 24:00
Thursday	☒ ON	0:00 24:00	0:00 4:00 8:00 12:00 16:00 20:00 24:00
Friday	☒ ON	0:00 24:00	0:00 4:00 8:00 12:00 16:00 20:00 24:00
Saturday	☒ ON	0:00 24:00	0:00 4:00 8:00 12:00 16:00 20:00 24:00

Close Add

The following table describes the labels in this screen.

Table 44 Gateway > Configure > Firewall: Add a schedule profile

LABEL	DESCRIPTION
Name	Enter a descriptive name for this schedule for identifying purposes.
Templates	Select a pre-defined schedule template or select Custom schedule and manually configure the day and time at which the associated firewall outbound rule is enabled.
Day	This shows the day of the week.
Availability	Click On to enable the associated rule on this day. Otherwise, select Off to turn the associated rule off.
From - To	Specify the hour and minute when the schedule begins and ends each day
Time display	Select the time format in which the time is displayed.
Close	Click this button to exit this screen without saving.
Add	Click this button to save your changes and close the screen.

5.3.3 Ste-to-Ste VPN

A virtual private network (VPN) provides secure communications between sites without the expense of leased site-to-site lines. Use this screen to configure a VPN rule.

Click **Gateway > Configure > Ste-to-Ste VPN** to access this screen.

Figure 57 Gateway > Configure > Site-to-Site VPN

Site-to-Site VPN

Topology: Split tunnel (send only site-to-site traffic over the VPN)
 Site-to-Site

NAT traversal: (IP or FQDN)
 Remote VPN peer connect to this Nebula gateway using the public IP address you specify.

Name	Subnet	Use VPN
LAN1	192.168.88.0/24	☒
LAN2	192.168.89.0/24	☐
VLAN10	192.168.20.0/24	☐
VLAN100	192.168.100.0/24	☐
L2TP Client VPN	192.168.1.0/24	☐

Network	Subnet(s)
COZZI - Tainan	192.168.0.0/24

Site-wide settings
 Options in this section apply to this Nebula gateway only.

Non-Nebula VPN peers

Name	Public IP	Private subnet	IPsec policy	Preshared secret	Availability	Action
+ Add						

The following table describes the labels in this screen.

Table 45 Gateway > Configure > Site-to-Site VPN

LABEL	DESCRIPTION
Topology	This shows the VPN mode supported by the security gateway. Select a VPN topology. Select Disable to not set a VPN connection. In the Site-to-Site VPN topology, the remote IPsec device has a static IP address or a domain name. This security gateway can initiate the VPN tunnel. In the Hubs-and-Spoke VPN topology, there is a VPN connection between each spoke router and the hub router, which uses the VPN concentrator. The VPN concentrator routes VPN traffic between the spoke routers and itself.
Hubs (peers to connect to)	This field is available when you set Topology to Hubs-and-Spoke. The field is configurable only when the security gateway of the selected site is the hub router. You can select another site's name to have the gateway of that site act as the hub router in the Hubs-and-Spoke VPN topology.
NAT traversal	If the security gateway is behind a NAT router, enter the public IP address or the domain name that is configured and mapped to the security gateway on the NAT router.
Local networks	This shows the local networks behind the security gateway.
Name	This shows the network name.

Table 45 Gateway > Configure > Site-to-Site VPN (continued)

LABEL	DESCRIPTION
Subnet	This shows the IP address and subnet mask of the computer on the network.
Use VPN	Select Yes to allow the computers on the network to use the VPN tunnel. Otherwise, select No .
Remote VPN participants	This shows the remote (peer) Nebula gateway's network name and address.
Non-Nebula VPN peers	If the remote VPN gateway is not a Nebula device, use this section to set up a VPN connection between it and the Nebula security gateway.
Name	Enter the name of the peer gateway.
Public IP	Enter the public IP address of the peer gateway.
Private Subnet	Enter the local network address or subnet behind the peer gateway.
IPSec Policy	Click to select a pre-defined policy or have a custom one. See Section 5.3.3.1 on page 105 for detailed information.
Preshared Secret	Enter a pre-shared key (password). The Nebula security gateway and peer gateway use the key to identify each other when they negotiate the IKE SA.
Availability	Select All Network to allow the peer gateway to connect to any Nebula security gateway in the organization via a VPN tunnel. Select This site and the peer gateway can only connect to the Nebula security gateway in this site via a VPN tunnel.
Action	Click the remove icon to delete the entry.
Add	Click this button to add a peer VPN gateway to the list.

5.3.3.1 Custom IPSec Policy

Click the **IPSec Policy** column in the **Gateway > Configure > Site-to-Site VPN** screen to access this screen.

Figure 58 Gateway > Configure > Site-to-Site VPN: Custom IPsec Policy

Custom

Preset: Default

Phase 1

Encryption: 3DES

Authentication: SHA1

Diffie-Hellman group: 2

Lifetime (seconds): 86400

Phase 2

	ENCRYPTION	AUTHENTICATION
Set 1	3DES	SHA1
Set 2	(none)	(none)
Set 3	(none)	(none)

PFS group: Off

Lifetime (seconds): 86400

Close OK

The following table describes the labels in this screen.

Table 46 Gateway > Configure > Site-to-Site VPN: Custom IPsec Policy

LABEL	DESCRIPTION
Preset	Select a pre-defined IPsec policy, or select Custom to configure the policy settings yourself.
Phase 1	IPsec VPN consists of two phases: Phase 1 (Authentication) and Phase 2 (Key Exchange). A phase 1 exchange establishes an IKE SA (Security Association).
Encryption	Select which key size and encryption algorithm to use in the IKE SA. Choices are: DES - a 56-bit key with the DES encryption algorithm 3DES - a 168-bit key with the DES encryption algorithm AES128 - a 128-bit key with the AES encryption algorithm AES192 - a 192-bit key with the AES encryption algorithm AES256 - a 256-bit key with the AES encryption algorithm The security gateway and the remote IPsec router must use the same key size and encryption algorithm. Longer keys require more processing power, resulting in increased latency and decreased throughput.
Authentication	Select which hash algorithm to use to authenticate packet data in the IKE SA. Choices are SHA1 , SHA256 , SHA512 and MD5 . SHA is generally considered stronger than MD5, but it is also slower. The remote IPsec router must use the same authentication algorithm.

Table 46 Gateway > Configure > Site-to-Site VPN: Custom IPSec Policy (continued)

LABEL	DESCRIPTION
Diffie-Hellman group	Select which Diffie-Hellman key group (DHx) you want to use for encryption keys. Choices are: 1 - use a 768-bit random number 2 - use a 1024-bit random number 5 - use a 1536-bit random number 14 - use a 2048-bit random number The longer the key, the more secure the encryption, but also the longer it takes to encrypt and decrypt information. Both routers must use the same DH key group.
Lifetime (seconds)	Type the maximum number of seconds the IKE SA can last. When this time has passed, the security gateway and remote IPSec router have to update the encryption and authentication keys and re-negotiate the IKE SA. This does not affect any existing IPSec SAs, however.
Phase 2	Phase 2 uses the SA that was established in phase 1 to negotiate SAs for IPSec.
Encryption	Select which key size and encryption algorithm to use in the IPSec SA. Choices are: none - no encryption key or algorithm DES - a 56-bit key with the DES encryption algorithm 3DES - a 168-bit key with the DES encryption algorithm AES128 - a 128-bit key with the AES encryption algorithm AES192 - a 192-bit key with the AES encryption algorithm AES256 - a 256-bit key with the AES encryption algorithm The security gateway and the remote IPSec router must both have at least one proposal that uses use the same encryption and the same key. Longer keys are more secure, but require more processing power, resulting in increased latency and decreased throughput.
Authentication	Select which hash algorithm to use to authenticate packet data in the IPSec SA. Choices are none, MD5, SHA1, SHA256, and SHA512. SHA is generally considered stronger than MD5, but it is also slower. The security gateway and the remote IPSec router must both have a proposal that uses the same authentication algorithm.
PFS group	Select whether or not you want to enable Perfect Forward Secrecy (PFS) and, if you do, which Diffie-Hellman key group to use for encryption. Choices are: Off - disable PFS 1 - enable PFS and use a 768-bit random number 2 - enable PFS and use a 1024-bit random number 5 - enable PFS and use a 1536-bit random number 14 - enable PFS and use a 2048-bit random number PFS changes the root key that is used to generate encryption keys for each IPSec SA. The longer the key, the more secure the encryption, but also the longer it takes to encrypt and decrypt information. Both routers must use the same DH key group. PFS is ignored in initial IKEv2 authentication but is used when reauthenticating.
Lifetime (seconds)	Type the maximum number of seconds the IPSec SA can last. Shorter life times provide better security. The security gateway automatically negotiates a new IPSec SA before the current one expires, if there are users who are accessing remote resources.

