peplink | **PEPWAVE**

InControl 2 User Guide

Peplink Product:

InControl 2

Version 1.03
February 2017

Table of Contents

1. Purpose

This manual is a guide to setting up and using InControl 2.

2. Initial Setup

If you have already set up an InControl 2 account or plan to log in using your Google account, please skip to Step 6.

1. Navigate to the InControl 2 login page at https://incontrol2.peplink.com. Click the **Signup** link, in the lower right corner.
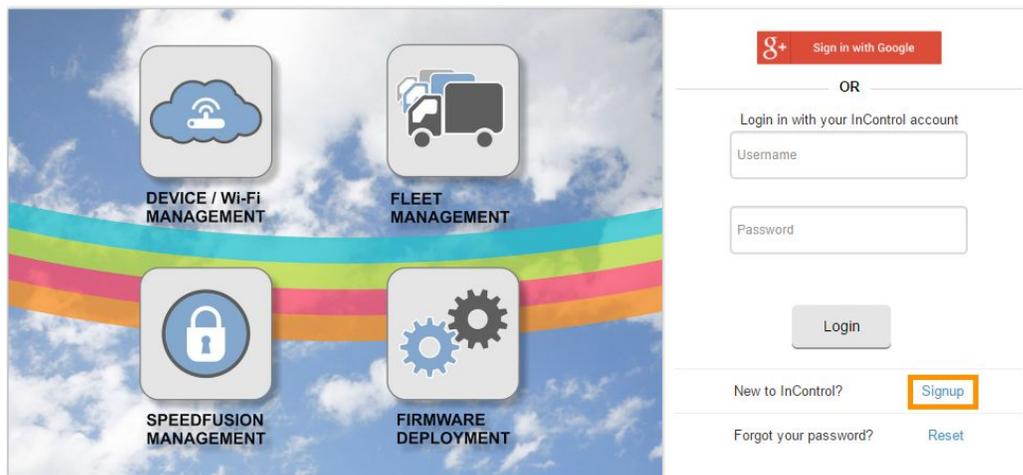
2. Enter an e-mail address that will serve as your login name.
3. Complete the remaining fields. Click **Submit** to continue.

E-mail Address	
First Name	
Last Name	
Password	
Confirm password	
Language	English ▾

Submit

4. You will receive a confirmation e-mail. Click the **Activate Account** button in the confirmation e-mail.

peplink   **InControl**

Hello!

You have succesfully signed up for an InControl account, and you have administrator access to your organization. Please click the link below to activate your account.

Activate Account

If you have difficulties with the above link, please copy and run the URL below in your browser.

https://incontrol2.peplink.com/login/user/confirm/4524619133fc397dcd80d82bcb2cf3e10f897b42

5. Click the **Login** button to re-display the InControl 2 login page at https://incontrol2.peplink.com.
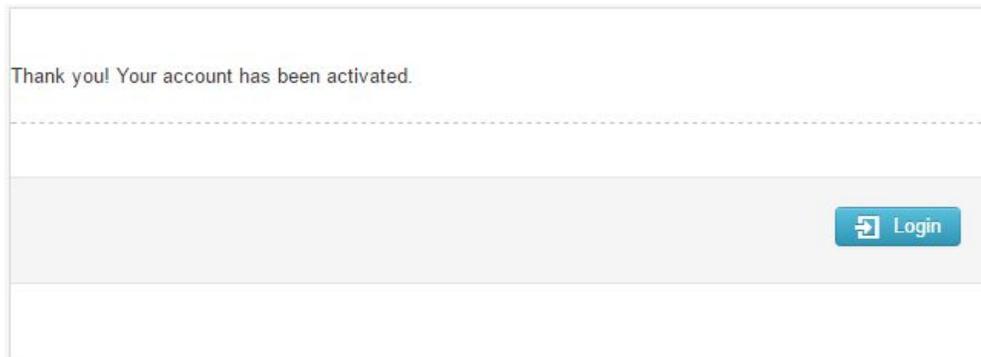
6. Log in with the user name and password created for your InControl 2 account.

You can also login using a linked Google account. If you do so, InControl 2 will ask for access to your e-mail address and basic profile.

When you log in to InControl 2 for the first time, you'll be prompted to create an Organization.

7. To get started, enter organization name, country, and address information.
8. Check to see that your location has been correctly identified. If you want to specify a different address than the one shown, you can select it using the map, type it in the **Address** field, or enter the coordinates below the map.
9. Choose **miles** or **km** as your **Speed unit**.
10. Click **Submit** to create your organization.
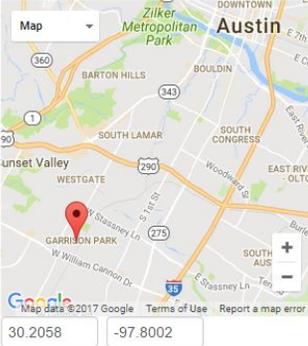
After you create an Organization, you'll need to create at least one group.

11. On the **Create Group** page, displayed next, name your group. If needed, change address and time zone details. Click **Create Group** to finish.

12. On the **Add Devices Into Groups** page, enter one or more serial numbers and click the **Next** button.

InControl 2 will check to make sure each device is valid for use with the software, and is not already in use. The results will display in a table.

13. If the device is valid, the table will show the device name, address and location. Click the **Add Devices** button to add it to the specified group.

To add more groups and devices or modify your InControl 2 configuration, see the next section, **Organization, Group, and Device Configuration and Management**.

3. Organization, Group, and Device Configuration and Management

This section covers configuring InControl 2, as well as managing groups and devices. Note that some operations are possible only at the **Organization Level**, while others require that you work at the **Group Level**.

