

# ExtremeControl Guest and IoT Manager User Guide



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# **About this Document**

This chapter provides basic background information that sets the support information of the document into its perception.

### **Purpose**

Guest and IoT Manager provides a simple and personalized web user interface through which an operational team can quickly and securely manage visitor network access.

It is intended for system administrators who will be installing, managing, and configuring the Guest and IoT Manager application.

# Conventions

This section discusses the conventions used in this guide.

### **Text Conventions**

The following tables list text conventions that can be used throughout this document.

#### Table 1. Notice Icons

lcon	Alerts you to
Important:	Key information that does not carry with it the risk of personal injury, death, system failure, service interruption, loss of data, damage to equipment, or electrostatic discharge.
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Convention	Description
Angle brackets ( < > )	Angle brackets ( < > ) indicate that you choose the text to enter based on the description inside the brackets. Do not type the brackets when you enter the command.
	If the command syntax is cfm maintenance-domain maintenance- level <0-7>, you can enter cfm maintenance-domain maintenance- level 4.
Bold text	Bold text indicates the GUI object name you must act upon.
	Examples:
	Click OK.
	On the <b>Tools</b> menu, choose <b>Options</b> .
Italic Text	Italics emphasize a point or denote new terms at the place where they are defined in the text. Italics are also used when referring to publication titles that are not active links.
Plain Courier Text	Plain Courier text indicates command names, options, and text that you must enter. Plain Courier text also indicates command syntax and system output, for example, prompts and system messages.
	Examples:
	• show ip route
	• Error: Invalid command syntax [Failed][2018-09-12 13:37:03.303 -04:00]
Separator ( > )	A greater than sign ( > ) shows separation in menu paths.
	For example, in the Navigation tree, expand the <b>Configuration &gt; Edit</b> folders.

#### Table 2. Text Conventions

# **Documentation and Training**

Extreme Networks product guides, visit our documentation pages at:

Current Product Documentation	www.extremenetworks.com/documentation/
Archived Documentation (for earlier versions and legacy products)	www.extremenetworks.com/support/documentation-archives/
Release Notes	www.extremenetworks.com/support/release-notes

Hardware/Software Compatibility	https://www.extremenetworks.com/support/compatibility-
Matrices	matrices/
White papers, data sheets, case studies, and other product resources	https://www.extremenetworks.com/resources/

### Training

Extreme Networks offers product training courses, both online and in person, as well as specialized certifications. For more information, visit <u>www.extremenetworks.com/education/</u>.

# **Getting Help**

If you require assistance, contact Extreme Networks using one of the following methods:

Extreme Portal	Search the GTAC (Global Technical Assistance Center) knowledge base, manage support cases and service contracts, download software, and obtain product licensing, training, and certifications.
<u>The Hub</u>	Search the GTAC (Global Technical Assistance Center) knowledge base, manage support cases and service contracts, download software, and obtain product licensing, training, and certifications.
<u>Call GTAC</u>	For immediate support: 1-800-998-2408 (toll-free in U.S. and Canada) or +1 408-579-2826. For the support phone number in your country, visit: <u>www.extremenetworks.com/support/contact</u>

Before contacting Extreme Networks for technical support, have the following information ready:

- Your Extreme Networks service contract number and/or serial numbers for all involved Extreme
  Networks products
- A description of the failure
- A description of any action(s) already taken to resolve the problem
- A description of your network environment (such as layout, cable type, other relevant environmental information)

- Network load at the time of trouble (if known)
- The device history (for example, if you have returned the device before, or if this is a recurring problem)
- Any related RMA (Return Material Authorization) numbers

#### **Subscribing to Service Notifications**

You can subscribe to email notifications for product and software release announcements, Vulnerability Notices, and Service Notifications.

- 1. Go to www.extremenetworks.com/support/service-notification-form.
- 2. Complete the form with your information (all fields are required).
- 3. Select the products for which you would like to receive notifications.
  - 😵 Note:

You can modify your product selections or unsubscribe at any time.

4. Click Submit.

# **Providing Feedback to Us**

Extreme Networks, and we have made every effort to ensure the accuracy and completeness of this document. We are always striving to improve our documentation and help you work better, so we want to hear from you! We welcome all feedback but especially want to know about:

- Content errors or confusing or conflicting information.
- Ideas for improvements to our documentation so you can find the information you need faster.
- Broken links or usability issues.

If you would like to provide feedback to the Extreme Networks Information Development team, you can do so in two ways:

- Use our short online feedback form at https://www.extremenetworks.com/documentation-feedback/.
- Email us at documentation@extremenetworks.com.

Please provide the publication title, part number, and as much detail as possible, including the topic heading and page number if applicable, as well as your suggestions for improvement.

# New in this Document

The following sections detail what is new in this document.

# **Ability to Create Helpdesk Provisioners**

A Helpdesk Provisioner provides a Provisioner user with the ability to view and edit all the Guest user and Device records of the Onboarding Templates to which they are assigned. Helpdesk Provisioners can add records of assigned Onboarding Templates; edit, delete and extend user expiration; and perform resend password, resend details, renew password, and print operations on accessible records.

In order to support this feature, the **Show** and **Onboarding Template** drop-down lists are available in the **Guest Users** and **Devices** tabs in the Provisioners application, allowing you to filter content based on the Provisioner or Onboarding template. The **Provisioned by** field is no longer available.

# **Onboarding Template based on Vouchers**

The Voucher Type Onboarding Template allows creation of many Guest User accounts in Guest and IoT Manager by specifying the number of Vouchers to be generated with a random username and password.

For more information, see <u>Configuring the Common Details</u>, and <u>Creating Guest User Account</u> <u>using Vouchers</u>.

# **Onboarding Template based on CSV load of Devices**

The CSV Type Onboarding Template allows uploading a CSV file to onboard many devices in a single go. The name of the device and MAC address are needed to be input from the file and the rest of the fields as specified during the creation process is like the existing process of adding a device to the Guest and IoT Manager.

For more information, see <u>Configuring the Common Details</u>, <u>Configuring the Guest User</u> <u>Account Details</u>, and <u>Configuring Guest User and Device Provisioning Using CSV</u>.

# **Onboarding Template based on CSV load of Users**

The CSV Type Onboarding Template allows creation of many Guest User accounts in Guest and IoT Manager by uploading a CSV file. The fields to be entered by the CSV file are first name, last name email and mobile number.

For more information, see <u>Configuring the Common Details</u>, <u>Configuring the Guest User</u> <u>Account Details</u>, and <u>Configuring Guest User and Device Provisioning Using CSV</u>.

# Zero Touch Guest Access Feature

The Zero-Touch feature is introduced in this release. The Guest Users can now create their own Guest User Acount using Self-Provisioning Services.

For more information see, Automated Login of the Guest User using the Login URL.

# Added New Sections in Troubleshooting

For more information see the following:

- Problem: Unable to Renew Password
- Problem: Guest User account is not created post sending SMS
- Problem: Login URL redirects to Captive Portal
- Problem: "Server Error. Please contact Administrator" Error message on clicking Login URL
- Problem: FQDN not being used in URLs
- Problem: Unable to Customize Provisioner Login page
- Problem: "Login failed. Invalid credentials/Account Expired" message on clicking Login URL
- Problem: Outlook Add-in throws Security Exception post enabling FQDN

# Added New Command in the Command Line Interface

Added new command interface hostname. For more information see, interface hostname.

# **Guest and IoT Manager Overview**

Welcome to the ExtremeControl Guest and IoT Manager Web Application! The Guest and IoT Manager (GIM) is an application that integrates with ExtremeControl. The purpose is to provide non-IT personnel with the ability to provision Guest Users and / or Devices within the constrains defined by the Administrator. Guest and IoT Manager communicates with the ExtremeControl Engine(s) for provisioning of Guest Users and Devices that may access the network through standard process of authentication and authorization by ExtremeControl.

Guest and IoT Manager allows the Administrator to perform the following:

- Create and customize Onboarding Templates for Guest Users and Devices.
- Create Internal Provisioners.
- Assign one or more Onboarding Templates to Internal or External Provisioners
   Provisioners (Provisioners on AD / LDAP)
- Enable and customize Guest and IoT Manager REST APIs for integration with third party applications.
- Enable and customize Guest and IoT Manager Outlook Plug-in.

Furthermore, Guest and IoT Manager allows the Provisioners to use the Onboarding Template (s) and provision Guest User and / or Devices based on their customized constrains. Provisioners may be:

- External Provisioners : They can be Employees or Students that reside on an AD or LDAP server.
- Internal Provisioners : These are created by the Administrator and are Business Partners, Vendors, Suppliers, Contractors, Front Desk Personal, Security Guards and so on.

The Guest and IoT Manager Administrator and the Provisioner have different splash login pages. When the Provisioner logs in;

- In case of external Provisioner, authentication happens by the Extreme Control engine against AD / LDAP.
- While in case of an Internal Provisioner it is against the Local Repository.

Once the Provisioner logs in, then the Provisioner has access to the Onboarding Templates that the Administrator has provided and is able to provision Guest User and / or Devices.

The Guest and IoT Manager Overview chapter provides information on the following:

- Guest and IoT Manager Application Framework
- User Roles and Access Controls
- Launching Guest and IoT Manager
- Using the Online Help System

# **Guest and IoT Manager Application Framework**

The ExtremeCloud IQ - Site Engine portfolio system for provisioning and managing guest network access consists of the following components:

- Guest and IoT Manager Administrator Application for managing provisioners and for performing bulk updates of Guests and Devices.
- Guest and IoT Manager Provisioner Application for managing Guests and Devices.
- Access Control Engine that authenticates and authorizes users who desire to connect to your network.
- ExtremeCloud IQ Site Engine Application to create the authorization policies that determine which users can connect to specific parts of your network.
- (Optionally) ExtremeCloud IQ Site Engine Captive Portal : The web-based authentication helps users connect their "Bring Your Own Device" (BYOD) devices to enterprise network even though if it is not equipped with 802.1X authentication software.

# **User Roles and Access Controls**

Roles are an important concept in the Guest and IoT Manager application. Roles determine what users can view or perform, including what they can monitor and the types of changes they can make. Parts of the UI features are not available to users whose role does not authorize access to those features. The Guest and IoT Manager application facilitates the following user roles.

The three roles defined with different access control in the system are:

- Guest and IoT Manager Administrator Role
- Provisioner Role
- Guest Users Role

#### **Guest and IoT Manager Administrator Role**

The Guest and IoT Manager Application has single Administrator account. The Administrator of this account can set / modify access rights such as Username, Password, delete Guest User accounts, Device records and can also perform the following actions.

- Create the Onboarding Template.
- Configure application settings.
- Create and manage the Provisioner accounts. Each account has its own Username and Password.

- Connect the application to the ExtremeCloud IQ Site Engine appliance. The Administrator must ensure that the connection is stable for the Provisioners to use it.
- Manage Guest User accounts and Device records to remove the expired user accounts.

### **Provisioner Role**

The Provisioner uses the Guest and IoT Manager application to manage Guest Users and Devices that they have created.

Each provisioner account is stored either in the Local Password Repository (LPR) internal store or in Lightweight Directory Access Protocol (LDAP).



Guest Users and Devices onboarded by the Provisioner can only be managed from Guest and IoT Manager.

#### **Guest Users Role**

A Guest User is a visitor or other temporary user to whom you grant specific limited rights to use the network. A Provisioner uses the Guest and IoT Manager Application to create any number of Guest User accounts. Guest User accounts are stored in Local Password Repository (LPR).

The created Guest User account contains the following attributes:

- Account Details: Includes Username and Password for the temporary account.
- Personal Data: Includes first name, last name, email address, and mobile number of the User.
- Access Duration: Specifies the account activation time for network access usage and the duration.
- Auto Expiry Deletion: Removes the Guest Users automatically after the specified duration.
- Notification Settings: Sends an Email or SMS notification stating that the Guest account has been created. The notification contains the Guest User's Name and Password and is usually sent directly to the Guest.

### Launching Guest and IoT Manager

The Access Control Engine settings must be configured prior launching the Guest and IoT Manager application for the first time. For more information, see the *ExtremeControl Guest and IoT Manager Configuration* document.

Guest and IoT Manager consists of two applications:

- Administrator Application: The Application that the Administrator uses to configure Guest and IoT Manager to create Provisioner(s) and Self-Service accounts.
- **Provisioner Application:** The Application that Provisioners use to create Guest Users and Devices.

#### Administrator Home Screen

Extreme	ExtremeControl Guest & IoT Manager	? ≡
Croboarding Templates		
Provisioners		
🛔 Self-Services		
🔮 Cuest Users		
Oevices		
OC Administration		
	You are successfully signed in as Administrator.	
· ·	Livesti & roli Manager Administrativazini ji Last successiru Login, zvrisrizivir or 51.53 PM IST. Paled Login Administrativa o	

When Administrator logs into Guest and IoT Manager Web UI, the Last Successful Login, date, time, and the number of Failed Login Attempts between two successful logins of the Administrator account are displayed on the footer of the page.



You can also change the password after your first login. For more information, see the *ExtremeControl Guest and IoT Manager Configuration* document.

#### Provisioner Home Screen

E Extreme	ExtremeControl Guest & IoT Manager
🔮 Guest Users	
Devices	
2 Sponsor	Viou have successfully signed in an exhameno         Member of Costoarding Templates.         0F1         0F2         0F3         0F2         0F3         0F2         0F3         0F3
•	[ Guest & IoT Manager Provisioner/ProvTest ]

The Onboarding Template associated with the logged in Provisioner is displayed in the Home screen.

#### **Running the Administrator Application**

Use this procedure to launch the Administrator Application.

#### Procedure

1. Open your web browser and enter the URL of the Administrator Application.

```
http://<Guest Manager machine>/GIM/admin/
```

OR

https://<Guest Manager machine>/GIM/admin/

- 2. In the Login screen, enter the Administrator login credentials.
- 3. Click Login.
  - a. If the login attempt succeeds, the Application displays the successful message: You have successfully signed in as <UserName>.
  - b. If your login attempt fails, the Application displays an alert message.
- 4. (Optional) Click **Download GIM Outlook Add-In** to configure an outlook add-in to a Windows or MAC machine.
  - Note: The Administrator web session disconnects, if it is inactive for a period of time as specified in the inactive time-out settings. You need to login again to use the Application. For more information about how to configure the administrator account,see the *ExtremeControl Guest and IoT Manager Configuration* document.
- 5. Click close[x] to accept and close the cookie policy information displayed at the end of the login screen. Click the hyperlink to view the organization Privacy and Cookies Policy as specified in the Administrator Preference settings.

#### **Running the Provisioner Application**

Use this procedure to launch the Provisioner Application.

#### Procedure

1. Open your web browser and enter the URL of the Provisioner Application.

http://<Guest Manager machine>/GIM/provisioner/

OR

https://<Guest Manager machine>/GIM/provisioner/

2. In the Login screen, enter the Provisioner login credentials.

Provisioner can be LPR user or LDAP user.

- Note: If you do not have a Provisioner account, contact Guest and IoT Manager Administrator.
- 3. Click Login.
  - 1. If the login attempt succeeds, the Application displays the successful message: You have successfully signed in as <UserName>.
  - 2. If your login attempt fails, the Application displays an alert message.
- 4. (Optional) Click **Download GIM Outlook Add-In** to configure an outlook add-in to a Windows or MAC machine.

For more information on the GIM Outlook Add-In, see the *ExtremeControl Guest and IoT Manager Configuration* document.

The Provisioner Application session disconnects, if it is inactive for a period of time as specified in the inactive time-out settings.

The Guest and IoT Manager Administrator sets the time-out threshold limit. You need to login again to use the Application.



Provisioner login associated with REST API Onboarding Template and Outlook Add-in Onboarding Template cannot create new Guest User or Device. Only view option is available.

5. Click **close**[x] to accept and close the cookie policy information displayed at the end of the login screen. Click the hyperlink to view the organization Privacy and Cookies Policy as specified in the Administrator settings.

### **Using the Online Help System**

The Guest and IoT Manager documentation is available as online help within the Application.



The menu icon = at the top right corner of the screen provides links to additional information about your application.

#### Accessing Help

There are several ways to access the online help system:

- Select the **?** Help icon in the top right corner of your browser.
- Press F1 or Fn + F1 on the keyboard to open the Help to the context-sensitive topic associated with the screen or dialog box you are using in the Application.

#### Help Features

The help is context-sensitive and as such, the topic displayed in the right panel changes as you navigate. To prevent the help topic from changing when you change screens in the Application, click the **Pause** icon at the top of the help screen. Click **Resume** icon to resume the help.

To open the help in a separate tab, click the **Zaunch Help** icon. The left panel contains the Table of Contents. Items with a > indicate that clicking the TOC item opens another menu of options.

The Help toolbar also contains buttons to search all topics. Use the **Search** tab to search for a word or phrase in the help. In the **Search for** box type the word or combination of words you want to find, and click **Search**. The topics that contain the word or words you entered is displayed. Click the topic to be displayed in the topic pane.

#### Searching Within Topics

To search for specific instances of a term in only the currently accessed help topic, type **Ctrl + F** to open your browser's search box. Use this to search for the term or phrase in the currently accessed help topic.
# Installing Guest and IoT Manager

This chapter describes how to install Guest and IoT Manager Application. You can install Guest and IoT Manager as a virtual appliance on a VMware ESXi 5.5, 6.0 or 6.5 server.

# **System Requirements**

To install and configure Guest and IoT Manager Application, you need:

- A running Access Control Engine, reachable on the network from where you run Guest and IoT Manager.
- A system that meets the <u>requirements</u> listed in the Release Notes.
- An OVA file, if you are deploying the Guest and IoT Manager in ESXi.
- An installation of the ExtremeCloud IQ Site Engine application on the system.

### VMware ESXi Server Requirements

Hardware platforms supported by VMware's ESXi server versions 5.5, 6.0 or 6.5. For more information on list of supported hardware platforms for ESXi, see <a href="http://www.vmware.com/">http://www.vmware.com/</a>

See the Release Notes for information about release-specific Guest and IoT Manager VM minimum system requirements (memory, CPU, disk space, interfaces).

Installation on a VMware ESXi server is done using an OVA file that uses Ubuntu as base Operating System.

**Warning:** Guest and IoT Manager is provided as a Virtual Appliance. Do not install or configure any other software on the VM shipped.

- Extreme Networks does not support the installation of any VMware specific, UNIX specific, or any third-party vendor package or RPM on its VM, other than what Extreme Networks ships as a package, image, or OVA.
- Do not install or uninstall any software components unless Extreme Networks specifically provides the software and / or instructs you to do so. Do not modify the configuration or the properties of any software components of the VMs (including VMware Tools) unless Extreme Networks documentation and / or personnel specifically instructs you to do so. We do not support any deviation from these guidelines.
- Extreme Networks determines which VMware Tools to install and configure. When required, Extreme Networks provides these tools as part of the installation package. Extreme Networks provides these tools because VMware Tools configures the kernel and network settings and unless Extreme Networks tests and approves these tools, We cannot guarantee that the VM works after the tool is installed and configured.

Turn off automatic VMware Tools updates if you have enabled them. Refer to the following instructions to disable automatic updates.

### Preventing Automatic VMware Tools Updates

We strongly recommend you to prevent automatic VMware Tool updates and use only the tools that are delivered bundled with the installation package. Use this procedure to prevent automatic VMware Tools updates.

Use this procedure to prevent automatic VMware Tools updates.

#### Procedure

- 1. Use the vSphere client to log in to the ESXi Server.
- 2. Go to Getting Started > Edit Virtual Machine Settings > Options > VMware Tools > Advanced, and ensure that the Check and upgrade Tools during power cycling checkbox is not selected. This is the supported setting.
- 3. Click OK.

Hardware Options Resources		Virtual Machine Version: 7
Settings	Summary	Power Controls
General Options	Extreme_GIM	Shut Down Guest
VMware Tools	Shut Down	
Power Management	Standby	Suspend 🗸
Advanced		Power on / Resume virtual machine
General	Normal	
CPUID Mask	Expose Nx flag	Restart Guest
Memory/CPU Hotplug	Disabled/Disa	
Boot Options	Normal Boot	Run VMware Tools Scripts
Fibre Channel NPIV	None	After powering on
CPU/MMU Virtualization	Automatic	
Swapfile Location	Use defaultse	After resuming
		✓ Before suspending
		₩ Before shutting down Guest
		Advanced
		Check and upgrade Tools during power cycling
		Synchronize guest time with host
Help		OK Cancel

## Example

### Checking the VMware Tools Status on an ESXi Server

The **Summary** tab of the VM describes the VMware Tools status. Use this procedure to check the VMware Tools status on an ESXi server versions 5.5, 6.0 or 6.5.

#### Procedure

- 1. Use the vSphere client to log in to the ESXi Server.
- 2. Go to the **Summary** tab.

After a fresh install, the VMware Tools status displays as "VMware Tools: Running (Current)".

Getting Started Summ	ary Resource Allocation Performance	Events Console P	ermissions			
General		Resources				
Guest OS: VM Version: CPU: Memory: Memory Overhead: VMware Tools: IP Addresses:	Ubuntu Linux (64-bit) 7 4 vCPU 4096 MB 54.55 MB (@ Running (3rd-party/Independent) 192.168.220.5 View all	Consumed Host C Consumed Host N Active Guest Men Provisioned Stora Not-shared Stora Used Storage:	CPU: Memory: nory: ge: ge:	F	13 M 1082.00 M 40.00 N Refresh Storage Usa 44.11 G 3.42 G 3.42 G	Hz 1B 1B 1ge 5B 5B 5B
		Storage		Drive Type	Capacity	
DNS Name:	GIM	datastore1	L 1	Non-SSD	9.09 TB	:
State:	Powered On	<				>
Host:	localhost.localdomain	Network	1	Гуре		
vSphere HA Protection:	② N/A ₽	👰 VM Netwo	rk3 S	Standard port gr	oup	
Commands						
Shut Down Guest						
Suspend						
🚱 Restart Guest						

Note: VMware Tools may show as not installed. This is a known VMware issue where VMware Tools may not be detected correctly on certain hardware. However, this does not interfere with the functioning of the tools. It is a display issue only.

# Network Configuration for Guest and IoT Manager – Based Authentication

Guest and IoT Manager has three network interfaces:

- Admin: The Admin interface provides connectivity to the Guest and IoT Manager Administrator and Provisioner web sessions. The interface also handles the connection with Access Control Engine.
- Service A: If the Provisioner/Self-Provisioner is isolated from the network management zone, the Admin interface communicates with the Access Control Engine, and Service A communicates with the Provisioner/Self-provisioner.
- Service B: If the Provisioner/Self-Provisioner is isolated from the network management zone, the Admin interface communicates with the Access Control Engine, and Service B communicates with the Provisioner/Self-provisioner.

### Installing the Guest and IoT Manager Virtual Appliance

We strongly recommend that you use VMware vSphere Client to import the VM into your system. Start the VMware vSphere Client and log in to the ESXi server on which you want to install Guest and IoT Manager. Use the **Virtual Appliance Deploy OVF** option.

### Procedure

1. From the VSphere Client, select File > Deploy OVF Template.

Deploy OVF Template		_		$\times$
Source				
Select the course location				
Select the boarde location is				
Source				
OVF Template Details				
Name and Location				
Disk Format				
Ready to Complete				
	Deploy from a file or URL			
	C:\GIM_V8.2.3_1535612345.ova	srowse		
	Enter a LIRL to download and install the OVE package from the Internet	+ ~r		
	specify a location accessible from your computer, such as a local hard d	rive, a		
	network share, or a CD/DVD drive.			
(				1
Help	<u>≤</u> Back N	ext ≥	Ca	ncel

2. On the Source screen, select the location from which you want to import the Guest and IoT Manager virtual appliance and click **Next**.



3. On the OVF Template Details screen, review your settings. Click **Back** to make changes, or click **Next** to continue.

🕜 Deploy OVF Template		-		$\times$
OVF Template Details				
Verify OVF template details	s.			
Source OVF Template Details				
End User License Agreement	Product:	Extreme Guest JoT Manager		
Disk Format	Version:	8.2.3		
Network Mapping Ready to Complete	Vendor:	Extreme Networks, Inc.		
	Publisher:	No certificate present		
	Download size:	1.5 GB		
	Size on disk:	3.2 G8 (thin provisioned) 40.0 G8 (thick provisioned)		
	Description:	Guest JoT Manager platform manages guest and visitor network access across wired and wireless access points. It lets you apply granular authorizations so guests can only access the network resources you choose.		
Help		<u>≤Back</u> Next ≥	0	ancel

4. On the End User License Agreement screen, click **Accept** to accept the license and click **Next**.

5. On the Name and Location screen, enter a name for the virtual machine and click Next.

🕜 Deploy OVF Template	-		$\times$
Name and Location Specify a name and location	in for the deployed template		
Source OVF Template Details	Name: Extreme Guest & ToT Manager		
End User License Agreement Name and Location	The name can contain up to 80 characters and it must be unique within the inventory folder	er.	
Disk Format Network Mapping Ready to Complete			
country to comprise			
Help	≤Back Next ≥		ancel

6. On the Disk Format screen, select a format in which to store the virtual machine's virtual disks and click **Next**.

We recommend to use **Thin Provision** mode.

Deploy OVF Template Disk Format In which format do you wa	nt to store the virtual disks?			-		×
Source OVF Template Details End User License Agreement Name and Location Disk Format Network Mapping Ready to Complete	Datastore: Available space (GB): C Thick Provision Lazy Zero C Thick Provision Eager Zero Thin Provision	datastore 1 2638.4 ed oed				
Help			≤ Back N	ext ≥	Can	cel

7. On the Network Mapping screen, associate the Guest and IoT Manager network interfaces to the correct VM network, based on your site configuration.

While Deploying	GIM Interfaces	ESXI Interface	Interface Inside
GIM-OVA in ESXI	Internal Mapping	after Deployment	Console
		(Edit Settings)	
NAT	Admin	Network Adapter 1	ens33
Internal	Service B	Network Adapter 3	ens35
Host-Only	Service A	Network Adapter 2	ens34

Deploy OVF Template			-		×			
What networks should the	deployed template use?							
OVF Template Details End User License Agreement	Map the networks used in this OVF	template to networks in your inventory						
Name and Location	Source Networks	Destination Networks						
Disk Format	HostOnly	VM Network 3						
Ready to Complete	NAT	VM Network 3						
	Description:							
	Logical network used by this applie	nce.			\$			
	Warning: Multiple source networks	are mapped to the host network: VM Network :	3					
Help		_≤ Back Next	2	Ca	ncel			

8. On the Ready to Complete screen, review your settings. Use the **Back** button to make any changes or click **Finish** to start the import.

Deploy OVF Template			-		$\times$
Ready to Complete Are these the options you	want to use?				
Source OVF Template Details End User License Agreement Name and Location Disk Format Retwork Magoing Ready to Complete	When you click Finish, the deployment Deployment settings: OVF file: Download size: Size on disk: Name: Host/Cluster: Datastore: Disk provisioning: Network Mapping: Network Mapping: Network Mapping: Determine the set of	nt task will be started. C:\Users\ssubbanna\Downloads\ 1.5 GB 3.2 GB Extreme Guest & JoT Manager localinost. datastore1 Thin Provision "HostOnly" to "VM Network 3" "NAT" to "VM Network 3"	GIM_v8.2	.3_153561	296.
Help		≤ Back F	inish	Ca	ncel

### Configuring the Guest and IoT Manager Virtual Appliance

Use this procedure to configure the VM settings after you complete importing the VM to your system. This is the minimum configuration required to start Guest and IoT Manager Application.

#### Procedure

1. Power on the VM and launch the Guest and IoT Manager console. Enter the User Name and Password. The default User Name and Password is admin. The Guest and IoT Manager login screen is displayed.

```
Guest & IoT Manager 08.02.03
Node: GIM
Linux Server using Kernel 4.4.0–131-generic for x86_64
GIM login:
```

2. Enter the hostname only (no domain) fot the Guest and IoT Manager GIM admin interface.

```
[Default: GIM]: gimappliance
```

3. Enter the IP address for Guest and IoT Manager administrator interface.

```
[Default: 192.168.220.5]: 10.133.133.143
```

4. Enter the IP netmask for Guest and IoT Manager.

[Default: 24]:

5. Enter the gateway address.

```
[Default: 10.133.133.1]:
```

6. Enter the Primary DNS address.

[Default: 192.168.220.5]: 134.141.162.20.

You will receive the status message as "Please wait while the configuration is set...".

Once completed, you will view the status as:

- "Generating new self-signed certificates for IP 10.133.133.143. Tomcat restart completed successfully.
- Restarting the web services to listen on the new IP Address.
- Please verify the route setting using the "route command".
- Changing the DNS Setting. Tomcat restart completed successfully.
- 7. Enter the Domain name for GIM machine.

```
[Default: localdomain]: extremenetworks.com
```

- 8. To continue setup of Guest and IoT Manager, open a browser to the following URL: https://<IP address of GIM>/GIM/admin/. Use admin as the username and password to login and continue the setup procedures as listed in the following sections.
- 9. Once the user has completed the procedures mentioned above, follow the steps from Guest and IoT Manager Configuration inExtremeCloud IQ Site Engine and Access Control in Extreme Control User Guide. For more information, see <a href="https://emc.extremenetworks.com/content/oneview/docs/network/docs/t\_ht\_gim\_config.htm">https://emc.extremenetworks.com/content/oneview/docs/network/docs/t\_ht\_gim\_config.htm</a>.

# Ports Used In Guest and IoT Manager

This section contains information about used in Guest and IoT Manager.

#### Port Details

Port	Description
25	This port is used for SMTP/SMS.
53	This port is used for DNS resolution.
443	This port is used for Guest and IoT Manager web GUI access for the Administrator / Provisioners.
1812	This port is used for RADIUS.
1813	This port is used for RADIUS Accounting.
8444	This port is used as the default port for REST. However, this port can be changed by the Administrator.

Use the data in the following table to use the ports for Guest and IoT Manager.

# **Administering Guest and IoT Manager**

This module is intended for Guest and IoT Manager Administrator and describes how to manage and troubleshoot the Application and its components.

If you are a Provisioner, you may skip this module and proceed to <u>Configuring Onboarding</u> <u>Template</u>.

# **Configuring the Administrator Account**

The **Account** tab in Administration menu allows you to modify the password and timeout values for Administration, Provisioner, and Outlook sessions.

### **Changing the Administrator Password**

Use this procedure to change the password of the Guest and IoT Manager Administrator.

#### Procedure

1. In the navigation pane, click **Administration > Account** tab.

Extreme	Extrem	neControl Gu	est & loT Mana	ger						? :	Ξ
Onboarding Templates	Account	Preferences	Backup/Restore	Certific	ates	Access Control Engine	Notification	Housekeeping	Troubleshooting		
Provisioners	Settings										
Self-Services	Change	e Password									^
🐸 Guest Users											ł
Devices	Inactivity	Timeout									
₿ Administration	Admin Idle	Timeout:		20	min(s)						
	Provisioner	r Idle Timeout:		30 🌲	min(s)	•					
	Outlook Idle	e Timeout:		24 🌲	hour(s)	-					
	Note: Existing sessions will need to be restarted for this change to take effect.										
	FQDN										
	🗌 Use Fu	Ily Qualified Domair	n Name								
	Note: Ensi	ure hostname and	domain name is confi	gured prope	erly for F	QDN to work.					~
										Save	
÷	[ Guest & IoT Man	nager Administrator/admin	] Last Successful Login: 2019	/10/21 05:17:14	PM IST Fai	led Login Attempts: 0					

- 2. In the Administrator section, select Change Password to modify the existing password details.
- 3. Enter the details in **Current Password**, **New Password** and **Confirm New Password** fields. The timeout for administrator is from the ExtremeCloud IQ Site Engine but the rest are from the Guest and IoT

Manager (GIM) application.

4. Click **Save** to submit the configuration.

### Field Descriptions

Use the data in the following table to use the Administrator section.

Name	Description			
Username	By default, the <b>Username</b> field is disabled.			
Current Password	Specifies the current password that is used to login the Guest and IoT Manager Application.			
New Password and Confirm New Password	Configures a new password for the Administrator account. The Guest and IoT Manager encrypts the password. The new password must meet the following complexity checks:			
	<ul> <li>Ensure that you use minimum of eight characters in the password.</li> </ul>			
	<ul> <li>Password must be a combination of Lowercase, Uppercase, One Number, and at least one Special character from the following:</li> </ul>			
	! @ # \$ % ^ & * ( ) - +			
	<ul> <li>New password cannot match the three recently used passwords.</li> </ul>			
	If the password does not meet the complexity criteria, the system displays an error message.			
	Note: We recommend that you change the Administrator password after you have completed the initial setup of Guest and IoT Manager Application.			

# **Setting Inactivity Timeouts**

Use this procedure to modify the timeout values for Administration, Provisioner and Outlook sessions.

### Procedure

- 1. In the navigation pane, click **Administration > Account** tab.
- 2. In the Inactivity Timeout section, modify the duration and select the duration units from the **Idle Timeout** and **Outlook Idle Timeout** drop-down list.
- 3. Click **Save** to save the configuration.

### Field Descriptions

Use the data in the following table to use the **Inactivity Timeout** section.

Name	Description	
Admin Idle Timeout	Displays the time-out configured in ExtremeCloud IQ - Site Engine. The timeout for administrator is from ExtremeCloud IQ - Site Engine but the rest are from the Guest and IoT Manager (GIM) application.	
Provisioner Idle Timeout	Configures the idle time-out period. The time-out period disconnects the Provisioner Application after a period of inactivity that exceeds the applicable threshold. You must log in again to use the application with the new changes. The default time-out period is 30 minutes and the maximum period is 24	
	nrs.	
Outlook Idle Timeout	Configures the idle time-out period for Outlook. The time-out period disconnects the Outlook Application after a period of inactivity that exceeds the applicable threshold. You must log in again to use the application with the new changes.	
	I he default time-out period and the maximum period is 24 hours.	

# Setting FQDN

Use this procedure to enable FQDN.

#### Procedure

- 1. In the navigation pane, click **Administration > Account** tab.
- 2. In the FQDN section, select the **Use Fully Qualified Domain Name** field to use FQDN instead of IP address for the Guest and IoT Manager (GIM) application

Note: Ensure hostname and domain name is configured properly for FQDN to work.

Click **Save** to save the configuration.

#### Field Descriptions

Use the data in the following table to use the **FQDN** section.

Name	Description
Use Fully Qualified	Configures the Fully Qualified Domain Name to be used instead of IP address for the Guest and IoT Manager (GIM) application.
Domain Name	Note: The hostname and domain name must be configured properly for FQDN to work.

# **Setting Preferences**

The **Preferences** tab in Administration menu allows you to customize the User Interface to fit your personal preferences like changing the application logo, name, language, file manager, terms of use and privacy policy information. You can use these settings to brand the application's look and feel as per the requirement.

# **Customizing General Preferences**

Use this procedure to modify the logo and application name.

#### Procedure

1. In the navigation pane, click **Administration > Preferences** tab.

By default, the Look and Feel screen is displayed along with the current logo used in the application.

Extreme	ExtremeControl Guest & IoT Manager ? =
Onboarding Templates	Account Preferences Backup/Restore Certificates Access Control Engine Notification Housekeeping Troubleshooting
Provisioners	Look & Feel
Self-Services	General
🐮 Guest Users	Current Logos:
Devices	Change Logos:
🗱 Administration	Logo (ZIUX4) when Newgation toobar is expanded Browse
	Logo (50X45) when Navigation tooldar is collapsed Browse
	Logo URL: URL to open when Application Logo (Top Left corner) is clicked
	Application Name: ExtremeControl Guest & IoT Manager
	Locales 🕮 🚺 🗮 🎞 🚺 🖼 🏣 🚍 📟
	Add Oelete   Set as Default
	Default Language
÷	Save Restore to Defaults [Guess L IoT Manager Administratoriadmin] Lass Successful Legin: 2019/06/04 (22):6239 MI IST Failed Legin Attempts: 0

- 2. In the General section, configure the Logo, URL and Name as following:
  - 1. Click **Browse** to navigate to the file you wish to upload in the **Change Logo** field, when the navigation toolbar is expanded / collapsed.

- 2. Optional: Enter the specified URL address in the Logo URL field.
- 3. Enter the application name that you want to change in the **Application Name** field.
- 3. Click **Save** to save the configuration or **Restore to Defaults** to cancel the changes and restore to default value.

### Field Descriptions

Use the data in the following table to use the **General** section.

Name	Description			
Current Logos	Displays default or currentthe ly configured logo.			
Change Logos	Navigates to the file you prefer to upload when navigation toolbar is expanded or collapsed.			
	Note: The height and width of the expanded logo must be 210 * 45 pixels and collapsed logo must be 50 * 45 pixels.			
Logo URL	Configures the URL to the Logo button. You can access the specified link in a new window when you click on the Logo.			
Application Name	Customize the name of the <b>Guest and IoT Manager</b> application.			

# Setting the Locales

Use this procedure to change the language preference of the Application.

Note: This setting applies to only Provisioner, Self-Service and Outlook Add In Provisioner. The Provisioner has to login again to view the modified changes.

#### Procedure

- 1. In the navigation pane, click **Administration > Preferences** tab.
- 2. In the Locales section, click Add.

The Add Locale screen is displayed.

Add Locale		×
Language:	English-US	•
	Save	Cancel

3. In the Add Locale screen, select the required language preference from the **Language** field drop-down list and click **Save**. The selected language preference is added to the list.