Table 46 Gateway > Configure > Site-to-Site VPN: Custom IPSec Policy (continued)

LABEL	DESCRIPTION
Close	Click this button to exit this screen without saving.
OK	Click this button to save your changes and close the screen.

5.3.4 L2TP over IPSec Client

Use this screen to configure the L2TP VPN settings.

The Layer 2 Tunneling Protocol (L2TP) works at layer 2 (the data link layer) to tunnel network traffic between two peers over another network (like the Internet). In L2TP VPN, an IPSec VPN tunnel is established first and then an L2TP tunnel is built inside it.

Click Gateway > Configure > L2TP over IPSec client to access this screen.

Figure 59 Gateway > Configure > L2TP over IPSec client

The following table describes the labels in this screen.

Table 47 Gateway > Configure > L2TP over IPSec client

LABEL	DESCRIPTION
Mode	Select L2TP over IPSec Client to enable the L2TP VPN function on the security gateway. Other wise, select Disabled to turn it off.
Client VPN	The following fields display when you enable the L2TP VPN function.
Client VPN server	Click ON to enable the L2TP/IPSec VPN server feature on the security gateway. Otherwise, click OFF to disable it.
Client VPN subnet	Specify the IP addresses that the security gateway uses to assign to the L2TP VPN clients.

Table 47 Gateway > Configure > L2TP over IPSec client (continued)

LABEL	DESCRIPTION
DNS name servers	Specify the IP addresses of DNS servers to assign to the remote users. Select Use Google Public DNS to use the DNS service offered by Google. Otherwise, select Specify nameserver to enter a static IP address.
Custom nameservers	If you select Specify nameserver , manually enter the DNS server IP address(es).
WINS	The WINS (Windows Internet Naming Service) server keeps a mapping table of the computer names on your network and the IP addresses that they are currently using. Select No WINS Servers to not send WINS server addresses to the users. Otherwise, select Specify nameserver to type the IP addresses of WINS servers to assign to the remote users.
Custom nameservers	If you select Specify nameserver , manually enter the WINS server IP address(es).
Secret	Enter the pre-shared key (password) which is used to set up the IPSec VPN tunnel.
Authentication	Select how the security gateway authenticates a remote user before allowing access to the L2TP VPN tunnel.

5.3.5 Captive portal

Use this screen to configure captive portal settings for each interface. A captive portal can intercepts network traffic until the user authenticates his or her connection, usually through a specifically designated login web page.

Click **Gateway > Configure > Captive portal** to access this screen.

Figure 60 Gateway > Configure > Captive portal

Captive portal

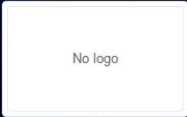
Interface: LAN1

Captive portal pages are enabled because user-based authentication is enabled.
You can change this setting on the [Network Access Method](#).

Themes

 Default Basic  Copy of Copy of Basic

Click-to-continue/Sign-on page

Logo:  [Upload a logo](#)

Message (4096 letters):

Success page

Message (255 letters):

External captive portal URL

Use URL: ☐ OFF URL: (256 letters)
To use custom captive portal page, please download the zip file and edit them.
[Download the customized captive portal page example.](#)

Captive portal behavior

After the captive portal page where the user should go?

☒ Stay on captive portal authenticated successfully page

☐ To promotion URL: (256 letters)

[Save](#) or [Cancel](#)
(Please allow 1-2 minutes for changes to take effect.)

The following table describes the labels in this screen.

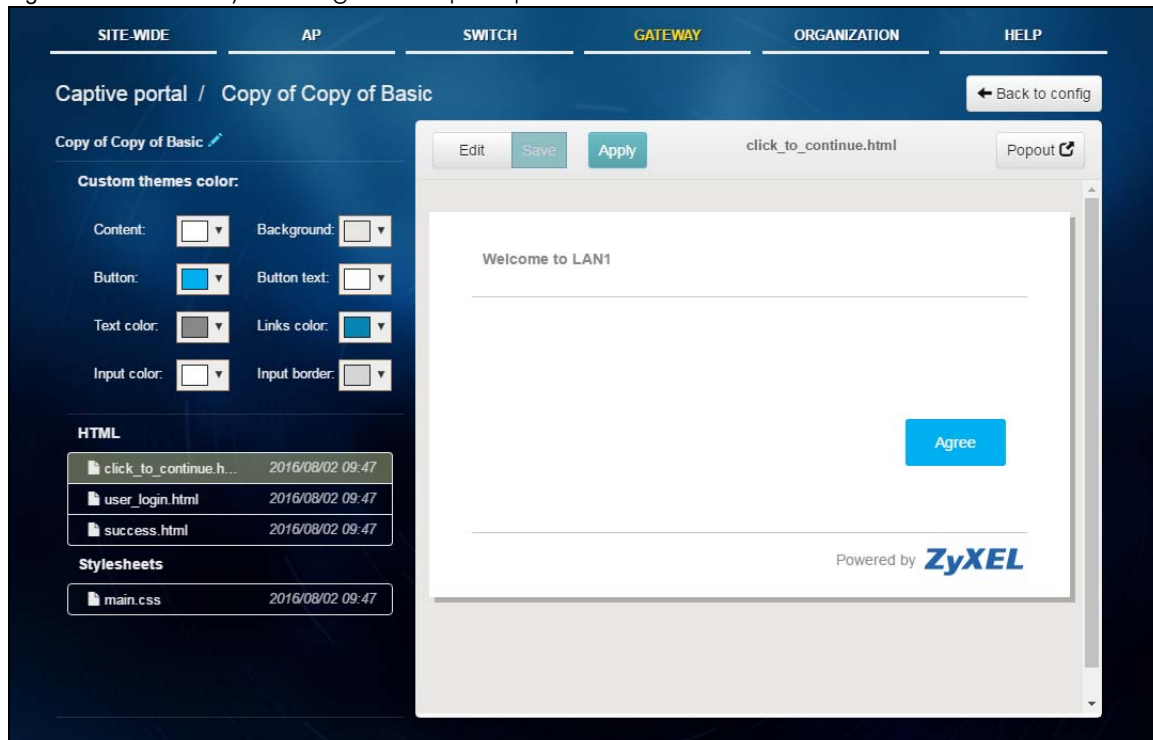
Table 48 Gateway > Configure > Captive portal

LABEL	DESCRIPTION
Interface	Select the gateway's interface (network) to which the settings you configure here is applied.
Themes	Click the Copy icon at the upper right corner of the default theme image to create a new custom theme (portal page). Click the Edit icon of a custom theme to go to a screen, where you can view and configure the details of the custom portal page(s). See Section 5.3.5.1 on page 112. Click the Remove icon to delete a custom theme.
Custom themes "Modern"	Select a custom theme page and customize the colors on the selected login page, such as the color of the button, text, window's background, links, borders, and etc. Select a color that you want to use in the Saved Colors tab. If the color you want is not listed, click the Advanced tab to define a new one.
Click-to-continue/ Sign-on page	
Logo	This shows the logo image that you uploaded for the customized login page. Click Upload a logo and specify the location and file name of the logo graphic or click Browse to locate it. You can use the following image file formats: GIF, PNG, or JPG.
Message	Enter a note to display below the title. Use up to 1024 printable ASCII characters. Spaces are allowed.
Success page	
Message	Enter a note to display on the page that displays when a user logs in successfully. Use up to 1024 printable ASCII characters. Spaces are allowed.
External captive portal URL	
Use URL	Select On to use a custom login page from an external web portal instead of the one built into the NCC. You can configure the look and feel of the web portal page. Specify the login page's URL; for example, <code>http://IIS server IP Address/login.asp</code>. The Internet Information Server (IIS) is the web server on which the web portal files are installed.
Captive portal behavior	
After the captive portal page where the user should go?	Select To promotion URL and specify the URL of the web site/page to which the user is redirected after a successful login. Otherwise, select Stay on Captive portal authenticated successfully page .