To switch between these levels, select the appropriate icon on the navigation bar and verify that **Organization Level** or **Group Level** is displayed in the breadcrumb navigation.
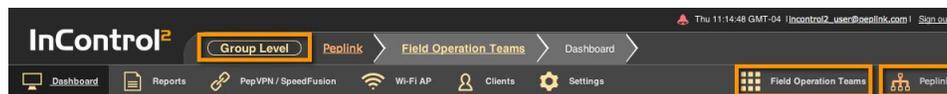
Changing Login Details **Organization Level** **Group Level**

1. To change login details, click the user name link displayed in the upper right corner.

On the Account page, you can change your login e-mail address, account name, language, and password. You can also review recent logins to ensure that the account has been accessed properly.

| 8.8.8.8 | Chicago | 2017-02-09 20:24:00 |
| 8.8.8.8 | Chicago | 2017-02-09 19:44:33 |

Previous 1 Next

Your e-mail address

When you change your e-mail address, an e-mail will be sent to your new address for verification.

E-mail   incontrol2_user@peplink.com

Change E-mail Address

Your account

First Name   Jimmy

Last Name   Testing

Language   English

Update

Change password

Current password

New password

Confirm password

Change password

Adding Devices   Organization Level   Group Level

1. To add new devices, click **Organization Settings > Add Devices.**
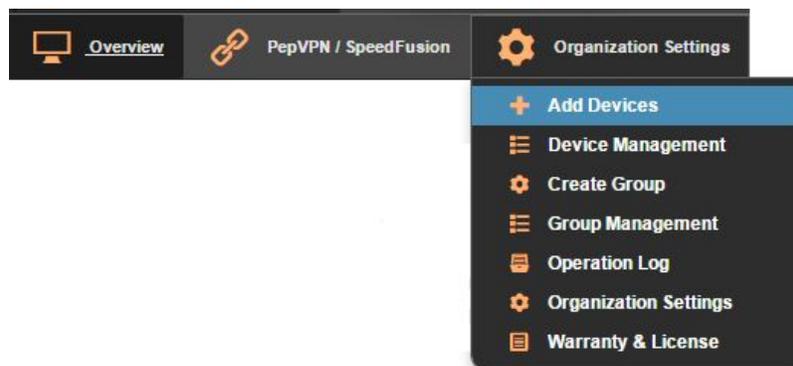
You can also add a device from the   Group Level   . Click **Group**, then choose the desired group from the drop-down menu. When the   Group Level   screen opens, click **Settings > Add Devices**.
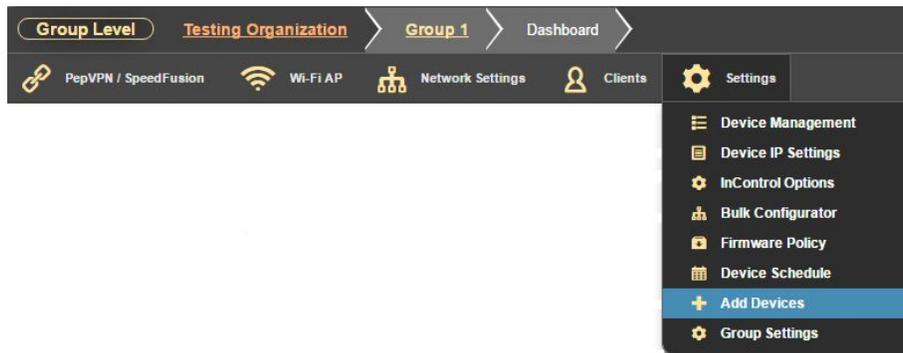
2. On the **Add Devices Into Groups** page, choose a group from the **Select Group** drop-down menu. (If you are already at the **Group Level**, you will skip this step.)
3. Enter one or more serial numbers.
4. Click the **Next** button.

InControl 2 will check to make sure each device is valid for use with the software, and is not already in use. The results will display in a table.

5. If the device is valid, the table will show the device name, address and location. Click the **Add Devices** button to add it to the specified group.

Managing Devices   Organization Level   Group Level

1. To display device management data for individual devices, click their names on the Dashboard Device List and on most reports. You can also click **Organization Settings > Device Management** at the   Organization Level , and **Settings > Device Management** at the   Group Level   to display a list of devices.

2. Clicking a device name displays its detail page, which provides in-depth device information, as well as access to <u>Wi-Fi settings</u> and the <u>Event Log report</u>. You can also download configuration backups to use in device restoration and additional device configuration.

3. For GPS-enabled devices, you can track location in real time or display historical route information. You can also color-code routes by speed or coverage, specify a custom tracking time frame, get real-time traffic information, and more.

Creating Groups `Organization Level`

1. To begin adding groups, click **Organization Settings > Create Group**.
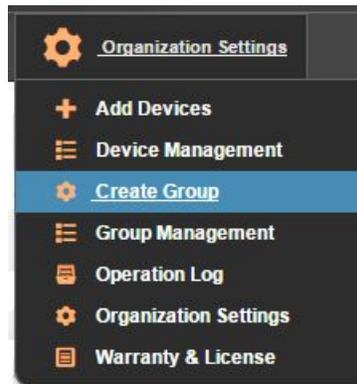
2. On the **Create Group** page, name your group and, if needed, change address and time zone details. Click **Create Group** to finish.