Extreme	Shekhawat & Sons	? ≡
🐲 Onboarding Templates	Account Preferences Backup/Restore Certificates Access Control Engine Notification Housekeeping Troubleshooting	
Provisioners	Look & Feel	
Self-Services		_ 1
😬 Guest Users		
Devices	Add      Delete      Set as Default	
🗱 Administration	Default Language  ✓ ■ English-U5	
	LI Français	
	Li Italiano	
	- Nederlands	
	III Svenska	
	File Manager	
	O Add O Delete   ↓ Download	
	File Name Size	-
	Save Restore to D	efaults
<del>(</del>	(Guest & IoT Manager Administrator/admin) Last Successful Login: 2019/05/31 11:38:20 AMIST Failed Login Attempts: 0	

- 4. Select the required language and click **Set as Default**. The selected language is displayed as default language during Provisioner login.
- (Optional) Select the required language(s) and click Delete to clear the added language. The default language cannot be removed. Use Ctrl / Shift to select multiple records to delete.
- 6. Click **Save** to save the configuration or **Restore to Defaults** to cancel the changes and restore to default value.

### Field Descriptions

Use the data in the following table to use the **Locales** section.

Name	Description				
Language	Displays the preferred language in which you want the application to be displayed for the Provisioner. Currently, the <b>Guest and IoT Manager</b> application is available in the following languages: English, French, German, Spanish, Italian, Portuguese, Swedish, Dutch, and Russian.				
	Administrator can select a maximum of five languages including default language and also select any one of the five languages as default. Custom Attributes in Onboarding Template can be configured using these languages.				
	The configured languages are available for the Guest and IoT Manager Provisioner, Self-Service Provisioner, and Outlook Add In.				
	• <b>Provisioners / Outlook Add-In Page</b> : The login page loads with the default language selected. On clicking a desired language, the page reloads with the selected language.				
	★Note: The Provisioner has the option to select language only in the login page. The selected language in the login page is used throughout the Provisioner's session.				
	Provisioner's language preference is stored in the browser as a persistent cookie and used for subsequent sessions. Provisioner can change this by selecting any other language to overwrite the cookie.				
	• <b>Self-Provisioning Page</b> : The languages are displayed in both Guest User and Device Registration page. On clicking a desired language, the page reloads with the selected language.				

# Configuring the File Manager

Use this procedure to upload a file and customize the printer friendly page.

#### Procedure

- 1. In the navigation pane, click **Administration > Preferences** tab.
- 2. In the File Manager section, click Add.

The Add File screen is displayed.

Add file		×
Főe:		Browse
	Upload	Cancel

- 3. In the Add File screen, click **Browse** to navigate to the file you wish to upload.
- 4. Click **Upload**, to upload the files to the File Manager. The uploaded file can be used in Onboarding Template to customize the printer friendly page.

ExtremeControl Guest & IoT Manager							
Account	Preferences	Backup/Restore	Certificates	Access Con	trol Engine	Notification	Troubleshooting
Look & Fe	el						
File Mana	iger						
O Ad	d 🤤 Delete	Source States St					
File Na	me			Size			
sample	logo.gif			2.9 kB			
sample	print.css			38 B			
sample	print_page.html			1.5 kB			
sample	_style.css			1.6 kB			

- 5. (Optional) Select the required file name from the displayed list and click **Download** to download the file.
- 6. (Optional) Select the required file(s) name from the displayed list and click **Delete** to delete existing uploaded file.

Use Ctrl / Shift to select multiple records to delete. You cannot delete the file,

- If the selected sample file is an HTML file and used in any of the Onboarding Template.
- If the selected file is a default file.
- 7. Click **Save** to save the configuration or **Restore to Defaults** to cancel the changes and restore to default value.

#### Field Descriptions

Use the data in the following table to use the **File Manager** section.

Name	Description				
Add File	Uploads the files to customize the printer friendly page. By default, the application is pre-installed with the following four samples:				
	• sample_print.css				
	• sample_print_page.html				
	• sample_style.css				
	• sample_logo.gif				
	Important Ensure that the total size of all the files is less than 10 MB, though there is no restriction on number of files in File Manager.				

#### Guest User Attributes

Select the Guest User attributes that you want to display in the page by adding the following appropriate variables in the HTML file:

Attributes	Definition			
\$username	Displays the Guest User Name.			
\$password	Displays the Guest account password.			
\$firstname	Displays the Guest first name.			
\$lastname	Displays the Guest last name.			
\$email	Displays the Guest email address.			
\$cellphone	Displays the Guest mobile phone number.			
\$starttime	Displays the start time when the Guest account becomes usable.			
\$endtime	Displays the end time of the Guest account.			
\$termsofuse	Displays the terms of use text. For more information, see the Terms of Use field description in <u>Configuring General Details.</u>			
\$usercustom1 to \$usercustom6	Displays additional information required during user creation.			

Note: You can retrieve the uploaded External Images / CSS files from the File Manager by using the URL in the following format and also entering the actual file name in place of the file name variable:

/GIM/uploads/<file\_name>

Sample: <img src="/GIM/uploads/sample\_logo.gif">

# **Configuring Terms of Use**

Use this procedure to configure Terms of Use to be displayed on the login page.

- 1. In the navigation pane, click **Administration > Preferences** tab.
- 2. In the **Terms of Use** section, select **Display Terms of Use in Login Pages** to display the terms of use information on the login page. By default, this is selected.

Extreme Guest & IoT Manager						
Account	Preferences	Backup/Restore	Certificates	Connection	Notification	Troubleshooting
Look & Fe	el					
Terms of	Use					
🕑 Disp	lay Terms of Use i	in Login Pages				
Terms o	Terms of Use: This system is restricted solely to authorized users for legitimate business purposes only. The actual or attempted unauthorized access, use, or modification of this system is strictly prohibited. Unauthorized users are subject to company disciplinary procedures and or criminal and civil penalties under state, federal, or other applicable domestic and foreign laws.				is strictly prohibited.	
	The use security	e of this system may b y reasons. Anyone acc	e monitored and tessing this syste	recorded for adm m expressly cons	inistrative and ents to such	- 1
	crimina	ring and recording, and I activity, the evidence	of such activity n	nay be provided t	o law enforcemen	t officials.

- 3. (Optional) Edit the default text given in the **Terms of Use** section as its a free form text box.
- 4. Click **Save** to save the configuration or **Restore to Defaults** to cancel the changes and restore to default value.

# **Customize Provisioner Login Page**

Use this procedure to customize Provisioner Login page

### Procedure

- 1. In the navigation pane, click **Administration > Preferences** tab.
- 2. In the Provisioner Login Page Customization, select **Background Image**, **Brand Logo**, **Title**, **Font Type**, and **Font Color**.
- 3. (Optional) Click **Preview** to Preview the changes made in the Provisioner Login Page.
- 4. Click **Save** to save the changes.

Extreme	Extrer	neControl Gu	est & IoT Manaç	er					7	=
# Onboarding Templates	Account	Preferences	BackupRestore	Certificates	Access Contro	ol Engine	Notification	Housekeeping	Troubleshooting	
E Provisioners	Look & F	ref								
🛓 Self-Services	samp	Ng option			2.918					^
😸 Guest Users	samp samp	le_print.cas le_print_page.html			41 B					
Devices	samp	ie_style.cos			1.0 KB					
OC Administration	Provisio	ner Login Page (	Customization							
	Bedg	ound image:		Default				-		
	Brand	Loga		Default				*		
	Title			meow im here						
	Fors T	pe.		Oeorgia						
	Fort C	sion.			]					
	• P	review								
	10.000	frand Logo Dimens	ion is 3800245. Any s	finaded image of	I be resided to this	dimension				
	Terms o	fUse								
	R or	play Terms of Use in	Login Pages							~
+	[Quest & st7 trip	nger Administration (	Last Successful Login 27/6/10	DOLED PHILET PH	ed Login Alternytic D				Bave Restore to Cellar	-

Name	Description
Brand Logo	Configures the Brand Logo. The Brand Logo Dimension is 380X245. Any uploaded image will be resized to this dimension.
Title	Configures the title of Provisioner Login Page.
Font Type	Configures the font type of all the text in Provisioner Login page.
Font Color	Configures the font color of all the text in Provisioner Login page.
Preview	Previews the changes made in the Provisioner Login Page
Background Image	Configures the Background Image of Provisioner Login Page.

# **Configuring Privacy Policy**

Use this procedure to configure Privacy Policy to be displayed on the login page.

#### Procedure

- 1. In the navigation pane, click **Administration > Preferences** tab.
- 2. In the **Privacy Policy** field enter the required privacy policy information.
- 3. (Optional) Edit the default text given in the **Privacy Policy** field as it is a free form text box. Maximum length for the text allowed is 550 characters.

Note: You can change the privacy policy hyper link inside the "href" tag, if required. You can also change the name specified for the hyperlink on need basis. gfgf

ocount Prefe	Backup/Restore	Certificates	Access Control Engine	Notification	Troubleshooting
ook & Feel					
Privacy Policy					
-					
🕑 Display Priv	icy Policy in Login Pages				
C Display Priv	ty Policy in Login Pages	r reasons of funct	tionality, convenience, and stat	stics. By clicking	on any of the content or interacting with any section of
C Display Priv	this website uses cookies to this website, you are agreen been for this website. You are agreen been fortuneere	r reasons of funct g to this use of co	tionality, convenience, and stat	stics. By clicking of in our <a <br="" style="c&lt;/td&gt;&lt;td&gt;on any of the content or interacting with any section of&lt;br&gt;clicr heal text-decoration: none," target="blank">its=</a>	

4. Click **Save** to save the configuration or **Restore to Defaults** to cancel the changes and restore to default value.

Use this procedure to configure the Outlook Add-In Download Link to be displayed on the login page.

#### Procedure

- 1. In the navigation pane, click **Administration > Preferences** tab.
- 2. In the Provisioner Login Page Customization, select Show Outlook Add-In Download Link to configure the Outlook Add-In Download Link Pages that is to be displayed on the login page.
- 3. Click **Save** to save the changes.

Extreme:	ExtremeControl Guest & IoT Manager	. =
🗱 Onboarding Templates	Account Preferences Backup/Restore Certificates Access/Control Engine Notification Housekeeping Troubleshooting	
E Provisioners	Look & Feel	
🛔 Self-Services	Terms of Use: This system is restricted solely to authorized users for legitimatis business purposes only. The actual or attempted unauthorized access, use, or modification of this system is strictly prohibited.	^
👹 Guest Users	Unauthorized uses are subject to company dissiplinary procedures and or oriminal and divit penalties under state, federal, or other applicable domestic and foreign taxs.	
Devices	The use of this system may be monitored and recorded for administrative and security reasons. Anyone accessing this system expressly consents to such monitoring and recording, and is advised that if it reveals possible evidence of ariminal activity, the evidence of such activity may be provided to law enforcement officials.	
O <sub>0</sub> <sup>0</sup> Administration	All uses must comply with all corporate instructions regarding the protection of information assets.	
	Privacy Policy	
	C Diplay Privacy Policy in Login Pages	
	Privacy Privacy This website uses sociales for reasons of functionality, convenience, and statistics. By disking on any of the content or interacting with any social of this website, you are agreeing to this use of cooles in the manner described in our fai style="color:teal.ixed-decoselion: none," larget="blank" head"https://www.extemment-uols.com/company/legal/privacy" Phivacy and Cooles Policy (a)	
	Outlook Add in	
	er sinder Dutricel Add-in Downsed Link in Legin Pages	
		-
	Same Restore to Del	e/a
*	Elseri k 17 Marage Amministrativane Elseri Konseki Lopi (2014) 2014 (2014) Pelet Lopi Ammini El	

Name	Description
Outlook Add- lin Download Link in Login Page	Displays the Outlook Add-In Download Link in Login Page when the <b>Outlook Add-In Download Link in Login Page</b> field is selected.

# **Backup and Restore Configurations**

The **Backup / Restore** tab in the Administration menu allows you to backup and restore Guest and IoT Manager configurations. This capability enables you to port the configurations between multiple Guest and IoT Manager deployments.

The configurations you can backup and restore include:

- Access Control Engine configurations
- RADIUS configurations
- Root certificates
- HTTPD Web server configuration (HTTP, HTTPD Certificates, SSL, and so on)
- Configuration such as SMTP, SMS Gateway, SMS Provider and files that are present in the File Manager.

#### 😵 Note:

Guest Users, Devices, Provisioners, Self-Service Provisioner, and Onboarding Templates configurations are stored on the ExtremeCloud IQ - Site Engine database for corresponding Guest and IoT Manager domain and are not part of the Guest and IoT Manager backup / restore operations.

You can only store a maximum of 25 backup configurations per Guest and IoT Manager domain.

# **Storing Backup Configuration**

Use this procedure to backup the configurations.

### Procedure

Extreme <sup>®</sup>	Extrer	neControl G	uest & loT Mana	ger					?
Onboarding Templates	Account	Preferences	Backup/Restore	Certificates	Access Control Engine	Notification	Housekeeping	Troubleshooting	
Provisioners	Backup	Restore							
Self-Services	Backup								
🐸 Guest Users	GIM Vers			8.3.0.69					
Devices	Backup	Source (IP Address	/ Host Name):	10.133.133.82					
- Administration	Backup I	Name:							
	Backu	p Now 📕 B	ackup To PC						
	Schedule	d Backup							
	Backup I	Name:							
	Occurrer	nce: DEvery	day						
			Sun 🗌 Thurs						
			Mon 🗌 Fri						
			Tues 🗌 Sat						
			Wed						
<b>+</b>	[ Guest & IoT Ma	nager Administrator/admi	n] Last Successful Login: 2019	/10/21 05:17:14 PM IST	Failed Login Attempts: 0				

1. In the navigation pane, click Administration > Backup/Restore tab.

- 2. In the Backup section, enter the name of the file in the Backup Name field.
- 3. Perform one of the following:
- Click **Backup Now** to save the local configurations to XIQ-SE.
- Click **Backup to PC** to save the Backup the Guest and IoT Manager (GIM) application Configurations to the Local Personal Computer.

#### Field Descriptions

Use the data in the following table to use the Backup screen.

Name	Description
GIM Version	Displays the Guest and IoT Manager Application version number.
IP Address / Host Name	Displays the IP address / Host name of the <b>Guest and IoT Manager</b> Application for readability.
Backup Name	Configures the name of the backup file. When you specify the name for the backup file, it will be saved with the same unique name and will be displayed in the <b>Restore</b> screen.

# **Scheduling Backup**

Use this procedure for scheduling the backup configurations to do the following:

- Provide a name for the scheduled backup.
- Schedule the occurrence for the backup.
- Schedule a time for the backup.
- (Optional) Limit the number of backups to be saved.

#### Procedure

1. In the navigation pane, click Administration > Backup / Restore tab.

Extreme	ExtremeControl Guest & IoT Manager	? ≡
Onboarding Templates	Account Preferences Backup/Restore Certificates Access Control Engine Notification Housekeeping Troubleshooting	
E Provisioners	Backup Restore	
Self-Services	Backup Now Backup To PC	^
嶜 Guest Users	Scheduled Backup	
Devices	Backup Name:	
Administration	Occurrence: Everyday	- 8
Second Second	Sun Thurs	
	Mon Fri	- 1
	Tues Sat	
		- 1
	AL The GMT	
	€ Limit Number of Backups Saved	
	Maximum Backups Saved: 100 🗘	
		- 1
	Note: Only 100 GIM backups (Manual/Scheduled) can be saved in the system. Once this limit is reached no further backups are saved. Please delete any older backups to bring the count below the supported number.	- 1
		- 1
	Save Restore to Defaults	~
<del>¢</del>	[Gawt & IoT Manager Administrativitation's ] Last Successful Logic 2019/10/1 06:17:14 PM 107 Fabra Login Attempts: 0	

- 2. Within the Scheduled Backup section, in the **Backup Name** field, enter the name of the Backup.
- 3. In the **Occurrence** field, select the occurrence for the scheduled backup as required.
- 4. In the At field, select the time for the scheduled backup.
- 5. (Optional) Click Limit Number of Backups Saved and select the number of backups to be saved from the Maximum Backups Saved drop down list.

### 😵 Note:

The Maximum Backups Saved is configured as 100 by default. If the number of saved backups saved exceeds that value, Guest and IoT Manager automatically deletes the oldest backups.

6. Click Save.

- Once the scheduled backup occurs on a day and time, the backup configurations are then visible in the Restore Panel. Where, the Backup name specified by the user is displayed with the date and time at which it is scheduled. For example: BackupName\_YYYYMMDD\_HHMMSS.
- The required backups can be restored by selecting a backup from the restore panel.

### Field Descriptions

Use the data in the following table to use the Backup screen.

Name	Description
GIM Version	Displays the <b>Guest and IoT Manager</b> Application version number.
IP Address / Host Name	Displays the IP address / Host name of the Guest and IoT Manager Application for readability.
Backup Name	Configures the name of the backup file. When you specify the name for the backup file, it will be saved with the same unique name and will be displayed in the <b>Restore</b> screen.
Occurrence	Configures the scheduled backup for a day.
At	Configures the scheduled backup at a time in the day. This field is enabled after you select the day for the scheduled backup in the Occurrence field.
Limit Number of Backups Saved	Configures a limit for the number of backups Guest and IoT Manager saves.
Maximum Backups Saved:	Configures the maximum number of backups Guest and IoT Manager saves. This field is enabled when the <b>Limit Number of Backups Saved</b> field is selected.
Restore to Default	Cancels the configuration and resets back to the default settings.

### **Restoring Configuration**

Use this procedure to restore the configurations.

#### Procedure

- 1. In the navigation pane, click Administration > Backup / Restore tab.
- 2. Click **Restore**. The Restore screen displays all the available backup configurations in the Restore screen along with **Application Version**, **IP Address / Host Name** and **Backup Timestamp** details.

÷	- → Ů ŵ	▲ Certificate error https://10.133.133.82/GIM/admin/#adminis	tration			□ ☆	մ≞	h	Ŀ	
E	Extreme <sup>.</sup>	ExtremeControl Guest & IoT Manager							?	≡
÷	Onboarding Templates	Account Preferences Backup/Restore Certificates	Access Control Engine	e Notification Housekeeping Tr	oubleshooting				_	
	Provisioners	Backup Restore								
2	Self-Services	Restore Opelete C Refresh Delete Refresh Restore from PC								
2	Guest Users	Note: GIM VM will reboot to bring changes into effect during restore ope Backup Name	GIM Version	Backup Source (IP Address / Host Name)	Backup Timestamp					
		ManualTest123	8.2.4.20	10.133.133.30	2019/10/10 11:27:41 AM IST					
	Devices	ScheduleTest123_20191010_112800	8.2.4.20	10.133.133.30	2019/10/10 11:28:00 AM IST					
¢	Administration	ScheduleTest123_20191011_112800	8.2.4.20	10.133.133.30	2019/10/11 11:28:00 AM IST					
		ScheduleTest123_20191012_112800	8.2.4.20	10.133.133.30	2019/10/12 11:28:00 AM IST					
		ScheduleTest123_20191013_112800	8.2.4.20	10.133.133.30	2019/10/13 11:28:00 AM IST					
		backup1	8.4.0.8	10.133.133.30	2019/10/04 14:59:53 PM IST					
		checknew_20191001_152000	8.4.0.555	gim-admin-hostname.madhu-gim.com	2019/10/01 15:20:00 PM IST					
		checknew_20191008_152000	8.4.0.555	gim-admin-hostname.madhu-gim.com	2019/10/08 15:20:00 PM IST					
		hostname	8.4.0.62	gimAdmin.test.com	2019/09/26 12:01:37 PM IST					
		manual	8.2.4. 20	10.133.133.30	2019/09/28 20:16:41 PM IST					
		manualbkp	8.2.4.20	10.133.133.30	2019/09/30 11:15:49 AM IST					
		new1	8.2.4.20	10.133.133.30	2019/09/24 15:45:44 PM IST					
		new2	8.2.4.20	10.133.133.30	2019/09/24 15:45:50 PM IST					
		new3	8.2.4.20	10.133.133.30	2019/09/24 15:45:57 PM IST					
		test	8.4.0.50	10.133.133.4	2019/09/16 12:00:53 PM IST					
		test_20191009_105815	8.2.5.20	10.133.133.30	2019/10/10 11:00:00 AM IST					
		test_bkp1	8.4.0.8	10.133.133.30	2019/10/03 18:30:45 PM IST					
	÷	[Guest & IoT Manager Administrator/admin ] Last Successful Login: 2019/10/21 05:17:14 PM IST Fai	led Login Attempts: 0							

- 3. Do one of the following:
  - Select the required backup entry and click **Restore**.
  - Click on **Restore** from PC and upload the desired Backup file.

The Restore confirmation message is displayed requesting whether to restore the network configuration.

- 4. In the **Restore** screen, do the following:
  - 1. Click Yes, to include network configuration while restoring the backup configuration.

Network configuration includes:

- Interface IP addresses and subnet masks.
- Static routes.
- DNS IP addresses and domain.
- 2. Click No, to restore the configuration without network configuration..

😒 Note:

The Guest and IoT Manager Application automatically reboots the Virtual Appliance.

5. (Optional) Select the required backup(s) and click **Delete** to clear the added backup file. You will be asked to confirm the deletion.



Use Ctrl / Shift to select multiple records to delete.

6. (Optional) Click **Refresh** to display the most recent changes.

# **Managing HTTPD Certificates**

The Certificates tab in the Administration menu allows you to add, bind, or delete a certificate or key.

# Adding a Certificate

Use this procedure to add a new certificate.

#### Procedure

1. In the navigation pane, click **Administration > Certificates** tab.

The Certificates screen is displayed.

2. In the Certificates screen, click Add > Add Certificate to add a new certificate.

The Add Certificate screen is displayed.

Add Certificate		×
Certificate File:	ExtremeCertificate.cer	Browse
Alias for this Certificate:	ExtremeCert	
Chain Certificate		
Note: Certificate encodir If Self-Signed Certi	ng format should be either DER-encoded binary X.509 or Base64-enc fficate is used, make sure that IP Address/Hostname is present in SA	oded X.509. N field
	Save	Cancel

- 3. In the **Certificate File** field, click **Browse** to select the certificate from the local folder and click **Open** to upload.
- 4. In the Alias for this Certification field, enter the alias name to assign another name for the selected new certificate.
- 5. Select Chain Certificate checkbox to upload a chain certificate.
- 6. Click Save to save the configuration or click Cancel to cancel the changes.

The added certificate and chain certificate details are displayed in the certificates table.

7. (Optional) Select the required certificate(s) and click **Delete** to remove certificates.

### 🛨 Tip:

Active and default certificates cannot be deleted.

Use Ctrl / Shift to select multiple records to delete.

### Field Descriptions

Use the data in the following table to use the Add Certificate screen.

Name	Description
Certificate File	Configures a new certificate for the application. This must be one of the following:
	• DER encoded binary X.509 file containing the certificate.
	<ul> <li>Base64 encoded file containing the certificate.</li> </ul>
Alias for this certificate	Configures a unique string to identify the key entry of the certificate.
Chain Certificates	Uploads a chain certificate. A chain certificate is a sequence of certificates, where each certificate in the chain is signed by the subsequent certificate. The purpose of a certificate chain is to establish a chain of trust from a peer certificate to a trusted CA certificate.

# Adding a Key

Use this procedure to add a new private key.

#### Procedure

1. In the navigation pane, click **Administration > Certificates** tab.

The Certificates screen is displayed.

2. In the Certificates screen, click Add > Add Key to a new private key.

The Add Private Key screen is displayed.

Add Private Key		×
Private Key File:		Browse
Passphrase:		
Alias for this Key:		
	Save	Cancel

- 3. In the **Private Key File** field, click **Browse** to select the private key from the local folder and click **Open** to upload.
- 4. In the **Passpharse** field, enter the passphase for the selected private key.
- 5. In the Alias for this Key field, enter the alias name to assign another name for the selected new key.
- 6. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

The added private key details are displayed in the certificates table.

7. (Optional) Select the required private key(s) and click Delete, to remove keys.

🔁 Tip:

Active and default private keys cannot be deleted.

Use Ctrl / Shift to select multiple records to delete.

#### Field Descriptions

Use the data in the following table to use the Add Private Key screen.

Name	Description
Private Key File	Configures a new private key for the certificate to encrypt messages intended for a particular recipient. These messages can be deciphered only by using the defined private key.
Passpharse	Configures the passphrase that needs to be used to decrypt the file containing the private key. If the private key is not encrypted, leave this field blank.
Alias for this Key	Configures a unique string to identify the key entry of the certificate which you intend to use.

### **Binding a Certificate**

Use this procedure to bind a Key and a certificate to the HTTPD server.

### Before you begin

Ensure that you have a added a certificate to the application and the same is listed in the **Administration > Certificates** table.

#### Procedure

1. In the navigation pane, click Administration > Certificates tab.

The added certificates, chain certificates, and private key are displayed along with the name and type details.

- 2. Select the required certificate you want to bind in the Name column.
- 3. Click Bind and select Bind Certificate from the drop-down list.

The Bind Certificate and Key screen is displayed.

Bind Certificate & Key			×
Private Key:	Default_Key		•
Passphrase:			
		Save	Cancel

#### Note:

Bind Certificate option in the drop-down list is disabled, if you select a incorrect certificate.

- 4. In the Private Key field, select the required key from the drop-down list.
- 5. (Optional) In the **Passpharse** field, enter the passphase for the selected private key.
- 6. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

#### **Field Descriptions**

Use the data in the following table to use the **Bind Certificate** screen.

Name	Description
Private Key	Specifies a new private key for the certificate to encrypt messages intended for a particular recipient. These messages can be decoded only by using the defined private key.

Passpharse	Configures the passphrase that needs to be used to encrypt the file containing the private key. If the private key is not encrypted, leave this field blank. <b>Note:</b>			
	Ensure that you provide the valid passphrase, so that the bind does not fail and result in HTTPD restart failure.			

# **Binding a Chain**

Use this procedure to bind a Certificate Chain to HTTPD server.

#### Before you begin

Ensure that you have a added a chain certificate to the application and the same is listed in the Administration > Certificates table.

#### Procedure

1. In the navigation pane, click Administration > Certificates tab.

The added certificates, chain certificates, and private key are displayed along with the name and type details.

- 2. Select the required chain certificate you want to bind in the Name column.
- 3. Click **Bind** and select **Bind Chain** from the drop-down list.

The Bind Chain screen is displayed.

Bind Chain			×
Certificate:	Default_Cert		•
Private Key:	Default_Key		•
Passphrase:	•••••		
		Save	Cancel

#### 😵 Note:

If a chain certificate is not selected, the **Bind Chain** option in the drop-down list is disabled.

- 4. In the Certificate field, select the required certificate from the drop-down list.
- 5. In the **Private Key** field, select the required private key from the drop-down list.
- 6. (Optional) In the Passpharse field, enter the required passpharse for the selected certificate and private

key.

7. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

### Field Descriptions

Use the data in the following table to use the **Bind Chain** screen.

Name	Description
Certificates	Specifies the available certificates for selection.
Private Key File	Specifies a new private key for the certificate to encrypt messages intended for a particular recipient. These messages can be decoded only by using the defined private key.
Passpharse	Configures the passphrase that needs to be used to encrypt the file containing the private key. If the private key is not encrypted, leave this field blank.   Note:  Ensure that you provide the valid passphrase, so that the bind
	does not fail and result in HTTPD restart failure.

# Managing Access Control Engine

The Access Control Engine tab in the Administrator menu supports the Guest and IoT Manager Application to configure Access Control Engine.

### 🚺 Important:

Guest and IoT Manager does not automatically connect to the **Access Control Engine** upon start-up. You need to configure the **Access Control Engine** providing the necessary details. And also, Guest and IoT Manager need not be connected to allow Guest Users to use their accounts.

# **Configuring Engine Details**

Use this procedure to configure Guest and IoT Manager to Access Control Engine.

#### Procedure

1. In the navigation pane, click Administration > Access Control Engine tab.

The Engine Details screen is displayed.

Extreme	ExtremeCor	ntrol Guest & Io	T Manager					? ≡
Onboarding Templates	Account Prefe	rences Backup/F	estore Certificates	Access Control Engine	Notification	Housekeeping	Troubleshoot	ing
AE Provisioners	Engine Details	RADIUS Root Cer	ificates License					
Self-Services	Primary Engine							
😁 Guest Users	(IP Address / Host I Secondary Engine	Name):						
Devices	(IP Address / Host I	Name):						
OC Administration	Note: Secondary Er	ngine must be in the s	ime Engine Group as Prim	ary Engine				
	Port:		-					
	XIQ-SE Admin User	name:	100					
	XIQ-SE Admin Pass	word:		Þ				
	Access Control Eng	tine Status:	Up					
							l⊋	
					_	_		_
					s	ave Test	Restore to De	laults
•		Last Succe	ssful Login: 2021/08/23 09:40:11 A	M EDT Failed Login Attempts: 0				

- 2. In the **Primary Engine** field, enter the IP address or host name of **Access Control Engine**.
- 3. (Optional) In the **Secondary Engine** field, enter the IP address or host name of any other **Access Control Engine** which is part of the same Engine Group as the Primary Engine.
- 4. In the **Port** field, enter the port number used for communicating with the Access Control Engine.
- 5. Enter the XIQ-SE Admin Username and XIQ-SE Admin Password of the ExtremeCloud IQ Site Engine administrative user having appropriate Guest and IoT Manager read / write access capability.
- 6. Click Save to store the valid configuration in Guest and IoT Manager Application.

😵 Note:

The Guest and IoT Manager uses this configuration to establish connection with the Access Control Engine.

In the absence of these settings, Guest and IoT Manager is no longer connected to Provisioner and Self-Service Provisioning Application.

7. (Optional) Click Test to verify the Access Control Engine configuration.

The successful / failure test configuration message is displayed.

8. (Optional) Click **Restore to Defaults** to reset the configuration to default.

#### Field Descriptions

Use the data in the following table to use the **Engine Details** screen.

Name	Description
------	-------------
Primary Engine	Configures the Primary Control Engine IP address / host name of the <b>Access Control Engine</b> .
--------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------
Secondary Engine	(Optional) Configures Secondary Control Engine IP address / host name for the Access Control Engine.
	When the primary appliance goes down the application switches to secondary appliances and vice verse with a maximum down time of 10 seconds.
Port	Configures the <b>Access Control Engine</b> port number to identify a specific process to which the connections needs to be forwarded when it arrives at a server. By default, the proxy value 8444 is displayed.
XIQ-SE Admin Username and XIQ- SE Admin Password	Specifies the Username and Password of the the ExtremeCloud IQ - Site Engine administrative user which has Guest and IoT Manager Application read / write access.

# **Configuring RADIUS Settings**

Use this procedure to specify the RADIUS settings in Guest and IoT Manager Application.

For more information on RADUIS settings, see <u>Guest and IoT Manager Configuration Document</u> in ExtremeCloud IQ - Site Engine.

## Procedure

- 1. In the navigation pane, click Administration > Access Control Engine tab.
- 2. Click RADIUS.

The RADIUS screen is displayed.

ExtremeControl Guest & IoT Man	ager ?	=
Account Preferences Backup/Restor	e Certificates Access Control Engine Notification Troubleshooting	
Engine Details RADIUS Root Certificat	es License	
RADIUS Port	1812	
Shared Secret		
Timeout (in sec):	3	
The IP address of the RADIUS service will be autor Note: In Engline Group, you must have a Guest I	Natically retrieved. Authentication request will be retried up to 3 times. I loT Manager server record with the IP address of the server that hosts Guest & IoT Manager. Provisioners cannot login without server record.	
	Seve Restore to Default	5

- 3. In the RADIUS Port field, enter the port number for authentication request.
- 4. In the **Shared Secret** field, enter the pre shared key to establish the connection.
- 5. In the **Timeout** field, enter the period in seconds.

6. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

In Engine Group, you must have a Guest and IoT Manager Server record with the IP address of the Server that hosts Guest and IoT Manager. Provisioners cannot login without Server record.

### **Field Descriptions**

Use the data in the following table to use the RADIUS screen.

Name	Description
RADIUS Port	Configures the RADIUS port number where the <b>Access Control Engine</b> is running for centralized Authentication, Authorization, and Accounting (AAA) network access management. The default number is 1812. <b>Access Control Engine</b> uses RADIUS to authenticate Provisioners.
Shared Secret	Configures the proof of identity for authentication. The Shared Secret can be randomly selected bytes. The default shared secret is : ETS_TAG_SHARED_SECRET
Timeout (in sec)	Configures the maximum length of time in seconds to wait (for the real- time), so that Guest and IoT Manager Application retires the RADUIS login.
	seconds.

## Adding Root Certificate

Use this procedure to add a new Root Certificate.

### Procedure

- 1. In the navigation pane, click Administration > Access Control Engine tab.
- 2. Click **Root Certificates > Add**, to add a new certificate.

The Add Root Certificate screen is displayed.

Add Root Certificate		×
Certificate File:	Default_Access_Control_Engine	Browse
Alias for this Certificate:	DACE	
Note: Certificate encod	ing format should be either DER-encoded binary X.509 or Base6	4-encoded X.509
	Sa	Cancel

- 3. In the **Certificate File** field, click **Browse** to select the certificate from the local folder and click **Open** to upload.
- 4. In the **Alias for this Certification** field, enter the alias name to assign another name for the selected new certificate.
- 5. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

The added Root Certificate details are displayed in the Root Certificates table and **Update Trust Mode** is enabled.

6. Click Trust Mode.

There are two options under the Update Trust Mode:

- 1. Select **All server certificates are accepted**. By default, this option is selected where all the server certificates are accepted. However, the Trust Mode gets highlighted in **RED**.
- 2. Select **Any untrusted server certificate is rejected** so that the certificate from the server is validated against the root certificates available in Guest and IoT Manager. The untrusted certificates are rejected if the identity is not verified. We recommend this as the safest option to be selected.
- 3. Click **Save** to save the configuration or click **Cancel** to cancel the changes.
- 7. (Optional) Select the required Root Certificate(s) and click **Delete** to remove the certificates.

🕒 Tip:

Use Ctrl / Shift to select multiple records to delete.

## Field Descriptions

Use the data in the following table to use the Add Root Certificate screen.

Name	Description
Certificate File	Adds a new Root Certificate for the application. The certificate file must contain PEM-encoded certificate.
	Make sure that the certificate does not have a password associated with it. The certificate encoding format must be any one of the following format.
	😒 Note:
	• DER encoded binary X.509 file containing the certificate.
	<ul> <li>Base64 encoded file containing both the certificate and the private key.</li> </ul>

Name	Description
Alias for this certificate	Configures a short unique string to identify the key entry of the Root Certificate in the keystore.
	You can use any name; <b>Access Control Engine</b> uses this Alias name as a key to identify the certificate in the keystore. All the installed certificate resides in the Guest and IoT Manager keystore.
	Important: Do not confuse the Guest and IoT Manager keystore with the browser keystore and the certificates that secure HTTPS browser sessions.

# Viewing License Status

When you deploy Guest and IoT Manager for the first time, ensure that a valid Guest and IoT Manager license is added and enforced in ExtremeCloud IQ - Site Engine so that Access Control Engine details can be configured in Guest and IoT Manager. For more information, see <u>Configuring Engine Details</u>.

If the license is expired:

- License status is displayed as Not Installed / Expired.
- Provisioner users are logged out including Outlook Provisioner and all the configured selfservices become non-operational.
- Valid new license needs to be added again to function.

Different License Status

Scenario	License Status
When engine details not configured	Not Available
Invalid Credentials	Not Available
Not compatible	Not Available
Not Reachable	Not Available
Not Trusted	Not Available
Reachable and valid license present	Valid
Reachable and there is no valid license present	Not Installed / Expired

For more information on Server License, see <u>Diagnostics</u> in ExtremeCloud IQ - Site Engine.

## 😵 Note:

When the connection fails from Guest and IoT Manager to **Access Control Engine**, the system waits for a minute and if the connection does not restore, all the configured self-services become non-operational.

When the connection restores, all the services are reactivated automatically.

# **Setting Notification Parameters**

The **Notification** tab in the Administrator menu specifies the Email and SMS configuration that are used to notify the Guest Users created by the Provisioners. The usual way to provide the credentials (User Name and Password) is through email. Alternatively, the Administrator can send the credentials in an email to the front desk personnel who can pass them to the Guest as a hard copy.

For more information, see Enabling E-mail Notification.

The Administrator can also configure the application to send the credentials via an SMS text message to the mobile phone. The configured carrier Gateway / Provider communicate with the Guest and IoT Manager on how to send the messages.

For more information, see Adding SMS Gateway and Adding SMS Provider.

## \rm Important:

You can use a public mail server such as Gmail or Yahoo as the Simple Mail Transfer Protocol (SMTP) server. However, there are some limitations with these web-based SMTP servers.

Emails sent using Web-based SMTP servers are likely to be marked as spam by mail clients including Outlook. Guest Users need to be made aware of this so that they do not overlook the mail.

Yahoo SMTP comes with a strict limit of 500 outbound emails per day (and each message can be sent up to 100 recipients), to prevent spammers from using it for their unsolicited messages.

Gmail SMTP comes with severe sending limits to prevent spammers from using its outgoing server to blast out garbage emails. The boundary is 100 recipients a time and 500 messages per day. If you cross this restriction, Google blocks your account.

Google blocks sign-in attempts from unknown sources. To avoid this issue, you need to allow access to apps to get authenticated. You can find this option in your Google Account Security Setting. Select **Allow less secure apps** as **ON** to use these non-Google apps and devices despite the risks. For more information, see <u>Let less secure apps access your account</u>.

# **Enabling E-mail Notification**

Use this procedure to configure SMTP email settings.

### Procedure

1. In the navigation pane, click **Administration > Notification** tab.

By default, the E-mail screen is displayed.