5.3.5.1 Custom Theme Edit

Use this screen to check what the custom portal pages look like. You can also view and modify the CSS values of the selected HTML file. Click a custom login page's **Edit** button in the **Gateway > Configure > Captive portal** screen to access this screen.

Figure 61 Gateway > Configure > Captive portal: Edit



The following table describes the labels in this screen.

Table 49 Gateway > Configure > Captive portal: Edit

LABEL	DESCRIPTION
Back to config	Click this button to return to the Captive portal screen.
Copy of Copy of Basic	This shows the name of the theme. Click the edit icon the change it.
Custom themes color	Customize the colors on the selected custom portal page (HTML file), such as the color of the button, text, window's background, links, borders, and etc. Select a color that you want to use and click the Choose button. 

Table 49 Gateway > Configure > Captive portal: Edit (continued)

LABEL	DESCRIPTION
HTML	This shows the name and when the HTML file of the portal page is created for the selected custom theme. Click a HTML file to display the portal page on the right side of the screen. You can also change colors and modify the CSS values of the selected HTML file.
Stylesheets	This shows the name and when the main CSS file is created for the selected custom theme.
Edit/Preview	Click Edit to view and modify the CSS values of the selected HTML file. Click Preview to display the corresponding portal page.
Save	Click this button to save your color settings for the selected HTML file.
Apply	Click this button to apply your color settings to the selected HTML file.
Popout	Click this button to display the corresponding portal page in a popup window.

5.3.6 Network Access Method

Use this screen to enable or disable web authentication on an interface.

Click Gateway > Configure > Network access method to access this screen.

Figure 62 Gateway > Configure > Network access method

The following table describes the labels in this screen.

Table 50 Gateway > Configure > Network access method

LABEL	DESCRIPTION
LAN1/LAN2/VLANx	This shows the gateway's interface (network) to which the settings you configure here is applied.
	Select Direct access to turn off web authentication. Select Click-to-continue to block network traffic until a client agrees to the policy of user agreement. Select Sign-on with to block network traffic until a client authenticates with an external RADIUS or AD server through the specifically designated web portal page. Select an authentication server that you have configured in the Gateway > Configure > My authentication server screen (see Section 5.3.9 on page 116).

5.3.7 Traffic Shaping

Use this screen to configure the maximum bandwidth and load balancing.

Click Gateway > Configure > Traffic shaping to access this screen.

Figure 63 Gateway > Configure > Traffic shaping

The following table describes the labels in this screen.

Table 51 Gateway > Configure > Traffic shaping

LABEL	DESCRIPTION
Uplink configuration	
WAN 1	Set the amount of upstream/downstream bandwidth for the WAN interface.
WAN 2	Click a lock icon to change the lock state. If the lock icon for a WAN interface is locked, the bandwidth limit you set applies to both inbound and outbound traffic. If the lock is unlocked, you can set inbound and outbound traffic to have different transmission speeds.
Wan load balancing algorithm	Select a load balancing method to use from the drop-down list box. Select Least Load First to send new session traffic through the least utilized WAN interface. Select Weighted Round Robin to balance the traffic load between interfaces based on their respective weights (bandwidth). An interface with a larger weight gets more chances to transmit traffic than an interface with a smaller weight. For example, if the weight ratio of WAN 1 and WAN 2 interfaces is 2:1, the security gateway chooses WAN 1 for 2 sessions' traffic and WAN 2 for 1 session's traffic in each round of 3 new sessions.

Table 51 Gateway > Configure > Traffic shaping (continued)

LABEL	DESCRIPTION
Global bandwidth limits	
Per-client limit	You can limit a client's outbound or inbound bandwidth.
First IP	Enter the first IP address in a range of IP addresses for which the security gateway applies the rule.
Last IP	Enter the last IP address in a range of IP addresses for which the security gateway applies the rule.
Down/Up	Set the maximum upstream/downstream bandwidth for traffic from an individual source IP address. Click a lock icon to change the lock state. If the lock icon is locked, the bandwidth limit you set applies to both inbound and outbound traffic. If the lock is unlocked, you can set inbound and outbound traffic to have different transmission speeds.
	Click this icon to remove the rule.
Add	Click this button to create a new rule.

5.3.8 Security Filtering

Use this screen to enable or disable Intrusion Detection and Prevention (IDP) on the security gateway, which can detect malicious or suspicious packets used in network-based intrusions and respond instantaneously.

Click Gateway > Configure > Security Filtering to access this screen.

Note: Packet inspection signatures examine packet content for malicious data. Packet inspection applies to OSI (Open System Interconnection) layer-4 to layer-7 contents. You need to subscribe for IDP service in order to be able to download new signatures.

Figure 64 Gateway > Configure > Security Filtering



5.3.9 My Authentication Server

Use this screen to configure external AD (Active Directory) server or RADIUS server that the security gateway can use in authenticating users.

AD (Active Directory) is a directory service that is both a directory and a protocol for controlling access to a network. The directory consists of a database specialized for fast information retrieval and filtering activities. You create and store user profile and login information on the external server.

Click Gateway > Configure > My authentication server to access this screen.

Figure 65 Gateway > Configure > My authentication server

My authentication server

My AD Server

Name	Server address	Backup server address	Port	AD domain	Domain admin	Password	Advanced
test1	1.1.1.1	1.1.1.2	389	test1.local	test_admin	*****	Default

Add Items have reached the maximum number (1)

My RADIUS Server

Name	Server address	Backup server address	Port	Secret	Advanced
test2	1.1.1.1	1.1.1.2	1812	*****	Default

Add Items have reached the maximum number (1)

The following table describes the labels in this screen.

Table 52 Gateway > Configure > My authentication server

LABEL	DESCRIPTION
My AD Server	
Name	Enter a descriptive name for the server.
Server Address	Enter the address of the AD server.
Backup Server Address	If the AD server has a backup server, enter its address here.
Port	Specify the port number on the AD server to which the security gateway sends authentication requests. Enter a number between 1 and 65535.
AD Domain	Specify the Active Directory forest root domain name.
Domain Admin	Enter the name of the user that is located in the container for Active Directory Users, who is a member of the Domain Admin group.
Password	Enter the password of the Domain Admin user account.
Advanced	Click to open a screen where you can select to use Default or Custom advanced settings. See Section 5.3.9.1 on page 118 .
	Click this icon to remove the server.
Add	Click this button to create a new server.
My RADIUS Server	
Name	Enter a descriptive name for the server.
Server Address	Enter the address of the RADIUS server.
Backup Server Address	If the RADIUS server has a backup server, enter its address here.
Port	Specify the port number on the RADIUS server to which the security gateway sends authentication requests. Enter a number between 1 and 65535.
Secret	Enter a password (up to 15 alphanumeric characters) as the key to be shared between the external authentication server and the security gateway. The key is not sent over the network. This key must be the same on the external authentication server and the security gateway.
Advanced	Click to open a screen where you can select to use Default or Custom advanced settings. See Section 5.3.9.1 on page 118 .

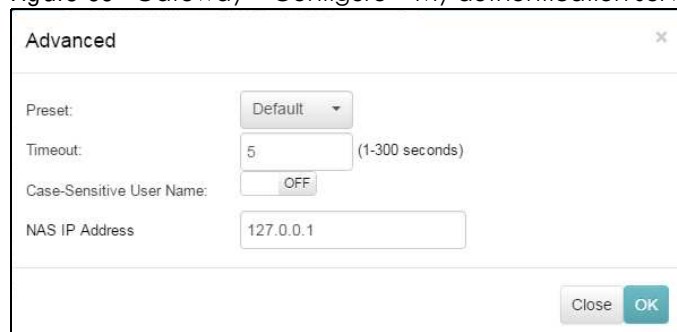
Table 52 Gateway > Configure > My authentication server (continued)

LABEL	DESCRIPTION
	Click this icon to remove the server.
Add	Click this button to create a new server.