Managing Groups `Organization Level`

1. Click **Organization Settings > Group Management**.
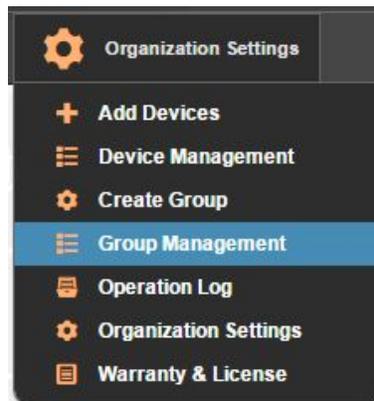
On the **Groups** management page, you can delete, rename, and create new groups.
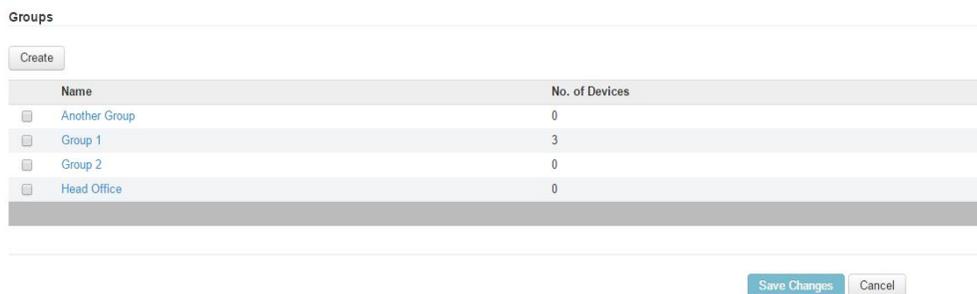
2. Click the **Create** button to enter a new group.

The **Create Group** page opens. Follow the instructions in the previous section, **Creating Groups** Organization Level , to add a new group.

3. To delete or rename, click the box beside the group you want to change. Immediately, the **Delete** and **Rename** buttons appear above the table.
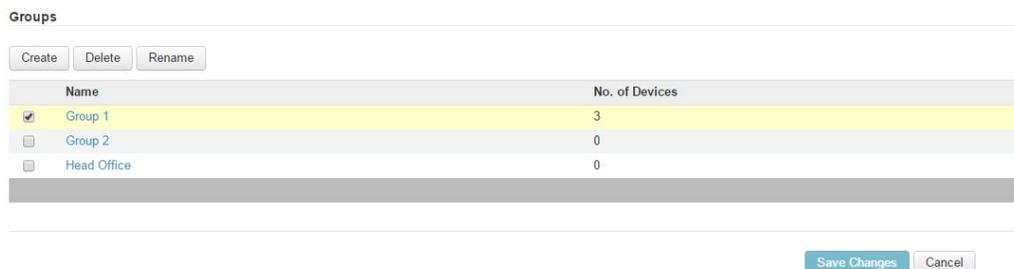
4. Click the **Delete** button to delete the group.

5. Click **OK** in the dialog box to complete the delete.
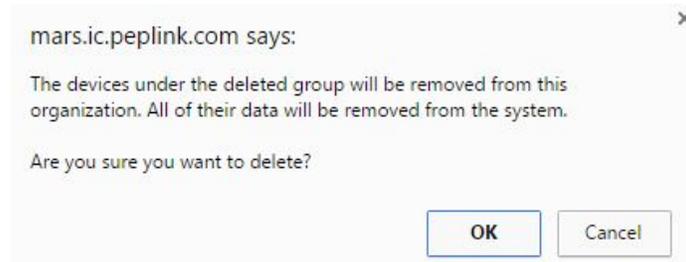
6. If you want to rename a group, click the **Rename** button.
7. Type the new name in the editable **Name** box that opens.

8. To save your work, click the **Save Changes** button.

Viewing the Operation Log Organization Level

1. To display the operation log, click **Organization Settings > Operation Log**.
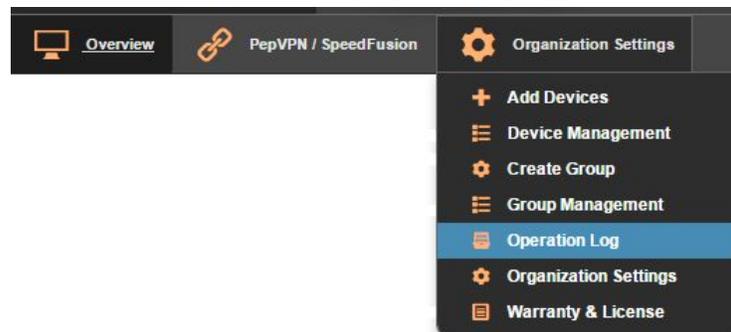
Here, you can view all past operations or search for operations that meet particular criteria.

To sort the view, click the arrows next to the table headings.

Changing Organization Settings Organization Level

1. To begin changing organization settings, click **Settings > Settings**.
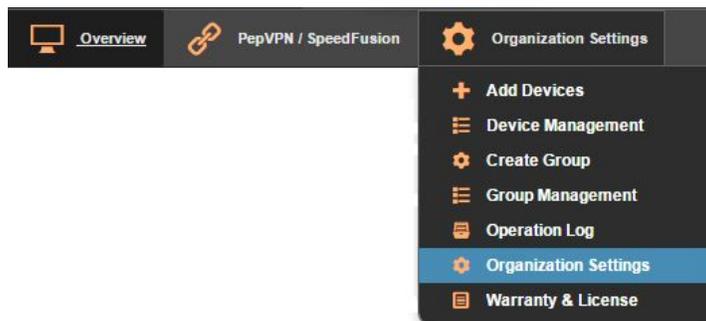
2. Here, you can change organizational security options, logos, addresses, and more.

The following table explains what changes you can make.

Organization Settings	
Organization Admins	Add administrative users with **Full** or **Read-only** access.
Security	Idle timeout: Set the time after which inactive users will be logged out of InControl 2.
	Two factor authentication: To require your users to use two-factor authentication to log in, click this box.
	Authenticated with Password: To require your users to log in with a username and password, click this box.
	Block Peplink Support: To prevent Peplink support from viewing the organization during support calls, click this box
Logo/Favicon	Drag-and-drop or upload images to customize InControl 2 with your own branding.
Address	Enter your address, select it from the map, or enter coordinates.
Unit	Select your preferred unit of measurement: **Metric, Imperial,** or **Nautical**.