Extrem	neControl Gue	st & IoT Manag	jer								7 8
Account	Preferences	Backup/Restore	Certificates	Access Cont	rol Engine No	offication Tr	oubleshooting				
E-mail	SMS										
C Enable	Sending of Email N	offication									
From A	ddmis	productione	networks.com								
Server		134.141.79.20	10								
Securit	y.	None		*							
Port		25		0							
🗟 Da	er Authentication										
Use	mane	John									
8	Change Password										
Nex	Password	-		Ð							
Cor	nim Password.	-		ø							
	Test										
Examp	ies										
Name	From Add	ress Ser	tver	Use 55L	Port Numb	er Use Authen	fication (	Jeemane	Password		
GMail	Gmail Acc	unt ID sine	tp-pmail.com	Yes	405	Yes		Smail Account ID	Account Password		
Yahool	Yahool Aci	ount ID smit	Ip mail yahoo com	Yes	405	Yes		fahool Account ID	Account Password		
										See	lestore to Defaults

- 2. In the E-mail screen, select the Enable Sending of Email Notification checkbox to configure SMTP.
- 3. In the **From Address** field, enter the email address that needs to be displayed in the **From** line of the messages that application sends.
- 4. In the Server field, enter the fully-qualified domain name or the IP address.
- 5. In the Security field. select None, SSL/TLS or STARTTLS options from the drop-down list.

By default, None option is selected to process email with Non-SSL connections.

If you select **STARTTLS** option, enter the port number to send the encrypted email.

If you select **SSL/TLS** option, the **SSL Certificate** field is enabled. You can perform the following:

- 1. Select **System** option from the **SSL Certificate** field drop-down list, to use the known Root Certificates that are shipped along with Guest and IoT Manager Application.
- Select Custom option from the SSL Certificate field drop-down list to import the SMTP server certificate specified in Administration > Connection > Certificate tab. When you successfully import the certificate, this certificate is used to establish trust with the SMTP server.
- 6. In the **Port** field, enter the SMTP port number.

7. (Optional) Select User Authentication checkbox, if your SMTP server requires authentication.

The User Name and Change Password fields are enabled.

- 1. Enter the login credentials of SMTP server user in the **Username** field.
- 2. Select Change Password checkbox, to modify the password details.
- 8. (Optional) Click **Test** to verify that the application can reach the server using the specified email address before saving the configuration.

The Test SMTP Configuration screen is displayed.

- 1. Enter the sample email address in the **Test Destination Email** field.
- 2. Click Send Test Email to send the email or click Cancel to cancel the operation.
  - 😵 Note:

Ensure that you set up an appropriate email notification template. For more information, see Configuring the Account Notification Templates.

9. Click Save to save the configuration or Clear to clear the configuration.

For more information, sample email domains are listed as examples in the **E-mail** screen beneath frame. For example, Yahoo, Gmail, and so on.

## Field Descriptions

Use the data in the following table to use the **E-mail** screen.

Name	Description
Enable Sending of Email Notification	Configures the Application to send Guest Users, Provisioners, and / or others an email notification, when Guest User accounts are created and / or updated.
From Address	Configures email address that needs to be displayed in the <b>From</b> line of the messages. For example, user provisioning notifications contains a <b>From Address</b> such as guestreception@extremenetworks.com. This address appears in all types of emails that Guest and IoT Manager Application sends.
Server	Configures the domain name or the IP address assigned to the mail server that transmits email notifications from the application. The SMTP server name can be an email address. You can enter a public mail server such as Gmail or Yahoo as the SMTP server.
Security	Specifies SSL/TLS and STARTTLS options.

Name	Description
SSL Certificate	Specifies <b>System</b> and <b>Custom</b> options.
	• <b>System</b> : Uses the shipped Root Certificate to establish trust with the SMTP server. If the application fails to establish trust, the email functionality does not work.
	• <b>Custom</b> : Fetches the custom SMTP server certificates that are binded in the Application. For more information, see <u>Binding a</u> <u>Certificate</u> . Upon successful import this certificate is used to establish trust with SMTP server.
Port	Configures the SMTP port number to be used by the application for the SSL connection.
Username	Specifies the login name of the SMTP server user.
New Password and Confirm Password	Configures a new password for the account.
Test Destination Email	Verifies the SMTP settings by sending the sample email.
Restore to Default	Cancels the configuration and resets back to the default settings.

# Configuring SMS Gateway / Provider

The Administrator can perform the following procedures to send the login credentials to Guest Users.

- AddingSMSGateway
- AddingSMSProvider
- <u>ModifyingSMSGateway/Providers</u>
- Restore to Default SMS Gateways

Extreme <sup>.</sup>	Extrem	eControl Gu	uest & IoT Manag	er						? =	=
Onboarding Templates	Account	Preferences	Backup/Restore	Certificates	Access Control Engine	Notification	Housekeeping	Troubleshooting			
Provisioners	E-mail S	MS Two-Way	SMS Provider								
Self-Services	🔾 Add 👻	🍺 Edit 🛛 🤤	Delete   🥥 Set as D	efault 📃 Cha	nge Visibility						
	Default	Visibility	Phone Carrier/Provide	er			Phone Carrier/Provid	der Gateways	Pro	otocol	
Guest Users	1	1	AT&T				txt.att.net		SM	TP	^
Devices		1	Bell				txt.bell.ca		SM	ITP	
		~	Cingular				mycingular.net		SM	ITP	
Q; Administration		1	Rogers				pcs.rogers.com		SM	TP	
		4	Sprint PCS				messaging.sprintpcs.o	com	SM	ITP	
		1	T-Mobile				tmomail.net		SM	ITP	
		1	Telus				msg.telus.com		SM	ITP	
		1	Verizon Wireless/Xfinit	/ Mobile			vtext.com		SM	ITP	
		1	Alitel				text.wireless.alltel.con	n	SM	TP	
		1	Consumer Cellular				mailmymobile.net		SM	ITP	
		~	Cricket				sms.cricketwireless.ne	et	SM	ITP	
		1	Metro PCS				mymetropcs.com		SM	TP	
		1	SunCOM				tms.suncom.com		SM	ITP	
		1	US Cellular				email.uscc.net		SM	TP	
		1	Virgin Mobile US				vmobl.com		SM	ITP	
		1	Virgin Mobile Canada				vmobile com		SM	TP	~
									Restor	e to Defaults	
<del>¢</del>	[ Guest & IoT Mana	ager Administrator/admin	1 Last Successful Login: 2019/1	1/28 02-42-22 PM IST	Failed Login Attempts: 0						

## Adding SMS Gateway

Use this procedure to configure carrier gateways settings to send SMS messages to mobile service providers.

### Procedure

- 1. In the navigation pane, click Administration > Notification > SMS tab.
- 2. Click Add and select Add SMS Gateway option from the drop-down list.

The Add SMS Gateway screen is displayed.

Add SMS Gateway		×
Carrier Name:	Cingular	
Carrier Gateway:	mycingular.nett	
Phone Number:	US & Canada, leading 1(uncommon)	•
Test		
	Save	Cancel

3. In the Carrier Name field, enter the name of the carrier.

- 4. In the Carrier Gateway field, enter the carrier gateway address.
- 5. In the **Phone Number** field, select the required calling options from the drop-down list.
- 6. Click **Test** to test the added gateway service configuration.

The Test Gateway Configuration screen is displayed.

- 1. Enter the phone number in the **Test Destination Mobile Number** field.
- 2. Click Send Test SMS to send the SMS or click Close to close the screen.

### 😵 Note:

Ensure that you set up an appropriate email notification template. For more information, see Configuring the Account Notification Templates.

7. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

The added carrier gateways details are displayed in the SMS Gateway screen along with **Phone Carrier** and **Gateway** details.

8. (Optional) Select the required added carrier gateway and click **Set as default** option in the **SMS Gateway** screen.

If you configure a default gateway, the default gateway is used to send SMS text messages to each mobile service provider.



The first SMS gateway is always a default gateway. You can select the required gateway and Set as default, if required.

- 9. (Optional) Select the required added carrier and click **Edit** to modify the SMS gateway. For more information, see <u>Modifying SMS Gateway/Providers</u>.
- 10. (Optional) Select the required added carrier gateway(s) and click **Delete** option in the **SMS Gateway** screen to clear the added carrier service. You will be asked to confirm the deletion.

😏 Tip:

Use Ctrl / Shift to select multiple records to delete.

### **Field Descriptions**

Use the data in the following table to use the Add SMS Gateway screen.

Name	Description
Carrier Name	Configures the carrier service provider name. It is mandatory to configure a gateway for each mobile phone provider to whom the application sends the Guest User login details.

Name	Description	
Carrier Gateway	Configures the carrier gateway address to send SMS text messages.	
Phone Number	Specifies the phone number format of the selected country. If you select specify length option from the drop-down list, the Digits (single number or range. For example, 10 — 15) field is enabled.	
Digits (single number or range. For example, 10 — 15)	Configures the number range for the phone number input field.	
Test Destination Mobile Number	Verifies the SMS configuration by sending a sample SMS to the specified mobile number.	

## Adding SMS Provider

Use this procedure to configure Clickatell gateways settings to send bulk SMS messages to mobile service providers.

## Before you begin

Ensure that you have completed Clickatell registration and have activated your account ID. The account activation email received includes User ID and Email address information.

## 😣 Note:

If Do not Disturb (DND) service is enabled in your mobile network, you will not be able to receive any SMS notification.

## Procedure

- 1. In the navigation pane, click Administration > Notification > SMS tab.
- 2. Click Add and select Add SMS Provider option from the drop-down list.

The Add SMS Provider screen is displayed.

Add SMS Service Provider		×
Provider:	Clickatell	•
Provider Name:	Clickatell REST	
Provider Gateway/Host:	https://platform.clickatell.com/messages	
API Key:		
API Type:	REST	•
Test		
	Save Ca	ancel

3. In **Provider** field, select the name of the provider.

Currently, Clickatell is the only available service provider.

- 4. In the **Provider Name** field, enter the name of the provider.
- 5. In the **Provider Gateway / Host** field, check the available URL details.

The value displayed in this field is based on the option selected in the API Type field.

- 6. In the API Key field, enter the key details obtained from Clickatell.
- 7. In the API Type field, select the type from the drop-down list.

By default, REST option is selected.

8. Click **Test**, to test the added gateway services configuration.

The Test Gateway Configuration screen is displayed.

- 9. In the Add SMS Provider screen, do the following:
  - 1. Enter the phone number in the **Test Destination Mobile Number** field.
  - 2. Click Send Test SMS to send the SMS or click Close to close the screen.
- 10. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

The added provider gateways details are displayed in the SMS Gateway screen along with Phone Provider, Provider Gateway and Protocol (REST / HTTP) details.

 Select the required added provider gateway and click Set as default option in the SMS Gateway screen. On Guest User summary screen, the complete address as specified in the SMS provider configuration is now displayed with the essential part of the name.

- 12. (Optional) Select the required added carrier and click **Edit** to modify the SMS provider. For more information, see <u>Modifying SMS Gateway/Providers</u>.
- 13. (Optional) Select the required added provider gateway(s) and click **Delete** option in the **SMS Gateway** screen to clear the added provider service. You will be asked to confirm the deletion.

🔁 Tip:

Use Ctrl / Shift to select multiple records to delete.

### Field Descriptions

Use the data in the following table to use the Add SMS Provider screen.

Name	Description
Provider	Specifies the list of Providers.
	Currently, Clickatell is the only available service provider.
Provider Name	Configures the Provider name.
Provider Gateway /	Specifies the URL information.
HostThe default value for Provider Gateway / Host field is provided for both REST and HTTP API types.API KeyConfigures the API key.	
API Key       Configures the API key.         You need to copy the API key from Clickatell account.         (https://portal.clickatell.com/#/login)	
	You need to copy the API key from Clickatell account. (https://portal.clickatell.com/#/login)
АРІ Туре	Specifies the API type available for the selected service provider.
	The options available are:
	• REST
	• HTTP

## Modifying SMS Gateways / Providers

Use this procedure to modify SMS Gateways / Providers.

### Procedure

- 1. In the navigation pane, click **Administration > Notification** tab.
- 2. Click SMS tab. The added carrier / provider gateway details are displayed in the SMS screen along with Phone Carrier, Gateway and Protocol (HTTP / REST) details.
- 3. Select the required phone carrier / provider from the list.

4. Click Edit to view the carrier details.

### 😒 Note:

You can also view by double-clicking the required phone carrier / provider from the list.

- 5. In the Edit SMS Gateway screen, modify the fields required. The fields are displayed based on the selected phone carrier / provider type.
- (Optional) The Change Visibility option can be used to hide SMS Gateways/Providers from the Provisioner application and the Self Registration page of Guest Users. This option can be used to either enable or disable the visibility of the selected SMS gateway/provider. The change visibility button is disabled when the default gateway is selected.
- 7. Click Save, to save the configuration or click Cancel to cancel the changes.

### Restore to Default SMS Gateways

Use this procedure to modify SMS Gateways / Providers.

### Procedure

- 1. In the navigation pane, click **Administration > Notification** tab.
- 2. Click SMS tab. The added carrier / provider gateway details are displayed in the SMS screen along with Phone Carrier, Gateway and Protocol (HTTP / REST) details.
- 3. Click **Restore to Default** to restore the default SMS Gateways.

😵 Note:

When **Restore to Default** is selected the newly added/deleted Gateways are removed and the Defalut SMS Gateways are displayed.

- 4. In the Restore windows pop-up, Do one of the following:
- Select **Yes** to restore the default SMS configurations.
- Select **No** to avoid restoring the default SMS configurations.

Extreme <sup>.</sup>	ExtremeControl Gu	iest & IoT Manager				?	≡
🚁 Onboarding Templates	Account Preferences	Backup/Restore Certificates	Access Control Engine Notifi	ation Housekeeping	Troubleshooting		
Provisioners	E-mail SMS Two-Way	SMS Provider					
Self-Services	🔾 Add 👻 🃑 Edit \ominus	Delete 🕴 🥥 Set as Default 🛛 🗮 Cha	nge Visibility				
	Default Visibility	Phone Carrier/Provider		Phone Carrier/Provi	ider Gateways	Protocol	
Guest Users	4	Rogers		pcs.rogers.com		SMTP	^
Devices	4	Sprint PCS		messaging.sprintpcs.	com	SMTP	
♂ <sup>®</sup> Administration	1	T-Mobile		tmomail.net		SMTP	10
<b>T</b> 0	1	Telus		msg.telus.com		SMTP	
	1	Verizon Wireless/Xfinity Mobile		vtext.com		SMTP	- 11
	1	Alltel		text.wireless.alltel.co	m	SMTP	
	1	Consumer Cellular		mailmymobile.net		SMTP	1
	1	Cricket		sms.cricketwireless.r	net	SMTP	
	1	Metro PCS		mymetropcs.com		SMTP	- 11
	1	SunCOM		tms.suncom.com		SMTP	
	1	US Cellular		email.uscc.net		SMTP	- 11
	1	Virgin Mobile US		vmobl.com		SMTP	
	4	Virgin Mobile Canada		vmobile.com		SMTP	- 11
	1	Sasktel Canada		sms.sasktel.com		SMTP	
	4	Ting		message.ting.com		SMTP	- 11
	1	Clickatell REST		https://platform.clicka	itell.com/messages	REST	
	1	Clickatell HTTP		https://platform.clicka	itell.com/messages/http/send	HTTP	~
÷	[Guest & IoT Manager Administrator/admin	] Last Successful Login: 2019/12/05 12:04:22 PM IST	Failed Login Attempts: 0			Restore to Defaul	lts

# **Two-Way SMS Provider**

Use this procedure to configure the Two-Way SMS Provider.

#### Procedure

1. In the navigation pane, click **Administration > Notification** tab.

Extreme	ExtremeControl Guest & IoT Manager	? ≡
🚁 Onboarding Templates	Account Preferences Backup/Restore Certificates Access Control Engine Notification Housekeeping Troubleshooting	
Provisioners	E-mail SMS Two-Way SMS Provider	
Self-Services	Service Provider: Twilio	
曫 Guest Users	Associated Phone Number: With Country Code Eg: 1882573000	
Devices		
<b>Administration</b>	Note: Configure Webhook for Messaging in the Twilio Website, to make POST request to https://{GIM-ServiceB-IP}:8443/GIM/twilioSMS	
	Save Restore to	Defaults
<b>+</b>	[Guest & IoT Manager Administrator/admin] Last Successful Login: 2019/12/04 02:47:11 PM IST Failed Login Attempts: 0	

- 2. Select the Two-Way SMS Provider tab and enter the field details as required.
- 3. Click Save to Save the changes.

### Field Descriptions

Use the data in the following table to use the Backup screen.

Name	Description
Service ProviderService Provider Displays the name of the service provider.Associated PhoneEnter the Associated Phone Number with the country code.	
Associated Phone Number	Enter the Associated Phone Number with the country code.
Save	Saves the configuration.
Restore to Defaults	Cancels the configuration and resets back to the default settings.

### 😵 Note:

Configure Webhook for Messaging in the Twilio Website, to make POST request to https:// {GIM-ServiceB-IP}:8443/GIM/twilioSMS.

Phone Numbers / Manage Numbers / Active Numbers /			Upgrade Project	P Golte	0	?	٩
Voice & Fax							^
ACCEPT INCOMING							
# Manage Numbers Voice Calls		$\sim$					
Active Numbers CONFIGURE WITH							
Released Numbers Webhooks, TwiML Bins, Functions, Studio, or Proxy		~					
A CALL COMES IN							
Buy a Number Vebhook V https://demo.twilio.com/web	me/voice/ HTTP PC	ost 🗸 🗸					
Verified Caller IDs PRIMARY HANDLER FAILS							
Port & Host Vebhook V	HTTP P	ost 🗸 🗸					
Regulatory Comoliance CALL STATUS CHANGES •							
Tools	HTTP P	ost 🗸 🗸					1
Lisaare CALLER NAME LOOKUP D							
Getting Started Disabled		~					
and the second							
Messaging							
CONFIGURE WITH							
Webhooks, TwiML Bins, Functions, Studio, or Proxy		~					
A MESSAGE COMES IN			)				
Webhook v https://10.133.133.103:8443/	M/twilioSMS HTTP P	ost 🗸					
PRIMARY HANDLER FAILS							
Webhook 🗸	HTTP P	ost 🗸 🗸					
Cancel Release this Number							ļ

# Housekeeping

The Housekeeping section for Guest and IoT Manager will help clear out the records of Guest Users and Devices which have their first login pending.

Housekeeping tab under the administration section allows you to specify Housekeeping tasks that are set to show the details of the housekeeping tasks that are run on Guest and IoT Manager. The administrator can configure the time when the housekeeping tasks must be performed.

When the tasks are not needed, they can be disabled. The results are displayed in the logs to verify completion of process status.

Extreme	ExtremeControl Guest & IoT Manager ?	≡
Onboarding Templates	Account Preferences Backup/Restore Certificates Access Control Engine Notification Housekeeping Troubleshooting	
Provisioners	Run Daily At 12:00 AM V GMT	
Self-Services		
🐸 Guest Users	🔯 Edit 💿 Enable 🔇 Disable 🐺 Run Now	
Devices	Enabled     Operation     Target       ✓     Delete     Guest Users First Login Pending And Created Before 1 days	
🗱 Administration	Delete Devices First Login Pending And Created Before 1 days	
+	[Guest & IoT Manager Administrator/admin] Last Successful Login: 2019/05/28 02:47:40 PM IST Failed Login Attempts: 0	/e

## Scheduling Housekeeping Tasks

Use this procedure to schedule housekeeping tasks.

### Procedure

- 1. In the navigation pane, click **Administration > Housekeeping** tab.
- 2. In the Run Daily At field, select the time of occurrence.
- 3. Select the task for the targeted housekeeping task cleanup and do one of the following:
  - Click Enable to enable the selected housekeeping task.
  - Click **Disable** to disable the selected housekeeping task.
- 4. To delete Guest Users with First login pending, click the **Edit** button. In the Edit window pop-up enter the number of days to schedule the housekeeping task for the targeted task. The maximum value is 365 days.



For Devices/Guest Users with First login pending to be deleted before 'x' days, the scheduled tasks considers the period of 24 hours as 1 day. Therefore, for 'x' days the period will be 'x' \* 24 hours before running the task.

### For Example:

If the current date is 24th of a month and time is 12:00 PM then, a task scheduled to delete Guest Users with First login pending and created before 2 days will delete all Guest Users with First Login pending and created before 12 PM on the 22nd of that month.

Housekeeping tasks can be performed for the following:

- Guest Users
- Devices
- Guest Users and Devices
- 5. (Optional) To delete Guest Users with First login pending from a day before, click the **Run Now** button.

By clicking the **Run Now** button a the period of 24 hours is considered as 1 day and hence 'x' days would be 'x' \* 24 hours prior to running of the task now.

- 6. Do one of the following:
- Click **Save** to save the configuration.
- Click **Cancel** to cancel the changes.

## Field Descriptions

Use the data in the following table to use the Housekeeping tab.

Name	Description
Run Daily At	Specifies the time of day for the scheduled housekeeping task to be completed.
Enable / Disable	Enables or disables the scheduled housekeeping occurrence for the guest user, device or both.
Edit	The time in days for an enabled guest user, device, or both.
Run Now	Enables the administrator to run the selected housekeeping task(s).
Save	Saves the configuration.
Cancel	Cancels the configuration.

# Troubleshooting

The Troubleshooting tab in the Administrator menu allows the Administrator to view the logs of Guest and IoT Manager application. The default name of the log file is : GIM\_Version\_log\_IP\_Date\_Time.log.

For more information, see <u>Viewing the Log Files</u>.

For any debugging issues in the Guest and IoT Manager Application, Administrator can generate a show support file that Extreme support staff can use to diagnose the problem.

For more information, see Generating a Show Support File.

Swagger tool allows connections directly to REST APIs through an interactive, HTML-based user interface. Where, requests can be made directly from the UI and the options can be explored by the user of the interface.

For more information, see <u>REST API</u>.

## Viewing the Log Files

Use this procedure to view the log files.

#### Procedure

1. In the navigation pane, click Administration > Troubleshooting tab.

By default, the Logs screen is displayed along with Types (Info, Error) Message and Timestamp details.

Ext	remeControl Guest & IoT Manager			? ≡
Accos	nt Preferences BackupiRestore Certificates Access Control Engine Notification Troubleshooting			
Logs	Show Support			
			Enable Debug Logs	Download Logs
Type	Message	Timestamp 1		
info	Admin Login Success from IP: 134 541 164 33	2018/12/10 16:33:55 PM IST		
info -	Admin Login Request from IP: 134.141.164.33	2018/12/10 16:33:55 PM IST		
into	Admin Logout Success Iron IP: 134 141 164 33	2018/12/10 16:33:51 PM (ST		
info	Provisioner Login successful for User: prov from IP. 10.133.140.28 Received OTs: OT1	2018/12/10 16 16 17 PM IST		
into	Provisioner Login Request for User. prov from IP. 10.133.140.28	2018/12/10 16 16:17 PM IST		
info	Provisioner Logout Request for User, prov	2018/12/10 16 16 12 PM IST		
into	Provisioner Logout successful for User: prov	2018/12/10 16 16:12 PM IST		
info -	Successfully backed up local configuration to NAC	2018/12/10 16 15 21 PM IST		
info	Successfully backed up local configuration to NAC	2018/12/10 16 15:08 PM IST		

- 2. Click Enable Debug Logs to view the logs of type debug. By default, the debug logs are disabled.
- 3. (Optional) Click **Download Logs** to store and view the logs from the local drive.

😵 Note:

The log file size is 10 MB. If the size exceeds more than 10 MB, then roll over of log file occurs.

- 4. Click the Page Numbers arrow at the bottom of the screen to page through the files.
- 5. Click the **Refresh** icon to reload the page being viewed with most recent generated logs.

## Generating a Show Support File

Use this procedure to generate a show support file for debugging the issues.

### Procedure

- 1. In the navigation pane, click Administration > Troubleshooting tab.
- 2. Click Show Support tab.

The Show Support screen is displayed.

Extrem	eControl Gu	est & IoT Manag	er				?
Account	Preferences	Backup/Restore	Certificates	Access Control Engine	Notification	Troubleshooting	
Logs Sh	ow Support						
Show Suppo	ort gathers configur	ation and logs to help yo	ur support represe	entative diagnose error :	Generat	Show Support	

- 3. In the Show Support screen, click Generate Show Support to download the zip file.
- 4. Save the Guest and IoT Manager show support zip file to an appropriate location and contact Extreme Networks technical support. For more information, see <u>Troubleshooting and FAQs</u>.

## **REST API**

Swagger tool allows connections directly to REST APIs through an interactive, HTML-based user interface. Where, requests can be made directly from the UI and the options can be explored by the user of the interface.

To enable the administrator to explore the REST API directly from the application, the Swagger tool is integrated within the admin application under Administration > Troubleshooting > REST API.

Extreme <sup>.</sup>	ExtremeControl Guest & IoT Manager ?	≡
Onboarding Templates	Account Preferences Backup/Restore Certificates Access Control Engine Notification Housekeeping Troubleshooting	
Provisioners	Logs Show Support Rest API	
Self-Services	Swagger.         /GIM/restapi json         Explore	Â
🚰 Guest Users		11
Devices	ExtremeControl Guest & IoT Manager REST API	
OC Administration	[ Base URL: /GIM ] /GIM/restapijson	
	Demonstrating how to use a RESTful API	4
	Authorize 🔒	
	API Information V	
	GET /rest/apiInfo	
+	[Guest & IoT Manager Administratoriadmin ] Last Successful Login: 2018/05/17 02-18:35 PM IST Failed Login Attempts: 0	÷

For non-authentication based API, the API Information can be executed without any authorization. The response contains the API Information details.

For any REST API that requires authentication, you must provide the Provisioner credentials by clicking the Authorize Button. Post Authorization one can execute any APIs that require authentication.

For all the APIs the api-version header is pre-populated with v1.0 as the default value that helps the admin to determine how to use it. Similarly, the Device and Guest User JSONs are shown as default body wherever applicable.

You can check for the sample JSON under Models. Each API can be tested to see the response. For a ready reference, the possible response codes and the brief response message is also displayed.

For more information about REST API see, the <u>Guest & IoT Manager REST APIs</u> document.

# **Configuring Onboarding Template**

This module is intended for Guest and IoT Manager Administrator to create and manage Onboarding templates to be associated with Provisioner accounts.

The Guest and IoT Manager Administrator configures the Onboarding Template which specifies how Users / Devices can be onboarded by the Provisioner. Administrator can also configure Custom Attributes and Access Groups.

If you are a Provisioner, you may skip this section, see the *ExtremeControl Guest and IoT Manager Configuration* document.

# **Creating an Onboarding Template**

The **Onboarding Templates** tab in the Onboarding Templates menu is a collection of settings that establishes the administrative rights and account settings of the Provisioners that associate with it.

Use this procedure to create an Onboarding Template for each set of Provisioners that require a unique set of rules for creating Guest Users account / Device records. Every Provisioner must belong to at least one Onboarding Template.

## Before you begin

Login to the **Guest and IoT Manager** application and ensure that it is connected with the **Access Control Engine**. For more information, see <u>Configuring Engine Details</u>.

### Procedure

- 1. In the navigation pane, click **Onboarding Templates > Add**.
- 2. In the Common tab, configure the name and common details for the Onboarding Template. For more information, see <u>Configuring the Common Details</u>.
- In the Guest Users tab, configure the Guest User Account Details For more information, see <u>Configuring</u> the Guest User Account Details, <u>Configuring Guest User Provisioning Using Outlook Add-in</u>, , <u>Configuring Guest User Provisioning Using Vouchers</u>, <u>Configuring Guest User and Device Provisioning</u> Using CSV, and Configuring Zero Touch Guest User Provisioning,.
- 4. In the **Sponsor** tab, configure Sponsor approval, if Self-Service Guest Users must be approved by a Sponsor before they are granted access. For more information, see <u>Configuring Sponsor Approval</u>.
- 5. In the **Devices** tab, configure User Device details for this Onboarding Template. For more information, see <u>Configuring the Devices Record Details</u>.

#### \rm Important:

If Sponsor Approval is configured, Provisioners belonging to this Onboarding Template cannot manage Devices.

- 6. In the **Device Type Groups** tab, configure the Device Type(s) and Group(s) for the particular Onboarding Template. For more information, see <u>Configuring Device Type Groups</u>.
- 7. In the Notification tab, configure the notification templates used for sending account details to Guest User / Sponsor. For more information, see <u>Configuring the Account Notification Templates</u>.
- 8. In the **Advanced** tab, configure the advanced details for this Onboarding Template if required. For more information, see <u>Configuring Advanced Details</u>.
- 9. Check your entries and click **Save** to save the configuration.

Guest and IoT Manager creates the Onboarding Template.

😵 Note:

For more information on modifying, copying and deleting Onboarding Templates, see <u>Managing Onboarding Templates</u>.

## **Configuring the Common Details**

Use this procedure to configure common details for Onboarding Template.

### Procedure

1. In the navigation pane, click **Onboarding Templates >Add>Common**tab. TheCommonscreen is displayed.

Add Onboa	rding Templa	te						×
	Common	Guest Users		Devices	Device Type Groups	Notification	Advanced	
- Onboard	ling Templat	te Details						
Name:								
Descript	tion:							
Notes:								
								4
Onboard	ling Templat	te Type						
۲	Guest User an	d Device Provision	ing					
0	Self Service w	ith Sponsor Approv	al					
0	Guest User an	d Device Provision	ing using API					
				Template can		Domain	_	•
							Save	Cancel

- 2. In the **Onboarding Template Details** section, enter the name of the template, description, and any template related notes.
- 3. In the Onboarding Template Type section, select an option as required. >

#### Note:

If Provisioners are associated with REST API or Outlook Onboarding Templates then they will not be able to create new Guest Uses and Devices. Only view option is visible.

- 4. Select**Provisioners belonging to this Onboarding Template can view and edit each other's records** checkbox to manage Guest User / Device accounts of all the Provisioners belonging to this Onboarding Template.
- 5. In the **Temporary Accounts Validity** section, enter the maximum account validity that can be granted to a Guest / Devices in minutes, hours, or days.
- 6. Click**Save**to save the configuration or click **Cancel**to cancel the changes.

### Field Descriptions

Use the data in the following table to use theCommontab.

Name	Description
Onboarding Template Details	<ul> <li>Configures the details of the Onboarding Template.</li> <li>Onboarding Template Name: Configures the template name. The template name can be configured using alphanumeric / special characters and space between words. Only these special characters are allowed : # =()! []</li> </ul>
	• <b>Description</b> : Configures a short description of the Onboarding Template. The description is limited to 60 characters.
	<ul> <li>Notes: Configures any notes specific to the template. Only 250 characters are allowed.</li> </ul>

Name	Description
Onboarding Template Type	Specifies the type of Onboarding Template. Note:If no Associated LDAP Group or Default Onboarding Template configuration is selected, the system displays a pop-up message. 'No Associated LDAP Group or Default Onboarding Template configuration is selected. Without these settings LDAP Provisioner will not be able to authenticate and onboard users/devices for this template'.
	LDAP Provisioning Warning       X         No Associated LDAP Group or Default Onboarding Template configuration is selected.         Without these settings LDAP Provisioner will not be able to authenticate and onboard users/devices for this template.         Click OK to continue         OK       Cancel
	<ul> <li>Guest User and Device Provisioning : Creates an Onboarding Template that has Guest User and Device Provisioning rights. By default, this option is enabled. The tabs enabled are: <ul> <li>Guest User</li> <li>Devices</li> <li>Device Type Group</li> <li>Notification</li> <li>Advanced</li> </ul> </li> </ul>
	<ul> <li>Self Service with Sponsor Approval : Creates an Onboarding Template with Guest User Self-Provisioning rights with additional sponsor approval requirements. The tabs enabled are: <ul> <li>Guest User</li> <li>Sponsor</li> <li>Notification</li> <li>Advanced</li> </ul> </li> <li>Guest User and Device Provisioning using API : Creates an Onboarding Template with Guest User and Device provisioning rights for thrid party APIs. The tabs enabled are: <ul> <li>Guest User</li> </ul> </li> </ul>



Name	Description
	<ul> <li>Guest User Provisioning using Outlook Add-in : Enables Provisioners to login from the MS Outlook Add-in and to provision users in the meeting invite. The tabs enabled are:</li> </ul>
	Guest User
	Notification
	Advanced
	<ul> <li>Guest User Provisioning using Vouchers: Enables Provisioners to create Guest Users in bulk using Vouchers. The tabs enabled are:</li> </ul>
	Guest Users
	Advanced
	<ul> <li>Guest User and Device Provisioning using CSV: Enables Provisioners to create Guest Users and Devices in bulk *.csv files. The tabs enabled are:</li> </ul>
	Guest Users
	• Devices
	Device Type Group
	Advanced
	<ul> <li>Zero Touch Guest Provisioning: Enables Guest Users to create their own accounts using Self Service Provisioning Service with the help of a QR Code. The tabs enabled are:</li> </ul>
	Guest Users
	Notification
	Advanced
Provisioners belonging to this Onboarding Template can view and edit each other's records	Configures the Provisioners in this template to manage all the Guest Users / Device accounts provisioned using this Onboarding Template. If you want to limit each Provisioner to view only the guest accounts that they have created, do not select this option.
Temporary Accounts Validity	Configures the maximum account validity the Provisioners can grant to a Guest. The access is denied if the account is expired.
	• <b>minutes</b> : Indicates the minutes units for accounts validity.
	• hours: Indicates the hours units for accounts validity.
	• days: Indicates the days units for accounts validity.

# **Configuring the Guest User Account Details**

Use this procedure to configure the Guest User account details for the Onboarding Template.

### Before you begin

In the **Common** tab, select **Guest User and Device Provisioning** or **Self Service with Sponsor Approval** or **Guest User and Device Provisioning using API** option to configure the Guest User account details.

### 😵 Note:

- If you select **Guest User Provisioning using Outlook Add-in** option, skip this section and see <u>Configuring Guest User Provisioning Using Outlook Add-in</u>.
- If you select **Guest User Provisioning using Vouchers** option, skip this section and see <u>Configuring</u> <u>Guest User Provisioning Using Vouchers</u>.
- If you select **Configuring Guest User and Device Provisioning Using CSV** option, skip this section and see <u>Configuring Guest User and Device Provisioning Using CSV</u>.
- If you select **Configuring Zero Touch Guest User Provisioning** option, skip this section and see <u>Configuring Zero Touch Guest User Provisioning</u>.

### Procedure

1. In the navigation pane, click **Onboarding Templates > Add > Guest Users** tab. The Guest Users screen is displayed.

Add Onboa	rding Templa	ate							×
Summary	Common	Guest Users	Sponsor	Devices	Device	Type Groups	Notification	Advanced	
🛛 🗹 Onbo	arding Tem	plate for Guest	Users						<b>^</b>
Gues	st Notificatio	on							- H
	? Email	🗹 SMS	V	Display Use	rname	🕑 Display P	assword		
User	name								
(	Guest Defined	nes Username							
(	🔿 Generate L	Jsername with:							
(	🔿 Use Email	as Username							
(	O Use Mobile Phone as Username								
Pass	sword								
(	O Guest Defines Password								
	Guest Confirms Password								
(	O Random Generated Password								
								Save	Cancel

- 2. In the **Guest Users** screen, select the **Onboarding Template for Guest Users** checkbox to configure the Guest User account details. By default it is selected.
- 3. In the Guest Notification section, select the required checkboxes.
- 4. In the Username section, select an option as required.
- 5. In the **Password** section, select an option as required.
- 6. In the **Password Complexity Check** section, set the password complexity selecting the required alphanumeric checkbox.
- (Optional) Select Guest User Account Limit checkbox to restrict the number of guest accounts created within the specified duration in the Limit the number of Guest Accounts that can be created for a given Email / Mobile Phone number within field.
- 8. (Optional) Select **Customize Printer Friendly Page** to enable printable Guest User information page. You must select appropriate file from **Select Uploaded HTML file** drop-down list. For more information, see Configuring the File Manager.
- 9. In the Access Groups section, select the Single and Multiple Memberships Access Groups as required. For more information, see <u>Configuring Access Groups</u>.
- 10. In the Accessible to Provisioner section, configure the General and Custom Attributes as required.

11. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

### Field Descriptions

Use the data in the following table to use the Guest User tab.

Name	Description			
Guest Notification	Configures the mode of communication to notify guests about their new account details.			
	• Email: Notifies Guest Users their new account details by Email.			
	• SMS: Notifies Guest Users their new account details by SMS.			
	• <b>Display Username:</b> Notifies Guest Users with Username in the message that is displayed when a guest user account is successfully created through Self-Service or Provisioner Application.			
	• <b>Display Password:</b> Notifies Guest Users with password in the message that is displayed when a Guest User account is successfully created through Self-Service or Provisioner Application.			

Name	Description				
Username	Specifies the different available options of Username that the Administrator can enable.				
	<ul> <li>Guest Defines Username: Allows the Provisioner / User to specify Username during Provisioner Guest creation or Self Service Provisioning Services.</li> </ul>				
	<ul> <li>Generate Username With: Specifies the format of the Guest Username.</li> </ul>				
	Random Generated Username: Random generated Username is a combination of Uppercase letters, Lowercase letters and Numbers. By default, all are enabled. Enter the length as a single value / range (within 3 - 40). Depending on the checkbox(es) selected (lower case, upper case and number), a random Username within the specified length is generated.				
	For example, the length specified is 6 characters, and you have selected "lower case", "upper case", and "number"; the Username / Password must contain at least one lowercase, one uppercase, and one number. Valid Usernames are: "a1Bacd", "2aBBCD" and so on.				
	<b>Note:</b> Provisioner Application and Self-Service Application Create User Screen displays the randomly generated Username in the Username text box.				
	<ul> <li>FirstnameLastname: Combination of Firstname and Lastname of the Guest User with an optional suffix / prefix. By default, No Prefix Suffix option is selected.</li> </ul>				
	For example, if first name is "Tom" and the last name is "Jones," <b>Guest and IoT Manager</b> default the Username to "TomJones".				
	<ul> <li>firstintiallastname: Combination of the initial of the Firstname and Lastname of the user with an optional suffix / prefix. By default, No Prefix Suffix option is selected.</li> </ul>				
	For example, if firstname is "John" and the lastname is "Smith", Guest and IoT Manager default his Username to "jsmith".				