5.3.9.1 Advanced Settings

Click the **Advanced** column in the **Gateway > Configure > My authentication server** screen to access this screen.

Figure 66 Gateway > Configure > My authentication server: Advanced



The following table describes the labels in this screen.

Table 53 Gateway > Configure > My authentication server: Advanced

LABEL	DESCRIPTION
Preset	Select Default to use the pre-defined settings, or select Custom to configure your own settings.
Timeout	Specify the timeout period (between 1 and 300 seconds) before the security gateway disconnects from the server. In this case, user authentication fails. Search timeout occurs when either the user information is not in the server(s) or the AD or server(s) is down.
Case-Sensitive User Name	Click ON if the server checks the case of the user name. Otherwise, click OFF to not configure your user name as case-sensitive.
NAS IP Address	This field is only for RADIUS. Type the IP address of the NAS (Network Access Server).
Close	Click this button to exit this screen without saving.
OK	Click this button to save your changes and close the screen.

CHAPTER 6

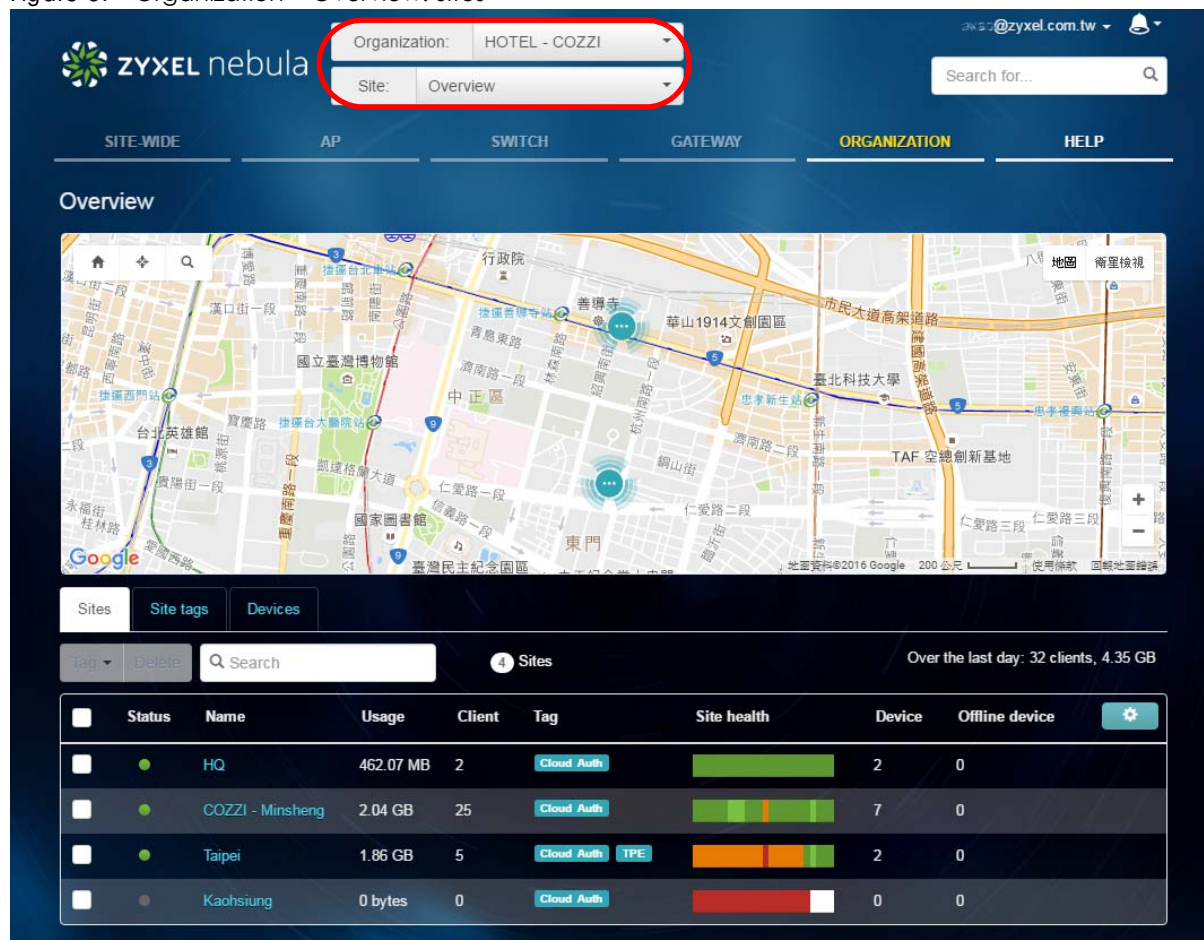
Organization

6.1 Organization Overview

This menu shows you the site locations on the Google map and the summary of sites, site tags and connected devices for the selected organization.

Click Organization > Overview to access this screen.

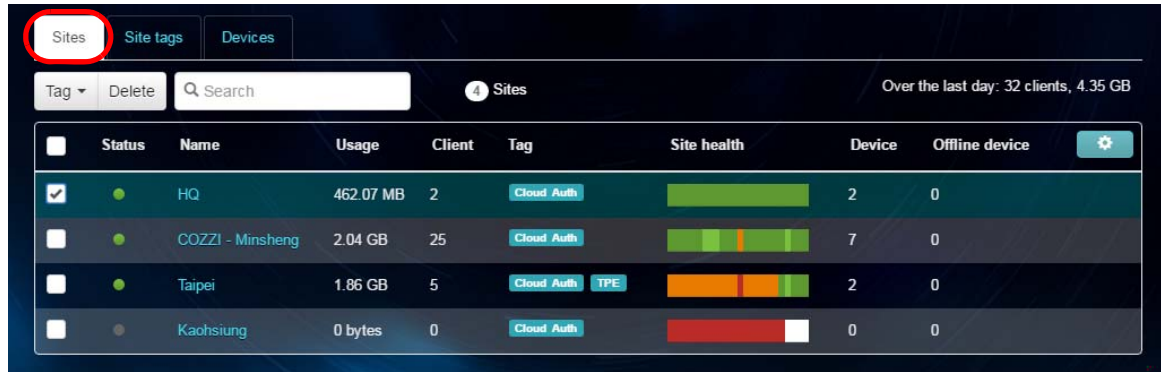
Figure 67 Organization > Overview: Sites



6.1.1 Sites

Click the Sites tab in the Overview screen to view detailed information of the sites which are associated with the selected organization.

Figure 68 Organization > Overview: Sites



The following table describes the labels in this screen.

Table 54 Organization > Overview: Sites

LABEL	DESCRIPTION
Tag	Select one or multiple sites and click this button to create a new tag for the site(s) or delete an existing tag.
Delete	Select the site(s) and click this button to remove it.
	Enter a key word as the filter criteria to filter the list of sites.
Site	This shows the number of sites in this organization.
Over the last day	This shows how many clients associated with the sites in this organization and the total amount of data transmitted or received by the clients in the past day.
Status	This shows whether the site is online (green), has generated alerts (yellow), or goes off-line (red) during the past day or has been off-line for at least one week (gray).
Name	This shows the descriptive name of the site.
Usage	This shows the amount of data consumed by the site.
Client	This shows the number of clients associated with the site.
Tag	This shows the user-specified tag that is added to the site.
Site Health	This shows the percentage of uptime in a given time interval to indicate the site's network availability. - Green: 95-100% Network uptime - Dark green: 75-95% Network uptime - Brown: 50-75% Network uptime - Red: <50% Network uptime - Grey: No uptime data
Device	This shows the total number of Nebula devices deployed in the site.
Offline device	This shows the number of off-line Nebula devices deployed in the site.
% offline	This shows what percentage of the connected clients are currently off-line.
	Click this icon to display a greater or lesser number of configuration fields.

6.1.2 Site tags

Click the **Site tags** tab in the **Overview** screen to view the tags created and added to the sites for monitoring or management purposes.

Figure 69 Organization > Overview: Site tags

Status	Tag	Site	Offline device	Client	Usage	Device	Offline site	% Offline
●	Cloud_Auth	4	0	32	1.86 GB	11	1	0.0%
●	TPE	1	0	5	1.86 GB	2	0	0.0%

The following table describes the labels in this screen.