3. To save your work, click the **Save Changes** button.

Changing Group-Wide Settings Group Level

1. To begin changing group settings, first click the **Groups** icon in the navigation bar and select the appropriate group from the drop-down menu.
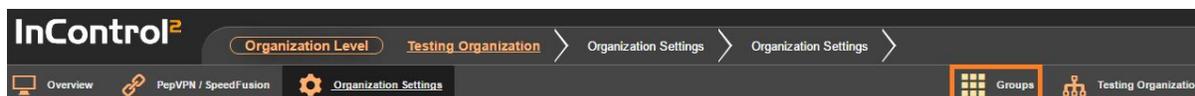
2. Click the Group name in the navigation bar, then click **Settings > Group Settings**.
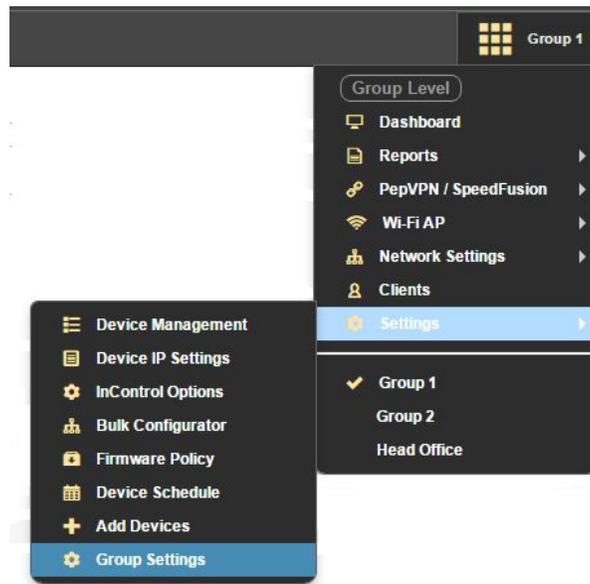
3. Here, you can change and add group administrators, enable e-mail notifications, silence device reporting for a specified period, and more.

The following table explains what changes you can make.

Group-Wide Settings	
Organization Admins	Add administrative users with **Full** or **Read-only** access.
Group Admins	Add group administrators with **Full** or **Read-only** access.
E-mail Notifications	Enable/disable e-mail notifications of system activity. You can also set a **Silence Period,** a recurring time when devices will not update the system. You can choose to apply this setting to all devices or devices with specified tags applied.
HTTP/S Notifications	Click to enter HTTP/S notifications, including the URL and related information.
Time Zone	Select a time zone and specify whether devices will use this setting.
Device Web Admin Authentication	Click this box to set up administrator and user password information.
WeChat Settings for Captive Portal	Enter WeChat account information for this group.
SMS Settings for Captive Portal	Click to enter SMS service provider and related information.
Scheduled Reboot	Select the preferred reboot schedule: **None**, **Daily**, or **Weekly**.
External InControl Appliance Settings	Enable/disable External InControl Appliance. The enabled options are **By Redirection** and **By Configuration.**
Address	Enter your address, select it from the map, or enter coordinates.

4. To store your updates, click the **Save Changes** button.

Managing Warranty and License Information `Organization Level`

1. To view and manage device warranty and license information, click
   Organization Settings > Warranty & License.
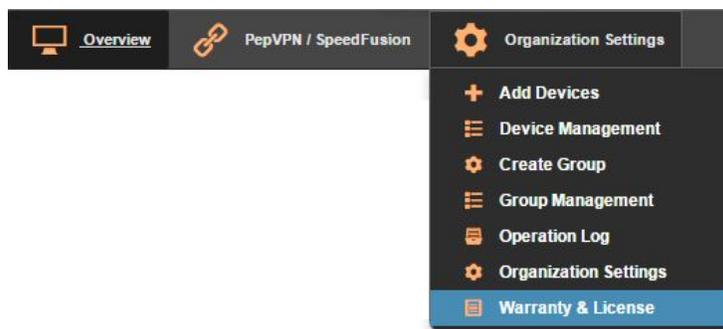
2. Here, you can filter the list to show warranties that are close to expiring, as
   well as those that have already expired. You can also import FusionHub license
   keys, create an evaluation license, and download the latest FusionHub
   firmware.

Managing Device Firmware `Group Level`

1. To view and manage firmware updates for your devices, select the appropriate
   group from your **Groups** drop-down menu.
2. Click **Settings > Firmware Policy**.
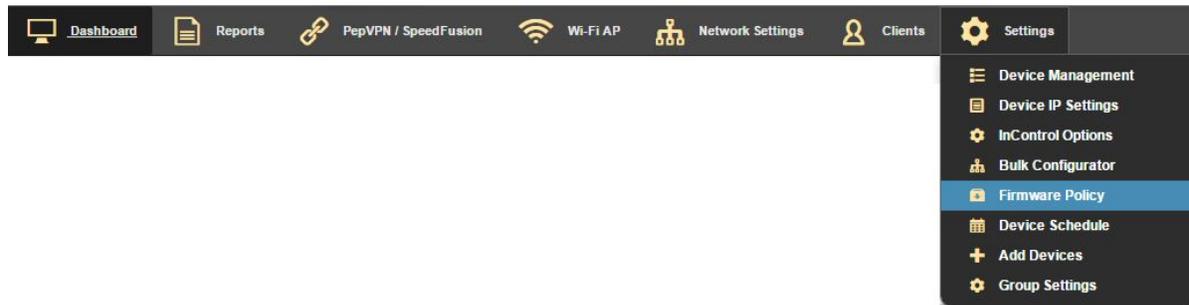
3. On this page, you can view firmware versions, as well as set group policy for firmware update frequency. To save your work, click **Save Changes**.

Configuring Wi-Fi Group Level

1. Select the appropriate group from your **Groups** drop-down menu.
2. Click **Wi-Fi AP > Group-wide SSID Settings**.

On the Group-wide SSID Settings page, you can enable/disable available Wi-Fi configurations.
3. To change SSID settings, click the identifier in the table.

In order for the edit page to open, **Wi-Fi Management** must be checked.

The SSID Settings page displays a variety of Wi-Fi configuration settings.