Name	Description
	<ul> <li>Note: Administrator can restrict the Guest User and Provisioner from editing the auto-generated Username. Deselect the Username field editable checkbox to disable editing. By default, it is enabled.</li> <li>Use Email as Username: Specifies to use the Email address as Username.</li> </ul>
	<ul> <li>Use Cell Phone Number as Username: Specifies to use cell phone number as Username.</li> </ul>
Password	Specifies the different available options of password that the Administrator can enable.
	<b>Guest Defines Password</b> : Allows the Provisioner / User to specify Password during Provisioner Guest creation or Self Service Provisioning Services.
	😒 Note:
	On checking Guest Confirms Password, Provisioner/Self Provisioning Service User must confirm the password while creating the Guest User account.
	<ul> <li>Random Generated Password: Generates random password with the specified password complexity.</li> </ul>
	For example, the length specified is 6 characters, and you have selected "lower case", "upper case", and "number"; the <b>Username / Password</b> must contain at least one lowercase, one uppercase, and one number. Valid Usernames are: "a1Bacd", "2aBBCD" and so on.
	• Use Username as Password: Allows the Guest User to login with only a Username.
	• Static Password: Allows you to set the password as a fixed string so that a single password can be used for multiple accounts.

Name	Description		
Password Complexity Check	Configures the parameters to enforce when guests change their account passwords. Different levels of password complexity is required to select passwords that contain different combinations of characters, lowercase letters, uppercase letters, digits and symbols.		
	If multiple combinations are selected, the different levels of password complexity is selected appropriately.		
	<ul> <li>characters: Configures the number of characters in the password.</li> </ul>		
	• lower case: Indicates the password must have lower case only.		
	• <b>upper case:</b> Indicates the password must have upper case only.		
	• <b>number:</b> Indicates the password must have number only.		
	<ul> <li>special characters: Indicates the password must have special characters only. Special characters are: ! @ # \$ % ^ &amp; * () - +</li> </ul>		
Guest User Account Limit	Limits the number of Guest User accounts that can be created for a given Email / Mobile Phone within the specified time period. For example, if the limit is set to 2 for a time period of 1 hour, then the user can only create 2 distinct users having the same Email / Mobile Phone in the 1 hour time frame.		
Customize Printer Friendly Page	Enables or disables printable Guest User information page. Uploads the required file from <b>Select Uploaded HTML file</b> drop-down list. <b>Note:</b>		
	Provisioner can print the Guest User details in the specified HTML file.		
	For more information on customizing and uploading a file using File Manager, see <u>Configuring the File Manager</u> .		
Access Groups	Configures the Access Groups for this Onboarding Template. Select the required checkbox(s) from the available options. If there are no groups available, click the links to select the required User Groups. For more information, see <u>Configuring Access Groups</u> .		
	User Groups - Single Membership: Configures Single     Membership User Groups for the Onboarding Template.		
	User Groups - Multiple Memberships: Configures Multiple     Memberships User Groups for the Onboarding Template.		

Name	Description				
Accessible to Provisioner	Configures the Guest User settings accessible to Provisioner using this Onboarding Template.				
	The options selected in this section are available to the Provisioner. Each section allows you to customize the required fields to be <b>Optional / Mandatory</b> .				
	General: Configures the general Guest User settings.				
	Access Groups: Configures the selected Access Groups.				
	• <b>Email:</b> Configures the Email address of the Guest User.				
	Mobile Phone: Configures the contact number of the Guest User.				
	• Account State: Enables/disables the administrator to select whether the Provisioner can view the option to change the Guest User Account State.				
	If you select <b>Account Enabled</b> , then the Guest User Account is enabled by default and default value for <b>Guest User Enabled</b> field in the Provisioner application - Guest User Add window is set to true.				
	If you select <b>Account Disabled</b> , then the Guest User account is disabled by default and the default value for <b>Guest User Enabled</b> field in the Provisioner application - Guest User Add window is set to false.				
	SMS Gateway List: Enables the SMS Gateway list to be accessible to Provisioner / Self-Service Guest User registration. If disabled, SMS messages are sent using the Administrator selected default SMS gateway for each service provider.				
	Important <sup>.</sup>				
	If a Guest User's mobile phone service provider does not support the selected default gateway, the SMS messages are not sent.				
	• Delete on Expire: Specifies if the account must be deleted when account validity duration expires.				
	If you select <b>Delete on Expire</b> checkbox, Provisioner will be able to view this field during Guest User creation. Provisioner can select this to override the specified				

Name	Description
	conditions ( <b>Delete on Expire / Do Not Delete On Expire</b> ) and remove the accounts upon expiry.
	If you do not select <b>Delete on Expire</b> checkbox, Provisioner will not be able to view this field during Guest User account creation. If you select <b>Delete on</b> <b>Expire</b> option, the Guest Account is removed on expiry. If you select <b>Do Not Delete On Expire</b> option, the account needs to be removed manually.
	Account Activation: Specifies the type of account activation to be accessible to Provisioner.
	If you select <b>Time Based</b> , Provisioner can configure start time and duration (upto to a maximum set limit) during guest account creation.
	If you select <b>First Login</b> , Provisioner can configure guest account duration that is valid from the moment the Guest User first logs in.
	× Note:
	<b>First Login</b> option enabled Guest User account will not expire until the user actually logs in. Once the user logs in, the account expires as per the specified duration.
	<ul> <li>Account Expiration: Enables or disables the account expiration to be accessible to the Provisioner.</li> </ul>
	If you select <b>Max Expiration Time</b> , Provisioner can configure the account validity duration up to the maximum value specified in the <b>Onboarding Template &gt;</b> <b>Common &gt; Temporary Accounts Validity</b> field.
	If you select <b>Permanent</b> , a permanent Guest User account is created. This account does not have account activation preference and will not be deleted on expiry.
	• Firstname & Lastname: Allows the Provisioner to configure first name and last name of the Guest User.
	Access Groups: Configures the selected Access Groups.
	• <b>Resend Details:</b> Enables or disables the Resend functionality on the Self-Service Registration Screen. This option is not applicable to REST API Onboarding Template.

Name	Description
	If you select <b>Resend All Details</b> , the Resend All Details functionality is available on Self Service Registration Screen.
	If you select <b>Resend Password Only</b> , the Resend Password Only functionality is available on Self Service Registration Screen.
	<ul> <li>Custom Attributes: Configures the custom attributes for Guest User. For more information, see <u>Configuring Custom</u> <u>Attributes</u>.</li> </ul>

Perform any one of the following:

- If Sponsor approval is required for the Self-Service Guest Users in this Onboarding Template, go to Configuring Sponsor Approval.
- If this Onboarding Template manages devices, go to <u>Configuring the Devices Record</u> <u>Details</u>.
- Otherwise go to Configuring the Account Notification Templates.

## **Configuring Sponsor Approval**

Use this procedure to configure Sponsor approval if Self-Service Guest Users must be approved by a Sponsor before they are granted access.

### Before you begin

In the Commontab, selectSelf Service with Sponsor Approval to enableSponsortab.

### Procedure

1. In the navigation pane, click **Onboarding Templates >Add>Sponsor**tab.

TheSponsorscreen is displayed.
Add Onboa	arding Temp	late						×
Summary	Common	Guest Users	Sponsor		Device Type Groups	Notification	Advanced	
Sponsor app	proval workflo	w cannot be comb	pined with D	evice registr	ration			•
Spon:	sor approva	l required						
Sp	onsor Detai	ils						-11
	<li>Manua</li>	lly Enter Sponsor I	Details					- 11
	Spo	nsor Email Domai	ns:		Ad	ł		
								- 11
					Remo	Ve		
			Ex. @ext	tremenetwo	rks.com			
	O Predefi	ined Sponsor						
	O Fixed S	ponsor						
	O Configu	ured Sponsor LDA	P Group					
							Save	Cancel

- 2. In the Sponsorscreen, select **Sponsor approval required** to configure the Sponsor approval details.
- 3. In the **Sponsor Details** section, select the required options.
- 4. In the Sponsor Configuration select the required checkboxes.
- 5. In the **Sponsor Authentication** select the **Authentication Before Approval** checkbox to login to the Provisioner account and approve or deny the request.
- 6. Click**Save**to save the configuration or click **Cancel**to cancel the changes.

Name	Description
Sponsor approval required	Configures the Sponsor approval settings accessible in this Onboarding Template.

Name	Description					
Sponsor Details	Configures any one of the Sponsor details					
	<ul> <li>Manually Enter Sponsor Details: Configures the Sponsor Email Domains. You can add email domain name (2- 32 character length).</li> </ul>					
	If the entered domain name is less than 2 characters or more than 32 characters, the <b>Add</b> button is disabled.					
	For example, the domain name must be in the following the format:					
	<name>@healthbenifits.co.in</name>					
	<name>@companyname.org</name>					
	<name>@extremenetworks.travelersinsurance.com</name>					
	If you have added the Sponsor Email Domains, it forces the Guest User to have a Sponsor in particular email domain.					
	<ul> <li>Predefined Sponsor:Configures the Sponsor email address. Add the Sponsor email address in thePredefined Sponsor Emailfield.</li> </ul>					
	In the <b>Sponsor Email Field</b> , do one of the following:					
	<ul> <li>SelectGuest Selects from Predefined Sponsor list to select Sponsor email address from the predefined list.</li> </ul>					
	<ul> <li>Select Guest must specify Sponsor Email to match to specify the Sponsor email address that matches one of the email address from the predefined list.</li> </ul>					
	<ul> <li>Fixed Sponsor: Configures the optional First Name ,Last Name fields. TheEmailfield is mandatory to be configured. These details are not visible to the Guest User.</li> </ul>					
	<ul> <li>Configured Sponsor LDAP Group: Configures the Sponsor LDAP Group. This group contains all the sponsors that the user must select for approval.</li> </ul>					
	Note:					
	If you are using the GIM Sponsor Retrieval Advanced Configuration inExtremeCloud IQ - Site Engine, the check box for GIM Sponsor LDAP Group Filter controls additional Sponsor look-up based on this LDAP Group.					
	For example,					
	Ex. CN=Gim,CN=Users,DC=SponGroup,DC=com					

Name	Description				
	All the Sponsors are cached locally in Guest and IoT Manager and the frequency of the refresh depends on the Sync Duration.				
	• For example, if duration is specified as 1 hour, the cache refreshes every hour.				
Sponsor Configuration	Configures sponsor additional details.				
	• Admin/Sponsor Email (Always Notified): Configures the email that will always be notified for all the sponsor related mail notification.				
	<ul> <li>Sponsor Response Timeout: Configures the time limit for Sponsor approval. If you select this, the Default action on timeoutfield is displayed. You can Approve / Deny the request post specified timeout. For example, (0 - 480 min; 0 = Immediate Default Action).</li> </ul>				
	• Send Initial Notification to Guest: Enables or disables email and SMS notification sent to Guest Users as part of the Self-Service registration flow.				
	• Send Sponsor Response Notification to Guest : Enables or disables email and SMS notification sent to Guest Users as part of the Self- Service registration flow when Sponsor approves or denies the access request.				
Sponsor Authentication	Select if the Provisioner needs to login to the application prior approving or denying the Sponsor request. By default, this is enabled.				
	• Authentication Before Approval: Select to send an email to the Provisioner to login to the account and approve or deny the request. If it is unchecked, the Provisioner will receive an email with a link to approve or deny the request.				

# **Configuring the Device Record Details**

Use this procedure to configure the Device record details for the Onboarding Template.

## Before you begin

In the Common tab, select Guest User and Device Provisioning or Guest User and Device Provisioning using API option to enable Devices tab.

If you select **Provisioners belonging to this Onboarding Template can view each other's records** checkbox, the Provisioner using this Onboarding Template can view all the records of this particular Onboarding Template.

Note: If you select Guest User and Device Provisioning using CSV option, skip this section. For more information, see <u>Configuring Guest User and Device Provisioning Using CSV</u>.

#### Procedure

1. In the navigation pane, click **Onboarding Templates > Add > Devices tab**.. The Devices screen is displayed.

Add Onboa	rding Templa	ite								×
Summary	Common	Guest Users	Sponsor	Devices	Device Type Gro	oups Notific	ation	Advanced		
S Onbo	arding Temp	plate for Device	s							^
Acce	ess Groups -									
E	nd-System Gro	oups - Single Meml	oership:	Assessm	ent Warning	Fusion Pe	nding Aj	pproval		
E	nd-System Gro	oups - Multiple Men	nberships:	Manageo Decomm	l Mobile Devices issioned	🗌 Registratio	on Denie	ed Access		
Acce	Note: Single Group Membership will require the Provisioner to make the provisioned Device be a member of only o ne End-System Group. Multiple Group Membership will allow the Provisioner to make the provisioned Devices be a member of multiple End-System Groups.									
- 0	General									
	🗹 Name			C	) Mandatory ) Optional					
	Limit nun devices p	nber of enabled per Provisioner		Μ	aximum number of en	abled devices:				
								Save	Cance	* !

- 2. In the **Devices** screen, select **Onboarding Template for Devices** to configure the Device record details. By default, it is selected.
- 3. In the Access Groups section, select the Single and Multiple End-System Groups as required. For more information, see <u>Configuring Access Groups</u>.
- 4. In the Accessible to Provisioner section, configure the General, Custom Attributes, Device Attributes and Account Validity Period options as required.
- 5. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

#### Field Descriptions

Use the data in the following table to use Devices tab.

Name	Description
Access Groups	Configures the Access Groups for this Onboarding Template. Select the required checkbox(es) from the available options. If there are no groups available, click the links to select the required End-System Groups. For more information, see <u>Configuring Access Groups</u> . The options available are:
	End-System Groups - Single Membership: Configures single End- System Groups for the Onboarding Template.
	<ul> <li>End-System Groups - Multiple Memberships: Configures multiple End System Groups for the Onboarding Template.</li> </ul>

Name	Description						
Accessible To Provisioner	Configures the Devices record settings accessible to Provisioners in this Onboarding Template.						
	The options selected in this section are available to the Provisioner. Each section allows you to customize the required fields as <b>Optional /</b> <b>Mandatory</b> .						
	• General: Configures the general Devices record settings.						
	• Name: Configures the Device name.						
	• <b>Device State:</b> Enables/Disables the administrator to select whether the Provisioner can view the option to change the Device State.						
	If you select <b>Device Enabled</b> , then the Device Record is enabled by default and default value for <b>Record Enabled</b> field in the Provisioner application - Device Add window is set to true.						
	If you select <b>Device Disabled</b> , then the Device Record is disabled by default and the default value for <b>Record Enabled</b> field in the Provisioner application - Device Add window is set to false.						
	• Limit number of enabled devices per Provisioner: Select this to restrict the maximum number of enabled Devices allowed for a Provisioner and enter the value in Maximum number of enabled devices field. When the limit exceeds, though Provisioner can create the Devices but disabled Devices cannot be authenticated.						
	• <b>Display Admin's Comments:</b> Select this checkbox to enable Administrator's additional information to be displayed on the Provisioner's Create Device screen and enter the information in <b>Comments</b> field.						
	• Source: Configures the default source value. If you select Auto populate with GIM-[Onboarding Template] option, the default value populated will be Guest and IoT Manager Onboarding Template name. If you select Static option, user defined custom Device source value can be provided.						
	• <b>Custom Attributes:</b> Configures the custom attributes for Device record settings. For more information, see <u>Configuring Custom</u> <u>Attributes</u> .						
	• <b>Device Attributes:</b> Configures the device attributes for Device record settings.						
	Asset Type: Configures the Device Asset Type for Permanent						

Name	Description					
	/ Temporary.					
	• <b>Device Type Groups:</b> Configures the Device Type Groups.					
	<ul> <li>Device Type : Configures the Device Type of the selected Device Type Group.</li> </ul>					
	Access Groups: Configures the selected Access Groups.					
	<ul> <li>Account Validity Period: Configures the account validity period for Device record settings. By default, it is enabled.</li> </ul>					
	<ul> <li>Delete on Expire: Specifies if the Device must be deleted when account validity duration expires.</li> </ul>					
	<ul> <li>Account Activation: Specifies the type of account activation to be accessible to Provisioner. If you select Time Based, Provisioner can configure start time and duration (up to a maximum set limit) during guest account creation. If you select First Login, Provisioner can configure guest account duration that is valid from the moment the Guest User first logs in.</li> </ul>					
	<ul> <li>Account Expiration: Enables or disables the account expiration to Max Expiration Time to be accessible to Provisioner.</li> </ul>					

## **Configuring Device Type Groups**

Use this procedure to allow the Administrator to select a certain set of Device Type Groups to be made available to the Provisioner while creating Devices.

## Before you begin

In the Common tab, select Guest User and Device Provisioning or Guest User and Device Provisioning using API option to enable Device Type Groups tab.

## Procedure

1. In the navigation pane, click **Onboarding Templates > Add > Device Type Groups** tab. The Device Type Groups screen is displayed:

Add Onboa	rding Templa	te						×
Summary	Common	Guest Users	Sponsor	Devices	Device Type Groups	Notification	Advanced	
Please selec	ct the Device Ty	ype Groups access	ible to Provisio	oners:				<b>A</b>
Available	e Device Typ	e Groups						
Sel	ect All							
- 🗹 🗀	Android							- 1
	Amazon K	indle Fire						- 1
	Android							- 8
	Galaxy Ne	XUS						
	Galaxy SII							
	∐ Nook							
	Samsung	Galaxy						
	mac							•
							Save	Cancel

- 2. Click Select All to enable all the Device Type Groups. By default, it is enabled.
- 3. In the Available Device Type Groups tree list, select the Device Type Groups that are required.
- 4. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

#### 😵 Note:

Configuring Device Type Groups limits the groups accessible to Provisioner while creating Devices.

## Field Description

Use the data in the following table to use Device Type Groups tab.

Name	Description
Select All	Selects all the Device Type Groups accessible to Provisioners.
Available Device Type Groups	Specifies the available Device Type Groups accessible to Provisioner. By default, all are selected. You can select the required Device Type Groups.

## 😵 Note:

The configured Device Type Groups apply to Self-Service, Provisioner, REST API while creating Devices.

# **Configuring the Account Notification Templates**

Guest and IoT Manager allows you to edit the information sent in account notifications to new users. When a Guest User account is created or updated, notification is sent through an email, an SMS message, or both. You can use SMS and Email templates to edit the account notification details.

Use the **Notification > General** tab to send messages to the Guest User when a Provisioner saves the Guest User account or an account is created through Self-Services. You can modify the message if Sponsor Approval is required. For more information, see <u>Configuring General</u> <u>Details</u>.

Use the **Notification > Sponsor Email** tab to notify the Sponsor for appropriate action. For more information, see <u>Configuring Sponsor Email</u>.

Use the **Notification > Sponsor Action** tab to send messages to the Guest User when the Sponsor approves or denies the user account access request. For more information, see <u>Configuring Sponsor Action</u>.

### 🐼 Note:

Ensure that you have set up your Email and / or SMS gateways. For more information, see <u>Setting</u> <u>Notification Parameters</u>.

## Configuring General Details

Use this procedure to configure the account notification sent to Guest Users.

#### 😵 Note:

When using **SMS Template** and **Email Template**, if Sponsor approval is required, change the default message and variables to indicate that the request is pending for Sponsor approval.

#### Procedure

1. In the navigation pane, click **Onboarding Templates > Add > Notification > General** tab. The General screen is displayed.

Add Onboarding Template							×
Summary Common Guest	Users Sponsor	Devices	Device Type G	roups	Notification	Advanced	
General Sponsor Email Sp	General Sponsor Email Sponsor Action						^
This Email/SMS template will be used	This Email/SMS template will be used for Provisioner Guest User and Self-Service Guest User Registration						
SMS Template:	Message:						- 1
Available Variables: \$username, \$password, \$sponsorname, \$sponsoremail	New Guest User was successfully created. Username: \$username Password: \$password						
	80 SMS characters						
Email Charset:	O HTML Character	Set					
	Font :	Calibri	▼				
	Color :	Blue	•				
	O Plain Character S	et					
	Note: This Charset i	s applicable	for all Email Notifi	ications			•
						Save	Cancel

- 2. In the SMS Template > Message field, enter the text message. You can use the available displayed variables.
- 3. In the Email Charset section, select an option as required.
- 4. In the **Email Template > Subject** field, enter the subject of email sent to the Guest User and enter the message in the Message field.
- If you select Guest User Provisioning using Outlook Add-in or Zero Touch Guest User Provisioning, then an option to Select Interface is displayed to select the interface for the \$loginUrl variable.
- 6. In the Terms of Use and / or Additional information to be included as part of guest account confirmation page field, enter the required information.
- 7. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

Use the data in the following table to use the General tab.

Name	Description					
SMS Template	Specifies the SMS template that is used to send an SMS to the Guest User when a Provisioner and Self-Service creates or updates the account.					
	The available options are:					
	<ul> <li>Message: Configures the message using displayed available variables such as \$username, \$password, \$sponsorname, and \$sponsoremail if required.</li> </ul>					
	lf you select <b>Zero Touch Guest User Provisioning</b> option, the available variables are <b>\$username</b> , <b>\$password\$username</b> , <b>\$loginUrl</b> .					
	💌 Note:					
	If Sponsor approval is required, update the message with relevant variable.					
	• SMS characters: Displays the length of your message in characters. The SMS message is limited to 160 characters.					
	💌 Note:					
	This section is disabled for Outlook Add-in Onboarding Template.					
Email Charset	Specifies the type of character set for the contents of the Guest User email template.					
	The options available are:					
	• HTML Character Set: Configures the email template to support HTML content. You can select the Font and Color from the available list. By default, it is enabled.					
	• Plain Character Set: Configures the email template to contain only plain characters.					
	😒 Note:					
	• This Character Set is applicable for all Email Notifications.					
	• This section is disabled for Zero Touch Onboarding Template.					

Name	Description
Email Template	Specifies the email template that is used to send an email to the Guest User when a Provisioner and Self-Service creates or updates the account.
	The option available are:
	<ul> <li>Subject: Configures the subject of the email to be sent to the Guest User.</li> </ul>
	<ul> <li>Message: Configures the message using displayed available variables such as \$username, \$password, \$firstname, \$lastname, \$email, \$starttime, \$endtime, \$sponsorname, \$sponsoremail, \$terms, and \$userCustom1-6 if required.</li> </ul>
	lf you select <b>Guest User Provisioning using Outlook Add-in</b> , the available variables are <b>\$username, \$password, \$email</b> , <b>\$starttime, \$endtime, \$terms, \$loginUrl, \$ssid</b>
	For example, the variable <b>\$userCustom1-6</b> reflects the additional information entered by the Provisioner while creating Guest User accounts and the variable <b>\$terms</b> is included to add the <b>"Terms of Use"</b> confidential information in the email template.
	Note:
	This section is disabled for Zero Touch Onboarding Template.
Select Interface	Configures the required interface through which the Guest User can access the network. The options available are:
	Admin
	Service A
	By default, <b>Service A</b> is selected.
	For example, If <b>Service A</b> interface is selected, the login link that the Guest User receives uses <b>Service A</b> interface IP address/FQDN. This action affects the <b>\$loginUrl</b> variable.
Terms of Use and/or Additional information to be included as part of guest account confirmation page	Configures a message to be displayed on the Guest account confirmation screen when an account is created. The Provisioner can print this confirmation and hand it to the Guest user. By default, text entered is appended as part of email confirmation sent to the user.
	😒 Note:
	This section is disabled for Zero Touch Onboarding Template.

## Configuring Sponsor Email

Use this procedure to configure notification email sent to the Sponsor to approve or deny the request for a Guest User account.

#### Before you begin

In the **Common** tab, select **Self Service with Sponsor Approval** option to enable the **Sponsor Email** tab.

#### Procedure

1. In the navigation pane, click **Onboarding Templates > Add > Notification > Sponsor Email** tab. The Sponsor Email screen is displayed.

Add Onboarding Template		×
Summary Common Guest	Users Sponsor Devices Device Type Groups Notification Advanced	
General Sponsor Email Sp	onsor Action	
This Email Template will be used for no	tifying Sponsor for appropriate action	
Email Template:	Subject:	
Available Variables	Request for Guest User Account Approval	L
	Message:	I.
Susername, Spassword, Sfirstname, Slastname, Semail, Smobilephone, Sstarttime, Ssponsorapprovelink, Ssponsordenylink, Sendtime, SuserCustom1- 6	Guest Details: Username: \$username First Name: \$firstname Last Name: \$lastname Email: \$email Mobile Phone: \$mobilephone	
Select Interface:	Admin 💌	
	Note: This interface will be used for \$sponsordenylink and \$sponsorapprovelink Save Cance	<b>↓</b> el

2. In the **Email Template > Subject** field, enter the subject of the Sponsor request email and in the **Message** field, enter the message to be sent to the sponsor to approve or deny the access request for a Guest User account. You can use the available displayed variables.

- 3. In the **Select Interface** field, select the required interface from the drop-down list. By default, **Admin** is selected.
- 4. Click **Save** to submit the information or click **Cancel** to cancel the changes.

Use the data in the following table to use the Sponsor Email tab.

Name	Description
Email Template	Specifies the email template that is used to notify the Sponsor for appropriate action.
	The options available are:
	<ul> <li>Subject: Configures the subject of the email to be sent to the Sponsor.</li> </ul>
	<ul> <li>Message: Configures the message using displayed available variables such as \$username, \$password, \$firstname, \$lastname, \$email, \$starttime, \$sponsoractionlink, \$endtime, and \$userCustom1-6 if required.</li> </ul>
	😒 Note:
	If you have selected <b>Authentication Before Approval</b> field in Sponsor tab, <b>\$sponsoractionlink</b> variable is available. If you have unchecked, the <b>\$sponsorapprovelink</b> and <b>\$sponsordenylink</b> variables are available.
Select Interface	Configures the required interface to allow a Sponsor to have access to a certain network to approve or deny received requests.
	The options available are:
	• Admin
	Service A
	By default, <b>Service A</b> is selected.
	For example, If <b>Service A</b> interface is selected, the email link that Sponsor receives uses <b>Service A</b> interface IP address/ FQDN. This action affects the <b>\$sponsorapprovelink</b> and <b>\$sponsordenylink</b> variable.
	😢 Note:
	This field is available only if you have selected <b>Authentication</b> <b>Before Approval</b> field in Sponsor tab. For more information, see <u>Configuring Sponsor Approval</u> .

## Configuring Sponsor Action

Use this procedure to configure Guest User account notification when the Sponsor approves or denies the user account access request.

#### Before you begin

In the **Common** tab, select **Self Service with Sponsor Approval** option to enable the **Sponsor Action** tab.

#### Procedure

1. In the navigation pane, click **Onboarding Templates > Add > Notification > Sponsor Action** tab.

The Sponsor Action screen is displayed

Add Onboarding Template						×
Summary Common Guest	Users Sponsor	Devices	Device Type Groups	Notification	Advanced	
General Sponsor Email Sp	onsor Action					A
This Email/SMS template will be used	for Sponsor Response					
Note: \$sponsoraction value will be	either Approved or Deni	ied based o	n Sponsor Response			- 1
SMS Template:	Message:					- 1
Available Variables:	Your Guest User acco	ount request	has been			- 1
\$username, \$password,	\$sponsoraction. Username: \$usernam	10				- 1
\$sponsorname, \$sponsoremail,	Password: \$password	d				- 1
\$sponsoraction						- 1
						- 1
	96 SMS charac	cters				
Email Template:	Subject:					
Available Variables: Susername Spassword.	Guest User Account					
Sfirstname, Slastname,	Message:					
\$starttime, \$endtime,	Your Guest User acco	ount request	has been			
\$sponsorname, \$sponsoremail,	Username: \$usernam	10				•
					Save	Cancel

- 2. In the **SMS Template > Message** field, enter the text message. You can use the available displayed variables.
- 3. In the Email Template > Subject field, enter the subject of the Sponsor request email and in the Message field, enter the message to be sent to the sponsor to approve or deny the access request for a Guest User account. You can use the available displayed variables.
- 4. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

Name	Description
SMS Template	Specifies the email template that is used to send an email to the Guest User when a Sponsor approves or denies the Guest User account.
	The option available are:
	<ul> <li>Message: Configures the message using displayed available variables such as \$username, \$password, \$sponsorname, \$sponsoremail, and \$sponsoraction if requried.</li> </ul>
	<ul> <li>SMS characters: Displays the length of your message in characters. The SMS message is limited to 160 characters.</li> </ul>
Email Template	Specifies the email template that is used to send an email to the Guest User when a Sponsor approves or denies the Guest User account.
	The options available are:
	<ul> <li>Subject: Configures the subject of the email to be sent to the Guest User.</li> </ul>
	<ul> <li>Message: Configures the message using displayed available variables such as \$username, \$password, \$firstname, \$lastname, \$email, \$starttime, \$endtime, \$sponsorname, \$sponsoremail, \$sponsoraction, and \$sponsortext if required.</li> </ul>

Use the data in the following table to use the Sponsor Action tab.

# **Configuring Advanced Details**

Use this procedure to configure advanced details for the Onboarding Template.

### Procedure

1. In the navigation pane, click **Onboarding Template > Add > Advanced** tab.

The Advanced screen is displayed.

Add Onboarding Templa	ite							×
Summary Common	Guest Users		Devices	De	vice Type Groups	Notification	Advanced	
Time Zone : (	GMT+00:00) Etc/UT	C [UTC]		•				
🗹 Default Onboarding Ter	mplate for LDAP Pro	visioner						
Associated LDAP Groups:	LDAP Group Two		A	dd				
	Name							
	LDAP Group One							
			Re	emove	)			
	Ex. CN=GimTempl	ate,CN=Test	,DC=ADGro	up,D(	C=com			
							Save	Cancel

- 2. In the **Time Zone** drop-down list, select the required zone.
- 3. Select **Default Onboarding Template for LDAP Provisioner** to send the Onboarding Template as default for Provisioners who are not associated with any Onboarding Template(s).
- 4. In the **Associated LDAP Groups** section, **Add** or **Remove** the required LDAP Groups to be associated with the Onboarding Template(s).
- 5. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

## Field Descriptions

Use the data in the following table to use the **Advanced** tab.

Name	Description
Time Zone	Configures the time zone.

Name	Description
Default Onboarding Template for LDAP Provisioner	Enables or disables the default Onboarding Template for LDAP Provisioner. By default, it is enabled.  Note:
	If you log in as a Provisioner:
	<ul> <li>Case Scenario: The group that you are part of is not associated with any Onboarding Template.</li> </ul>
	<ul> <li>Result: The Onboarding Template(s) marked as default is / are sent to you.</li> </ul>
Associated LDAP	Configures the LDAP group(s) associated with the Onboarding Template.
Groups	Note:
	If the logged in Provisioner is a part of any of the specified group(s), then the created Onboarding Template must be sent to the Provisioner. You can define the same group for multiple Onboarding Templates.
	For example,
	Ex CN=GimTemplate,CN=Test,DC=ADGroup,DC=com

# Configuring Guest User Provisioning Using Outlook Add-in

Use this procedure to configure Guest User record details for using Outlook Add-in.

#### Before you begin

In the **Common** tab, select **Guest User Provisioning using Outlook Add-in** option to configure Guest User account details.

#### Procedure

1. In the navigation pane, click **Onboarding Templates > Add > Guest Users** tab.

The Guest Users screen is displayed.

Add Onboa	rding Templa	ıte					×
Summary	Common	Guest Users	Sponsor Devices	Device Type Groups	Notification	Advanced	
- 🗹 Onbo	arding Tem	plate for Guest l	Jsers				
Gues	st Notificatio	on					- 11
	Email	SMS	📝 Display User	rname 🐼 Display	Password		
User	name						
	) Guest Defir	nes Username					
	🖲 Generate U	Isername with:					
	Rand	om Generated Use	rname				
		8 character	s (min 3, max 40, single nu	umber or range. For examp	le, 6-10) including (	only:	
		Solution of the second	🗹 upper case	e 🗹 number			
	O Firstr	ameLastname (e.g.					
	O firstin	itiallastname (e.g., v					
		ame field editable					•
						Save	Cancel

- 2. In the **Guest Users** screen, select the **Onboarding Template for Guest Users** checkbox to configure the Guest User account details. By default, it is enabled.
- 3. In the **Username** section, by default **Generate Username With** option is enabled while other options are disabled.
- 4. In the **Password** section, select an option as required.
- 5. In the **Password Complexity Check** section, set the password complexity by selecting the required alphanumeric checkbox.
- 6. In the Access Groups section, select the Single and Multiple Memberships Groups as required. For more information, see <u>Configuring Access Groups</u>.
- 7. In the User Email Domains section, enter the preferred domain names to be excluded from the user creation and click Add.
- 8. In the Accessible to Provisioner section, configure the General and Custom Attributes as required.
- 9. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

Use the data in the following table to use the **Guest User** tab.

Name	Description
Guest Notification	<b>Email</b> notification is checked and this field is disabled for Outlook Add-in Onboarding Template.
Username	Specifies the different available options of Username that the Administrator can enable. Only <b>Generate Username With</b> field is enabled.
	<ul> <li>Generate Username With: Specifies the format of the Guest User Name.</li> </ul>
	<ul> <li>Random Generated Username: Random generated Username is a combination of Uppercase letters, Lowercase letters and Numbers. By default, all are enabled. Enter the length as a single value / range (within 3 - 40). Depending on the checkbox(es) selected (lower case, upper case and number), a random Username within the specified length is generated.</li> </ul>
	For example, the length specified is 6 characters, and you have selected "lower case", "upper case", and "number"; the Username / Password must contain at least one lowercase, one uppercase, and one number. Valid Usernames are: "a1Bacd", "2aBBCD" and so on.
Password	Specifies the different available options of password that the Administrator can enable.
	<ul> <li>Guest Defines Password: This option is disabled for Outlook Add-in Onboarding Template.</li> </ul>
	<ul> <li>Random Generated Password: Generates random password with the specified password complexity.</li> </ul>
	For example, the length specified is 6 characters, and you have selected "lower case", "upper case", and "number"; the Username / Password must contain at least one lowercase, one uppercase, and one number. Valid Usernames are: "a1Bacd", "2aBBCD" and so on.
	• Use Username as Password: Allows the Guest User to login with only a Username. The Access Portal login screen must be modified to accept a Username without a password.
	<ul> <li>Static Password: Allows you to set the password as a fixed string so that a single password can be used for multiple accounts.</li> </ul>

Name	Description
Password Complexity Check	Configures the parameters to enforce when guests change their account passwords. Different levels of password complexity is required to select passwords that contain different combinations of characters, lowercase letters, uppercase letters, digits and symbols.
	If multiple combinations are selected, the different levels of password complexity is selected appropriately.
	<ul> <li>characters: Configures the number of characters in the password.</li> </ul>
	<ul> <li>lower case: Indicates the password must have lower case only.</li> </ul>
	<ul> <li>upper case: Indicates the password must have upper case only.</li> </ul>
	• <b>number:</b> Indicates the password must have number only.
	<ul> <li>special characters: Indicates the password must have special characters only. Special characters are: ! @ # \$ % ^ &amp; * () - +.</li> </ul>
Guest User Account Limit	This field is disabled for Outlook Add-in Onboarding Template.
Customize Printer Friendly Page	This field is disabled for Outlook Add-in Onboarding Template.
Access Groups	Configures the Access Groups for this Onboarding Template. Select the required checkbox(s) from the available options. If there are no groups available, click the links to select the required User Groups. For more information, see <u>Configuring Access Groups</u> .
	<ul> <li>User Groups - Single Membership: Configures Single Membership User Groups for the Onboarding Template.</li> </ul>
	<ul> <li>User Groups - Multiple Memberships: Configures Multiple Memberships User Groups for the Onboarding Template.</li> </ul>
User Email Domains	Configures the domains that need to be excluded during Guest User creation.
	For example, if the specified domain is "@extremenetworks.com"; Guest User accounts with email "name@extremenetworks.com" is not created.

Name	Description
Accessible to Provisioner	Configures the Guest User settings accessible to Provisioner using this Onboarding Template.
	The options selected in this section are available to the Provisioner.
	General: Configures the general Guest User settings.
	<ul> <li>Email: Configures the Email address of the Guest User. This option is checked and disabled for Outlook Add-in Onboarding Template.</li> </ul>
	<ul> <li>Mobile Phone: This option is disabled for Outlook Add- in Onboarding Template.</li> </ul>
	<ul> <li>SSID: Specifies if the Provisioner can configure the SSID details.</li> </ul>
	<ul> <li>SMS Gateway List: This option is disabled for Outlook Add-in Onboarding Template.</li> </ul>
	<ul> <li>Delete on Expire: Specifies if the account has to be deleted when account validity duration expires.</li> </ul>
	If you select <b>Delete on Expire</b> checkbox, Provisioner will be able to view this field during Guest User creation. Provisioner can select this to override the specified conditions <b>Delete on Expire / Do Not Delete On Expire</b> and remove the accounts upon expiry.
	If you do not select <b>Delete on Expire</b> checkbox, Provisioner will not be able to view this field during Guest User account creation.
	If you select <b>Delete on Expire</b> option, the Guest Account is removed on expiry. If you select <b>Do Not Delete On</b> <b>Expire</b> option, the account needs to be removed manually.
	<ul> <li>Account Activation: Specifies the type of account activation to be accessible to Provisioner.</li> </ul>
	If you select <b>Time Based</b> , Provisioner can configure start time and duration (upto to a maximum set limit) during guest account creation.
	If you select <b>First Login</b> , Provisioner can configure guest account duration that is valid from the moment the Guest User first logs in.
	For Outlook Add-in Onboarding Template, <b>Time based</b> is selected and the field is disabled.