Table 55 Organization > Overview: Site tags

LABEL	DESCRIPTION
	Select your desired filter criteria to filter the list of tags.
Site	This shows the number of site tags created and added to the sites in this organization.
Over the last day	This shows how many clients associated with the sites in this organization and the total amount of data transmitted or received by the clients in the past day.
Status	This shows whether the device is online (green), has generated alerts (yellow), or goes off-line (red) during the past day or has been off-line for at least one week (gray).
Tag	This shows the tag created and added to the site.
Site	This shows the name of the site to which the tag is added.
Offline device	This shows the number of off-line Nebula devices deployed in the site.
Client	This shows the number of clients associated with the site.
Usage	This shows the amount of data consumed by the site.
Device	This shows the total number of Nebula devices deployed in the site.
Offline site	This shows the number of off-line sites to which the tag is added.
% offline	This shows what percentage of the sites are currently off-line.
	Click this icon to display a greater or lesser number of configuration fields.

6.1.3 Devices

Click the **Devices** tab in the **Overview** screen to view the detailed information about devices which are connected to the sites in the selected organization.

Figure 70 Organization > Overview: Devices

Status	Model	Name	Site	MAC address	Tag	Client	Usage	Serial number	Configuration status
●	NSG100	HQ_NSG100	HQ	1C:74:0D:F9:9C:9E	2	167.09 MB	S162L13200358	Up to date	
●	NAP102	HQ Lobby AP	HQ	58:8B:F3:91:4B:75	1	294.98 MB	S162Z03100041	Up to date	
●	NSW100-28P	Upper	COZZI - Minsheng	04:BF:6D:1F:C6:0B	20	293.41 MB	S162L04000006	Up to date	
●	NAP102	Conference Room AP	COZZI - Minsheng	58:8B:F3:91:4B:81	1	271.51 MB	S162Z03100045	Up to date	
●	NSG100	COZZI - Gateway	COZZI - Minsheng	BC:5F:F4:09:FD:51	9	409.70 MB	S132L28240025	Up to date	
●	NAP102	The Lounge AP	COZZI - Minsheng	58:8B:F3:91:4B:D5	1	239.85 MB	S162Z03100073	Up to date	
●	NSW100-28P	Lower	COZZI - Minsheng	04:BF:6D:1F:C6:45	20	198.08 MB	S162L04000001	Up to date	
●	NAP102	COZZI - Room AP	COZZI - Minsheng	58:8B:F3:90:F6:23	0	239.95 MB	S152Z36000066	Up to date	
●	NAP102	COZZI - Lobby AP	COZZI - Minsheng	58:8B:F3:91:4B:7E	2	434.79 MB	S162Z03100044	Up to date	
●	NSW100-28P	IT Room Switch	Taipei	04:BF:6D:0F:5D:54	4	53.52 MB	S152L42001454	Up to date	

The following table describes the labels in this screen.

Table 56 Organization > Overview: Devices

LABEL	DESCRIPTION
	Select your desired filter criteria to filter the list of connected devices.
Devices	This shows the number of Nebula devices assigned to the sites in this organization.
Over the last day	This shows how many clients associated with the sites in this organization and the total amount of data transmitted or received by the clients in the past day.
Status	This shows whether the device is online (green), has generated alerts (yellow), or goes off-line (red) during the past day or has been off-line for at least one week (gray).
Model	This shows the model number of the device.
Name	This shows the descriptive name of the device.
Site	This shows the name of the site to which the device is connected.
MAC address	This shows the MAC address of the device.
Tag	This shows the user-specified tag for the device.
Client	This shows the number of the clients which are currently connected to the device.
Usage	This shows the amount of data consumed by the device.
Serial Number	This shows the serial number of the device.
Configuration status	This shows whether the configuration on the device is up-to-date.
Connectivity	This shows the device connection status. Nothing displays if the device is off-line. The gray time slot indicates the connection to the NCC is down, and the green time slot indicates the connection is up. Move the cursor over a time slot to see the actual date and time when a device is connected or disconnected.
	Click this icon to display a greater or lesser number of configuration fields.

6.2 Create Organization

Use this screen to create an organization before you can create a site (network) in the organization and add devices to the network in order to manage them via the NCC.

- 1 Click Organization > Create Organization to access this screen.
- 2 Enter a name for your organization.
- 3 If you already have one or more than one organizations under your account and you want to copy the organization settings of an existing one, select the organization name from the Copy setting from field before clicking the Create organization button.
- 4 Click the Create organization button to add a new organization.

Figure 71 Organization > Create Organization

6.3 Create Site

After an organization is created, click Organization > Create Site to add a site (network) to your organization.

- 1 Enter a descriptive name for the site.
- 2 If you already have one or more than one sites in the organization and you want to copy the site settings of an existing one, select the Clone from checkbox and then the site name.
- 3 Enter the name of the registered device that is to be added to this site. If there is no registered Nebula devices in the organization, you can click Register to claim one.
- 4 Click Create site to add the new site to your organization.

Figure 72 Organization > Create Site

Create site

Site name:

Configuration: ☐ Clone from Site2

Devices: Add devices from your organization's inventory or add them using serial/MAC Address

You currently have no devices in your inventory.

6.4 Inventory

Use this screen to view and manage the Nebula devices you registered for the selected organization. Click Organization > Inventory to access this screen.

Figure 73 Organization > Inventory

Inventory

View used and unused devices in your organization. You can register new devices to add the list below. After selecting devices below, you can add them to a new or existing site.

6 Devices

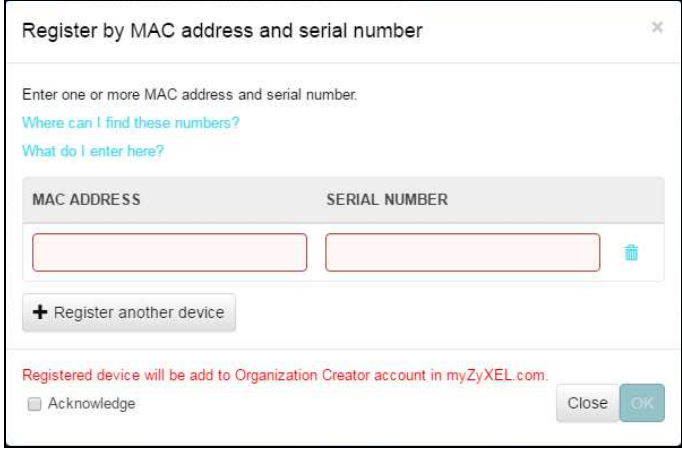
	MAC ADDRESS	SERIAL NUMBER	SITE	MODEL	REGISTERED ON	COUNTRY
☒	58-8B:F3:91:4B:16	S162Z03100009	Hsinchu	NAP102	2016-06-25 14:50:52	Taiwan
☐	58-8B:F3:91:4B:75	S162Z03100041	Taipei	NAP102	2016-06-21 06:24:50	Taiwan
☐	04:BF:6D:0F:5D:54	S152L42001454	Taipei	NSW100-28P	2016-06-21 06:25:08	Taiwan
☐	58-8B:F3:90:F6:23	S152Z36000066	Taipei	NAP102	2016-06-21 06:42:31	Taiwan
☐	1C:74:0D:F9:9A:BE	S162L13200360	HQ	NSG100	2016-06-16 16:06:13	Taiwan
☐	A0:E4:CB:8B:5B:5E	S152L39230007	Taipei	NSG100	2016-06-20 05:49:56	Taiwan

The following table describes the labels in this screen.

Table 57 Organization > Inventory

LABEL	DESCRIPTION
Add to ...	Click this button to assign the selected device(s) to an existing site.
Unregister	Click this button to remove the selected device(s) from the organization.
Unused	Click this button to show the Nebula device(s) which is not assigned to a site yet.
Used	Click this button to show the Nebula device(s) which has been assigned to a site.

Table 57 Organization > Inventory (continued)

LABEL	DESCRIPTION
Both	Click this button to show all Nebula devices which are registered for the organization.
	Select your desired filter criteria to filter the list of connected devices.
Devices	This shows the number of the devices in the list.
Register	Click this button to display a screen where you can register a device by entering its MAC address and serial number even before the device is connected to a site. 
Export	Click this button to save the device list as a CSV or XML file to your computer.
MAC address	This shows the MAC address of the device.
Serial number	This shows the serial number of the device.
Site	This shows the name of the site to which the device is connected.
Model	This shows the model number of the device.
Registered on	This shows the date and time that the device was registered at the NCC.
Country	This shows the country where the device is located.