Group-Wide Settings	
SSID	Enter a name for the Wi-Fi network.
Security Settings	**Security Policy -** Choose from **Open – No Encryption**, **WPA2 - Personal, WPA2 - Enterprise, WPA/WPA2 - Personal**, **WPA/WPA2 - Enterprise**, and **Static WEP.**
	Layer 2 Isolation - Enable/disable Layer 2 port isolation, which can prevent unauthorized port-to-port communication.
SSID Discovery	**SSID Visibility -** Available values are **Show this SSID** and **Hide this SSID.** Note that hiding the SSID does not prevent access to users who know the SSID.
VLAN Settings	To insert a VLAN ID, click the box next to **VLAN Tagging**.
MAC Filter	**Restriction Mode -** Deny or accept all MAC addresses, except those listed in **MAC Address List**, which displays if you select either **Deny** or **Allow**.
Multicast Settings	**Multicast Filter** - Enable or disable multicast filtering. **Multicast Rate** - Choose one of the options to change the balance of multicast speed/range. **IGMP Snooping** - Click to turn on.
Radio Selection	Both **2.4 GHz** and **5 GHz** are selected by default, to support communication in every mode.
Maximum Number of Clients	The default for both radio selections is **Unlimited**. Use the drop-down list to change that number.
Device Selection	Enable the SSID on all devices or on devices with the specified tags.
Schedule	The SSID Settings are always on.

4. Click the **Save Changes** button when you are finished.
5. To add a new SSID, click the **Add new SSID button**, on the Group-wide SSID Settings page. Use the Group-Wide Settings table above, and click the **Save Changes** button when you are finished.

Configuring PepVPN / SpeedFusion Endpoints Group Level

1. If allowed by your deployment, you can configure PepVPN / SpeedFusion endpoints right from InControl 2. To access this feature, click **PepVPN / SpeedFusion > Configuration**.
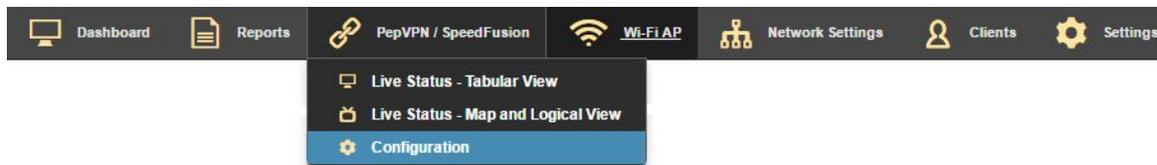
2. Next, check **Enable** to display configuration settings.

All enabled profiles will display in the table under the map.
3. To make changes to an existing profile, click the **Edit** button.
4. To add a profile, click the **Add Profile** button.
5. Enter the following information as you are prompted to do so:

End Point Configuration	
Topology	Select **Star**, **Fully Meshed** or **Point-to-Point**.
Choose Endpoint Devices	Click next to the device for which you are adding this profile.
Choose Hub Device	The IP address or hostname assigned to the hub will display here. Click the **High Availability Setup** box to enable HA. Then select the appropriate group and device for your HA deployment.

The Profile Summary displays next. It contains the following additional information.

Profile Summary	
Encryption	Toggle 256-bit AES encryption; in most cases, it's best to leave encryption turned on
NAT Mode	Check this box to enable network address translation
Data Port	The default data port is 4500; port 32015 will be used if port 4500 is unavailable
Send All Traffic to Remote Hub	Internet traffic from LAN clients on the endpoint device will be routed to the remote hub site over the SpeedFusion connection instead of routing to the device's WAN port(s)
Link Failure Detection Time	Choose the amount of time between link status checks; lower values enable faster detection but consume more bandwidth
WAN Smoothing	Choose **Normal**, **Medium**, **High**, or **Off**.
WAN Priority	If you select **Change WAN Priority**, the next screen that displays will allow you to change priorities for one or more of the PepVPN profiles.

Viewing System Messages   `Organization Level`   `Group Level`

To see important system messages, click the notification (⚠) icon located at the top of the page.
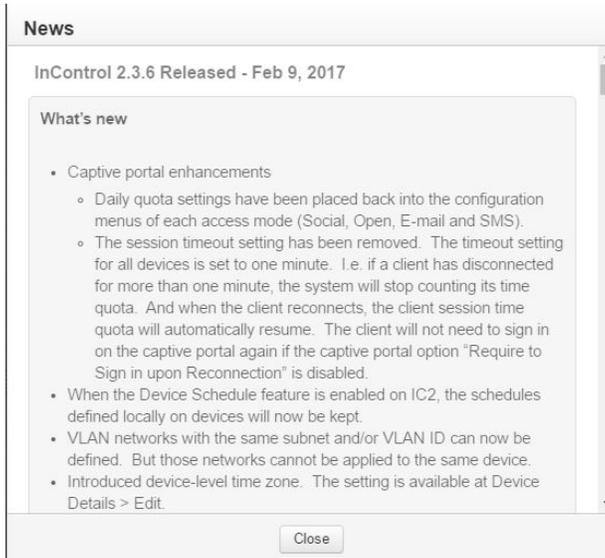
4. Fleet and Device Management

Using the Dashboard `Group Level`

The Dashboard provides a wealth of at-a-glance data about online and offline devices, client statistics, location, and more. To access the Dashboard, select a group and then click the Dashboard icon located in the navigation bar.
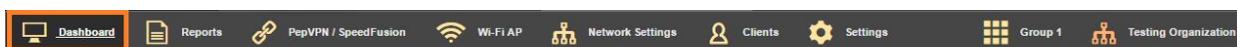
Device Summary

This section offers a quick overview of online, offline, total online and offline, and connected client devices, all updated live.

Device List

The Device List displays important device information that can be easily sorted so you can quickly find just the information you need. The Device List also provides quick access to device management tools and group-level Wi-Fi settings.