Name	Description
	• Account Expiration: Enables or disables the account expiration to be accessible to Provisioner.
	If you select <b>Max Expiration Time</b> , Provisioner can configure the account validity duration up to the maximum value specified in the <b>Onboarding Template &gt;</b> <b>Common &gt; Temporary Accounts Validity</b> field.
	If you select <b>Permanent</b> , a permanent Guest User account is created. This account does not have account activation preference and will not be deleted on expiry.
	For Outlook Add-in Onboarding Template, <b>Max</b> <b>Expiration Time</b> is checked and the field is disabled.
	<ul> <li>Firstname &amp; Lastname: This option is disabled for Outlook Add-in Onboarding Template.</li> </ul>
	Access Groups: Configures the selected Access Groups.
	• <b>Resend Details:</b> This option is not applicable for Outlook Add-in Onboarding Template.
	• <b>Custom Attributes:</b> This option is disabled for Outlook Add-in Onboarding Template.

## **Configuring Guest User Provisioning Using Vouchers**

Use this procedure to configure Guest User record details for using Vouchers.

#### Before you begin

In the **Common** tab, select **Guest UserProvisioning using Vouchers** option to configure Guest User account details.

#### Procedure

1. In the navigation pane, click **Onboarding Templates > Add > Guest Users** tab. The Guest Users screen is displayed.

Add Onbo	arding Temp	late						×
Summary	Common	Guest Users		Device Type		Notification	Advanced	
Onbo	oarding Tem	plate for Guest	Users					<b>^</b>
Gue	st Notificatio	n						
	) Email	SMS	📝 Display Us	sername	🗹 Display	/ Password		
User	name							
	🔿 Guest Defi	ines Username						
	🖲 Generate l	Username with:						
	Rand	om Generated U	sername					
		8 charact	ers (min 6, max 40, single	number or rar	nge. For exa	mple, 6-10) incl	uding only:	
		Solver case	🗹 upper ca	se	🕑 numbe	r		
	O Firstr	nameLastname (e	.g., John Smith > JohnSmi					
	O firsti	nitiallastname (e.ş	g., John Smith > jsmith)					
	🗌 Userr	name field editabl	e					
							Save	Cancel

- 2. In the **Username** section, by default **Generate Username With** along with **Random Generated Username** option is enabled while other options are disabled.
- 3. In the **Password** section, select an option as required.
- 4. In the **Password Complexity Check** section, set the password complexity by selecting the required alphanumeric checkbox.
- 5. In the Voucher Template section, you can select the printable templates available to the Provisioner. The options are:
  - Select Avery 5371 Business Card Template to print in Avery 5371 format.
  - Select **Default** to print in grid format.
- 6. In the Access Groups section, select the Single and Multiple Memberships Groups as required. For more information, see Configuring Access Groups.
- 7. In the Accessible to Provisioner section, configure the General section as required.
- 8. Click Save to save the configuration or click Cancel to cancel the changes.

Use the data in the following table to use the **Guest User** tab.

Name	Description
Guest Notification	<b>Display Username</b> and <b>Display Password</b> are checked and this field is disabled for Voucher type Onboarding Template.
Username	Specifies the different available options of Username that the Administrator can enable. Only <b>Generate Username With</b> field is enabled.
	<ul> <li>Generate Username With: Specifies the format of the Guest User Name.</li> </ul>
	<ul> <li>Random Generated Username: Random generated Username is a combination of Uppercase letters, Lowercase letters and Numbers. By default, all are enabled. Enter the length as a single value / range (within 3 - 40). Depending on the checkbox(es) selected (lower case, upper case and number), a random Username within the specified length is generated.</li> </ul>
	For example, the length specified is 6 characters, and you have selected "lower case", "upper case", and "number"; the Username / Password must contain at least one lowercase, one uppercase, and one number. Valid Usernames are: "a1Bacd", "2aBBCD" and so on.
Password	Specifies the different available options of password that the Administrator can enable.
	<ul> <li>Guest Defines Password: This option is disabled for Voucher Type Onboarding Template.</li> </ul>
	<b>Guest Confirms Password:</b> This option is disabled for Voucher Type Onboarding Template.
	<ul> <li>Random Generated Password: Generates random password with the specified password complexity.</li> </ul>
	For example, the length specified is 6 characters, and you have selected "lower case", "upper case", and "number"; the Username / Password must contain at least one lowercase, one uppercase, and one number. Valid Usernames are: "a1Bacd", "2aBBCD" and so on.
	• Use Username as Password : Allows the Guest User to login with only a Username. The Access Portal login screen must be modified to accept a Username without a password.
	• Static Password: Allows you to set the password as a fixed string so that a single password can be used for multiple accounts.

Name	Description
Password Complexity Check	Configures the parameters to enforce when guests change their account passwords. Different levels of password complexity is required to select passwords that contain different combinations of characters, lowercase letters, uppercase letters, digits and symbols.
	If multiple combinations are selected, the different levels of password complexity is selected appropriately.
	<ul> <li>characters: Configures the number of characters in the password.</li> </ul>
	• lower case: Indicates the password must have lower case only.
	• <b>upper case:</b> Indicates the password must have upper case only.
	<ul> <li>number: Indicates the password must have number only.</li> </ul>
	<ul> <li>special characters: Indicates the password must have special characters only. Special characters are: ! @ # \$ % ^ &amp; * () - +</li> </ul>
Guest User Account Limit	This field is disabled for Voucher Type Onboarding Template.
Customize Printer Friendly Page	This field is disabled for Voucher Type Onboarding Template.

Name	Description						
Voucher Template	This field displays the templates accessible to the provisioner. They are as follows:						
	Default: To print in the default grid view						
	Avery 5371 Business Card Template: To print in the Avery 5371 Business Card format view. The configurations are as follows:						
	• Title: Configures the Title of the Business card:						
	• <b>Text:</b> Configures the Text for the Title. A Maximum of 35 characters can be used in the Text of the Title.						
	• Font: Configures the font family for the Title.						
	Color: Configures the color of font of the Title.						
	• <b>Size:</b> Configures the Font Size of the Title in Pixels.						
	<b>Content:</b> Configures the Content of the Business card.						
	• <b>Text:</b> Configures the Text for the Content. A Maximum of 145 characters can be used in the Text of the Content. The available Variables are \$username, \$password, \$ssid, \$QRCode						
	• <b>Font:</b> Configures the Font family for the Content.						
	Color: Configures the color of font of the Content.						
	• Size: Configures the Font Size of the Content.						
	<b>Select Network Interface:</b> Configures the Network Interface used for the URL embedded in \$QRCode. The available interfaces are the Admin interface or Service A interface.						
	<b>Preview:</b> Displays the print version of Voucher Template.						
Access Groups	Configures the Access Groups for Voucher Type Onboarding Template. Select the required checkbox(s) from the available options. If there are no groups available, click the links to select the required User Groups. For more information, see <u>Configuring Access Groups</u> .						
	<ul> <li>User Groups - Single Membership: Configures Single Membership User Groups for the Onboarding Template.</li> </ul>						
	<ul> <li>User Groups - Multiple Memberships: Configures Multiple Memberships User Groups for the Onboarding Template.</li> </ul>						

Name	Description
Accessible to Provisioner	Configures the Guest User settings accessible to Provisioner using this Onboarding Template.
	The options selected in this section are available to the Provisioner.
	General: Configures the general Guest User settings.
	• <b>Email:</b> Configures the Email address of the Guest User. This option is disabled for Voucher Type Onboarding Template.
	<ul> <li>Mobile Phone: This option is disabled for Voucher Type Onboarding Template.</li> </ul>
	• <b>SSID:</b> Specifies if the Provisioner can configure the SSID details.
	• Account State: Enables Enables/disables the administrator to select whether the Provisioner can view the option to Enables/disables the administrator to select whether the Provisioner can view the option to change the Guest User Account State.
	If you select <b>Account Enabled</b> , then the Guest User Account is enabled by default and default value for <b>Guest User Enabled</b> field in the Provisioner application - Guest User Add window is set to true.
	If you select <b>Account Disabled</b> , then the Guest User Account is disabled by default and the default value for <b>Guest User Enable</b> field in the Provisioner application - Guest User Add window is set to false.
	<ul> <li>SMS Gateway List: This option is disabled for Voucher Type Onboarding Template.</li> </ul>
	• <b>Delete on Expire:</b> Specifies if the account has to be deleted when account validity duration expires.
	If you select <b>Delete on Expire</b> checkbox, Provisioner will be able to view this field during Guest User creation. Provisioner can select this to override the specified conditions <b>Delete on Expire / Do Not Delete On Expire</b> and remove the accounts upon expiry.
	If you do not select <b>Delete on Expire</b> checkbox, Provisioner will not be able to view this field during Guest User account creation.
	If you select <b>Delete on Expire</b> option, the Guest Account

Name	Description
	is removed on expiry. If you select <b>Do Not Delete On</b> <b>Expire</b> option, the account needs to be removed manually.
	<ul> <li>Account Activation: Specifies the type of account activation to be accessible to Provisioner.</li> </ul>
	If you select <b>Time Based:</b> , Provisioner can configure start time and duration (upto to a maximum set limit) during guest account creation
	If you select <b>First Login:</b> , Provisioner can configure guest account duration that is valid from the moment the Guest User first logs in.
	😒 Note:
	<b>First Login</b> option enabled Guest User account will not expire until the user actually logs in. Once the user logs in, the account expires as per the specified duration.
	• Account Expiration: Enables or disables the account expiration to be accessible to Provisioner.
	If you select <b>Max Expiration Time</b> , Provisioner can configure the account validity duration up to the maximum value specified in the <b>Onboarding Template &gt;</b> <b>Common &gt; Temporary Accounts Validity</b> field.
	If you select <b>Permanent</b> , a permanent Guest User account is created. This account does not have account activation preference and will not be deleted on expiry. For Voucher Type Onboarding Template, <b>Max Expiration</b> <b>Time</b> is selected and the field is disabled.
	<ul> <li>Firstname &amp; Lastname: This option is disabled for Voucher Type Onboarding Template.</li> </ul>
	Access Groups: Configures the selected Access Groups.
	<ul> <li>Resend Details: This option is not applicable to Voucher Type Onboarding Template.</li> </ul>
	<ul> <li>Custom Attributes: This option is disabled for Voucher Type Onboarding Template.</li> </ul>

## **Configuring Guest User and Device Provisioning Using CSV**

Use this procedure to configure Guest User record details for using CSV and Device Record details for using CSV.

#### Before you begin

In the **Common** tab, select **Guest User and Device Provisioning using CSV** option to configure Guest User account and Device Record details.

#### Procedure

1. In the navigation pane, click **Onboarding Templates > Add > Guest Users** tab. The Guest Users screen is displayed.

Add Onboa	rding Templa	ite							×
Summary	Common	Guest Users	Sponsor	Devices	Device 1	Type Groups	Notification	Advanced	
🗹 Onbo	arding Tem	plate for Guest	Users						^
Gues	st Notificatio	on							- 1
	Email	SMS	V	Display Use	rname	🗹 Display P	assword		
User	name								
(	🔵 Guest Defir	nes Username							
	Generate U	Jsername with:							
	Rand	om Generated Use	rname						
		8 character	s (min 3, max	40, single n	umber or rar	nge. For example	e, 6-10) including	only:	
		Solution lower case		🖁 upper case	ł	S number			
	O Firstr	nameLastname (e.g	., John Smith	> JohnSmith	)				
	O firstin	itiallastname (e.g.,	John Smith >	jsmith)					
	🗌 Usern	ame field editable							~
								Save	Cancel

- 2. In the Username section, by default Generate Username With along with Random Generated Username option is enabled while other options are disabled.
- 3. In the **Password** section, select an option as required.
- 4. In the **Password Complexity Check** section, set the password complexity by selecting the required alphanumeric checkbox.

- 5. In the Access Groups section, select the Single and Multiple Memberships Groups as required. For more information, see <u>Configuring Access Groups</u>.
- 6. In the Accessible to Provisioner section, configure the General section as required.
- 7. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

Use the data in the following table to use the **Guest User** tab.

Name	Description			
Guest Notification	<b>Display Username</b> and <b>Display Password</b> are checked and this field is disabled for CSV type Onboarding Template.			
Username	Specifies the different available options of Username that the Administrator can enable. Only <b>Generate Username With</b> field is enabled.			
	<ul> <li>Generate Username With: Specifies the format of the Guest User Name.</li> </ul>			
	<ul> <li>Random Generated Username: Random generated Username is a combination of Uppercase letters, Lowercase letters and Numbers. By default, all are enabled. Enter the length as a single value / range (within 3 - 40). Depending on the checkbox(es) selected (lower case, upper case and number), a random Username within the specified length is generated.</li> </ul>			
	For example, the length specified is 6 characters, and you have selected "lower case", "upper case", and "number"; the Username / Password must contain at least one lowercase, one uppercase, and one number. Valid Usernames are: "a1Bacd", "2aBBCD" and so on.			

Name	Description
Password	Specifies the different available options of password that the Administrator can enable.
	<ul> <li>Guest Defines Password: This option is disabled for CSV Type Onboarding Template.</li> </ul>
	<b>Guest Confirms Password:</b> This option is disabled for CSV Type Onboarding Template.
	<ul> <li>Random Generated Password: Generates random password with the specified password complexity.</li> </ul>
	For example, the length specified is 6 characters, and you have selected "lower case", "upper case", and "number"; the Username / Password must contain at least one lowercase, one uppercase, and one number. Valid Usernames are: "a1Bacd", "2aBBCD" and so on.
	<ul> <li>Use Username as Password : Allows the Guest User to login with only a Username. The Access Portal login screen must be modified to accept a Username without a password.</li> </ul>
	<ul> <li>Static Password: Allows you to set the password as a fixed string so that a single password can be used for multiple accounts.</li> </ul>
Password Complexity Check	Configures the parameters to enforce when guests change their account passwords. Different levels of password complexity is required to select passwords that contain different combinations of characters, lowercase letters, uppercase letters, digits and symbols.
	If multiple combinations are selected, the different levels of password complexity is selected appropriately.
	<ul> <li>characters: Configures the number of characters in the password.</li> </ul>
	• lower case: Indicates the password must have lower case only.
	• <b>upper case:</b> Indicates the password must have upper case only.
	• <b>number:</b> Indicates the password must have number only.
	<ul> <li>special characters: Indicates the password must have special characters only. Special characters are: ! @ # \$ % ^ &amp; * () - +</li> </ul>
Guest User Account Limit	This field is disabled for CSV Type Onboarding Template.

Name	Description
Customize Printer Friendly Page	This field is disabled for CSV Type Onboarding Template.
Access Groups	Configures the Access Groups for CSV Type Onboarding Template. Select the required checkbox(s) from the available options. If there are no groups available, click the links to select the required User Groups. For more information, see <u>Configuring Access Groups</u> .
	<ul> <li>User Groups - Single Membership: Configures Single Membership User Groups for the Onboarding Template.</li> </ul>
	<ul> <li>User Groups - Multiple Memberships: Configures Multiple Memberships User Groups for the Onboarding Template.</li> </ul>

Name	Description
Accessible to Provisioner	Configures the Guest User settings accessible to Provisioner using this Onboarding Template.
	The options selected in this section are available to the Provisioner.
	General: Configures the general Guest User settings.
	• Email: Configures the Email address of the Guest User. This option is disabled for CSV Type Onboarding Template.
	<ul> <li>Mobile Phone: This option is disabled for CSV Type Onboarding Template.</li> </ul>
	• Account State: Enables Enables/Disables the administrator to select whether the Provisioner can view the option to Enables/Disables the administrator to select whether the Provisioner can view the option to change the Guest User Account State.
	If you select <b>Account Enabled</b> , then the Guest User Account is enabled by default and default value for <b>Guest User Enable</b> field in the Provisioner application - Guest User Add window is set to true.
	If you select <b>Account Disabled</b> , then the Guest User account is disabled by default and the default value for <b>Guest User Enable</b> field in the Provisioner application - Guest User Add window is set to false.
	<ul> <li>SMS Gateway List: This option is disabled for CSV Type Onboarding Template.</li> </ul>
	<ul> <li>Delete on Expire: Specifies if the account has to be deleted when account validity duration expires.</li> </ul>
	If you select <b>Delete on Expire</b> checkbox, Provisioner will be able to view this field during Guest User creation. Provisioner can select this to override the specified conditions <b>Delete on Expire / Do Not Delete On Expire</b> and remove the accounts upon expiry.
	If you do not select <b>Delete on Expire</b> checkbox, Provisioner will not be able to view this field during Guest User account creation.
	If you select <b>Delete on Expire</b> option, the Guest Account is removed on expiry. If you select <b>Do Not Delete On</b> <b>Expire</b> option, the account needs to be removed manually.

Name	Description
	Account Activation: Specifies the type of account activation to be     accessible to Provisioner.
	If you select <b>Time Based:</b> , Provisioner can configure start time and duration (upto to a maximum set limit) during guest account creation
	If you select <b>First Login:</b> , Provisioner can configure guest account duration that is valid from the moment the Guest User first logs in.
	💌 Note:
	<b>First Login</b> option enabled Guest User account will not expire until the user actually logs in. Once the user logs in, the account expires as per the specified duration.
	<ul> <li>Account Expiration: Enables or disables the account expiration to be accessible to Provisioner.</li> </ul>
	If you select <b>Max Expiration Time</b> , Provisioner can configure the account validity duration up to the maximum value specified in the <b>Onboarding Template &gt;</b> <b>Common &gt; Temporary Accounts Validity</b> field.
	If you select <b>Permanent</b> , a permanent Guest User account is created. This account does not have account activation preference and will not be deleted on expiry. For CSV Type Onboarding Template, <b>Max Expiration</b> <b>Time</b> is selected and the field is disabled.
	<ul> <li>Firstname &amp; Lastname: This option is disabled for CSV Type Onboarding Template.</li> </ul>
	Access Groups: Configures the selected Access Groups.
	<ul> <li>Resend Details: This option is not applicable to CSV Type Onboarding Template.</li> </ul>
	<ul> <li>Custom Attributes: This option is disabled for CSV Type Onboarding Template.</li> </ul>

# **Configuring Device Record Details**

#### Procedure

1. In the navigation pane, click In the navigation pane, click **Onboarding Templates > Add > Devices** tab. The Devices screen is displayed.

	arding Temp	olate					
iry	Common	Guest Users		Devices	Device Type Groups	Notification	Advanced
nbo	arding Tem	plate for Devic	es				
cce	ss Groups –						
E	nd-System Gr	oups - Single Me	mbership:		Please check A	ccess Groups Ta	b
E	nd-System Gr	oups - Multiple N	/lemberships:		Please check A	ccess Groups Ta	b
cce	ssible To Pr	ovisioner					
ce: G	ssible To Pro						
- G	ssible To Pro General	ovisioner State		0	Device Enabled		
ce: - G	ssible To Pro General	ovisioner State		0	Device Enabled Device Disabled		
cce:	ssible To Pro General	ovisioner State Name		0	Device Enabled Device Disabled		
G	ssible To Pro General	ovisioner State Name		0 0	Device Enabled Device Disabled Mondatory		
cce: - G	ssible To Pro- seneral © Device 5 Device 1 Device 1	ovisioner State Name umber of enabled per Provisioner		0 0 0 Ma	Device Enabled Device Disabled Mandatory Contense Samum number of enable		

- 2. In the Devices screen, select **Onboarding Template for Devices** to configure the Device record details. By default, it is selected.
- 3. In the Access Groups section, select the Single and Multiple End-System Groups as required. For more information, see <u>Configuring Access Groups</u>.
- 4. In the Accessible to Provisioner section, configure the General, Custom Attributes, Device Attributes, and Account Validity Period options as required.
- 5. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

## Field Descriptions

Use the data in the following table to use Devices tab.
Name	Description
Access Groups	Configures the Access Groups for this Onboarding Template. Select the required checkbox(es) from the available options. If there are no groups available, click the links to select the required End-System Groups. For more information, see <u>Configuring Access Groups</u> .
	The options available are:
	• End-System Groups - Single Membership: Configures single End-System Groups for the Onboarding Template.
	• End-System Groups - Multiple Memberships: Configures multiple End System Groups for the Onboarding Template.

Name	Description
Accessible To Provisioner	Configures the Devices record settings accessible to Provisioners in this Onboarding Template.
	The options selected in this section are available to the Provisioner. Each section allows you to customize the required fields as <b>Optional / Mandatory</b> .
	General: Configures the general Devices record settings.
	• Name: Configures the Device name.
	<ul> <li>Device State: Enables/Disables the administrator to select whether the Provisioner can view the option to change the Device State.</li> </ul>
	If you select <b>Device Enabled</b> , then the Device Record is enabled by default and default value for <b>Record</b> <b>Enabled</b> field in the Provisioner application - Device Add window is set to true.
	If you select <b>Device Disabled</b> , then the Device Record is disabled by default and the default value for <b>Record</b> <b>Enabled</b> field in the Provisioner application - Device Add window is set to false.
	<ul> <li>Limit number of enabled devices per Provisioner: This option is disabled for CSV type Onboarding Template.</li> </ul>
	<ul> <li>Display Admin's Comments: This option is disabled for CSV type Onboarding Template.</li> </ul>
	• Source: Configures the default source.
	If you select <b>Auto populate with GIM-[Onboarding Template]</b> option, the default value populated will be <b>Guest and IoT Manager</b> Onboarding Template name.
	If you select <b>Static</b> option, user defined custom Device source can be provided.
	<ul> <li>Custom Attributes: Configures the custom attributes for Device record settings. For more information, see <u>Configuring Custom Attributes</u>.</li> </ul>
	<ul> <li>Device Attributes: Configures the device attributes for Device record settings.</li> </ul>
	<ul> <li>Asset Type: Configures the Device Asset Type for Permanent / Temporary.</li> </ul>
	Device Type Groups: Configures the Device Type

Name	Description
	Groups. By default, Device Type Groups is checked and Mandatory option is selected.
	• <b>Device Type :</b> Configures the Device Type of the selected Device Type Group. By default, Device Type is checked and Mandatory option is selected.
	Access Groups: Configures the selected Access Groups.
	<ul> <li>Account Validity Period: Configures the account validity period for Device record settings. By default, it is enabled.</li> </ul>
	• Delete on Expire: Specifies if the Device has to be deleted when account validity duration expires.
	If you select <b>Delete on Expire</b> checkbox, Provisioner will be able to view this field during Device Record Creation. Provisioner can select this to override the specified conditions <b>Delete on Expire / Do Not Delete</b> <b>On Expire</b> and remove the devices upon expiry.
	If you do not select <b>Delete on Expire</b> checkbox, Provisioner will not be able to view this field during Device Record creation.
	If you select <b>Delete on Expire</b> option, the Device is removed on expiry. If you select <b>Do Not Delete On</b> <b>Expire</b> option, the device needs to be removed manually.
	• Account Activation: Specifies the type of account activation to be accessible to Provisioner.
	If you select <b>Time Based</b> , Provisioner can configure start time and duration (up to a maximum set limit) during guest account creation.
	If you select <b>First Login</b> , Provisioner can configure guest account duration that is valid from the moment the Guest User first logs in.
	<ul> <li>Account Expiration: Enables or disables the account expiration to Max Expiration Time to be accessible to Provisioner.</li> </ul>

### **Configuring Zero Touch Guest User Provisioning**

Use this procedure to configure Guest User Account Details for using Zero Touch Guest User Provisioning.

#### Before you begin

In the Common tab, select Zero Touch Guest User Provisioning.

#### Procedure

1. In the navigation pane, click **Onboarding Templates > Add > Guest Users** tab.

The Guest Users screen is displayed.

Edit Onboa	rding Templa	te: rowe							×
Summary	Common	Guest Users					Notification	Advanced	
🛛 🗹 Onbo	arding Temp	plate for Guest	Users						^
Gues	st Notificatio	n							_
	Email	🕑 SMS		Display User	rname	Display P	assword		
User	name								- 11
(	) Guest Defin	ies Username							
(	🔵 Generate U	sername with:							
(	🔵 Use Email a	as Username							
(	Use Mobile	Phone as Usernar	ne						
Pass	word								_
(	O Guest Defin	ies Password							
		Guest Confirms Pas	sword						
(	Random Ge	enerated Password							~
								Save	Cancel

- 2. In the **Guest Users** screen, select the **Onboarding Template for Guest Users** checkbox to configure the Guest User account details. By default, it is enabled.
- 3. In the **Username** section, by default **Generate Username With** option is enabled while other options are disabled.
- 4. In the **Password** section, select an option as required.
- 5. In the **Password Complexity Check** section, set the password complexity by selecting the required alphanumeric checkbox.

- 6. In the **Access Groups** section, select the Single and Multiple Memberships Groups as required. For more information, see <u>Configuring Access Groups</u>.
- 7. In the Accessible to Provisioner section, configure the General and Custom Attributes as required.
- 8. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

Name	Description
Guest Notification	<b>SMS</b> notification is checked and this field is disabled for Zero Touch Guest User Provisioning Template.
Username	Specifies the different available options of Username that the Administrator can enable. Only <b>Generate Username With</b> field is enabled.
	• Generate Username With: Specifies the format of the Guest User Name. this field is disabled for Zero Touch Guest User Provisioning Template.Guest Defines User Name: Specifies the Guest User name this field is disabled for Zero Touch Guest User Provisioning.
	Guest Defines User Name: Specifies the Guest User name this field is disabled for Zero Touch Guest User Provisioning.
	<ul> <li>Generate Username With: Specifies the format of the Guest User Name this field is disabled for Zero Touch Guest User Provisioning.</li> </ul>
	<ul> <li>Use Email as Username: Specifies to use the Email address as Username this field is disabled for Zero Touch Guest User Provisioning.</li> </ul>
	Use Mobile Phone as Username: Specifies to use the Mobile     Phone number as Username.

Name	Description
Password	Specifies the different available options of password that the Administrator can enable.
	• <b>Guest Defines Password:</b> This option is disabled for this field is disabled for Zero Touch Guest User Provisioning Template.
	<ul> <li>Random Generated Password: Generates random password with the specified password complexity.</li> </ul>
	For example, the length specified is 6 characters, and you have selected "lower case", "upper case", and "number"; the Username / Password must contain at least one lowercase, one uppercase, and one number. Valid Usernames are: "a1Bacd", "2aBBCD" and so on.
	• Use Username as Password: Allows the Guest User to login with only a Username. The Access Portal login screen must be modified to accept a Username without a password.
	• Static Password: Allows you to set the password as a fixed string so that a single password can be used for multiple accounts.
Password Complexity Check	Configures the parameters to enforce when guests change their account passwords. Different levels of password complexity is required to select passwords that contain different combinations of characters, lowercase letters, uppercase letters, digits and symbols.
	If multiple combinations are selected, the different levels of password complexity is selected appropriately.
	<ul> <li>characters: Configures the number of characters in the password.</li> </ul>
	<ul> <li>lower case: Indicates the password must have lower case only.</li> </ul>
	<ul> <li>upper case: Indicates the password must have upper case only.</li> </ul>
	<ul> <li>number: Indicates the password must have number only.</li> </ul>
	<ul> <li>special characters: Indicates the password must have special characters only. Special characters are: ! @ # \$ % ^ &amp; * () - +.</li> </ul>
Guest User Account Limit	This field is disabled for this field is disabled for Zero Touch Guest User Provisioning Template.

Name	Description
Access Groups	Configures the Access Groups for this Onboarding Template. Select the required checkbox(s) from the available options. If there are no groups available, click the links to select the required User Groups. For more information, see <u>Configuring Access Groups</u> .
	<ul> <li>User Groups - Single Membership: Configures Single Membership User Groups for the Onboarding Template.</li> </ul>
	<ul> <li>User Groups - Multiple Memberships: Configures Multiple Memberships User Groups for the Onboarding Template.</li> </ul>
Accessible to Provisioner	This section is disabled for Zero Touch Onboarding Template.

# **Managing Onboarding Templates**

Onboarding Template is a collection of settings that establishes the administrative rights and account settings of the Provisioners that associate with it.

Use this procedure to manage an Onboarding Template.

#### Procedure

- 1. In the navigation pane, Click **Onboarding Templates**.
- 2. Click the required Onboarding Template to manage.
- 3. Click Add to create a new Onboarding Template. For more information, see <u>Creating an Onboarding</u> <u>Template</u>.
- 4. Click **Edit** to modify and view the existing Onboarding Template. For more information, see <u>Modifying</u> and <u>Viewing an Onboarding Template</u>.
- 5. Click **Copy** to create a copy of the existing Onboarding Template. For more information, see <u>Copying an</u> <u>Onboarding Template</u>.
- 6. Click **Delete** to delete the selected Onboarding Templates, Onboarding Template Members, and Expired Guest Accounts. For more information, see <u>Deleting Onboarding Templates and Guest Accounts</u>.

🛨 Tip:

Use Ctrl / Shift to select multiple records to delete.

# Modifying and Viewing an Onboarding Template

Use this procedure to edit and view an existing Onboarding Template.

Procedure

- 1. In the navigation pane, Click **Onboarding Templates**.
- 2. Select the required Onboarding Template from the list.
- 3. Click Edit > Summary tab to view an Onboarding Template summary.
  - 😵 Note:

You can also view by double-clicking the required Onboarding Template from the list. The Edit screen is displayed.

Edit	Onboar	ding Templat	e: OT_0	Guest Us	ser						:	×
Sum	mary	Common	Guest	Users		Devices	Device	Type Groups	Notification	Advanced		
Co	mmon											*
N	Name:			OT_Gue	st User							l
	Descriptio	in:		Guest U	ser Registrati	on Only						
N	lotes:			To be us	ed for the Op	en Source Su	ummit in Ma	irch 2019.				
N	Max Expir	ration Time:		8 hours								
Gu	est Use	ers										
				14								
	Jser Man	agement Righ	t	Yes								
0	Guest No	tification:		Email, S	MS, Display (	Jsername, Di	isplay Pass	word				
ı	Jsername	e Generation:		Guest D	efines Userna	ame						
F	assword	Complexity C	heck:	6-8 char	acters includi	ng only lower	r case, uppe	er case, number,	special characters	à		
F	<sup>o</sup> assword	Generation:		Guest D	efines Passw	ord						
L	imit Acco	ounts per Ema	il/Mobile	No								•
								Copy to Clipboar	d Print	Save	Cancel	

- 4. In the Edit Onboarding Template screen, modify the changes in the required tabs.
- 5. Click **Copy to Clipboard** to copy the Onboarding Template summary to clipboard.
- 6. Click **Print** to print the Onboarding Template.
- 7. Click **Save** to save the configuration or **Cancel** to cancel the changes.

### **Copying an Onboarding Template**

Use this procedure to create a copy of an existing Onboarding Template.

#### 😵 Note:

The **Copy** option in the Onboarding Template only creates a new Onboarding Template. The Provisioner(s) or Guest User(s) or Device(s) associated with the source Onboarding Template are not added to the copied Onboarding Template.

#### Procedure

- 1. In the navigation pane, click **Onboarding Templates**.
- 2. Click the required Onboarding Template from the list.
- 3. Click Copy.
- 4. In the **Onboarding Template Name** field, enter the name, description and notes for the new Onboarding Template.
- 5. Modify the required changes in all the tabs for the new Onboarding Template.
- 6. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

## **Deleting Onboarding Templates and Guest Accounts**

Use this procedure to delete Onboarding Template(s), Onboarding Template Member(s) and Expired Guest User(s).

#### Procedure

- 1. In the navigation pane, click Onboarding Templates.
- 2. Select the required Onboarding Template(s).
- 3. In the **Delete** drop-down list, click an option as required.
- 4. Click **Yes** or **No** in the confirmation message to delete the selected Onboarding Template(s), Onboarding Template Member(s), and Expired Guest User(s).

#### Field Descriptions

Use data in the following table to use **Delete** option.

Name	Description
Delete Onboarding Template(s)	Deletes the selected Onboarding Template(s).  Note
	You cannot delete an Onboarding Template, if it is associated with the Guest User(s) or Device(s) or Provisioner(s). Use <b>Delete</b> <b>Onboarding Template Member(s)</b> Option to proceed in such scenarios. In case of failure, appropriate error message is displayed.

Delete Onboarding Template Member (s)	Deletes all the Internal Provisioner(s) or Self Service Provisioner(s), or Guest User (s), or Device(s) of the selected Onboarding Template. If you select this option, the <b>Guest and IoT Manager</b> displays a screen that allows you to select the type of records to delete.
	If this option is selected, you need to select the required selection in the Delete Member screen.
Delete Expired Guest User(s)	Deletes all the expired Guest User accounts of the selected Onboarding Template(s).

# **Configuring Custom Attributes**

The **Custom Attributes** tab in Onboarding Templates menu allows the Administrator to specify human readable labels for **Custom Field** (1-6). You can set custom labels differently for Guest User and Device in their respective tabs.

The Administrator configures custom labels, whereas the Provisioner and Self-Service guest configures values for these custom labels.

For more information, see <u>Configuring Guest User Custom Attributes</u> and <u>Configuring Device</u> <u>Custom Attributes</u>.

## **Configuring Guest User Custom Attributes**

Use this procedure to configure Guest User Custom Attributes.

#### Procedure

1. In the navigation pane, click **Onboarding Templates > Custom Attributes > Guest User** tab. The Guest User screen is displayed.

ExtremeC	Control Guest & IoT Ma	nager				? ≡
Onboarding 1	Templates Custom Attrib	utes Access Groups	5			
Guest Users	Devices					
	Default Language	Language 2	Language 3	Language 4	Language 5	^
	English-US	Español	русский			- 1
Custom Field	1					
Custom Field	2					
Custom Field	3					
Custom Field	4					
Custom Field	5					
Custom Field	6					~
					Save	Clear

The languages displayed are based on the locales configured in Preferences tab. For more information, see

the Setting the Locales section in Setting the Locales.

- 2. In the **Custom Field**, enter one or more labels as required in the (1-6) fields.
- 3. Click **Save** to save the configuration or click **Clear** to clear the configuration.

You cannot clear the default and other languages available in this screen.

#### Field Descriptions

Use the data in the following table to use **Guest User** tab.

es the labels for the custom fields to be displayed during Guest User ation.
ample
inistrator specifies <b>Country Code</b> as the label for <b>Custom Field 1</b> language <b>English-US</b> and the Provisioner or Self Service Guest elects <b>English-Us</b> as the language to be displayed. Then depending Onboarding Template settings, the country code needs to be ed during Guest User registration.
i

# **Configuring Device Custom Attributes**

Use this procedure to configure Device Custom Attributes.

#### Procedure

1. In the navigation pane, click **Onboarding Templates > Custom Attributes > Device** tab. The Devices screen is displayed.

ExtremeCont	trol Guest & IoT Mana	ger				?	≡
Onboarding Temp	plates Custom Attribute	s Access Groups					
Guest Users De	vices						
	Default Language	Language 2	Language 3	Language 4	Language 5		^
	English-US	Español	русский				
Custom Field 1							
Custom Field 2							4
Custom Field 3							
Custom Field 4							
Custom Field 5							
Custom Field 6							~
					Save	Clea	r

The languages displayed are based on the locales configured in **Preferences** tab. For more information, see the **Setting the Locales** section in <u>Setting Preferences</u>.

- 2. In the **Custom Field** field, enter one or more labels as required in the (1-6) fields.
- 3. Click **Save** to save the configuration or click **Clear** to clear the configuration.
  - 😒 Note:

You cannot clear the default and other languages available in this screen.

#### Field Descriptions

Use the data in the following table to use **Device** tab.

Name
------

Custom Field	Specifies the labels for the custom fields to be displayed during Guest User Registration.
	For example,
	If the Administrator specifies <b>Location</b> as the label for the <b>Custom Field 1</b> for the language <b>English-US</b> and the Provisioner or Self Service Guest User selects <b>English-Us</b> as the language to be displayed. Then depending on the Onboarding Template settings, the location needs to be specified during Guest User registration.
	For more information, see <u>Registering a New Guest User</u> .

# **Configuring Access Groups**

The Access Groups tab in Onboarding Templates menu allows the Administrator to map the Access Groups as Single and Multiple Memberships that are available to the Provisioner during Guest User Registration as per the Onboarding Template settings.

There are two types of Access Groups. The Netsight Administrator needs to create "User Groups - Single Membership" and "User Groups - Multiple Memberships" types of accounts in the server prior Provisioner provides network access to the users at your facility. These groups are customized for your site; the Administrator structure the fields that needs to be available during Guest User creation.

- User Groups Single Membership: Configures the specific network to which the Guest User has access. The Provisioner may select only one **Single Membership** as the user must be assigned to one segment of the network. For example, you can select south east regional sales department VLAN as the Single Membership for the people belonging to the sales department of the south east region.
- User Groups Multiple Memberships: Configures wired, wireless or secured wireless and typically the location of a switch or access point.

You can set Access Groups differently for Guest User and Device in their respective tabs. The User Groups configured in ExtremeCloud IQ - Site Engine are available to the Guest and IoT Manager Administrator to map as Single and Multiple Memberships. For more information on configuring User Groups, see <u>User Groups</u> in ExtremeCloud IQ - Site Engine.

The End System Groups configured on ExtremeCloud IQ - Site Engine are available to Guest and IoT Manager Administrator to map as Single and Multiple Memberships. For more information on configuring End System Groups, see <u>End-System Groups</u> in ExtremeCloud IQ - Site Engine.

#### 😣 Note:

The Access Groups settings are optional. If you do not map the Access Groups as Single and Multiple Memberships, then a link to the Access Groups tab is displayed while creating an Onboarding Template.

# **Configuring Guest User Access Groups**

Use this procedure to configure Guest User access groups.

#### Procedure

1. In the navigation pane, Click **Onboarding Templates > Access Groups > Guest Users** tab. The Guest Users screen is displayed.