6.5 License Management

Use this screen to view and manage the licenses for Nebula devices in the organization. Click Organization > License management to access this screen.

Note: Licenses for different Nebula devices in the same organization are re-calculated and set to expire on the same day.

The license credit (device points) varies depending on the type and number of Nebula devices you are managing and for how long you want to manage the devices using the NCC service.

Figure 74 Organization > License management

License management

License
Status: **OK**
Expiration date: 2017-06-12
Remaining: 341 days

Devices

- NAP102 (3)
- NSW100-28P (1)
- NSG100 (2)

Device points for 1 year of NCC service: 150

Activated Registered **Both** Register a license key

LICENSE KEY	SERVICE	TYPE	ACTIVATED AT	STATUS	ACTION	DEVICES
	Bundle-1 year	Add devices	2016-06-21	Activated		NAP102
	Bundle-1 year	Add devices	2016-05-10	Activated		NSW100-28P
	Bundle-1 year	Add devices	2016-05-10	Activated		NAP102
	Bundle-1 year	Add devices	2016-06-17	Activated		NSG100
	Bundle-1 year	Add devices	2016-06-17	Activated		NSG100
	Bundle-1 year	Add devices	2016-06-16	Activated		NAP102

The following table describes the labels in this screen.

Table 58 Organization > License management

LABEL	DESCRIPTION
License	
Status	This shows whether the license is active.
Expiration date	This shows the date the license expires.
Remaining	This shows the number of days remaining before the license expires.
Calculator	Click the button to open a screen where you can determine the additional license credit (device points) you should get to allow more time for the service. Select a date to which you want to extend the expiration date for the current license. You should purchase the device points in increments of 10. Therefore, the required minimum device points (based on the date you specified) might be different to the actual device points you can purchase. The screen also shows the actual date the license will expire after you get the device points.
Devices	This shows the model name and the number of Nebula devices that you can manage with the current license.
Device points for 1 year of NCC service	This shows the number of device points (license credit) you need to have one-year NCC service for the Nebula devices listed above in the Devices section.

Table 58 Organization > License management (continued)

LABEL	DESCRIPTION
Activated	Click this button to show the service that has been activated.
Registered	Click this button to show the service that has been registered.
Both	Click this button to show the service that has been registered and also activated
Register a license key	Click this button and enter your license key to register a new service. 
License Key	This shows the license key for the service.
Service	This shows the type of the service. Each Nebula managed device is offered one-year NCC service by default.
Type	This shows how the service is registered.
Activated at	This shows when the service is activated.
Status	This shows whether the service is registered (and activated).
Action	Click the Activate button to activate or extend the service with the license key. You can renew the license's expiration date.
Devices	This shows the model name of the Nebula device which you can manage with the license.

6.6 Change Log

Use this screen to view the logged messages for changes in the specified organization. Click **Organization > Change log** to access this screen.

When the log is full, it deletes older entries one by one to make room for new ones.

Figure 75 Organization > Change log

TIME (UTC)	ADMIN	SITE	SSID	PAGE	LABEL	OLD VALUE
2016-05-27 05:03:50	Kuolin	Cozzi - Zhongxiao	SSID5	SSID	change SSID status	SSID5 enabled
2016-05-27 05:03:44	Kuolin	Cozzi - Zhongxiao	SSID5	SSID	change SSID status	SSID5 disabled
2016-05-27 03:23:50	Mike	Cozzi - Zhongxiao		Map & floor plan	Place device	
2016-05-27 03:23:50	Mike	Cozzi - Zhongxiao		Map & floor plan	Move device	x_coordinate: 25.044524809924326, y_coordinate: 121.52563
2016-05-27 03:23:48	Mike	Cozzi - Zhongxiao		Map & floor plan	Move device	x_coordinate: 25.044398448543834, y_coordinate: 121.52586
2016-05-27 03:23:48	Mike	Cozzi - Zhongxiao		Map & floor plan	Place device	
2016-05-27 03:23:46	Mike	Cozzi - Zhongxiao		Map & floor plan	Move device	x_coordinate: 25.0445321, y_coordinate: 121.525506400000
2016-05-27 03:23:46	Mike	Cozzi - Zhongxiao		Map & floor plan	Place device	
2016-05-26 10:20:53	FPT support	Cozzi - Minsheng		General Settings	Site name	Cozzi - Minsheng1
2016-05-26 10:20:45	FPT support	Cozzi - Minsheng		General Settings	Site name	Cozzi - Minsheng

The following table describes the labels in this screen.

Table 59 Organization > Change log

LABEL	DESCRIPTION
	Select your desired filter criteria to filter the list of logs.
	This shows the date the last log was recorded and the total number of the log messages in the list.
Time (UTC)	This shows the date and time the log was recorded.
Admin	This shows the name of the administrator who made the changes.
Site	This shows the name of the site to which the change was applied.
SSID	This shows the SSID name to which the change was applied.
Page	This shows the name of the NCC menu in which the change was made.
Label	This shows the reason for the log.
Old value	This shows the old setting that was discarded and overwritten with the new attribute value.
New value	This shows the new setting that was adopted.

6.7 Organization Setting

Use this screen to change your general organization settings, such as the organization name and security. Click Organization > Organization Setting to access this screen.

Figure 76 Organization > Organization Setting

Organization Setting

Name: HOTEL - COZZI

Security

Idle timeout: ☒ ON 3 minutes of inactivity will logout users. [What is this?](#)

Login IP ranges: ☒ ON Only allow access to Dashboard from IP addresses in the specified ranges

This computer is using IP address 61.222.86.79

[What is this?](#)

Import certificate: ☒ ON Use my certificate

CERTIFICATE	STATUS	ACTIONS
Add certificate		

Administration

Licensing notifications: ☐ OFF Send licensing notifications only to organization admins [What is this?](#)

The following table describes the labels in this screen.

Table 60 Organization > Organization Setting

LABEL	DESCRIPTION
Name	Enter a descriptive name for the organization.
Security	
Idle timeout	Select ON and enter the number of minutes each user can be logged in and idle before the NCC automatically logs out the user. Select OFF if you don't want the NCC to log out users.
Login IP ranges	Select ON and specify the IP address range of the computers from which an administrator is allowed to log into the NCC. Select OFF to allow any IP address of the computer from which an administrator can log into the NCC.
Import certificate	Select ON to import a certificate that can be used by connected Nebula APs in WPA2 authentication.
Certificate	This shows the name used to identify the certificate.
Status	This shows whether the certificate is active.
Actions	Click Edit to change the certificate name or password or replace the certificate.
Add certificate	Click this button to save a certificate to the NCC.
Name	Enter a name for the certificate.
File Path	Click to find the certificate file you want to upload.
Password	Enter the certificate file's password.

Table 60 Organization > Organization Setting (continued)

LABEL	DESCRIPTION
Update	Click this button to save your changes.
Cancel	Click this button to return the screen to its last-saved settings.
Administration	
Licensing notifications	Select ON to send license notifications to organization administrators of this organization. Select OFF to send license notifications to both organization and site administrators.

6.8 Administrator

Use this screen to view, manage and create administrator accounts for the specified organization. Click Organization > Administrator to access this screen.