Map

The map lets you keep an eye on your whole fleet in real time. Icons are marked with the name assigned to the device being tracked. Icons with numbers indicate multiple

devices in the area.
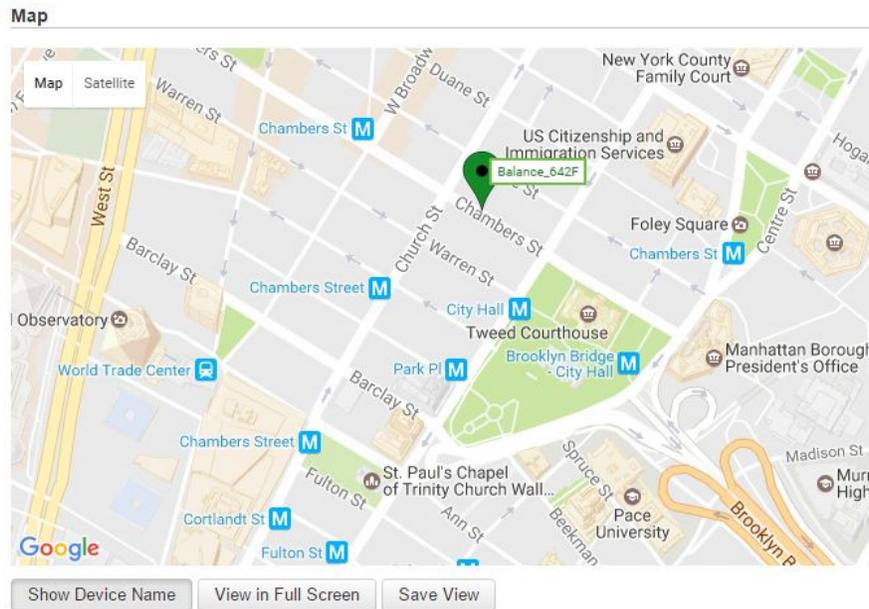
To get details, including a complete route history, click any map icon.
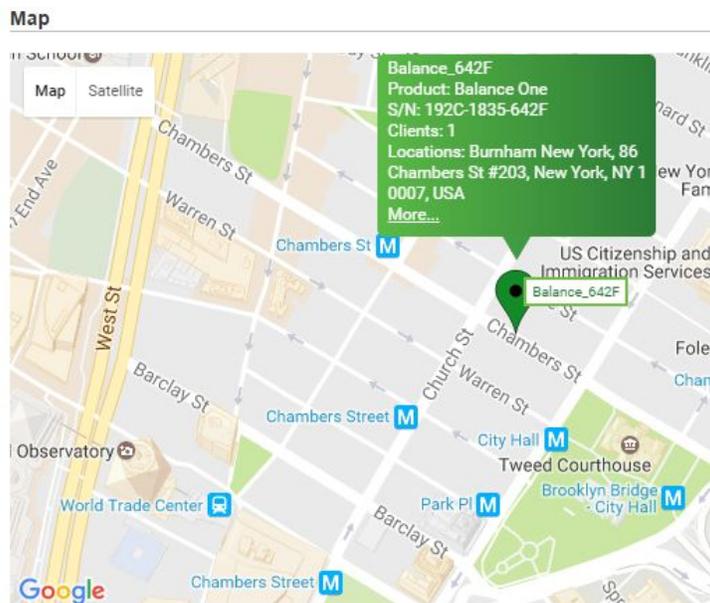
To see a device's route history in motion, select a speed and click the play/pause button.
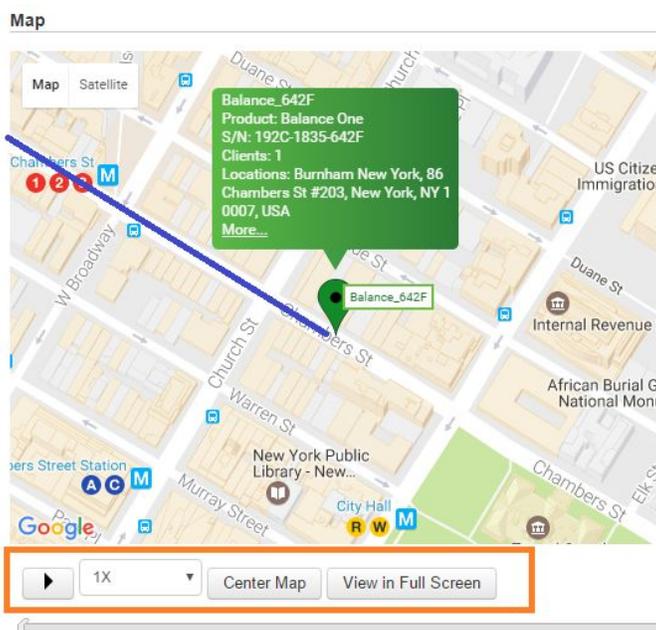
Event Log

The Event Log keeps you up-to-date on client connection/disconnection, data session times, time synchronizations, and more. For details on client devices, click the appropriate listing in the **Client** column. To display the Device Management page for a device, click its listing in the **Device** column. To display the entire Event Log report, which can be downloaded for use in other applications, click **More...**

Event Log

Time	Device	SSID	Client	Type	Details
05-15 15:45:48	T25			WAN	Cellular 2 - ATT disconnected (WAN failed PING test)
05-15 15:41:37	T05			WAN	Cellular 1 - VZW connected to Verizon Wireless (10.178.95.13)
05-15 15:41:14	T33			System	Time synchronization fail
05-15 15:38:55	T05			WAN	Cellular 1 - VZW disconnected
05-15 15:38:55	T05			WAN	Cellular 1 - VZW disconnected

Refresh More...