ExtremeControl Guest & IoT Manage	r	? ≣
Onboarding Templates Custom Attributes	Access Groups	
Guest Users Devices		
Available User Groups Sales_Team	User Groups - Single Membership Marketing_Team Visitor User Groups - Multiple Memberships RnD Team	
Note: Drag and Drop the User Groups to Single and Mult	iple Group Membership. These will be used for customizing the Onboarding Templates.	~ Refresh

2. In the Available User Groups section, drag and drop the required User Groups to Single and Multiple Group Memberships. This can be used for customizing the Onboarding Templates.

You can also perform the same action in reverse order.

3. Click **Save** to save the configuration.

#### Field Descriptions

Use the data in the following table to use Guest Users tab.

Name	Description
Available User	Specifies the list of User Groups available for mapping with Single or
Groups	Multiple Memberships.

User Groups - Single Membership	Specifies the list of User Groups that provide specific network access to the Guest User.
User Groups - Multiple Memberships	Specifies the User Groups that provide general network access to the Guest User.

### **Configuring Device Access Groups**

Use this procedure to configure Device access groups.

#### Procedure

1. In the navigation pane, Click **Onboarding Templates > Access Groups > Device** tab. The Devices screen is displayed.

ExtremeControl Guest & IoT Manager				
Onboarding Templates Custom Attributes A	ccess Groups	-		
Guest Users Devices				
Available End-System Groups	End-System Groups - Single Membership		- Î	
Assessment Warning	Access Points			
DomainPortalCatchAll	Blackfist		. 1	
Fusion Disconnected Systems	Medical Devices			
Fusion Pending Approval			. 1	
MDM Remote Wipe			- 1	
Managed Mobile Devices Business			. 1	
Managed Mobile Devices Decommissioned			. 1	
Managed Mobile Devices Personal			. 1	
Printers				
Registered Guests				
Registration Denied Access				
Registration Pending Access				
Servers	End-System Groups - Multiple Memberships			
VolP Phones				
Web Authenticated Users				
Note: Drag and Drop the End-System Groups to Single and	Multiple Group Membership. These will be used for customizing the Onboarding Templates. Save	Refre	sh	

- 2. In the Available End-System Groups section, drag and drop the required End-System Groups to End-System Groups Single Memberships or End-System Groups Multiple Memberships.
- 3. Click **Save** to save the configuration.

#### Field Descriptions

Use the data in the following table to use **Device** tab.

Name	Description
Available End- System Access Groups	Specifies the list of End-System Groups available for mapping as Single and Multiple Groups.

End-System Groups - Single Memberships	Specifies the list of End-System Groups that provide specific network access to the Guest User.
End-System Groups - Multiple Memberships	Specifies the End-System Access Groups that provide general network access to the Guest User.

# **Configuring Provisioners**

This module is intended for Guest and IoT Manager Administrator to perform operations on Provisioner accounts that are stored in the **Access Control Engine** local password repository. A Provisioner is a member of the organization whose account is stored either in the **Access Control Engine** or in LDAP. These internally stored Provisioners are referred as **Internal Provisioners**.

If the Administrator desires to create Guest User accounts to test policies, it is essential to have a Provisioner account. Administrator can only set up rules to place the Guest Users in the appropriate Onboarding Template and not modify the Guest Users. For more information, see <u>Configuring Advanced Details</u>.

# **Prerequisite for Provisioner Function**

The Administrator must ensure that the following criterion is met before the Provisioners start functioning.

- Provisioner Accounts: Each provisioner must have a Provisioner Account stored in Access Control Engine or mapped via Access Control Engine to your LDAP store.
- Access to the Provisioner Application: Each provisioner must be able to connect to the Provisioner Application via the web browser.
- Connection to an Access Control Engine: The Guest and IoT Manager Application must have connectivity to the Access Control Engine in order to save and retrieve guest data.
- Configurations: The Access Control Engine must have the Single Membership Access Group and Multiple Memberships Access Groups that form the set of assignable access constraints for Guest Users.
- Notification Settings: The Guest and IoT Manager Application must have configuration to send Email and SMS notifications to the Guest Users. For more information, see Enabling E-mail Notification and Configuring SMS Gateway / Provider.

#### 😵 Note:

Ensure that you have created an Onboarding Template to which the new Internal Provisioner belongs. For more information, see <u>Creating an Onboarding Template</u>.

It is necessary to train the Provisioners to use the Guest and IoT Manager Provisioner Application. For more information, see the *ExtremeControl Guest and IoT Manager Configuration* document.

# **Internal Provisioner Operations**

The **Internal Provisioners** tab in Provisioners menu allows you to create and manage Internal Provisioners. You can also view and reassign the Internal Provisioner to one or more Onboarding Template(s). For more information, see Prerequisite for Provisioner Function.

# **Creating an Internal Provisioner**

Use this procedure to create an Internal Provisioner account in the local password repository.

#### Procedure

- 1. In the navigation pane, click **Provisioner > Internal Provisioners** tab.
- 2. In the Internal Provisioners screen, click **Add** to add the internal provisioners. The Add Internal Provisioner screen is displayed.

Add Internal Provisioner				×
Username:				
First Name:				
Last Name:				
Password:				Þ
Confirm Password:				Þ
Email:				
Comments:				
Helpdesk Provisioner				
Note:Helpdesk Provisioner can ac	ccess all the Guest User & Devic	e records of assigned On	boarding Templates	
Member of Onboarding	API	Device	OT_API	
Template(s):	OT_UserDevice	OT_sponsor	🗌 User	
	ZeroTouch	🗌 api	device	
	🗌 outlook	selfservice	userdevice	
	userdeviceCSV	userdeviceVoucher	userdevice_random	pass
userdevice_usr_permanent				
			Save C	ancel

- 3. Configure the Provisioner login credentials details in the respective fields as required.
- 4. Select the Helpdesk Provisioner checkbox to provide the Provisioner user with the ability to view and edit all the Guest user and Device records of the Onboarding Templates to which they are assigned. Helpdesk Provisioners can add records of assigned Onboarding Templates; edit, delete and extend user expiration; and perform resend password, resend details, renew password, and print operations on accessible records.
- 5. In the **Member of Onboarding Templates(s)** section, select the Onboarding Templates that need to be associated with the Provisioners.
- 6. Click **Save** to save the configuration or click **Cancel** to cancel the changes.
  - The added Internal Provisioners details are displayed in Internal Provisioners screen along with all the specified information.
  - The URL to access the Provisioner application is https://<Guest Manager & IOT Manager IP/Host Name>/GIM/provisioner/

- Provisioner URL can be also access through IP address or host name. For example: https://<Guest Manager & IOT Manager IP / Host Name>.
- 7. (Optional)Select the required Provisioner account and click **Edit**, to modify a provisioner account. For more information, see <u>Modifying Internal Provisioner Account</u>.
- 8. (Optional) Click Show Filter to narrow the search parameters and quickly find all similar Provisioner accounts. For more information, see Filtering Internal Provisioner Account.
- 9. (Optional) Select the required Internal Provisioner(s) and click **Delete**, to remove the created Internal Provisioner(s).

🔁 Tip:

Use Ctrl / Shift to select multiple records to delete.

When you delete a Provisioner(s), the application retains all Guest Users and Device Accounts that were provisoned by the deleted Provisioner.

#### Field Descriptions

Use data in the following table to use Add Provisioner screen.

Name	Description
Username, First Name, and Last Name	Configures the username, first name, and last name of the Provisioner account details. The length of the name can be 30 characters or less.           Note:           These fields should only contain letters, number, hyphen, and underscore.
Password and Confirm Password	Configures the password of the Provisioner. Since Guest and IoT Manager encrypts the password, ensure that you make a note of the password for future reference.
Email	Configures the email address of the Provisioner.
Comments	Configures the additional information.
Member of Onboarding Template(s)	Configures the Onboarding Template that needs to be associated with the Provisioner. Select the required Onboarding Template and ensure that Provisioner must be part of atleast one Onboarding Template.

## **Modifying Internal Provisioner Account**

Use this procedure to modify a Internal Provisioner account.

#### Procedure

1. In the navigation pane, click **Provisioner > Internal Provisioner** tab.

The Internal Provisioners screen is displayed with the list of provisioners currently authorized to set up Guest access.

- 2. In the Internal Provisioners screen, select the Provisioner account that you wish to modify.
- 3. Click **Edit**, to view the Provisioner account details.

The Edit Internal Provisioner screen is displayed.

Edit Internal Provisioner: InternalProvisioner							
Username:	InternalProvisioner						
First Name:	John	John					
Last Name:	Robert	Robert					
Change Password				l			
Email:	John@extremenetworks	John@extremenetworks.com					
Comments:	Modify the changes as per the requirement.						
				I			
Member of Onboarding	DOE	𝕑 OT-GuestUser	Gr-SponsorApproval				
Template(s):	🗌 OT1	OT2	Outlook_1				
	🗌 out	out52	outlook				
	□+	□	☐ ++	•			
			Save Car	ncel			



You can also view by double-clicking the required Provisioner account from the list. By default, the **Username** field is disabled.

- 4. In the Edit Internal Provisioner screen, modify the fields required.
- 5. (Optional) Select Change Password to modify the Internal Provisioner's password. You must specify New Password and Confirm New Password.
- 6. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

The modified internal provisioners details are displayed in the Internal Provisioners screen.

#### Field Descriptions

Use data in the following table to use **Edit Provisioner** screen.

Name	Description		
First Nameand Last Name	Modify the First Name, and Last Name of the Provisioner account details. The length of the name can be 30 characters or less. Note: These fields should only contain letters, number, hyphen, and underscore.		
Change Password	Select this to modify the current password details. If selected, you must also specify New Password and Confirm New Password. Change Password is optional.		
New Password and Confirm New Password	Configures a new password for the Provisioner account. Since Guest and IoT Manager encrypts the password, ensure that you make a note of the password for future reference. Note: These fields should only contain alphanumeric and special characters. Only these special characters are allowed : ! @ # \$ % ^ & * ( ) +		
Email	Modify the email address of the Provisioner, if required.		
Comments	Modify the additional information, if required.		
Member of Onboarding Template(s)	Reassign the Internal Provisioner to one or more Onboarding Template, if required.		

### **Filtering Internal Provisioners**

Use this procedure to filter Internal Provisioner account.

#### Procedure

1. In the navigation pane, click **Provisioner > Internal Provisioner** tab.

The Internal Provisioners screen is displayed with the list of provisioners currently authorized to set up Guest access.

2. In the Internal Provisioners screen, click Show Filter to narrow the search parameters and quickly find all similar provisioners.

Filter Internal Provisioners

All

Specify Filter:

Username

Starts With

John

Apply Filter

Cancel

The Filter Internal Provisioner screen is displayed.

- 3. In the Filter Internal Provisioner screen, do the following:
  - 1. Select All, and click Apply Filter to view all the Internal Provisioners.
  - 2. Select **Specify Filter** to include the additional fields to narrow the quick search and click **Apply Filter**.
  - 3. Click **Cancel** to cancel the changes.

Use the paging control at the bottom of the list to move forward or backward by one page, or to the first or last page of the list. You can control number of records to be displayed per page and also click an individual page number to navigate to the specific page. Click **Refresh** icon to refresh the view.

#### Field Descriptions

Use data in the following table to use Filter Internal Provisioner screen.

Name	Description
All	Displays the list of all the Internal Provisioner account data.

Name	Description
Specify Filter	Simplifies the search parameters to quickly find the selected search criterion that includes specified parameters.
	Additionally you can also enter the operator conditions to match the selected search criteria to obtain precise search results of each Provisioner.
The search conditions are:	
• Username	
	First Name
	Last Name
	• Email
	The search conditions operators are:
	Starts with
	Ends with
	Contains
	• Equals
	Not Equals

# **Configuring Self-Services**

This module is intended for Guest and IoT Manager Administrator to create Self-Service Provisioner. A Self-Provisioned Guest User and Devices that appears as a Guest User account and Devices is managed similar to other Guest User account and Devices. For more information, see the *ExtremeControl Guest and IoT Manager Configuration* document.

# **Configuring Self-Service Provisioners**

The **Self-Service Provisioners** tab in Self-Services menu allows you to select the Service Type and Onboarding Template to create Self-Service URLs and also creates a dedicated Provisioner account for each Self-Service. The dedicated Provisioner owns the Guest User and Devices created through the Self-Service. You can direct arriving Guests to these Self-Service URLs to use the self-registering feature.

Generally, an arriving Guest uses a kiosk computers / BYOD devices to fill out the Self-Provisioning information. When their account is created, this service sends the login credentials to the user through email, SMS message, or to a front desk personal who can print it as hard copy.

#### 😵 Note:

Ensure that you have configured email and / or SMS gateway details to send account access details. For more information, see <u>Enabling E-mail Notification</u> and <u>Configuring SMS</u> <u>Gateway / Provider</u>.

## **Creating Self-Service Provisioners**

Use this procedure to create a Self-Service Provisioners.

#### Procedure

- 1. In the navigation pane, click Self-Services>Self-Service Provisioners tab.
- 2. In the Self-Service Provisioners screen, click Add to add a Self-Service Provisioner.

TheAdd Self-Service Provisioner screen is displayed.

Add Self-Service Provisioner		×
Self-Service Username:		*
Service Type:	<b>~</b>	L
Password:	Þ	L
Confirm Password:	Þ	L
Service Email:		L
Onboarding Template:		L
Terms of use to be displayed on self-provisioning page:		l
Auto-refresh interval for self- registration page (sec):	10	l
After a self-provisioned guest account was created, perform the following action when auto-refresh	Redirect to the self-service registration page     Redirect to this URL:	•
	Save Can	cel

- 3. In the Self-Service Username field, enter the name of the Provisioner account.
- 4. In the Service Type field, select the required service type from the drop-down list.

If you select**Device**option as**Service Type**, the **User account with provisioning rights must be successfully authenticated to create a device account** and**Confirmation Template** fields are enabled.

- SelectUser account with provisioning rights must be successfully authenticated to create a device account, to allow the successfully authenticated Provisioners to create a Device account.
- Use the **Confirmation Template**field, to specify how the confirmation messages needs to be displayed.

If you select**Zero Touch Guest Access**option as**Service Type**, the **QR Code Validity (in mins)** and **Redirect to this URL post successful authentication on clicking login URL** fields are enabled.

- Use the QR Code Validity (in mins) field, to configure the validity of the QR code.
- Use the **Redirect to this URL post successful authentication on clicking login URL** fields to specify the URL to which the Guest User must be redirected after a successful authentication when the Guest User clicks the login URL.
- 5. In the Password, Confirm Password and Service Email fields, configure the Provisioner login credentials.

- 6. In the **Onboarding Template** field, select the required Onboarding Template from the drop-down list to set the access restrictions.
- 7. In the **Terms of use to be displayed on self-provisioning page** field, enter the terms of use to be displayed on the Self-Provisioning page.
- 8. Click**Save**to save the configuration or click **Cancel**to cancel the changes.

The created Self-Service Provisioner is displayed in the **Self-Service Provisioners** screen with all the added details.

- 9. (Optional) Select the required Self-Service Provisioner and click **Edit**to modify a Self-Service Provisioners. For more information, see <u>Modifying Self-Service Provisioners</u>.
- 10. (Optional) Select the required Self-Service Provisioner(s) and click **Delete**to delete the Self-Service and its Provisioner account. >

🕒 Tip:

UseCtrl / Shift to select multiple records to delete.

When you delete a Self-Service Provisioner(s), the application retains all Guest Users and Device Accounts that were provisoned by the deleted Self-Service Provisioner.

#### Field Descriptions

Use data in the following table to useAdd Self-Service Provisionerscreen.

Name	Description
Self-Service Username	Configures the name of the Provisioner account that manages the Self-Service and also used in URL of the Self-Service. The length of the name can be 30 characters or less.
	These fields should only contain letters, number, hyphen, and underscore.

Name	Description		
Service Type	Configures basic properties of Self-Provisoning Service. The Registration Page does not exist until you specify the options. The options are:		
	<ul> <li>Guest User: If you select Guest User option as Service Type and the Onboarding Template of the type as Guest User, the users can create their account directly. If the Onboarding Template is of type Sponsor, then Sponsor Approval is required. For more information, see <u>Configuring Sponsor Approval</u>.</li> </ul>		
	<ul> <li>Devices: If you selectDeviceoption asService Type , then you must selectOnboarding Template of the type aDevicesonly.</li> </ul>		
	<ul> <li>Zero Touch Guest Access: If you select Zero Touch Guest Access option asService Type, then you must selectOnboarding Template of the type aZero Touch Guest Accessonly.</li> </ul>		
Password and Confirm Password	Configures the password of the Provisioner. Since Guest and IoT Manager encrypts the password, ensure that you make a note of the password for future reference.		
	Note:		
	These fields should only contain alphanumeric and special characters. Only these special characters are allowed: ! @ # \$ % ^ & * ( ) +		
Service Email	Configures the email address of the Provisioner.		
Onboarding Template	Associates this Onboarding Template to the Self-Service Provisioner.		
User account with provisioning rights must be successfully authenticated to create a device account	Select to provision a Device only after successful authentication of the Provisioner. This field is enabled, if the selected Service Type is Device only.		

Name	Description		
Confirmation Template	Specifies the confirmation message format and also contains the variables to display the Username and MAC address as part of the confirmation message. You can also specify variables to display the start time and end time of the Device account in the confirmation message.		
	This field is enabled, if the selected Service Type is Device only.		
	😒 Note:		
	If you have not provided any information in this field, then the default template will be used.		
Terms of use to be displayed on self-provisioning page	Displays terms and condition information in the Self-Service Provisioning page.		
Auto-refresh interval for self-registration page (sec)	Configures the time value for the refresh interval of the Self-Service Provisioning page. Default value is 10 seconds.		
After a self-provisioned guest account is created,	Specifies the actions that needs to be performed after the Guest account creation. The options are:		
perform the following action when auto-refresh interval	Redirect to the self-service registration page		
expired	Redirect to the specified URL		
	Don't do anything		
QR Code Validity (in mins)	Enter the time value in minutes to ensure the QR code is valid for that period.		
	The maximum time limit that a valid QR code can be set is 1440 minutes.		
	This field is applicable only for Zero Touch Guest Access.		
Redirect to this URL post successful authentication on clicking login URL.	Enter the URL to which the Guest User must be redirected after a successful authentication when the Guest User clicks the login URL.This field is applicable only for Zero Touch Guest Access.		

# **Modifying Self-Service Provisioners**

Use this procedure to modify a Self-Service Provisioners.

#### Procedure

1. In the navigation pane, click **Self-Services>Self-Service Provisioners** tab.

TheSelf-Service Provisionersscreen is displayed with list of Self-Service Provisioners and their accounts.

- 2. In the **Self-Service Provisioners** screen, select the Self-Service Provisioners account that you wish to modify.
- 3. Click**Edit**, to view the Provisioner account details. The Edit Self-Service Provisionerscreen is displayed.

Edit Self-Service Provisioner: SelfServiceOne					
Self-Service Name:	SelfServiceOne				
Service Type:	Guest User	•			
Change Password					
Service Email:	selfservice@extremenetworks.com				
Onboarding Template:	OT-GuestUser				
Terms of use to be displayed on self-provisioning page:	Extreme Networks, Inc. Proprietary. Use pursuant to the terms of your signed agreement or Extreme Networks policy.				
Auto-refresh interval for self- registration page (sec):	10				
After a self-provisioned guest account was created, perform the following action when auto-refresh interval expired:	Redirect to the self-service registration page     Redirect to this URL:     Don't do anything				
	Save	ancel			

#### 😠 Note:

You can also edit by double-clicking the required Self-Service Provisioner account from the list. By default, the Self-Service User name field is disabled.

4. In the Edit Self-Service Provisioner screen, modify the fields required.

- 5. (Optional) Select **Change Password**to modify the Self-Service Provisioner's password. You must specify New Password and Confirm New Password.
- 6. Click**Save**to save the configuration or click **Cancel**to cancel the changes.

The modified Provisioners details are displayed in the **Self-Service Provisioners** screen.

#### Field Descriptions

Use data in the following table to use Edit Self-Service Provisioner screen.

Name	Description		
Service Type	Modify the Service Type.		
	The Options are:		
	Guest User		
	Device		
	Zero Touch Guest Access		
	Device option enablesUser account with provisioning rights must be successfully authenticated to create a device account andConfirmation Template field.		
	Zero Touch Guest Accessoption enables the QR Code Validity (in mins)andRedirect to this URL post successful authentication on clicking login URL.fields.		
Change Password	Select this to modify the current password details. If selected, you must also specify New Password and Confirm New Password. Change Password is optional.		
New PasswordandConfirm New Password	Modify the password and reconfirm. Since Guest and IoT Managerencrypts the password, ensure that you make a note of the password for future reference. Note: These fields should only contain alphanumeric and special characters. Only these special characters are		
	allowed : ! @ # \$ % ^ & * ( ) +		
Service Email	Modify the email address of the Provisioner, if required.		
Onboarding Template	Select the different Onboarding Template from the drop-down list to associate, if required.		

Name	Description		
User account with provisioning rights must be successfully	Select to provision a Device only after successful authentication of the Provisioner.		
authenticated to create a device account	This field is enabled, if the selected Service Type is Device only.		
Confirmation Template	Modify the confirmation message, if required		
	This field is enabled, if the selected Service Type is Device only.		
	🗴 Note:		
	If you have not provided any information in this field, then the default template will be used.		
Terms of use to be displayed on self-provisioning page	Modify the terms of use message, if required.		
Auto-refresh interval for self registration page (sec)	Modify the auto refresh value, if required.		
After a self-provisioned guest account is created, perform the	Specifies the options that needs to be performed once the Self- Provisioners Guest account is created. The options are:		
following action when auto- refresh interval expired	Redirect to the self-service registration page		
	Redirect to the specified URL		
	• Don't do anything		
QR Code Validity (in mins)	Enter the time value in minutes to ensure the QR code is valid for that period.		
	The maximum time limit that a valid QR code can be set is 1440 minutes.		
	The Guest User is redirected to this URL post successful authentication on clicking login URL.		
	This field is applicable only for Zero Touch Guest Access.		
Redirect to this URL post successful authentication on	Enter the URL to which the Guest User must be redirected after a successful authentication when the Guest User clicks the login URL.		
clicking login URL.	This field is applicable only for Zero Touch Guest Access.		

# **Viewing Self-Provisioning Services**

The **Self-Provisioning Services** tab in Self-Services menu allows you to view and identify Self-Provisioning Services that you have created. The created Self-Provisioning Services are displayed along with Self-Service Name, Service Type, Status, and the URL. The different URL represents the particular service type pages that has been generated for registering the Guest Users and Devices.

You can also copy these URLs to access the Self Service page. For more information on using Self-Provisioning page, see <u>Using Self-Provisioning Services</u>.

#### Self Provisioning Services

E	Extreme	ExtremeControl Guest & IoT Manager ?					? ≡
‡ c	Onboarding Templates	Self-Service Provisioners	Self-Provisioning Services				
A P	Provisioners	📄 Edit 🛛 🤁 Refresh					
🔒 s	Self-Services	Self-Service Name	Service Type	Status	URL	Copy UR	L
- ** c	Guest Users	test2	Guest User	Online	https://10.133.133.91/GIM/user/test2	L)	
	Devices						
<b>¢</b> \$ ∧	Administration						
	<del>¢</del>	[ Guest & IoT Manager Administrator/adm	in ] Last Successful Login: 2019/11/27 08:48:2:	3 PM IST Failed Login Attempts: 0			

# Managing GuestUsers

This module is intended for Guest and IoT Manager Administrator to manage and carry out bulk Guest User operations. A Guest User account can be permanent, temporary, automatically expiring account with specific limited rights to use the network based on the associated Onboarding Template.

# **Accessing Guest Users**

The **Guest Users** tab in the Guest Users menu allows you to view and manage all the users created by the Provisioner(s).

## **Using Guest User Features**

Use this procedure to manage the Guest User Administrator features.

#### Procedure

1. In the navigation pane, click Guest Users > Guest Users tab.

The Guest Users screen is displayed along with the user details created by the Provisioner (s). By default, 25 users are displayed and you can extend up to 75 users.

You can also click the column headers to sort the list view by that column. Click the column header a second time to reverse the direction of the sort.

- 2. Select the required user and click View to view the selected user information.
- 3. (Optional) Select the required Guest User(s) and click **Extend Expiration** to extend the validity of Guest User(s) account. The validity is extended based on the duration specified during the creation.

The duration of each selected Guest User is calculated as:

DURATION = END\_TIME - START\_TIME

#### Then the account is modified to:

START\_TIME = CURRENT\_TIME

END\_TIME = START\_TIME + DURATION

#### Extend Expiration Example:

Consider two Guest Users, User 1 valid for a duration of one month and User 2 is valid for a duration of two months, both are expiring tomorrow and the current time is 02:00 P.M.

When you select these two accounts and click **Extend Expiration** option, their expiry is extended as follows:

- 1. User 1 is extended as Start Time = 02:00 P.M. today and End Time = 02:00 P.M. today + 1 month.
- 2. User 2 is extended as Start Time = 02:00 P.M. today and End Time = 02:00 P.M. today + 2 months.

#### 😵 Note:

The Provisioners can use **Extend Expiration** option to extend the duration of expiry for expired Guest User account(s) also.

Expiry of First Login Pending and Permanent Guest User accounts cannot be extended.

- 4. (Optional) Select the required Guest User Accounts(s) and click **Resend Password** to resend the password to Guest Users.
- 5. (Optional) To resend Details to Guest User(s), select the required Guest User Accounts(s) and click **Resend Details**.

When Guest User(s) are selected to resend the password, resend details, or both the application validates the following prior sending the password:

- Notification options has either SMS / Email or both enabled.
- Account is not locked / expired.
- 6. (Optional) To renew password to Guest Users(s), select required Guest User Accounts(s) and click **Renew Password** to generate new password and send the credentials to the Guest User(s)

When Guest User are selected to renew password, the application validates the following prior sending the renewed password:

- Notification options has either SMS / Email or both enabled.
- Account is not locked / expired.
- Account cannot be of CSV or Voucher Type.
- Account must belong to an Onboarding Template with Randomly generated Password for Guest Accounts.
- Guest User account must not be in First login pending state.
- (Optional) To remove Guest User account(s), select the required user account(s) and select Delete > Delete Selected to remove only the Guest User accounts you selected, or Delete > Delete All to remove all Guest User accounts.

🔁 Tip:

Use Ctrl / Shift to select multiple records to delete.

- 8. (Optional) In the **Guest Users** screen, click Show Filter to specify the search parameters and quickly find all similar records. The filter is applied to all columns displayed in the list view. For more information, see Searching Specific Guest Users.
- 9. (Optional) Select the Guest User and click **Print**, to print the account summary.
  - 😵 Note:

Use the paging control at the bottom of the list to move forward or backward by one page, or to the first or last page of the list. You can control number of records to be displayed per page and also click an individual page number to navigate to the specific page. Click **Refresh** icon to refresh the view.

## Searching Specific Guest Users

Use this procedure to retrieve specific Guest Users based on the search parameters.

#### Procedure

1. In the navigation pane, click **Guest Users > Guest Users** tab.

The Guest Users screen is displayed along with the user details created by the Provisioner. By default, 25 users are displayed and you can extend up to 75 users.

2. In the Guest User screen, click Show Filter to specify the search parameters and quickly find all similar records.

The Filter Guest Users screen is displayed.

- 3. To retrieve specific Guest Users, do the following:
  - 1. For Guest Users added by the Provisioner:
    - 1. In the Specify Filter section, select Provisioner from the drop-down list.
    - 2. Enter the operation (Starts with, Equals, Not Equals, Contains, Ends With) and the name of the Provisioner.
    - 3. Click **Apply Filter**. A list of Guest Users provisioned by the selected Provisioner are displayed.
  - 2. For Guest Users that belong to an Onboarding Template:
    - 1. In the Specify Filter section, select **Onboarding Template** and required template of the selected Onboarding Template from the drop-down list.
    - 2. Click **Apply Filter**. A list of guest users that belong to the selected Onboarding Templates are displayed.
- 3. For Guest Users First Login Pending Accounts:
  - 1. In the **Specify Filter** section, select **First Login Pending and Created Before** and the required search conditions operator from the dropdown list.
  - 2. Enter the date in YYYY/MM/DD format or click the calendar icon to select a date
  - 3. Enter the **Time** and select AM or PM from the drop-down list.
  - 4. Select the **Time Zone** from the drop-down list.
  - 5. Click **Apply Filter**. The list of all the first login pending accounts created before the specified date as entered are displayed.
- 4. For Guest Users based on Sponsor Response
  - 1. In the **Specify Filter** section, select **Sponsor Response** and the required search values from the drop-down list.
    - Approved
    - Denied
    - Pending
    - Auto-Approved
    - Auto-Denied
    - Not Applicable
  - 2. Click **Apply Filter**. The list of all the Guest Users that have the selected Sponsor Response are displayed.
- 5. For Guest Users activated in last X number hours:
  - In the Specify Filter section, select Guest Users Activated in the Last from the drop-down list and enter number of hours in the Hours field. You can search up to a maximum of two years from the current time.
  - 2. Click **Apply Filter**. The list of all the Guest Users activated in last X number hours are displayed.
- 6. For expired Guest User account details:
  - 1. In the **Specify Filter** section, select **Expired Guest Users** from the dropdown list.
  - 2. Click **Apply Filter**. A list of guest users that belong to the selected Onboarding Templates are displayed.



When Guest User accounts are expired, the affected accounts cannot access the network. You can also use this procedure to delete all the expired Guest User accounts.

3. (Optional) Select the required expired Guest User(s) and click **Delete** to remove the guest account.

#### 🐼 Note:

Use Ctrl / Shift to select multiple records to delete.

- 7. Click Show Filter to specify the search parameters and quickly find all similar records. The filter is applied to all columns displayed in the list view. For more information, see Searching Specific Guest Users
- 8. (Optional) Select the Guest User and click **Print**, to print the account summary.

#### 😵 Note:

Use the paging control at the bottom of the list to move forward or backward by one page, or to the first or last page of the list. You can control number of records to be displayed per page and also click an individual page number to navigate to the specific page. Click **Refresh** icon to refresh the view.

# **Managing Devices**

This module is intended for Guest and IoT Manager Administrator to carry out bulk operations on the Device records. A Device record can be permanent, temporary, automatically expiring record with specific limited rights to use the network based on the associated Onboarding Template.

## **Accessing Devices**

The **Devices** tab in the Devices menu allows you to view and manage all the Device actions created by the Provisioner(s).

### **Using Devices Features**

Use this procedure to manage the Device Administrator features. The Administrator can also perform bulk operations of Devices.

#### Procedure

1. In the navigation pane, click **Devices > Devices** tab.

The Devices screen is displayed along with the Device details created by the Provisioner (s). By default, 25 Devices are displayed and you can extend up to 75 Devices.

You can also click the column headers to sort the list view by that column. Click the column header a second time to reverse the direction of the sort.

- 2. Select the required Device record and click **View** to view the Device record summary.
- 3. (Optional) Select the required Device record(s) and click **Extend Expiration** to extend the validity duration of the Device record(s). The validity is extended based on the duration specified during the creation.

#### The duration of expiry of each selected Devices is calculated as:

DURATION = END\_TIME - START\_TIME

#### Then the account is modified to:

START\_TIME = CURRENT\_TIME

END\_TIME = START\_TIME + DURATION

#### Extend Expiration Example:

Consider two Devices, Device 1 valid for a duration of one month and Device 2 is valid for a duration of two months, both are expiring tomorrow and the current time is 02:00 P.M. When you select these two Devices and click Extend Expiration option, their expiry is extended as follows:

- 1. Device 1 is extended as Start Time = 02:00 P.M. today and End Time = 02:00 P.M. today + 1 month.
- 2. Device 2 is extended as Start Time = 02:00 P.M. today and End Time = 02:00 P.M. today + 2 months.

😵 Note:

The Provisioners can use **Extend Expiration** option to extend the duration of expiry for expired Device record(s) also.

Expiry of First Login Pending and Permanent Device record(s) cannot be extended.

4. (Optional) Select the required Device record(s) and select **Delete Selected** to remove Device records you selected or **Delete > Delete All** to remove all Device records.

🔁 Tip:

Use Ctrl / Shift to select multiple records to delete.

5. (Optional) In the **Devices** screen, click Show Filter to specify the search parameters and quickly find all similar records. The filter is applied to all columns displayed in the list view. For more information, see <u>Searching\_Specific\_Devices</u>.

😵 Note:

Use the paging control at the bottom of the list to move forward or backward by one page, or to the first or last page of the list. You can control number of records to be displayed per page and also click an individual page number to navigate to the specific page. Click **Refresh** icon to refresh the view.

### **Searching Specific Devices**

Use this procedure to retrieve specific Device record summary based on the search parameters

#### Procedure

1. In the navigation pane, click **Devices > Devices** tab.

The Devices screen is displayed along with the Device details created by the Provisioner. By default, 25 Devices are displayed and you can extend up to 75 Devices.

2. In the **Devices** screen, click Show Filter to specify the search parameters and quickly find all similar records.

The Filter Devices screen is displayed:

- 3. To retrieve the specific Devices, do the following:
  - 1. For Devices added by the Provisioner:
    - 1. In the Specify Filter section, select Provisioner from the drop-down list.
    - 2. Enter the operation (**Starts with**, **Equals**, **Not Equals**, **Contains**, **Ends With**) and the name of the Provisioner.
    - 3. Click **Apply Filter**. A list of Devices provisioned by the selected Provisioner are displayed.
  - 2. For Devices that belong to an Onboarding Template:
    - 1. In the **Specify Filter** section, select **Onboarding Template** and required template of the selected Onboarding Template from the drop-down list.
    - 2. Click **Apply Filter**. A list of Devices that belong to the selected Onboarding Templates are displayed.
  - 3. Devices activated in last X number of hours:
    - 1. In the **Specify Filter** section, select **Devices Activated in the Last** and enter the number of hours in the Hours field. You can search up to a maximum of two years from the current time.
    - 2. Click **Apply Filter**. The list all the selected Devices activated in last X number hours are displayed. Here, X represents the number of hours as entered in **Hours** field are displayed.
  - 4. For pending Devices list:
    - 1. In the **Specify Filter** section, select **First Login Pending and Created Before** and the required search conditions operator from the dropdown list.
    - 2. Enter the date in YYYY/MM/DD format or click the calendar icon to select a date.
    - 3. Enter the **Time** and select AM or PM from the drop-down list.
    - 4. Select the Time Zone from the drop-down list.
    - 5. Click **Apply Filter**. The list of all the first login pending Device records created before the specific date as entered are displayed.
  - 5. For Device record expiring in limited hours:
    - 1. In the **Specify Filter** section, select **Devices Expiring in the Next** and enter the number of day in the **Days** field. You can search up to a maximum of two years from the current time.
    - 2. Click **Apply Filter**. The list of all the Device records expiring in next few days are displayed.

- 6. To retrieve the specific Devices, do the following:
  - 1. In the **Specify Filter** section, select **Expired Devices** from the dropdown list.
  - 2. Click **Apply Filter**. The list of all the expired Device records are displayed.
  - 3. (Optional) Select the required expired Device and click **Delete** to remove the Device record(s).



You can also use this procedure to delete all the expired Device records.

# **Configuring Guest and Devices**

This module is intended for Guest and IoT Manager Provisioner to create and manage Guest User and Device account(s). Your Provisioner account is part of one or more Onboarding Templates that establish rights, such as the maximum lifetime of accounts you create, and which "Single Membership" and "Multiple Memberships" Access groups you can provide to those accounts.

A Guest User is a visitor, or other temporary user, to whom you grant specific, limited rights to use your network. As a Provisioner you can set the duration of access for the Guest User. The account can be valid for only a few minutes, hours, for a number of weeks, or permanent. The account expires automatically after a specified period of time. However, if the account expires, you can renew it, if needed.

When a Guest User is created, you can determine how and when the user can use your network. These are the groups that can be configured in **Access Control Engine**. You can do the following:

- Establish the set of allowed connection mechanisms a guest can use: 802.1X-secured wired connection, 802.1X-secured wireless connection, web-authenticated wireless connection, and so on.
- Determine the network ports or access points the user can connect. That is, you can specify the access points or conference room network jacks that allows the user to connect.
- Specify the segments of your network the user can reach once connected. For example, you can give a user only Internet access or you can give access to the corporate Intranet.

## **Configuring Guests**

The **Guest Users** tab in Guest Users menu provides complete control over the user account creation process. Guest User features for managing guest accounts allows you:

- Create guest accounts
- View and manage guest accounts
- Handle the account activation time for network access usage and the duration.
- Remove the guest accounts automatically after expiration.

#### 😠 Note:

The assigned Onboarding Template needs to permit the Guest User management operations to the Provisioner.

### Guest User Connections

When guests have their temporary Username and Password, they can connect in one of two ways:

- Standard Login: In most networks, the Guest User plugs in their Device into the wired network or connects to an open wireless access point. The networking client (known as the "supplicant") on the user's Device brings up a login dialog. The user can provide the login credentials for the configuration.
- Captive Portal: If the captive portal tool is used, the user plugs in their Device into the wired network or connects to an open wireless access point and launch web browser. The captive portal intercepts the user's web traffic and displays a login page in the browser. The user can provide the login credentials.

### **Creating Guest User Account**

Use this procedure to create a Guest User account.

#### Procedure

- 1. In the navigation pane, click **Guest Users > Guest Users** tab.
- 2. In the Guest User screen, click **Add** to create a new Guest User.
- 3. In the **Onboarding Template** field, select the required Onboarding Template the Guest User is to be associated with from the drop-down list..

The Guest User screen is displayed for Guest and Device type Onboarding Template.

New Guest User		×
Onboarding Template *:	от	•
Guest User Info		
First Name :		
Last Name :		
Username *:		
Password *:		
Password must be 6-8 characters incl 0-+	uding only lower case, upper case, numbers, special characters from !@	#\$%^&*
Guest User Enabled		
Delete on Expire		
Email:		•
	Save	Cancel

The Guest User screen is displayed for Voucher Type Onboarding Template.