Figure 77 Organization > Administrator

SITE-WIDE	AP	SWITCH	GATEWAY	ORGANIZATION	HELP
Administrator					
Force logout Delete Search administrators... 11 administrators + Add admin					
☐	NAME	EMAIL ADDRESS	PRIVILEGE	ACCOUNT STATUS	LAST ACCESS TIME
☐	CSO	nebula.cso@zyxel.com	Taipei (Guest Ambassador)	Unverified	2016-05-27 09:06:39
☐	Vincent	vincent.feng@zyxel.com.tw	Taipei (Full)	OK	2016-07-06 08:40:52
☐	Kuolin	kuolin.jiang@zyxel.com.tw	Organization	OK	2016-07-06 03:11:20
☐	Steven	steven.huang@zyxel.com.tw	Organization	OK	2016-07-04 12:03:25
☐	Kuo David	david.kuo@zyxel.com.tw	Organization	OK	2016-07-06 08:41:32
☐	Julia	julia.shen@zyxel.com.tw	Organization	OK	2016-07-06 08:41:51
☐	Mark	mark.vang@zyxel.com.tw	Organization (Read)	OK	2016-07-06 08:30:41
☐	Mike	mike.shen@zyxel.com.tw	Organization	OK	2016-07-06 08:38:03
☐	Kelly	kelly.lee@zyxel.com.tw	Organization (Read)	OK	2016-07-05 09:54:23
☐	fpt support	tranquodtrieubkhi07@gmail.com	Organization (Read)	OK	2016-07-06 08:41:43
☐	Andrea	andrea@zyxel.com.tw	Organization	OK	2016-07-06 08:41:54
Go to 1 Results per page 30					
Save or Cancel					
(Please allow 1-2 minutes for changes to take effect.)					

The following table describes the labels in this screen.

Table 61 Organization > Administrator

LABEL	DESCRIPTION
Force logout	Click this button to force the selected account(s) to log out the NCC.
Delete	Click this button to remove the selected account(s).

Table 61 Organization > Administrator (continued)

LABEL	DESCRIPTION
	Select your desired filter criteria to filter the list of administrator accounts.
	This shows the number of administrator accounts in the list.
Add admin	Click this button to create a new administrator account.
Name	This shows the name of the administrator account.
Email address	This shows the email address of the administrator account.
Privilege	This shows whether the administrator account has read-only, monitor-only, guest ambassador, or read and write (full) access to the organization and sites.
Account status	This shows whether the administrator account has been validated.
Last access time	This shows the last date and time traffic was sent from the administrator account.

6.8.1 Create/Update Administrator

In the Organization > Administrator screen, click the **Add admin** button to create a new administrator account or double-click an existing account entry to modify the account settings.

Figure 78 Organization > Administrator: Create/Update administrator

The following table describes the labels in this screen.

Table 62 Organization > Administrator: Create/Update administrator

LABEL	DESCRIPTION
Name	Enter a descriptive name for the administrator account.
Email	Enter the email address of the administrator account, which is used to log into the NCC. This field is read-only if you are editing an existing account.

Table 62 Organization > Administrator: Create/Update administrator (continued)

LABEL	DESCRIPTION
Organization access	Set the administrator account's access to the organization. When an administrator account has read and write (Full) access, the administrator can create or delete other administrator accounts, create or delete a site, and add or renew licenses for Nebula devices in the organization. Note: The account you use to create an organization is the administrator account the has full access to that organization. If you select Read-only, the administrator account can be the organization administrator (that has no write access to the organization) and also be a site administrator. If you select None, the administrator account can only be a site administrator.
Site	This field is available only when you set the account's organization access to Read-only or None. Select the site to which you want to set the account's access.
Privilege	This field is available only when you set the account's organization access to Read-only or None. Set the administrator account's access to the site. You can select from Read-only, Monitor-only, Guest Ambassador, and Full (read and write). An administrator account that has Guest Ambassador access can create, remove or mange guest accounts using the Cloud Authentication screen (see Section 6.9 on page 132).
Add	Click this button to create a new entry in order to configure the account's access to another site.
Close	Click this button to exit this screen without saving.
Create admin	Click this button to save your changes and close the screen.

6.9 Cloud Authentication

Use this screen to view and manage the user accounts which are authenticated using the NCC user database. Click **Organization > Cloud Authentication** to access this screen.

Figure 79 Organization > Cloud Authentication

Cloud authentication

Account Type: User For 802.1X authentication

Authorization Remove users Search... 6 Users + Add new user Export

☐	DESCRIPTION	EMAIL (USERNAME)	ACCOUNT TYPE	AUTHORIZED	AUTHORIZED BY	EXPIRE IN	CREATED AT	
☒	test1	test1@cc.dd	User	No	—	—	2016-06-24 08:05:58	
☐	123	mike.tan@zyxel.com.tw	User	Yes	mike.tan@zyxel.com.tw	Never	2016-07-06 03:39:19	
☐	David	david@abc.com	User	Yes	david.kuo@zyxel.com.tw	Never	2016-06-29 07:35:58	
☐	32	32@cc.dd	User	No	—	—	2016-06-24 08:41:06	
☐	aa	bb@cc.dd	User	Yes	kuolin.huang@zyxel.com.tw	Never	2016-06-24 07:46:49	
☐	mike-test	hexen1981@yahoo.com.tw	User	No	—	—	2016-06-22 07:37:59	

Save or Cancel

(Please allow 1-2 minutes for changes to take effect.)

The following table describes the labels in this screen.

Table 63 Organization > Cloud Authentication

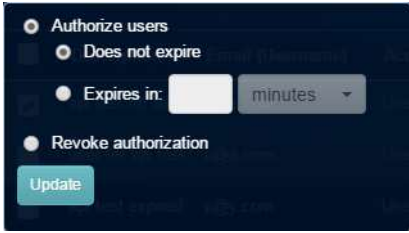
LABEL	DESCRIPTION
Account Type	Select the type of user accounts that you want to display or create. User - an internal user that can gain access to the networks by authenticating with a RADIUS server via the IEEE 802.1x or WPA2 authentication method or the captive portal. MAC - an internal user that can gain access to the networks by authenticating with a RADIUS server via the MAC-based authentication method. Guest - a guest that can gain access to the networks via the captive portal. VPN User - a L2TP VPN client that can gain access to the networks by authenticating with an AD or RADIUS server.
Authorization	This button is available only when your administrator account has full access to the organization. Select one or more than one user account and click this button to configure the authorization settings for the selected user account(s). 
Remove users	This button is available only when your administrator account has full access to the organization. Select one or more than one user accounts and click this button to remove the selected user account(s).

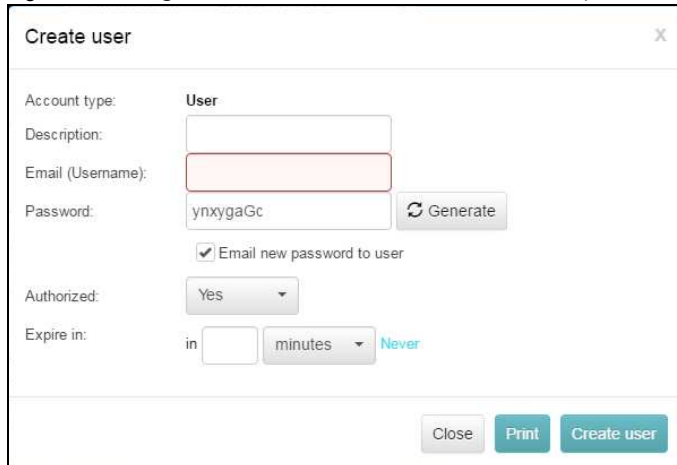
Table 63 Organization > Cloud Authentication (continued)

LABEL	DESCRIPTION
	Enter a key word as the filter criteria to filter the list of user accounts.
	This shows how many user accounts of the selected type displayed in the list and how many user accounts match the filter criteria.
Add new user	Click this button to create a new user account.
Export	Click this button to save the account list as a CSV or XML file to your computer.
Description	This shows the descriptive name of the user account.
Email (Username)	This field is available only when the account type is set to User , Guest or VPN User . This shows the email address of the user account.
MAC address	This field is available only when the account type is set to MAC . This shows the MAC address of the user account.
Account type	This shows the type of the user account.
Authorized	This shows whether the user has been authorized or not.
Authorized by	This shows the email address of the administrator account that authorized the user.
Expire in	This shows the date and time that the account expires. This shows - if authentication is disabled for this account. This shows Never if the account never expires.
Created at	This shows the date and time that the account was created.
	Click this icon to display a greater or lesser number of configuration fields.

6.9.1 Create/Update User

In the Organization > Cloud Authentication screen, click the **Add user** button to create a new user account or double-click an existing account entry to modify the account settings.

Figure 80 Organization > Administrator: Create/Update user



Create user ✕

Account type:

User

Description:

Email (Username):

Password:

ynxygaGc

Generate

☒ Email new password to user

Authorized:

Yes

Expire in:

in

minutes

Never

Close

Print

Create user

The following table describes the labels in this screen.