Getting Detailed PepVPN/SpeedFusion Information Group Level

InControl 2 makes it easy to monitor the real time performance and activity of PepVPN / SpeedFusion endpoints. To get started, select a Group. Then click **PepVPN / SpeedFusion > Live Status - Tabular View**.
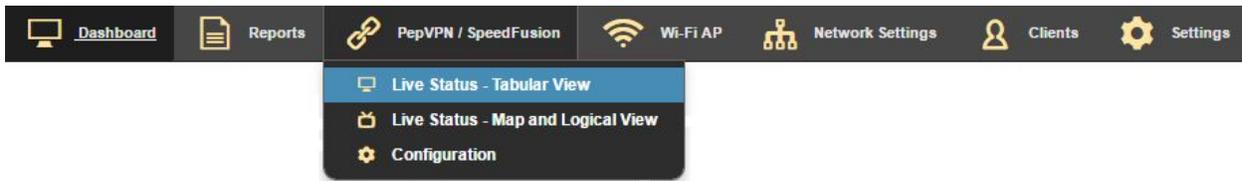
To see receive/transmit, packet drop rate, and latency statistics for a listed endpoint, click the disclosure triangle.

For a visual representation of this data, click the graph icon on the right.

Hover over graphed lines to see details. You can also click items in the graph legend to show/hide them.

Monitoring Clients [Group Level]

InControl 2 offers comprehensive client reporting in real time. To access a list of all connected clients, click **Clients** in the navigation bar, when you are on the [Group Level].

For detailed information on a connected client, click its link in the **Name** column.

On the Clients detail page, you'll see the client's current location, as well as other data. To see historical data for the client, click **Event Log**.

5. Reporting

InControl 2 offers a variety of reports to help you monitor network and client devices. To access these reports select **Reports** from the navigation bar while working at the ⬤ Group Level .

Device Reports

To get an in-depth look at network equipment and client devices, select **Reports > Device Reports**. For more detail on displayed data, click on available links and hover over graph data.
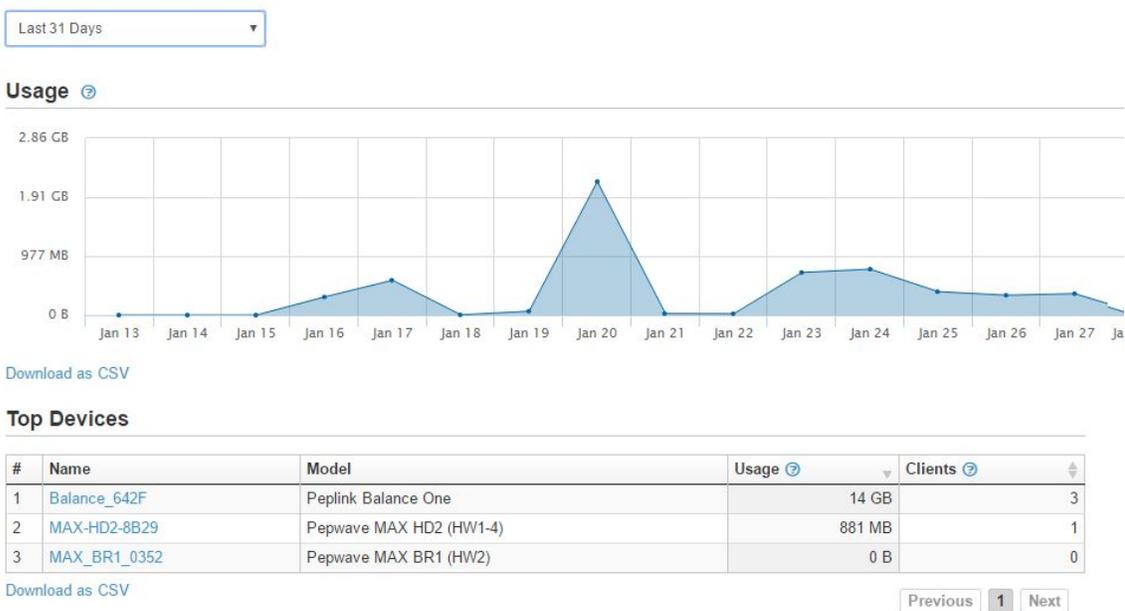
Bandwidth Reports

The Bandwidth Report represents real-time, per-minute, hourly, daily, and monthly bandwidth statistics. You can display the data for WAN, LAN, or mobile internet connections.
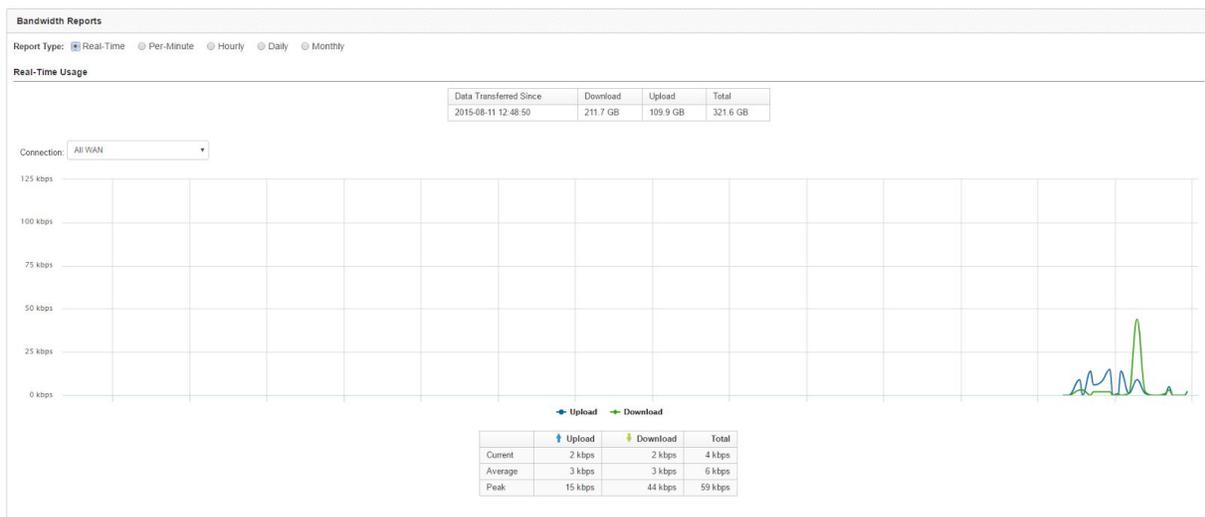
Hover over any data point for download, upload, and total information.