New Guest User							×
Onboarding Template *:	OT_Voucher_New						•
Guest User Info							
Number of Vouchers *:							
Wifi SSID:							
Guest User Enabled							
Delete on Expire							
Activate Account On *:	2019/10/21	<b>m</b> 08	8:34:37	AM	*	UTC	
Duration *:	8	‡ he	ours		•	Max 8 hours	
						Save Ca	ancel

The Guest User screen is displayed for CSV Type Onboarding Template.

New Guest User						
Onboarding Template *:	OT_CSV_New					•
Guest User Info						
Guest User Details File *:						Browse
Note:						
1) Any row in the CSV file that begins Records exceeding will be ignored.	s with character "#" will be	e ignored f	or processing.	Maximum	n 10	00 will be created.
2) Expected CSV file format with field First Name, Last Name, Email, Mol	d order as below (At least bile(Default Carrier Gatewa	one field n ay/Provide	nust be entered r will be used)	1)		
Guest User Enabled						
Delete on Expire						
Activate Account On *:	2019/10/21		08:31:26	AM	Ŧ	UTC
Duration *:	8	-	hours		•	Max 8 hours
						0

- 4. In the Guest User Info section, configure the account details as required.
- 5. In the **Send Notification** section, configure the notification conditions as required.
- 6. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

The **Successful Guest Creation** message is displayed along with Username and Password details if specified in the Onboarding Template.



For Voucher Type Onboarding Template, the **Successful Guest Creation** message is displayed along with Usernames and Passwords. The Provisioner can copy these details to the clipboard in the supported browsers or print them.

Result	×
Username	Password
sqeeafjv	sqeeafjv
prvsykus	prvsykus
jhnydfbs	jhnydfbs
utqajuef	utqajuef
mogpnrej	maĝburej
	Print Copy To Clipboard Close
Print Template	×
Select Voucher Print Template:	Avery 5371 Busines 💌
	Print Cancel

## 😵 Note:

For CSV Type Onboarding Template, the **Successful Guest Creation** message is displayed along with Username and Password details. The Provisioner can copy these details to the clipboard in the supported browsers or print them.

Result							×
First Name	Last Name	Email	Mobile	Username	Password	Status	
asd	asd	dwwd	qdw			×	
e2	1.00E+02	e21e21	ewq			×	
						×	
sdfasdfsd						×	
asfd	safd	asdas@asd.in	12345			×	
asfd	safd			N787CM7j	FwPd8^-	1	
asfd	safd	asdas@asd.in		A5q8mrQv	2*k4Y%2	×	
asfd	safd	asdas@asd.in	1234567890	dPs3kFHP	6b@!fS	1	
				Print	Copy To Clipboa	ard Clo	ose

The added new user is displayed in the Guest User screen along with all the specified information and also sends Email / SMS notifications to the user.

- 7. (Optional) Click **Print** to print the result of the operation. This is applicable only to Voucher and CSV type Onboarding Template. For Voucher, the options are as follows:
  - Select **Default** to print in the default grid view.
  - Select the Avery 5371 Business card Template to print in Avery business card template view.

Note: The new window to Select Voucher Print Template appears only when both Default and Avery 5371 Business card Template options are selected in the Onboarding Template.

- 8. (Optional) Select the required Guest User(s) and click **Extend Expiration** to extend the validity of Guest User(s) account. The validity is extended based on the duration specified during the creation. For more information, see <u>Extending Expiry of Guest User Account</u>.
- 9. (Optional) To send the password to Guest Users, select the required user and click Resend Password.

The password is shared via email / SMS or both depending on the notification options of the Onboarding Template to which the user is associated with.

The following checks are performed prior the password is shared when one or more users are selected:

- Notification options has either SMS / Email or both enabled
- Account is not locked / expired
- 10. (Optional) To send the password and details to Guest Users, select the required user and click **Resend Details** to send the password and details to Guest Users.

The password is shared via email / SMS or both depending on the notification options of the Onboarding Template to which the user is associated with.

The following checks are performed prior the password is shared when one or more users are selected:

- Notification options has either SMS / Email or both enabled
- Account is not locked / expired
- 11. (Optional) Select the required Guest User and click **Edit** to modify Guest User accounts. For more information, see <u>Modifying Guest User Account</u>.
- 12. (Optional) Select the required Guest User(s) and click **Delete**, to remove accounts.

🔁 Tip:

Use Ctrl / Shift to select multiple records to delete.

- 13. Click Show Filter to specify the search parameters and quickly find all similar records. The filter is applied to all columns displayed in the list view. For more information, see <u>Finding Guest User Account</u>. (Optional)
- 14. (Optional) (Optional) Select the Guest User and click **Print**, to print the account summary.

😵 Note:

Use the paging control at the bottom of the list to move forward or backward by one page, or to the first or last page of the list. You can control number of records to be displayed per page and also click an individual page number to navigate to the specific page. Click **Refresh** icon to refresh the view.

#### Field Descriptions

Use data in the following table to use **New Guest User** screen. The fields are enabled based on the associated Onboarding Template settings.

Name	Description
Onboarding Template	Specifies the list of Onboarding Templates that the Provisioner is a member of. The provisioner can add the Guest User to any one of the available Onboarding Templates.
	The Onboarding Templates imposes certain account guidelines (for example, prompt the Username, auto-generation of the password, maximum validity period, allowable access groups, and so on), depending on how the Administrator has configured the Guest User account details for the particular selected Onboarding Template. As a result, the fields and defaults of the screen changes when you select a Onboarding Template.
	🙁 Note:
	Onboarding Template limits the rights that can be granted to the user.
First Name and Last Name	Configures the first and last name of the Guest User. The length of the name can be 30 characters or less.
	These fields should only contain letters, number, hyphen, and underscore.
Username	Generates Username for the created users first name. Ensure that the first name entered does not have any spaces. The length of the name can be 30 characters or less.
	You can edit the Username and provide a unique name, if the Administrator has selected <b>Generate Username with</b> option while creating an Onboarding Template.
	User Name is auto-generated, if the Administrator has selected <b>Random Generated Password</b> option while creating an Onbarding Template.
	This field should only contain alphanumeric and special characters. Only these special characters are allowed : ! @ # \$ % ^ & * ( ) +
	For more informaiton about configuring the guest user account details, see the <i>ExtremeControl Guest and IoT Manager Configuration</i> document.

Name	Description
Password	Specifies the password for the Guest User login. The password must meet the specified complexity checks.
	If the Onboarding Template is configured to auto-generate password, this field does not appear while creating a new Guest User.
Confirm Password	Confirm the password by typing again. This field appears based on Onboarding Template setting.
Number of Vouchers	Enter the number of vouchers as required. The maximum number of vouchers is 1000. Only applicable to Voucher Type Onboarding Template.
WifiSSID	The Wifi SSID to join the device to the network. Only applicable to Voucher Type Onboarding Template.
Guest User Details File	Select <b>Browse</b> to select the *.csv file. The expected CSV file format must have at least one field entry. This is only applicable to CSV Type Onboarding Template.
	The default carrier Gateway/Provider is used for Mobile
	For Example: First Name, Last Name, Email, Mobile.
	Note: Any row in the CSV file that begins with character "#" will be ignored for processing.
	The maximum number of records that will be processed from the *.csv file is 5000. Records exceeding will be ignored
Delete on Expire	Deletes the Guest User from the <b>Access Control Engine</b> . Select this option to automatically remove expired guest account.
	If you do not select this option, you need to manually remove the guest account after it expires. The expired user accounts remains in the <b>Access Control Engine</b> .
	As a Provisioner you can renew or remove the expired accounts at any point of time. The account validity is indicated in <b>RED</b> color in the <b>End Time</b> column of Guest User screen attributes.
Email	Configures the email address of the Guest User.
	When this account is created, you can instruct <b>Guest and IoT</b> <b>Manager</b> Application to send a notification to specified or another address. For more information, see <b>Send Notification</b> row beneath.
Mobile	Configures the contact number of the Guest User. <b>Guest and IoT Manager</b> Application uses this number is to send account notification via SMS messaging.
Carrier / Provider	Specifies the list of phone carrier and provider service details.

Name	Description
Activate Account On	Configures the date and time at which the Guest User account is activated. The value in these fields defaults to the current date and time on the <b>Guest and IoT Manager</b> . You can also view the time zone that has been set to the current Onboarding Template.
	<ul> <li>Date: Enter the start date for activating Guest User account. The date should be in YYYY/MM/DD format.</li> </ul>
	• <b>Time:</b> Enter the time in hours and minutes based on a 12-hour setting. The time should be in hh:mm:ss format.
	• <b>AM / PM:</b> Select the time of the day.
Activate On First Login	<ul> <li>Specifies that guest account will be valid only after the first login.</li> <li>Note:</li> <li>This field is available only if the Administrator has selected First Login option while creating an Onboarding Template and the Provisioner selects the same Onboarding Template during Guest User account creation from the Onboarding Template drop-down list.</li> <li>The Activate Account On option is replaced by Activate on First Login: Yes option.</li> </ul>
Duration	Configures the duration validity of the guest account. The account validity period starts from the activation time and lasts for the specified duration. By default, the application sets the durations to the maximum time period specified in the <b>Temporary Account Validity</b> field during creation of Onboarding Template. Specify the period as an integer and set the units by selecting minutes, hours, and days.
Single Membership Access Group	Specifies one of the access group that has been configured in the Onboarding Template.
Multiple	Configures the access to the Guest User. You can select multiple options.
Group	For example, if the access has to be provided for a specific department, the Administrator defines which access group are available for you.
Custom Fields: 1 to 6	Specifies the label values configured for Guest Users.

Name	Description
Send Notification	Specifies the address / number that is required to share the account notification details. The application automatically sends the notification via Email or SMS to the Guest and / or others to provide the new guest account details.
	A notification message has the format of Email / SMS template configured in the Onboarding Template of which the Guest User is a member.
	For more information about configuring account notification templates, see the <i>ExtremeControl Guest and IoT Manager Configuration</i> document.
	The options available are:
	<ul> <li>Guest User Email: Sends an email to guest with account details. The variables specified in the guest's Onboarding Template &gt; Email Template field are sent.</li> </ul>
	<ul> <li>Other Email: Sends the guest's account details to the address specified. The variables specified in the guest's Onboarding Template &gt; Email Template field are sent.</li> </ul>
	<ul> <li>Password to Guest User Mobile Phone: Sends an SMS message to guest with account details. The variables specified in the guest's Onboarding Template &gt; SMS Template fields are sent.</li> </ul>
	The options are available only if the <b>Guest and IoT Manager</b> Administrator has configured the Application to send messages.
	For more information about enabling e-mail notifications and configuring the SMS gateway or provider, see the <i>ExtremeControl Guest and IoT Manager Configuration</i> document.

### 😣 Note:

Different types of Guest User accounts created based on the validity are:

- Permanent
- Temporary Time Based
- Temporary First Login

## Modifying Guest User Account

Use this procedure to modify Guest User accounts.

### Procedure

1. In the navigation pane, click Guest Users > Guest Users tab.

The Guest User screen is displayed with list of Guest User accounts created by the Provisioner.

2. Select the required user account to be modified and click Edit.

You can also edit by double-clicking the required user account from the list.

The **Onboarding Template** field is editable only during creating an Guest User.

- 3. In the Guest User Info section, modify the fields required.
- 4. In the Send Notification section, select the required fields.

😣 Note:

Guest User account(s) that was created using Voucher type Onboarding Template will not have this option.

5. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

The modified Guest User details are displayed in the Guest User screen.

- 6. (Optional) To modify the validity of a Guest User account, do the following:
  - 1. Select the required user account and scroll left to view the **Start Time** and **End Time** Guest User attributes column. The **RED** text indicates an expired account.
  - 2. Double-click the user account to view the Edit Guest User screen.
  - 3. Modify the duration period in **Duration** field or modify the **Activate Account On** field to change the validity period to desired time frame.
- (Optional) To remove Guest User account(s), select the required user account(s) and select Delete > Delete Selected to remove only the Guest User accounts you selected, or Delete > Delete All to remove all Guest User accounts.

🛨 Tip:

Use Ctrl / Shift to select multiple records to delete.

For more information, see Creating Guest User Account Field Descriptions.

### **Finding Guest User Account**

Use this procedure to find a Guest User account.

#### 😵 Note:

Use the paging control at the bottom of the list to move forward or backward by one page, or to the first or last page of the list. You can control number of records to be displayed per page and also click an individual page number to navigate to the specific page. Click **Refresh** icon to refresh the view.

#### Procedure

1. In the navigation pane, click **Guest Users > Guest Users** tab.

The Guest User screen is displayed with the list of Guest Users created by the Provisioner.

- 2. Select the **Show** drop-down list to filter the users in the table to display only those users added by a specific Provisioner or the **Onboarding Template** drop-down list to filter the users in the table to display only those users added through a specific Onboarding Template.
- 3. In the Guest User screen, click Show Filter to specify the search parameters and quickly find all similar user records. The Guest User Search Filters screen is displayed.

Guest User Search Filters		Ļ	×
All Guest Users			
O Specify Filter	Ψ	Ŧ	
		Apply Filter	Cancel

- 4. To search the Guest Users:
  - Select All Guest Users to view all the Guest Users.
  - Select **Specify Filter** to define additional fields by which you can filter the list of Guest Users.
- 5. Click Apply Filter.

The corresponding records are displayed in the Guest User screen table.

In the **Guest User** screen, select the required Guest User and scroll towards left to view the permanent access user accounts. The **End Time** Guest User attributes column status is displayed as blank (-).

### **Extending Expiry of Guest User Account**

Use this procedure to extend the duration of expiry of a Guest User account(s) at one go.

#### Procedure

1. In the navigation pane, click **Guest Users > Guest Users** tab.

The Guest User screen is displayed with the list of users provisioned.

2. Select the required Guest User(s) and click **Extend Expiration** to extend the validity of Guest User(s) account. The validity is extended based on the duration specified during the creation.

#### The duration each selected Guest User is calculated as:

DURATION = END\_TIME - START\_TIME

Then the account is modified to:

START\_TIME = CURRENT\_TIME

END\_TIME = START\_TIME + DURATION

#### Extend Expiration Example:

Consider two Guest Users, User 1 valid for a duration of one month and User 2 is valid for a duration of two months, both are expiring tomorrow and the current time is 02:00 P.M. When you select these two accounts and click **Extend Expiration** option, their expiry is extended as follows:

- 1. User 1 is extended as Start Time = 02:00 P.M. today and End Time = 02:00 P.M. today + 1 month.
- 2. User 2 is extended as Start Time = 02:00 P.M. today and End Time = 02:00 P.M. today + 2 months.

😵 Note:

The Provisioners can use **Extend Expiration** option to extend the duration of expiry for expired Guest User account(s) also.

Expiry of First Login Pending and Permanent Guest User accounts cannot be extended.

3. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

## **Configuring Devices**

The **Devices** tab in Devices menu provides complete control over the Device records creation process. Device features allows you:

Devices feature allows you:

- Adding device records
- View and manage devices

#### 😵 Note:

The assigned Onboarding Template need to permit the Device management operations to the Provisioner.

### Adding a Device Record

Use this procedure to add a Device record.

#### Procedure

1. In the navigation pane, click **Devices > Devices** tab.

The Devices screen is displayed.

- 2. In the **Devices** screen, click **Add** to create a new Device record. The New Device screen is displayed.
- 3. In the **Onboarding Template** field, select the required Onboarding Template the Guest User is to be associated with from the drop-down list..

The Guest User screen is displayed for Guest and Device type Onboarding Template.

New Device			×
Onboarding Template *:	от	•	
Device Info			l
MAC Address *:	AA:BB:CC:DD:EE:FF		
Device Name:			I
Device Type Group *:		•	
Device Type *:		•	l
Source:	GIM-OT		
Secord Enabled			l
Delete on Expire			
Asset Type <b>*</b> :	Temporary	•	-
	Save	Can	cel

The Guest User screen is displayed for CSV Type Onboarding Template.

New Device		×
Onboarding Template *:	voucher 👻	*
Device Info		l
Load Devices From File *:	Browse	
Note:		L
<ol> <li>Any row in the CSV file that begins with charac Records exceeding will be ignored.</li> </ol>	ter "#" will be ignored for processing. Maximum 200 will be created.	L
<ol> <li>Expected CSV file format with field order as be MAC Address, Device Name</li> </ol>	low (All fields are mandatory)	ł
Device Type Group *:	•	
Device Type *:	•	
Source:	GIM-voucher	<b>•</b>
	Save Car	icel

- 4. In the **Onboarding Template** field, select the required Onboarding Template the Device is to be associated with from the drop-down list.
- 5. In the **Device Info** section, configure the Device details as required.
- 6. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

The added new Device record is displayed in the **Devices** screen along with all the specified information. For CSV creation Result dialog is displayed.

Result				×
MAC Address	Device Name		Status	5
00:00:00:00:00:00	а		×	
00:00:00:00:01:00	S		×	
00:00:00:00:02:00	d		×	
00:00:00:00:03:00	ef		1	
00:00:00:00:04:00	f		×	
00:00:00:00:00:01	sd		×	
00:00:00:00:01:01	dsf		×	
00:00:00:00:02:01	as		<b>v</b>	
00:00:00:00:03:01	S		×	
00:00:00:00:04:01	sd		×	
00:00:00:00:00:02	SX		×	
00:00:00:00:01:02	sa		<b>v</b>	
00:00:00:00:02:02	CS		1	-
		Print	Copy To Clipboard	Close

- 7. (Optional) Click **Print** to print the result of the operation in the the default grid view. This is applicable only to CSV type Onboarding Template.
- 8. (Optional) Select the required Device record(s) and click **Extend Expiration** to extend the validity duration of the Device record(s). The validity is extended based on the duration specified during the creation. For more information, see <u>Extending Expiry of a Device</u>.
- 9. (Optional) Select the required Device record(s) and click **Delete** to remove the Device record(s).

🔁 Tip:

Use Ctrl / Shift to select multiple records to delete.

- 10. (Optional) Click Show Filter to specify the search parameters and quickly find all similar records. The filter is applied to all columns displayed in the list view. For more information, see <u>Finding Device</u> <u>Records</u>.
- <sup>11.</sup> 😒 Note:

Use the paging control at the bottom of the list to move forward or backward by one page, or to the first or last page of the list. You can control number of records to be displayed per page and also click an individual page number to navigate to the specific page. Click **Refresh** icon to refresh the view.

#### Field Descriptions

Use data in the following table to use **New Device** screen. The fields are enabled based on the associated Onboarding Template settings.

Name	Description
Onboarding Template	Specifies the list of Onboarding Template(s) that the Provisioner is a member of. The Provisioner can add the Device using any one of the available Onboarding Template(s).
Load Devices From File	Specifies the the path of the file containing the Devices records in CSV format to be uploaded. This applies only to CSV Type Onboarding Template. Specifications of the file contents are as follows:
	Any row beginning with # will not be processed.
	A maximum of 200 records will be created in a single operation, exceeding will not be processed.
	Post operation a dialog with the operation status is displayed over the created Device details.
MAC Address	Configures the MAC address of the Device.
	Format of MAC address: xx:xx:xx:xx:xx:xx.
	For example: 10:00:01:02:21:10.
Device Name	Configures the name of the Device.
Source	Displays the source of the Device. By default, the information is available.
Device Type Groups	Specifies the list of Device type groups available for the selected Onboarding Template.
Device Type	Specifies the list of Device types available for the selected Device type group.
Records Enabled	Select to enable the record. If you do not select this option, the Device is disabled.
Delete on Expire	Deletes the Devices from the <b>Access Control Engine</b> . Select this option to automatically remove expired Device records.
	If you do not select this option, you need to manually remove the Device records after it expires. The expired Device records remains in the <b>Access Control Engine</b> .
	As a Provisioner you can renew or remove the expired records at any point of time.

Name	Description
Assest Type	Specifies the list of assets types to configure the record duration.
	The options available are:
	• Permanent
	• Temporary
	If the <b>Asset Type</b> is selected as <b>Permanent</b> , the Application creates a permanent record for the Device and the <b>End Time</b> column displays "—".
	If the <b>Asset Type</b> is selected as <b>Temporary</b> , the Application creates a temporary record for the Device and allows you to specify the record validity details in Activate Account On field.
Activate Account On	Configures the date and time at which the Device record is activated. The value in these fields defaults to the current date and time on the <b>Guest and IoT Manager</b> . You can also view the time zone that has been set to the current Onboarding Template.
	• <b>Date:</b> Enter the start date for activating Device records . The date should be in YYYY/MM/DD format.
	• <b>Time:</b> Enter the time in hours and minutes based on a 12-hour setting. The time should be in hh:mm:ss format.
	• AM/PM: Select the time of the day.
Activate on First	Specifies that guest account will be valid only after the first login.
Login	😒 Note:
	This field is available only if the Administrator has selected <b>First</b> Login option in Account Validity Period section while creating an Onboarding Template and the Provisioner selects the same Onboarding Template during Device record creation from the Onboarding Template drop-down list.
	The <b>Activate Account On</b> option is replaced by <b>Activate on First</b> Login: Yes option.
Duration	Configures the duration validity of the Device record. The record validity period starts from the activation time and lasts for the specified duration.
	By default, the application sets the durations to the maximum time period specified in the <b>Temporary Account Validity</b> field during creation of Onboarding Template. Specify the period as an integer and set the units by selecting minutes, hours, and days.

Name	Description
Single Membership Access Group	Specifies one of the access groups that has been configured in Onboarding Template.
Multiple Memberships Access Group	Configures the access to the Devices. You can select multiple options. For example, if the access has to be provided for a specific department, the Administrator defines which access group are available for you.
Custom fields: 1 to 6	Specifies the label values configured for Device records.

## Modifying Device Record

Use this procedure to modify Device records.

#### Procedure

1. In the navigation pane, click **Devices > Devices** tab.

The Devices screen is displayed with list of Device records created by the Provisioner.

2. Select the required Device record to be modified and click Edit.

You can also edit by double-clicking the required Device record from the list.

The **Onboarding Template** field is editable only during creating an Device.

- 3. In the **Device Info** section, modify the fields required.
- 4. Click **Save** to save the configuration or click **Cancel** to cancel the changes.

The modified Device record details are displayed in the Devices screen.

- 5. (Optional) To modify the validity of a Device record, do the following:
  - 1. Select the required Device record and scroll left to view the **Start Time** and **End Time** Device attributes column. The **RED** text indicates expired record.
  - 2. Double-click the Device record to view the Edit Device screen.
  - 3. Modify the duration period in **Duration** field or modify the **Activate Account On** field to change the validity period to desired time frame.
- 6. (Optional) Select the required Device record(s) and select **Delete > Delete Selected** to remove Device records you selected or **Delete > Delete All** to remove all Device records.

🕒 Tip:

Use Ctrl / Shift to select multiple records to delete.

For more information, see Adding a Device Record Adding a Device Record.

## **Finding Device Records**

#### Procedure

1. In the navigation pane, click **Devices > Devices** tab.

The Devices screen is displayed with the list of Devices created by Provisioner.

- 2. Select the **Show** drop-down list to filter the devices in the table to display only those devices added by a specific Provisioner or the **Onboarding Template** drop-down list to filter the devices in the table to display only those devices added through a specific Onboarding Template.
- 3. In the Devices screen, click Show Filter to specify the search parameters and quickly find all similar Device records. The Filter Devices screen is displayed.

Filter Devices			×
<ul> <li>All Device(s)</li> </ul>			
O Specify Filter:	v	~	
		Apply	Filter Cancel

- 4. To search the devices:
  - Select **All Devices** to view all the Devices.
  - Select Specify Filter to define additional fields by which you can filter the list of devices.

The appropriate Device records are displayed in the Devices screen table.

5. Click Apply Filter.

Use the paging control at the bottom of the list to move forward or backward by one page, or to the first or last page of the list. You can control number of records to be displayed per page and also click an individual page number to navigate to the specific page. Click **Refresh** icon to refresh the view.

#### Field Descriptions

Name	Description
All Devices	Displays the list of all the devices available. By default, this option is selected.

Name	Description
Specify Filter	Simplifies the search parameters to quickly find the selected search criterion that includes specified parameters. Additionally, you need to enter the operator conditions to match the selected search criteria to obtain precise search results of the selected Onboarding Template.
	The search conditions are:
	MAC Address
	• Name
	• Type
	Source
	• Start Time
	End Time
	<ul> <li>Devices Activated in the Last: Fetches all the Device records activated in the last X number of hours.</li> </ul>
	• First Login Pending and Created Before: Fetches all the Device records that have been created before the X date entered and awaiting first login.
	<ul> <li>Devices Expiring in the Next: Calculates and fetches the Devices according to:</li> </ul>
	CURRENT_TIME < END_TIME < CURRENT_TIME + X days
	'X' is a variable here. So, if you want to filter all Devices expiring tomorrow, you can select this filter condition.
	• Expired Devices: Fetches all the expired Device records.
	The search conditions operators depends on the selected search conditions. For example, you can provide explicit operations such as Start With, Equal, Not Equal, Contains, Ends With and the name of the search value.
	Some conditions have multiple condition operators. For example, you can search for multiple values when using the equal <b>(=)</b> or not equal <b>!=)</b> operators.

## Extending Expiry of a Device

Use this procedure to extends the duration of expired Device(s) by "X" days at one go.

#### Procedure

- 1. In the navigation pane, click **Devices > Devices** tab. The Devices screen is displayed with the list of Devices provisioned
- 2. Select the required Device record(s) and click **Extend Expiration** to extend the validity duration of the Device record(s). The validity is extended based on the duration specified during the creation.

#### The duration of expiry of each selected Devices is calculated as:

DURATION = END\_TIME - START\_TIME

#### Then the account is modified to:

START\_TIME = CURRENT\_TIME

END\_TIME = START\_TIME + DURATION

#### Extend Expiration Example:

Consider two Devices, Device 1 valid for a duration of one month and Device 2 is valid for a duration of two months, both are expiring tomorrow and the current time is 02:00 P.M. When you select these two Devices and click **Extend Expiration** option, their expiry is extended as follows:

- 1. Device 1 is extended as Start Time = 02:00 P.M. today and End Time = 02:00 P.M. today + 1 month.
- 2. Device 2 is extended as Start Time = 02:00 P.M. today and End Time = 02:00 P.M. today + 2 months.

#### 😵 Note:

The Provisioners can use **Extend Expiration** option to extend the duration of expiry for expired Device(s) also.

Expiry of First Login Pending and Permanent Device accounts cannot be extended.

## **Managing Sponsor Actions**

The **Sponsor** tab in Sponsor menu allows a Sponsor to manage guest accounts that require Sponsor's attention. A Sponsor can either be an internal Provisioner or a Provisioner belonging to a Sponsor LDAP.

Sponsor feature allows you:

- View all the sponsored Guest Users
- Manage Sponsor actions

The Sponsor tab will only be visible in the Provisioner Application on the left panel of the screen only if there are records to be viewed.

When there are no records to be displayed the left navigation will not have the Sponsor tab and once there are records added the tab will be seen on login.

If the Provisioner is already logged in, the Provisioner can refresh the page and the tab will be seen. Vice-versa is also applicable, once the records are deleted or not available the Sponsor tab will not be visible again on refresh or re-login whichever occurs first.

### Viewing and Providing Guest Access

Use this procedure to view all sponsored Guest Users and allow actions such as approve, bulk approve, bulk deny / lock,bulk extend expiration, send email, and print the Guest Users.

#### Procedure

1. In the navigation pane, click **Sponsor > Sponsor** tab.

The Sponsor screen is displayed with all the list of guests for which the Provisioner is a Sponsor.

You can also click the column headers to sort the list view by that column. Click the column header a second time to reverse the direction of the sort.

2. Select the required user and click **View** to view the selected user information.

The Guest User Info screen is displayed.

Guest User Info: rjoseph		×
First Name:	Rowen	<b>^</b>
Last Name:	Joseph	
Email:	rowjoseph@extremnetw m	vorks.co
Mobile:	9822440467@txt.att.net	
Activate Account On:	2019/06/05 10:40:36 AM	
End Time:	2019/06/05 06:40:36 PM	
Delete on Expire:	No	
Group Membership:	Sponsor	
Provisioner:	Sponsors	
Sponsor Name:	C Sasikanth	
Sponsor Email:	sc@extremenetworks.co	om
Sponsor Response:	Pending	-
		Close

#### 🐼 Note:

The view functionality is available only if the following conditions are met:

- If a valid Email ID is present for the Sponsor.
- LDAP Sponsor Username must be mentioned along with the complete domain. Though Guest and IoT Manager-LDAP authentication is not case sensitive, the Sponsor view functionality is case sensitive. For example, if the Provisioner Username in LDAP is <<name>> and the domain is test.local, then the Sponsor managing Guest Users view works only if the Provisioner logs in as <<name>>@test.local.
- 3. Select the required user accounts and click **Approve** to approve the access.

The Approve screen is displayed. You can include a message that needs to be sent as part of the approval email.

4. Select the required user accounts and click **Deny/Lock** to deny the access.

The Deny / Lock screen is displayed. You can include a message that needs to be sent as part of the denial email.

5. Select the required user accounts and click **Extend Expiration** to extend the duration of Guest User account.

The Extend Expiration screen is displayed and enables you to extend the validity of Guest User(s) account. The validity is extended based on the duration specified during the creation.

#### The duration of each selected Guest User is calculated as:

DURATION = END\_TIME - START\_TIME

#### Then the account is modified to:

START\_TIME = CURRENT\_TIME

END\_TIME = START\_TIME + DURATION

#### Extend Expiration Example:

Consider two Guest Users, User 1 valid for a duration of one month and User 2 is valid for a duration of two months, both are expiring tomorrow and the current time is 02:00 P.M. When you select these two accounts and click **Extend Expiration** option, their expiry is extended as follows:

- 1. User 1 is extended as Start Time = 02:00 P.M. today and End Time = 02:00 P.M. today + 1 month.
- 2. User 2 is extended as Start Time = 02:00 P.M. today and End Time = 02:00 P.M. today + 2 months.

😒 Note:

Expiry of First Login Pending and Permanent Guest User accounts cannot be extended.

6. Select the required user and click Send Email.

The Email screen is displayed. You can include a message that needs to be sent as part the email.

- 7. Select the required user and click **Print** the information, if required.
- 8. (Optional) Click 🐨 Show Filter to specify the search parameters and quickly find all similar records.

The filter is applied to all columns displayed in the list view. Additionally you can also enter the operator conditions to match the selected search criteria to obtain precise search results.

For more information about how to search specific guest users, see the *ExtremeControl Guest and IoT Manager Configuration* document.

# **Using Self-Provisioning Services**

This chapter is intended for Guest Users to understand the Self-Provisioning Services functionality that offers guest the ability to create an account or register their devices.

The available service types are:

- <u>Guest User</u>: A Self-Provisioning Service that allows users to self-register to create their own accounts.
- <u>Devices</u>: A Self-Provisioning Service that allows users to register a Device.
- <u>Using Self-Service for Zero Touch Guest Access</u>: A Self-Provisioning Service that allows users to create a new Guest User account by just scanning a QR code and sending an SMS.

## **Registering a New Guest User**

Use this procedure to create a new Guest User using the Self-Provisioning Services.

#### Before you begin

Ensure that you have the URL that is available in the Self-Provisioning Services tab.

The URL's are different for each service type. For Guest User: https://<server\_ name>/GIM/user/<service\_name>

#### Procedure

- 1. In the **Register New Guest User** screen, enter the Guest User details in the respective fields as required.
- 2. If the Onboarding Template type is Sponsor Approval, users has to enter the Sponsor details. The Sponsor details need to be entered depends on the associated Onboarding Template setting.
- 3. Click Submit / Request Approval to create the guest account.

If the Sponsor approval is not required, the Guest User account is created and the credentials are shared with the user via email / SMS or displayed. If the associated Onboarding Template has settings that requires Sponsor approval, then the **Request Approval** option is displayed. The Sponsor must approve for the account to be activated.

- 4. (Optional) Click **Clear**, to clear the configuration.
- 5. (Optional) To resend the password to Guest User, in the **Username** field enter the username and click **Resend Password**.
- 6. (Optional) To resend the complete user details, in the **Username** field enter the username and click **Resend Details**.

The application validates the following prior to resending the Password or Resend Details.

- Notification options has either SMS/Email or both enabled
- Account is not locked/expired

#### \rm Important:

We strongly recommend that Administrator must disable unnecessary features in the web browser that displays in the Self-Service Provisioning service. Disable all menus, tool bars, and the URL.

Guest and IoT Manager must be connected to the Access Control Engine all the times for the Self-Service Provisioning service to operate.

### **Sponsor Details**

#### Procedure

- 1. In the **Register New Guest User > Sponsor** section, enter the Sponsor contact details in the respective fields as required.
- 2. Click Request Approval to create the Guest User.

For more information, see the *ExtremeControl Guest and IoT Manager Configuration* document.

- 3. (Optional) Click **Clear**, to clear the configuration.
- 4. (Optional) To resend the password to Guest Users, select the required user and click **Resend Password** to resend the Password.
- 5. (Optional) To resend the password and Details to Guest Users, select the required user and click **Resend Details** to resend the Password and Details to Guest Users.

When Guest Users are selected to resend the Password or User Details, the application validates the following prior to resending the Password or User Details.

- Notification options has either SMS / Email or both enabled.
- Account is not locked / expired.

### **Sponsor Details Field Descriptions**

Name	Description
First Name and Last Name	Specifies the first and last name of the Sponsor.

Name	Description
Email	Specifies the email ID and allows to select the domain from the drop-down list.
	You can either select the email ID from the drop-down list, or enter the corresponding name to search and select the appropriate Sponsor.
Mobile Phone	Specifies the Sponsor contact number that is required to send SMS notification.

Based on OT template settings, one of the following Sponsor Details options is available. They are listed below:

- Manually Enter Sponsor: In this scenario, enter you must enter the First Name and Last Name, Email, and Mobile Phone Details of the sponsor.
- **Predefined Sponsor:** In this scenario, the guest must select from the predefined sponsor list or specify the sponsor email match the list of sponsor emails specified by the administrator.
- Fixed Sponsor: In this scenario, the sponsor is defined by the administrator and user need not specify the Sponsor details.
- LDAP Sponsor: In this scenario, the sponsor is defined by the associated LDAP group. Where, the user can search and select from the list of the available sponsors.

## **Registering New Devices**

Use this procedure to create a new Device using the Self-Provisioning Services.

#### Before you begin

Ensure that you have the URL that is available in the Self-Provisioning Services tab.

The URL's are different for each service type. For new Devices: <a href="https://server\_name>/GIM/device/service\_name>">https://server\_name></a>

#### Procedure

- 1. In the Register New Guest User screen, enter the Device details in the respective fields as required.
- 2. Click **Submit** to create the Device record.
- 3. (Optional) Click **Clear**, to clear the configuration.

## **Using Self-Service for Zero Touch Guest Access**

Use this procedure to create a new Guest User using the Zero Touch Guest Access Self-Provisioning Services.
### Before you begin

Ensure that you have the URL that is available in the Self-Provisioning Services tab.

The URL's are different for each service type. For Zero Touch Guest Access Self-service: the URL is https://<server\_name>/GIM/qr-user/<service\_name>

#### Procedure

1. The Guest User Scans the QR code. An SMS will be triggered after the scan is complete and is sent to the service provider (Twilio).

Note: Ensure Two-way SMS configuration is done properly. For more information see, Two-Way SMS Provider.

- 2. The service provider sends the SMS to GIM and GIM creates a Guest User account.
- 3. Guest and IoT Manager then send an SMS through the same service provider back to the Guest User with the newly created account details for the new Guest User.

Extreme	ExtremeControl Guest & IoT Manager	≡
	English-US русский	

Scan this QR Code to register



This QR Code will expire in... 23 hours 59 minutes 53 seconds

For more information see, Automated Login of the Guest User using the Login URL.

# **Guest and IoT Manager Add-In for Outlook**

The **Guest and IoT Manager** Add-in provosions and provides guest access credentials to meeting invitees. You can download the add-in from both Administrator and Provisioner login page.

This section provides information on how to install Add-in for Outlook that works with Windows and Macintosh computers (Outlook 2016 for Windows and Mac) and also on how to provision guest access using the installed Add-in.

## **Installing Guest and IoT Manager Add-In**

Use this procedure to install **Guest and IoT Manager** Add-In for Outlook 2016 for Windows and Mac that helps in automating tasks when you view or create meetings.

### Before you begin

Internet Explorer must be installed and needs to be enabled in the **Turn Windows features on or** off screen for an Outlook Add-in to work.

### Procedure

- 1. In the **Guest and IoT Manager** Administrator / Provisioner login page, click **Download GIM Outlook Add**in to download the installer and store it in the local drive.
- 2. In the local folder, extract the files. You can see the following files in the folder:
  - GIM Certificate File: **Guest and IoT Manager** certificate is the HTTPD certificate bound to the HTTPD service.
  - GIM Manifest File
  - Readme File



The GIM certificate file contains a certificate to certify the identity and Readme file contains the instructions to install.

Install the GIM certificate only if it is Self-Signed SSL certificate. For more information on certificate installation, refer Readme file.

3. Start the Outlook application and click **Store** or **Get Add-ins** in the **Home** menu.

🔎 Browse Groups	Search People	(A)	2
	Address Book	<b>C</b> 1	Po
	🝸 Filter Email 👻	Store	Account *
Groups	Find	Add-ins	Adobe Document Cloud

Browse Groups	Search People Address Book Filter Email •	A)) Read Aloud	Get Add-ins	) MyAnalytics
Groups	Find	Speech	Add-ins	

The **ADD-INS** screen is displayed. In the ADD-INS screen, you can install the add-in either from the local drive or Administration can side-load this add-in to all the Provisioner(s).