Table 64 Organization > Administrator: Create/Update user

LABEL	DESCRIPTION
Account type	This is the type of the user account.
Description	Enter a descriptive name for the account.
Email (Username)	Enter the email address of the user account, which is used to log into the networks.
Password	Enter the password of this user account. It can consist of 4 - 31 alphanumeric characters. You can click Generate to have the NCC create a password for the account automatically, and select the checkbox to send the password to the user via email.
Authorized	Set whether you want to authorize the user of this account.
Expire in	This field is available only when the user is authorized. Click Change to specify the number of minutes/hours/days/weeks the user can be logged into the network in one session before the user of this account has to log in again. Otherwise, select Never and the user of this account will never be logged out.
Close	Click this button to exit this screen without saving.
Print	Click this button to print the account information.
Create user	Click this button to save your changes and close the screen.

CHAPTER 7

Troubleshooting

This chapter offers some suggestions to solve problems you might encounter with NCC and Nebula devices.

None of the Nebula device LEDs turn on.

- Make sure that you have the power cord connected to the Nebula device and plugged in to an appropriate power source. Make sure you have the Nebula device turned on. Check all cable connections. See the related Quick Start Guide.
- If the LEDs still do not turn on, you may have a hardware problem. In this case, you should contact your local customer support.

The Nebula device PWR LED is red.

- The Nebula device has a power-related error. Disconnect and reconnect the power cord. Make sure that you are using the included power cord for the Nebula device and it is plugged into an appropriate power source. See the related Quick Start Guide.
- If the LED is still red, you may have a hardware problem. In this case, you should contact your local customer support.

I cannot access myZyXEL.com or the NCC portal.

- Check that you are using the correct URLs:
 - MyZyXEL.COM: <https://portal.myzyxel.com>
 - NCC: <https://nebula.zyxel.com/>
- Make sure your computer's Ethernet card is installed and functioning properly.
- Check that you have Internet access. In your computer, click **Start**, **(All) Programs**, **Accessories** and then **Command Prompt**. In the **Command Prompt** window, type 'ping' followed by a website such as 'zyxel.com'. If you get a reply try to ping 'nebula.zyxel.com'.
- Make sure you are using the correct web browser. Browsers supported are:
 - Firefox 36.0.1 or later
 - Chrome 41.0 or later
 - IE 10 or later

I cannot log into myZyXEL.com or the NCC portal.

- Open your web browser and go to <https://portal.myzyxel.com>. Sign in with the correct email and password. Click **Not a Member Yet** if you don't have a myZyXEL.com account and create an account.
- Then go to <https://nebula.zyxel.com> using a supported web browser.

I cannot see my devices in the NCC Dashboard or the corresponding device monitor page.

- At the time of writing, you can only manage Zyxel Nebula APs, switches or security gateways via the NCC.
- Make sure that you have registered your Nebula devices with the NCC. See [Section 6.4 on page 124](#).
- Make sure that you have created an organization and site and add the devices to the site. See [Section 6.2 on page 123](#) and [Section 6.3 on page 123](#).
- Check that the license has not expired.

7.1 Getting More Troubleshooting Help

Go to support.zyxel.com at the Zyxel website for other technical information on the CNA100 and NCC.

APPENDIX A

Customer Support

In the event of problems that cannot be solved by using this manual, you should contact your vendor. If you cannot contact your vendor, then contact a Zyxel office for the region in which you bought the device.

See <http://www.zyxel.com/homepage.shtml> and also http://www.zyxel.com/about_zyxel/zyxel_worldwide.shtml for the latest information.

Please have the following information ready when you contact an office.

Required Information

- Product model and serial number.
- Warranty Information.
- Date that you received your device.
- Brief description of the problem and the steps you took to solve it.

Corporate Headquarters (Worldwide)

Taiwan

- Zyxel Communications Corporation
- <http://www.zyxel.com>

Asia

China

- Zyxel Communications (Shanghai) Corp.
- Zyxel Communications (Beijing) Corp.
- Zyxel Communications (Tianjin) Corp.
- <http://www.zyxel.cn>

India

- Zyxel Technology India Pvt Ltd
- <http://www.zyxel.in>

Kazakhstan

- Zyxel Kazakhstan
- <http://www.zyxel.kz>

Korea

- Zyxel Korea Corp.
- <http://www.zyxel.kr>

Malaysia

- Zyxel Malaysia Sdn Bhd.
- <http://www.zyxel.com.my>

Pakistan

- Zyxel Pakistan (Pvt.) Ltd.
- <http://www.zyxel.com.pk>

Philippines

- Zyxel Philippines
- <http://www.zyxel.com.ph>

Singapore

- Zyxel Singapore Pte Ltd.
- <http://www.zyxel.com.sg>

Taiwan

- Zyxel Communications Corporation
- <http://www.zyxel.com/tw/zh/>

Thailand

- Zyxel Thailand Co., Ltd
- <http://www.zyxel.co.th>

Vietnam

- Zyxel Communications Corporation-Vietnam Office
- <http://www.zyxel.com/vn/vi>

Europe

Austria

- Zyxel Deutschland GmbH
- <http://www.zyxel.de>

Belarus

- Zyxel BY
- <http://www.zyxel.by>

Belgium

- Zyxel Communications B.V.
- <http://www.zyxel.com/be/nl/>
- <http://www.zyxel.com/be/fr/>

Bulgaria

- Zyxel България
- <http://www.zyxel.com/bg/bg/>

Czech Republic

- Zyxel Communications Czech s.r.o
- <http://www.zyxel.cz>

Denmark

- Zyxel Communications A/S
- <http://www.zyxel.dk>

Estonia

- Zyxel Estonia
- <http://www.zyxel.com/ee/et/>

Finland

- Zyxel Communications
- <http://www.zyxel.fi>

France

- Zyxel France
- <http://www.zyxel.fr>

Germany

- Zyxel Deutschland GmbH
- <http://www.zyxel.de>

Hungary

- Zyxel Hungary & SEE
- <http://www.zyxel.hu>

Italy

- Zyxel Communications Italy
- <http://www.zyxel.it/>

Latvia

- Zyxel Latvia
- <http://www.zyxel.com/lv/lv/homepage.shtml>

Lithuania

- Zyxel Lithuania
- <http://www.zyxel.com/lt/lt/homepage.shtml>

Netherlands

- Zyxel Benelux
- <http://www.zyxel.nl>

Norway

- Zyxel Communications
- <http://www.zyxel.no>

Poland

- Zyxel Communications Poland
- <http://www.zyxel.pl>

Romania

- Zyxel Romania
- <http://www.zyxel.com/ro/ro>

Russia

- Zyxel Russia
- <http://www.zyxel.ru>

Slovakia

- Zyxel Communications Czech s.r.o. organizacna zlozka
- <http://www.zyxel.sk>

Spain

- Zyxel Communications ES Ltd
- <http://www.zyxel.es>

Sweden

- Zyxel Communications
- <http://www.zyxel.se>

Switzerland

- Studerus AG

- <http://www.zyxel.ch/>

Turkey

- Zyxel Turkey A.S.
- <http://www.zyxel.com.tr>

UK

- Zyxel Communications UK Ltd.
- <http://www.zyxel.co.uk>

Ukraine

- Zyxel Ukraine
- <http://www.ua.zyxel.com>

Latin America

Argentina

- Zyxel Communication Corporation
- <http://www.zyxel.com/ec/es/>

Brazil

- Zyxel Communications Brasil Ltda.
- <https://www.zyxel.com/br/pt/>

Ecuador

- Zyxel Communication Corporation
- <http://www.zyxel.com/ec/es/>

Middle East

Israel

- Zyxel Communication Corporation
- <http://il.zyxel.com/homepage.shtml>

Middle East

- Zyxel Communication Corporation
- <http://www.zyxel.com/me/en/>

North America

USA

- Zyxel Communications, Inc. - North America Headquarters
- <http://www.zyxel.com/us/en/>

Oceania

Australia

- Zyxel Communications Corporation
- <http://www.zyxel.com/au/en/>

Africa

South Africa

- Nology (Pty) Ltd.
- <http://www.zyxel.co.za>

APPENDIX B

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