The same data displays in a table below the graph. Click **Download as CSV** to save the data to a spreadsheet or database.

Wi-Fi Reports

This report offers the same data as Device Reports, plus an SSID usage table to help you determine which access points are handling the most traffic.

Cellular Reports

You can take a look at signal strength and quality over time--from ten minutes to 12 hours--with the Cellular Report.

Hover over any data point for strength and quality information.

The map below the graph allows you to filter and display the results by strength and/or quality.

Captive Portal Reports

This report displays data and analysis about captive portal sessions and users during the specified time period.
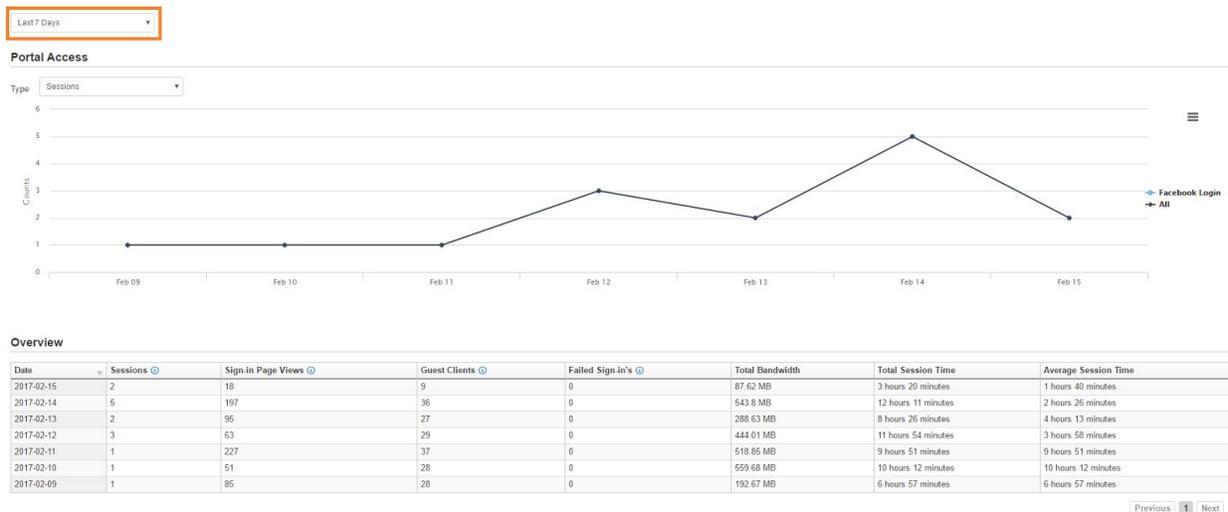
The reports display the following information about captive portals and their users:

Captive Portal Reports	
Portal Access	Provides a visual representation of the number of Sessions, Sign-in Page Views, Guest Clients, Failed Sign-Ins, Total Bandwidth, Total Session Time and Average Session Time. Click the
Overview	This table displays all the information from the Portal Access fields listed above, for each day in the specified time period. Click the ⓘ next to a column heading for an explanation of the data.
Visits In Each Access Mode	Choose a portal and type (see portal access above) to displays the number of visitors by Facebook and All logins for the specified time period.
Genders	Displays a pie chart of users by gender.
Countries	Displays a pie chart of users by country.
Relationship Status	Displays a pie chart of users by their Facebook relationship status.
Social User List	Displays the names, demographic information, and login details of users who signed into the captive portal with a Facebook account. The name field links you to the Facebook account. Click **Download full list as CSV** to save the data to a spreadsheet or database.
Collected E-mail Addresses	Displays the number of e-mail addresses captured by the captive portal. Click **Download as CSV** to save the data to a spreadsheet or database.
SMS Users	Displays the number of phone numbers captured by the captive portal. Click **Download as CSV** to save the data to a spreadsheet or database.

Event Log

The Event Log lets you track any kind of system event and can be filtered using an array of presets. You can also specify custom report filtering criteria.

Search & Filter

Search: [ ]

From [Optional] [Optional] to [now] [now]

☑ System ☑ SpeedFusion ☐ WAN ☐ WLAN ☐ IPsec ☐ PPTP ☐ L2TP ☐ IP Conflict ☐ MAC Conflict ☐ HA ☐ DDNS ☐ AirProbe ☐ NFC ☐ DHCP ☐ Switch
Select [All | None | Default]

[Search]

[← newer] [older →] 2017-02-06 01:39:54 - 2017-02-12 21:51:37

Time	Device	SSID	Client	Type	Details
Sun, Feb 12 21:51:37	Balance_642F			System	Changes applied
Sun, Feb 12 21:51:27	Balance_642F			System	PepVPN configuration has been updated by InControl
Sun, Feb 12 21:12:52	Balance_642F			System	Changes applied
Sun, Feb 12 21:12:43	Balance_642F			System	PepVPN configuration has been updated by InControl
Sun, Feb 12 21:05:53	Balance_642F			System	Changes applied
Sun, Feb 12 21:05:42	Balance_642F			System	PepVPN configuration has been updated by InControl
Mon, Feb 06 21:59:34	Balance_642F			System	Changes applied
Mon, Feb 06 21:57:50	Balance_642F			System	Changes applied
Mon, Feb 06 21:56:33	Balance_642F			System	Changes applied
Mon, Feb 06 21:55:59	Balance_642F			System	Changes applied
Mon, Feb 06 21:55:21	Balance_642F			System	Changes applied
Mon, Feb 06 01:39:54	Balance_642F			System	Changes applied

Download as CSV ❓

[← newer] [older →]