		~
5		Â
ermation. By turning an add-in on, you agree to its	Search add-ins	٩
My add-ins		^
Store add-ins Add-ins that you added from the Office store.		
No add-ins found.		
Admin-managed add-ins Add-ins deployed by your administrator. Browse a No add-ins found.	all admin-managed add-ins.	
Custom add-ins You can install add-ins from a file or from a URL No add-ins found.	+ Add a custom add-in Add from URL Add from file	
		~
	My add-ins My add-ins Store add-ins Add-ins that you added from the Office store. No add-ins found. Admin-managed add-ins Add-ins deployed by your administrator. Browse No add-ins found. Custom add-ins You can install add-ins from a file or from a URL. No add-ins found.	Add-ins Store add-ins Add-ins Store add-ins Add-ins that you added from the Office store. No add-ins found. Admin-managed add-ins Add-ins deployed by your administrator. Browse all admin-managed add-ins. No add-ins found. Custom add-ins You can install add-ins from a file or from a URL No add-ins found. Add from URL. Add from file

- 4. To install the add-in from the local drive, do the following:
  - 1. In the ADD-INS screen, click My add-ins > + Add a custom add-in > Add from file.... to import the add-in manifest file.
  - 2. Select Browse and navigate to the location of the add-in manifest file that you want to install.
  - 3. Select the "gim-manifest.xml" add-in file and click **Open**.
  - 4. Click Install.

The added add-in is displayed in the **Custom add-ins** section of ADD-INS screen.

5. To side-load the add-in to the Provisioner(s) as an Administrator, use Exchange Administration Center (EAC).

Side-loading add-ins requires at minimum the **My Custom Apps** role for your Exchange Server. For more information, see <u>Install an Add-In for Outlook</u>.

### **GIM Add-In**

		×
ADD-INS CONNECTOR	RS formation. By turning an add-in on, you agree to its Search add-ins Q	1
License Terms and Privacy Policy	N	-
All	My add-ins	^
My add-ins		
Admin-managed	Store add-ins	
-	Add-ins that you added from the Office store.	
	No add-ins found.	
	Admin-managed add-ins	
	Add-ins deployed by your administrator.	
	No add-ins found	
	Contract Market	
	Custom add-ins	
	You can install add-ins from a file or from a URL + Add a custom add-in-	
	Guest Access	
	This add-in provisions and provides guest access	
	credentials to meeting invitees	
	Custom add-in	
	Added	~

### 😵 Note:

The added add-in is activated only when the Provisioner(s) wants to raise a meeting request.

An example of added add-in:

8	5 . et . e.												United -	Masting				Activate	ed Add In
- 14	Meeting			farm	Developer		all you want to a												
X	Calendar	0		R	9		N	X		訪	0	Show As	E futy	• •	0	32		Private	E
Delete (	Fernard *	Schedule a Meeting	Apprintment	Scheduling Assistant	Skype Meeting	Teams Meeting	Meeting Notes	Cancel Invitation	Address Back	Check Names	Response Options *	8 Reminder	15 minutes	, Recurrence	Tana Zones	Room Finder	Categories .	· Low Importance	Guest Access
	diens	Zaom	She		Skype Meeting	<b>Icami tileating</b>	Meeting Notes		Atten	dees			Opt	ene .		14		hep.	

# **Provisioning Guest Access**

### Procedure

- 1. Start the **Outlook** application.
- 2. In the **Meeting** mode, select **Guest Access** add-in. If you do not see the Guest Access add-in, then you need to install.



#### 3. Click Guest Access.

The task pane displays the **Guest and IoT Manager** Provisioner login page.



4. Login to the application using Provisioner credentials.

The **Guest User Provisioning** screen is displayed on successful authentication and if the Provisioner being part of atleast one Onboarding Template of type Outlook.

### 😵 Note:

Ensure that the **Guest and IoT Manager** Application is connected to **Access Control Engine** to authenticate.

All the fields that are mandatory in the provisioner's application is highlighted with a red '\*' that is added with the label field.

Guest Access	×
ExtremeControl Gue	st & IoT Manager 🛛 🗧 📃
Guest Users	Provisioning
Note: Distribution Lists are	e not supported
Onboarding Template *:	OT_Outlook 📼
Activate prior to meeting (mins)	*. 10
Remain activated after meeting (mins)	*: 30
Maximum duration allowed:	8 hours
	4
	Submit
GUEST ACCESS	
Extreme Networks Customer-Driven Networkin	ng
[ Guest & IoT Manager Provisioner/Pr	ovTest]

- 5. Select the required **Onboarding Template** to which the users in the meeting needs to be associated from the drop-down list.
- 6. Select the required Access Groups.

The Single and Multiple Memberships Access Groups are available based on the Onboarding Template configuration.

7. (Optional) Select the Activate prior to meeting (mins) or Remain activated after meeting (mins) and enter the minutes to add a buffer time between the scheduled guest access. The maximum buffer time

is 30 minutes.

The Guest Users obtain the access duration equal to scheduled duration along with buffer / padding duration. Whereas, the outlook calendar shows only the scheduled meeting duration.

- 8. Set up the meeting as you typically do:
  - 1. In the **To** field, enter the email address of the Guest User(s), separated by semicolons.
  - 2. Select **Room...** to find a conference room if you need your Guest Users to be accommodated in one location.
  - 3. Select a Start Time and End Time; enter an agenda in the meeting area.
- 9. Click **Submit** in the **Guest User Provisioning** screen prior sending the meeting invite. Alternatively, you can also provision the Guest Users by reopening this meeting invite from the calendar. The email sent summary is displayed.
  - If the Guest User is present in the database, then the invite is updated with the scheduled start and end time.
  - If a new Email ID is added, then the Guest User is created and confirmation email is sent to the corresponding Guest User.
  - If any Email ID is removed, then the corresponding Guest Users will also be removed from the **Guest and IoT Manager** Application.

😵 Note:

- If the Administrator has excluded a domain during Guest User Onboarding Template creation, then the Guest User account is not created for any emails available in that specific domain.
- Ensure that you always expand the distribution list.
- You need to click **Submit** in the add-in once again, if there are any changes in the recipient list or meeting duration.
- If the scheduled meeting duration along with added padding is greater than the maximum expiration time configured in the Onboarding Template, then the access duration will be reduced to maximum duration configured in the Onboarding Template.
- Recurring meetings are not supported. Access will be provided only for the first occurrence.

### 🔁 Tip:

If you want to extend the access for the second occurrence, resubmit in the Guest and IoT Manager add-in when the first meeting is ended and so on. 10. (Optional) Click **Delete** in the Guest User **Provisioning** screen to remove all the Guest Users in the meeting. For example, if you need to cancel the guest access / meetings.

😵 Note:

The application displays a warning message prior removing all the Guest Users.

The **Delete** option is available only if you have created the Guest Users for the current meeting schedule.

# Automated Login of the Guest User using the Login URL

This procedure explains the Automated Login of the Guest User using the Login URL.



### Procedure

- 1. The User scans the QR code and the scanned QR code triggers a SMS to **Guest and IoT** Manager
- 2. Guest and IoT Manager application validates the SMS.
- 3. Guest and IoT Manager application then creates a Guest User account number with the Username.
- 4. The Response is then sent to Guest User with the account details along with the login URL.
- 5. Once the Guest User connects to the Wifi-SSID, the Guest User gets the IP address from DHCP.
- 6. The client's Mac Address and IP address gets updated in the Extreme Cloud Application (XCA) and the details get auto populated in the XIQ-SE's end system table.



Ensure all the wireless clients connected to XCA are getting listed in End-System table for this feature to work as expected.

7. Guest User clicks on the Login URL and is redirected to the Guest and IoT Manager application.

### 🐼 Note:

GIM's IP/Hostname should be whitelisted in the NAC's captive portal setting and the HTTPS traffic to GIM should be allowed even when the device is in Unregistered Rule

Dashboard Policy	Access Control	End-Systems	Report	ts		
Configuration	-	Network Setting	js			
<ul> <li>Configurations</li> </ul>		Allowed Web Site	S:	Open	Editor	
<ul> <li>Default</li> <li>AAA</li> </ul>		Use Fully Qualifi	Allowed	Sites		×
<ul> <li>Profiles</li> </ul>		Use Mobile Cap	URLs	Domains	Proxy Servers	
<ul> <li>Captive Portals</li> <li>Default</li> </ul>		Display Welcom	🔾 Add	Remove	/e	
Network Settings		Portal HTTP Por	10.133.13	3.103		<b>^</b>
Administration <ul> <li>Website Configura</li> </ul>	tion	Portal HTTPS P	lattwifi.app lcaptive.ap	ole.com ople.com		
<ul><li>Notifications</li><li>Global Settings</li></ul>		Force Captive P	!hotspot-d	etect.html 3.25		
		Redirection	adobe.com	n		
		Redirect User	akadns.ne	t	Save All	Cancel
		Test Image UI			Save All	Canter

- 8. On clicking the Login URL that contains the encrypted details of the Guest User the details are validated by RADIUS request to NAC.
- 9. After the successful authentication, the end system details are fetched from XIQ-SE from the XIQ-SEs end system data.
- 10. The Guest and IoT Manager application associates the Guest User with the corresponding end system and forces the reauthentication of the device that is enforced through XCA.
- 11. Finally, Guest and IoT Manager application redirects the Guest User to the URL configured in self-service.

# **Troubleshooting and FAQs**

This chapter describes the basic concepts and general troubleshooting guidelines for problems that may occur when configuring and using the Guest and IoT Manager Application. The solutions to common questions helps you troubleshoot quires when you encounter errors.

# **Testing RADIUS Connection Settings**

Use this procedure to test the RADIUS setup.

### Procedure

- 1. Create a Provisioner. For more information, see Creating an Internal Provisioner.
- Open your web browser and enter the URL of the Provisioner Application. https://<Guest Manager machine>/GuestManager/provisioner/
- 3. In the Login screen, enter the Provisioner login credentials.
- 4. Click Login. If your login attempt fails, see Problem: Provisioner Cannot Login.

## **Restarting Guest and IoT Manager**

Use this procedure to restart Guest and IoT Manager Application.

### Procedure

- 1. Log in to the Guest and IoT Manager Virtual Appliance console.
- 2. Enter the Username and Password.
- 3. Enter tomcat restart, to restart the web server.
- 4. Launch the Guest and IoT Manager Virtual Appliance console.

## **Problem: Virtual Appliance Troubleshooting**

### Condition

Problem in Guest and IoT Manager Virtual Appliance.

### Guest and IoT Manager URL is not Accessible

- 1. Log in to the Guest and IoT Manager Virtual Appliance as Administrator.
- 2. From the CLI, enter command tomcat restart.

### Guest and IoT Manager HTTPS is not using the Custom Certificate

If the Guest and IoT Manager HTTPS connection is not using the associated certificate and key after you uploaded the custom certificate and associated it with tomcat, do the following:

- 1. Log in to Guest and IoT Manager Virtual Appliance as Administrator.
- 2. From the CLI, enter tomcat restart.

### Guest and IoT Manager CLI

If you are not able to ping the Guest and IoT Manager Virtual Appliance after assigning the IP address and configure the route, enter reboot from the CLI.

# **Problem: Saving Access Control Engine Settings**

### Problem

Unable to save Access Control Engine details in Guest and IoT Manager.

### Solution

- 1. Ensure that the DNS is configured correctly if hostname is used to connect.
- 2. Ensure ExtremeCloud IQ Site Engine / Access Control Engine version is compatible with the Guest and IoT Manager version.
- 3. Ensure that the ExtremeCloud IQ Site Engine administrative user has Guest and IoT Manager read and write permissions.
- 4. Ensure that the Access Control Engine is added in the required Engine Group in ExtremeCloud IQ Site Engine.

# Problem: User Groups / End System Group Not Visible in Guest and IoT Manager

### Problem

Any newly created User Groups / End System Groups created in ExtremeCloud IQ - Site Engine is not visible in the Access Group tab of the Onboarding Template module.

### Solution

- 1. User Groups of type Username and End System Groups of type MAC are only visible in the Guest and IoT Manager.
- 2. Ensure that the Groups created in ExtremeCloud IQ Site Engine are of the appropriate type.

# **Problem: Provisioner Cannot Login**

### Problem

No login button found.

### Solution

- 1. If Access Control Engine or ExtremeCloud IQ Site Engine is not reachable, ensure that Access Control Engine and ExtremeCloud IQ Site Engine are up and reachable.
- 2. If invalid ExtremeCloud IQ Site Engine credentials are entered, ensure that Guest and IoT Manager is configured with valid ExtremeCloud IQ Site Engine administrator credentials which has Guest and IoT Manager read and write access.
- 3. Ensure that the Access Control Engine is added in the required Engine Group in ExtremeCloud IQ Site Engine.
- 4. If no valid Guest and IoT Manager license installed, ensure that the valid Guest and IoT Manager license is installed in the ExtremeCloud IQ Site Engine.

### Problem

Provisioner login fails with an error stating Server error please contact administrator.

### Solution

- 1. If Access Control Engine or ExtremeCloud IQ Site Engine is not reachable, ensure that Access Control Engine and ExtremeCloud IQ Site Engine are up and reachable.
- 2. If Guest and IoT Manager is not configured in the Engine Group, ensure to add Guest and IoT Manager IP address and RADIUS shared secret in Engine details on ExtremeCloud IQ Site Engine.
- 3. If Guest and IoT Manager management IP address is changed but not updated the Guest and IoT Manager Server settings in the Engine Group, update the Guest and IoT Manager IP address in Engine details on ExtremeCloud IQ Site Engine.
- 4. If RADIUS shared secret mismatch, ensure that you have entered the same RADIUS shared secret on Guest and IoT Manager and in the Engine details on ExtremeCloud IQ Site Engine.
- 5. If Guest and IoT Manager is not licensed, install valid Guest and IoT Manager license on ExtremeCloud IQ Site Engine.
- 6. If the Provisioner is an LDAP Provisioner and is not associated with any Onboarding Template, ensure that an Onboarding Template is associated with that LDAP group or there is a default Onboarding Template present. For more information, see <u>Configuring Onboarding Template</u>.

### Problem

Invalid credentials

### Solution

- 1. If wrong credentials are entered, ensure a valid username and password is entered.
- 2. If Guest and IoT Manager domain LPR and **Access Control Engine** AAA LPR settings are not same, ensure that both are same.
- 3. If Internal Provisioner and AAA rule does not have local authentication selected in the AAA rule, ensure that the local authentication is selected with LPR same as GIM domain LPR
- 4. If LDAP Provisioner and AAA rule does not have LDAP authentication selected as the authentication type in the AAA configuration, ensure the LDAP authentication is selected and required LDAP details are provided.

### Problem

If fall through is enabled in the AAA configuration and both **Local Authentication** and **LDAP Authentication** is enabled, then the fall through does not work as expected and the second rule is not evaluated.

### Solution

Do not enable fall through option for Provisioner login.

## **Problem: Guest and IoT Manager Email / SMS Notification Failed**

### Problem

Unable to send Email / SMS notifications for Guest Users.

### Solution

1. Make sure that the email notification is properly configured.

Log in to the Guest and IoT Manager Administrator User Interface. In the navigation pane, click Administration > Notification > Email > Enable Sending of Email Notification. Check the details and click Save.

- 2. Log in to the Guest and IoT Manager Virtual Appliance console as Administrator.
  - a. Enter command show dns to check if the dns is configured. If dns is not configured, configure dns. For more information, see <u>dns</u>.
  - b. Enter reboot.
- 3. Send a test email using **Test** option. For more information, see <u>Setting Notification</u> <u>Parameters</u>.

4. Ensure that the **Guest User Email** and / or **Password to Guest User Mobile Phone** options are selected in the **Send Notification** section of the **New Guest User** screen.

# **Problem: Unable to Access Guest and IoT Manager Application URL**

### Problem

When the admin interface IP address is updated manually through CLI command, Guest and IoT Manager URL is not reachable.

### Solution

Verify the route settings and make appropriate change if needed. For more information, see <u>route</u>.

### **Problem: User and Device Troubleshooting**

### Problem

Newly created Guest Users / Devices from Guest and IoT Manager are not authenticated.

### Solution

1. Ensure that the records are enabled.

For more information, see the *ExtremeControl Guest and IoT Manager Configuration* document.

2. Ensure that the Guest User / Device is not expired. You can identify the expired record in the End Time attributes column that is highlighted in **RED**.



3. Ensure that the start time is not in the future.

### Problem

Expired Guest User / Device record is not available Guest and IoT Manager.

### Solution

Ensure that the **Delete on Expiry** option is unchecked while creating the new Guest User / Device.

### **Problem: Sponsor List is Not Available**

### Problem

The Sponsor list is not available error is seen when logging to the self-service URL.

#### Solution

Ensure that the LDAP group which has the sponsors is correctly entered in the Onboarding Template setting.

# **Problem: Modification in Network Interface settings does not reflect post deployment**

### Problem

If Network Interface information is modified during the deployment, the changes will not get updated post deployment.

### Solution

- 1. Delete the installed **OVA**.
- 2. Re-install the OVA with default Network Interface settings.

Retain the default Network interface settings on deployment of **OVA**. Any changes in the Network interface settings can be done post bring up.

### **Problem: Outlook Add-in Issues**

### Problem

Any changes to the meeting invite, either invitees or meeting time, is not reflecting in the Guest User records.

### Solution

Ensure to click on submit after making the changes and before clicking **Send Update** in the meeting invite.

### Problem

Outlook Add-in icon disappears from Outlook.

### Solution

Restarting the Outlook application resolves this issue.

# **Problem: Service Unavailable in Browser**

### Problem

Post GIM reboot (manually from CLI) or post a config restore workflow, Service Unavailable message is observed in the browser while accessing GIM Application.

### Solution

Restart tomcat service from the CLI. Enter command tomcat restart.

# **Problem: Time Zone Issues for Schedule Tasks**

### Problem

All the scheduled tasks for Backup / Housekeeping, have the time displayed either in GMT, or some other timezone. Therefore, calculating the local time is difficult.

### Solution

- 1. Log into the GIM console and check the time zone using the **show time zone** command. By default, time zone setting for GIM is in GMT.
- 2. Change the time zone using the **timezone** command in the console.

# **Problem: Users/Devices are not getting cleaned up for Housekeeping Tasks**

### Problem

Housekeeping task is used to delete Guest Users/Devices that have their first login pending.

For Devices/Guest Users with First login pending to be deleted before 'x' days, the scheduled tasks considers the period of 24 hours as 1 day. Therefore, for 'x' days the period will be 'x' \* 24 hours before running the task.

For example, a scheduled task that is configured as, **Delete all First Login Pending Guest User created before 1 day** but when the task is executed, the Guest Users that were created a day before and meet this criteria are not removed.

#### Solution

The time period used to identify the eligible Guest Users/Devices is calculated from the time the task is executed. Therefore, ensure that the identification of eligible Guest Users/Devices is calculated keeping in mind the time at which the task executes.

For example,

If the task is defined as **Delete all First Login Pending Guest Users created before 1 day**. Where, the task is executed at 10 AM on the 4th June. Then all the Guest Users created before 10 AM 3rd June are eligible for this clean up.

Similarly, if the Guest User was created on 11 AM on the 3rd June and may seem to fit the created before one day criteria, this Guest User is not eligible for clean up.

### **Problem: Unable to Access GIM UI**

#### Problem

Unable to access the GIM UI after having disabled and then enabled the interface or after doing a restore operation or after reboot.

#### Solution

Some routes are deleted when the GIM interfaces are disabled or when GIM VM is rebooted.

Check if the added routes are deleted after having disabled the interface or after rebooting.

If there are some routes that are disabled, then add the routes manually and restart tomcat.

<interface <Port> ipaddr <ip address/netmask>

<route add <dest ip > gateway

# **Problem: LDAP Provisioner login fails**

### Problem

LDAP login fails with a **Server Error**. In the logs, an error **'Login successful but No Onboarding Templates recived form NAC'** is displayed, indicating that no Onboarding template was received from NAC.

### Solution

This occurs when the LDAP Provisioner is not mapped to any Onboarding Template.

In the Onboarding Template(s) - Advanced section, check the following:

• If the Default Onboarding Template for LDAP Provisioner checkbox is selected

OR

- If the LDAP Group to which the Provisioner belongs is specified in one or more of the Onboarding Templates in the **Associated LDAP Groups** section. Then, you must specify the LDAP group and not the User search root as previously specified in 8.2.x.
- Only the Onboarding Templates that have the LDAP group mapped (to which the Provisioner belongs) or have the **Default Onboarding Template** checkbox marked as checked are sent back by NAC for LDAP Provisioners.

# Problem: LDAP Sponsors are not populating in the Self-Service Page

### Problem

The list of LDAP sponsors that was populating in GIM 8.2.x does not populate after migrating to GIM 8.3.0

### Solution

The LDAP Sponsor configuration done in GIM 8.2.x does not work in GIM 8.3.0.

As, Guest and IoT Manager lists the Sponsor details with matching LDAP groups in 8.3.0, unlike matching User Search Root as in 8.2.x

## **Problem: Server Error during bulk creation**

### Problem

When Guest Users or Devices are being imported using CSV. This occurs only when a very large number such as 1000 records are attempted in continuous batches of 1000 (maximum limit for

each upload is 1000).

#### Solution

This occurs due to the time required in enforcement of the created Guest Users / Devices between XIQ-SE and NAC.

The time taken to complete the enforcement is the reason for the Server Error displayed.

To overcome this wait for some time before attempting to create more records so that the enforcement can complete.

The error is more frequent if there are multiple GIM's associated with a NAC and all of them are bulk creating Guest User / Device records.

## **Problem: Unable to Renew Password**

### Problem

The Guest User Renew Password fails.

### Solution

- The reason for the failure is stated on the result dialog of the operation.
- Only the Guest User accounts which have been created using an Onboarding Template which meets the following criteria can be renewed:
  - Password must be randomly generated.
  - Notification options At least one method must be enabled (Email/ SMS).
  - Account must not be Expired.
  - Onboarding Template cannot be of the Type Voucher/ CSV.

# **Problem: Guest User account is not created post sending SMS**

### Problem

When Guest User scans the QR code and sends the SMS, No Guest User account is created for that request..

### Solution

• Ensure GIM's REST API (with Service-B IP/FQDN) end point is configured in the Twilio's Configuration.

(ii) tw	ilio								DOCS ~		
	- 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 199	Phone Numbers / Manage Numbers	. / A:	tive Numbers /			Upgrade Project	, <b>P</b> . Go to		÷	? 4
<u>ہ</u>		Voice & Fax									
00	Phone Numbers	ACCEPT INCOMING									
#	Manage Numbers	Voice Calls				$\sim$					
	Active Numbers	CONFIGURE WITH									
	Released Numbers	Webhooks, TwiML Bins, Functions	s, Stud	io, or Proxy		$\sim$					
		A CALL COMES IN									
	Buy a Number	Webhook	~	https://demo.twilio.com/welcome/voice/	HTTP POST	$\sim$					
	Verified Caller IDs	PRIMARY HANDLER FAILS									
	Port & Host	Webhook	~		HTTP POST	$\sim$					
	Regulatory	CALL STATUS CHANGES									
	Tools				HTTP POST	$\sim$					
	Usage	CALLER NAME LOOKUP									
	Getting Started	Disabled				×					
		Messaging									
		CONFIGURE WITH									
		Webhooks, TwiML Bins, Functions	s, Stud	io, or Proxy		$\vee$					
		A MESSAGE COMES IN									
		Webhook	~	https://10.133.133.103:8443/GIM/twikeSMS	HTTP POST	$\sim$	]				
		PRIMARY HANDLER FAILS									
		Webhook	~		HTTP POST	$\sim$					
			٦.								
	~~	Save	] <sup>8</sup>	lease this Number							

- Ensure reachability of Service-B out of corporate firewall.
- Strict-SSL configuration should turned OFF or ON in Twilio Configuration page as per the scenario.

ŵ	Console Dashboard	
#	Billing	SSL Certificate Validation
-	Usage	Determines if certificate validation is performed on all Twilio originated requests.
$\sim$	Settings	FNARIED Enforces Certificate Validation on webbooks from Twilin to your servers. Twilin does not at this time support self-signed certificates
	General	Summer summer en mener en meneren nem meneren nem meneren i mine eren i mine eren nek av ans kone seppert sen egnes verinneseer.
	Subaccounts	O DISABLED Does not enforce certificate validation on webbooks from Twilio to your servers. This is not recommended for production services and should only be
	Manage Users	used during bevelopment.

## **Problem: Login URL redirects to Captive Portal**

### Problem

On clicking Login URL, the URL gets redirected to NAC Captive Portal.

### Solution

- Ensure that the HTTPS traffic to GIM IP is enabled for Unregistered Profile of End-System.
- GIM IP/FQDN should be added in the whitelisted domain in Captive Portal settings.
- Make sure that MAC Address and IP Address of the Client device are getting populated in

End-System table of ExtremeCloud IQ - Site Engine when it gets connected to AP

Troubleshooting tips/Resolution:	
Dashboard Policy Access Control	End-Systems Reports
Configuration -	Network Settings
<ul> <li>Configurations</li> </ul>	Allowed Web Sites: Open Editor
Default     AAA	Use Fully Qualifi Allowed Sites 🗙
Profiles	Use Mobile Cap URLs Domains Proxy Servers
Captive Portals     Default	Display Welcom O Add O Remove
Network Settings	Portal HTTP Por lattwifi.apple.com
Website Configuration	Portal HTTPS P Icaptive.apple.com
<ul> <li>Notifications</li> <li>Global Settings</li> </ul>	Force Captive P 10.133.133.25
	Redirection adobe.com
	Redirect User
	Test Image UI

### Problem: "Server Error. Please contact Administrator" Error message on clicking Login URL

### Problem

Guest User Auto Login fails with error message "Server Error. Please contact Administrator."

### Solution

- Ensure Connectivity of NAC and ExtremeCloud IQ Site Engine from GIM.
- Make sure that MAC Address and IP Address of the Client device are getting populated in End-System table of XIQ-SE when it gets connected to AP.

### **Problem: FQDN not being used in URLs**

### Problem

FQDN is not being used in URLs sent in Sponsor emails/ messages and UI checkbox is checked.

### Solution

Ensure Hostname and Domain name is configured in the CLI. You can use the **show interface** CLI to check if hostname is configured on the interface.(FQDN is derived from the hostname + domain name).



# **Problem: Unable to Customize Provisioner Login page**

### Problem

The changes are not reflected in the Provisioner Login Page.

### Solution

Select the required settings for the customization and make sure you save the changes (at the bottom of the screen). Merely selecting the values will not result in the customization.

## Problem: "Login failed. Invalid credentials/Account Expired" message on clicking Login URL

### Problem

Guest User Auto Login fails with error message – "Login failed. Invalid credentials/Account Expired" and no network access.

### Solution

- Ensure the Login URL is not corrupted.
- Ensure the Guest User account is not expired/disabled.
- If both the scenarios are satisfied and still not able to login, ensure that time of GIM, NAC, XIQ-SE and XCA are in sync.

# **Problem: Outlook Add-in throws Security Exception post** enabling FQDN

### Problem

After enabling FQDN settings, Outlook Add-in throws Security Exception.

### Solution

This problem occurs when Add-in Manifest was downloaded by accessing GIM using IP address and not Hostname.

In order to fix this issue, download the manifest again and re-install (Either individually or Admin can push to desired users through Microsoft Exchange Center).

# **Command Line Interface**

This chapter describes the Command Line Interface (CLI) used in Guest and IoT Manager Application to operate the system and to perform specific tasks required by Administrator.

The Guest and IoT Manager CLI provides a limited set of administrative actions that you can perform on the Application. The CLI has a default timeout of 5 minutes.

The following section briefs the CLI commands available on Guest and IoT Manager.

### certificate

#### Important:

HTTP, HTTPS, and FTP are the only supported protocols for the URL.

The URL must point to the file location directly and not through a proxy server.

Make sure that the imported certificate or key does not have an associated password.

Make sure that the FTP server is an anonymous FTP server (that is, no user name/password needed).

### Syntax

```
certificate [reset, reset-all]
```

### Example

```
GIM>certificate
certificate [reset, reset-all]
reset #reset will retain all custom certs / keys / chain and reset only to default
reset-all # reset all will remove all custom certs / keys / chain and reset to default
GIM>_
```

### clear

The **clear** command clears the terminal screen.

### Syntax

clear

GIM>clear

### dns

The **dns** command configures the DNS settings.

### Syntax

dns server primary NNN.NNN.NNN.NNN
dns server secondary NNN.NNN.NNN.NNN
dns server <domain.com>
dns clear server all
dns clear server primary
dns clear server secondary
dns clear domain

### Example

GIM>dns dns server primary NNN.NNN.NNN.NNN dns server secondary NNN.NNN.NNN.NNN dns domain <domain.com> dns clear server all dns clear server primary dns clear server secondary dns clear domain GIM>\_

### exit

The exit command closes the current active session and logout the console.

Syntax

exit

### halt

The **halt** command ends running system and power off the Guest and IoT Manager virtual machine.

### Syntax

halt

# help

The **help** command displays the list of Guest and IoT Manager CLI commands.

### Syntax

help

### Example

GIM>help		
certificate	:	Manage Certificates.
clear	:	Clear the Terminal Screen
dns	:	Configure DNS setting.
exit	:	Exit GuestManager cli
halt	:	Halt GuestManager Virtual Machine.
help	:	Display list of GuestManger CLI
_	:	commands.
interface	:	Configure interface settings.
ping	:	Ping remote system.
reboot	:	Reboot GuestManager Virtual Machine.
reinit	:	Reinitialize GuestManager VM to
	:	factory defaults.
route	:	Configure route settings.
show certificates	:	Show Certificates.
show dns	:	Show current dns settings.
show interface	:	Show current interface settings.
show route	:	Show current route settings.
sshd	:	Enable/disable configure sshd service.
tomcat	:	tomcat <start stop restart status></start stop restart status>
user	:	user <user name=""> [enable disable]</user>
GIM>_		

### interface

The **interface** command configures the interface settings.

#### Important:

You must enter an httpd restart command after you configure the interface settings.

#### Syntax

```
interface <port> <[enable|disable|stats]|[ipaddr <A.B.C.D>/netmask in bits]>
```

port

is one of eth0, eth1, eth2, or Admin, ServiceA, ServiceB

#### Example

GIM>interface admin ipaddr 10.133.133.143/24 Generating new self-signed certificates for IP 10.133.133.143 tomcat restart completed successfully Restarted the web services to listen on the new IP Address. Please verify the route setting using the "route command" GIM>

### interface hostname

The Interface CLI has been modified to accept hostname for Admin, ServiceA and ServiceB interfaces. It takes only the hostname as the input, not the complete FQDN. The FQDN is derived from the hostname and domain name.

### Syntax

Interface <port> hostname <interface hostname>

### Example

To assign a hostname to ServiceA interface you can, interface ServiceA hostname serviceahostname.

```
Guest & IoT Manager
Node: gimappliance
Linux Server using Kernel 4.15.0-55-generic for x86_64
gimappliance login: admin
Password:
Last login: Wed Sep 25 11:26:26 UTC 2019 on tty1
Welcome to Guest & IoT Manager
GIM>interface
interface <port> <[enable1disable1stats]][ipaddr <A.B.C.D>/netmask in bits]]hostname <hostname only
(no domain)>>
<port> : Admin, ServiceA, ServiceB
: ens33, ens34, ens35
GIM>interface admin hostname gimadmin_
```

## ping

The **ping** command pings a remote system to test the connection between ExtremeControl Guest and IoT Manager and another network device. After you ping a device, the switch sends an Internet Control Message Protocol (ICMP) packet to the target device. If the device receives the packet, it sends a ping reply. After the switch receives the reply, a message is displayed that indicates traffic can reach the specified IP address. If the switch does not receive a reply, the message indicates the address is not responding.

### Syntax

ping

ping [ttl <nnn> [ count <nnn> ]] <NNN.NNN.NNN >:<DNS Name >

### Example

 $\begin{array}{l} \text{GIM} > \text{ping 10.133.133.10} \\ \text{PING 10.133.133.10} & (10.133.133.10) \text{ using timeout of 5 seconds.} \\ \text{200 bytes from 10.133.133.10} & \text{icmp\_seq=0 ttl=5 time=0.620126724243 ms} \\ \text{200 bytes from 10.133.133.10} & \text{icmp\_seq=1 ttl=5 time=0.509977340698 ms} \\ \text{200 bytes from 10.133.133.10} & \text{icmp\_seq=2 ttl=5 time=0.501871109009 ms} \\ \text{200 bytes from 10.133.133.10} & \text{icmp\_seq=3 ttl=5 time=0.499963760376 ms} \\ \text{GIM} > \end{array}$ 

### reboot

The **reboot** command restarts the Guest and IoT Manager virtual machine instance.

### Syntax

reboot

### reinit

The **reinit** command restores the Guest and IoT Manager virtual machine instance to the factory default and reset all configurations.

### Syntax

reinit

### route

The route command adds static routes to the system.

### Syntax

route add|delete <subnet><[prefix|netmask] <gateway\_ip> [<interface>]

### Example

GIM>route route add|delete <submet>/<[prefix|metmask]> <gateway> [interface] Adding a route: route add 0.0.0.0/0 192.168.1.1 [<port>] route add 192.168.10.0/24 192.168.1.1 [<port>] route add 192.168.10.0 255.255.255.0 192.168.1.1 [<port>] Deleting a route: route delete 192.168.10.0/24 192.168.1.1 route delete 192.168.10.0 255.255.255.0 192.168.1.1 GIM>\_

### show certificates

The **show certificates** command shows information about the certificates and keys in the certificate/key database. The command displays the name of the certificate, if deleting the certificate is allowed (you cannot delete the factory / default certificate), and if the item in the database is key or a certificate. It also displays the certificate and key that the HTTPD server is currently configured to use.

### Syntax

show certificates

GIM>show certificates		
Name	Delete Allowed	Туре
Default_Cert	False	cert if icate
Default_Chain	False	chain
Default_Key	False	key
httpd is using certificate: Defau httpd is using key : Defau httpd is using chain : Defau GIM>_	lt_Cert lt_Key lt_Chain	

### show dns

The **show dns** command displays the current DNS settings, including the search domain, and the primary and secondary DNS server settings.

show dns

Example

GIM>show dns	
Domain :	None
Primary DNS Server :	134.141.162.20
Seconday DNS Server:	None
GIM>	

### show interface

The **show interface** command displays interface information for a specific port or ports. If you do not provide a port, all of the ports in the operating system are shown. Separate the ports with white space or commas.

### Syntax

```
show interface [port[,port]...]
```

port

is one of eth0, eth1, eth2, or Admin, ServiceA, ServiceB.



### show route

The **show route** command displays the operating system routing table in the same format as the RedHat Linux operating system at the Unix shell.

#### Syntax

show route

#### Example

GIM>show route							
Kernel IP rout	ing table						
Destination	Gateway	Genmask	Flags	Metric	Ref	Use	Iface
default	10.133.133.1	0.0.0.0	UG	0	0	0	ens33
10.42.0.0	10.42.0.0	255.255.255.0	UG	0	0	0	flannel.1
10.42.1.0	10.42.1.0	255.255.255.0	UG	0	0	0	flannel.1
10.42.5.0	10.42.5.0	255.255.255.0	UG	0	0	0	flannel.1
10.133.133.0	*	255.255.255.0	U	0	0	0	ens33
172.17.0.0	*	255.255.0.0	U	0	0	0	docker0
GIM>							

### show timezone

The **show tomzone** command displays the current timezone of the Guest and IoT Manager Virtual Machine.

### Syntax

show timezone

GIM>show timezone US/Eastern

### sshd

The **sshd** command lets you enable or disable sshd service.

### Syntax

```
sshd <enable|disable>
```

### Important

In this Release, only sshd enable and sshd disable are supported. The optional interface and port parameters are supported in a future release.

### Example

```
GIM>sshd
sshd <enable|disable> [<interface> <port>]
Note: <port> must be between 1 and 65535 inclusive.
sshd enable admin 22
sshd disable [<interface>]
where interface is one of the following:
Admin, ServiceA, ServiceB
ens33, ens34, ens35
GIM>
```

### timezone

The **timzone** command lets you setup the timezone of the Guest and IoT Manager Virtual Machine.

### Syntax

timezone

GIM>timezone Configuring tzdata 					
Please select the geographic area in which you live. Subsequent configuration questions will narrow this down by presenting a list of cities, representing the time zones in which they are located.					
1. Africa 5. Arctic Ocean 9. Indian Ocean 13. Nome of the above 2. America 6. Asia 10. Pacific Ocean 3. Antarctica 7. Atlantic Ocean 11. System V timezones 4. Australia 8. Europe 12. US					
Geographic area: 12					
Please select the city or region corresponding to your time zone.					
1. Alaska 3. Arizona 5. Eastern 7. Starke County (Indiana) 9. Mountain 11. Samoa 2. Aleutian 4. Central 6. Hawaii 8. Michigan 10. Pacific Ocean					
Time zone: 5					
Current default time zone: 'US/Eastern' Local time is now: Tue May 28 03:01:36 EDT 2019. Universal Time is now: Tue May 28 07:01:36 UTC 2019.					

### tomcat

The **tomcat** command lets you start, stop, restart, or view the status of the Tomcat service that is hosting the Guest and IoT Manager web application.

### Syntax

tomcat <start|stop|restart|status>

To restart the Tomcat service, enter tomcat restart.

### Example

GIM>

```
GIM>tomcat
tomcat <start|stop|restart|status>
starts, stops, restart the tomcat service.
GIM>tomcat stop
tomcat stop completed successfully
GIM>tomcat start
tomcat start completed successfully
GIM>tomcat restart
tomcat restart completed successfully
```
## user

The **user** command is used to enable / disable the root and debug users.

## Syntax

user root enable

## Example

GIM>user root enable Unlocking password for user root GIM>user root disable Locking password for user root GIM>