



# BakPak

Cloud Management System  
User Guide



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# Overview

With the Pakedge Network Management Agent (or *Management Agent*), view diagnostics, check uptime and downtime, manage network devices, and perform reboots remotely, saving time and money that would otherwise be spent on service calls.

The front panel of the Management Agent displays a pair of blue LEDs. See Table 1 below for more information.

Label	Function	Description
HDD (not on NK-1)	hard drive activity	When lit, hard drive is in use
PWR	power indicator light	When lit, indicates that the unit has power

*Table 1: LED definitions*

The rear panel is where the physical cabling (power, Ethernet, console) is located. Table 2 describes each port and its function.

Name	Description
AC Connector	110-260V AC
Power Switch	powers the Management Agent on or off
USB 1 / 2	optional
LAN	MDI/MDIX RJ45 interface for connection to the LAN
HDMI (not on NK-1)	HDMI display for maintenance
Console	local management, speed 115200bps, RJ45 interface

*Table 2: NP36 rear panel port description*

## Package contents

- Management Agent
- Power cable
- Mounting brackets
- Quick start guide
- Console cable

# Preparing to install the Management Agent

### Tools required:

- Phillips screwdriver (if using rack-mount brackets).
- PC or laptop with Ethernet interface and a web browser (an integrated DB-9 port or USB-to-serial adapter may be necessary if you would like to use the console interface).
- Ethernet cable.

Tip: The process of installing a Management Agent is similar to the process of installing managed switch.

## Installing the Management Agent

1. Open the box and remove the Management Agent.
2. If you are mounting the Management Agent in a standard 19" AV rack, attach the rack-mount brackets to the sides (rack-mount brackets are included). If you are not rack mounting, make sure that the Management Agent is physically mounted near power and network connections (for example, near a backbone switch or firewall/router).
3. Connect power to the device and press the power switch on the rear panel. The *PWR* LED will light up and the fans will start.
4. If you are using a Pakedge router that has an internal IP address of 192.168.1.99, you can connect the Management Agent to an available port on your router and proceed to the section titled "[First-time BakPak users.](#)" If your router is using an IP scheme of 192.168.1.X but has an IP address other than 192.168.1.99, then continue to Step 5. If your router is using an IP scheme that is different from 192.168.1.X, then skip to Step 10.
5. Connect an Ethernet cable from the Management Agent to your router.
6. Open a web browser (Mozilla Firefox is preferred). In the browser, enter the Management Agent's default IP address of **192.168.1.237** (NP36) or **192.168.1.240** (NK-1) into the address bar and press **Enter**. A web page will appear, prompting you for a username and password.
7. Enter **pakedge** as the username and **pakedgep** (NP36) or **pakedgen** (NK-1) as the password, then click **Login** to log in to the web administration portal.

## BakPak Cloud Management System



NP36  
1.00

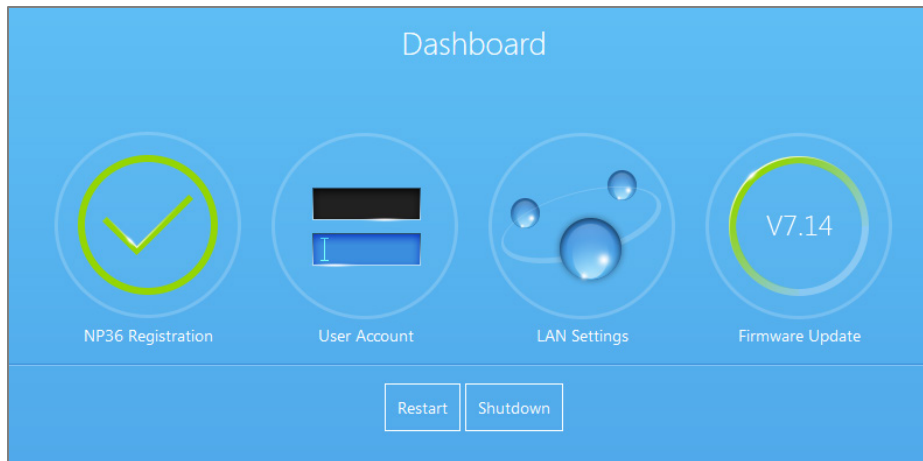
USERNAME

PASSWORD

Login

pakedgedevice&software inc.

8. Click **LAN Settings**.



9. In the *Default Gateway* field, enter the IP address of your router, then click **Apply** to finalize the settings. You are now ready to create a Cloud Account and register your Management Agent. Proceed to the section “First-time BakPak users.”

## BakPak Cloud Management System

LAN Settings

IP ADDRESS  
192.168.1.237

SUBNET MASK  
255.255.255.2

DEFAULT GATEWAY  
192.168.1.99

HOSTNAME

Update Cancel

10. Connect an Ethernet cable from your computer directly to the Management Agent.
11. Configure the PC with a static IP address of **192.168.1.10** and subnet mask of **255.255.255.0**, and then open any browser (Mozilla Firefox is preferred).
12. In the browser, enter the Management Agent's default IP address of **192.168.1.237** (NP36) or **192.168.1.240** (NK-1) into the address bar and press **Enter**. A web page will appear prompting you for a username and password.
13. Enter **pakedge** for the username and **pakedgep (NP36) or pakedgen (NK-1)** for the password, then click **Login** to log in to the web administration portal.

NP36  
1.00

USERNAME

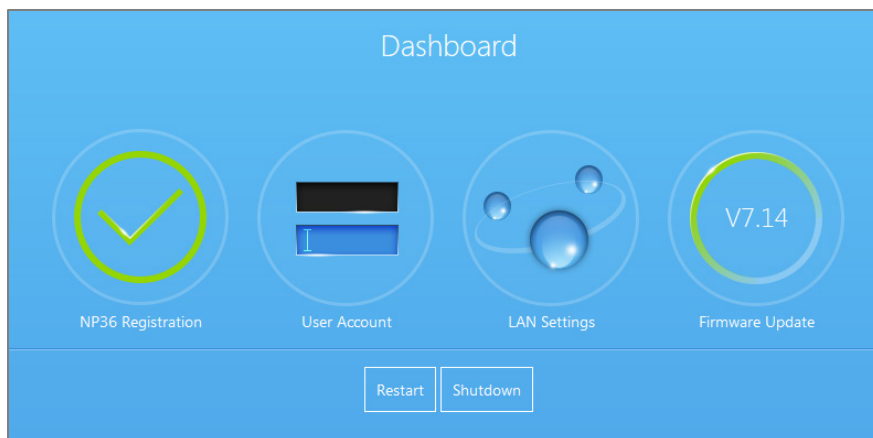
PASSWORD

Login

**pakedge** device & software inc.

14. Click **LAN Settings**.

## BakPak Cloud Management System



15. Change the IP address of the Management Agent to match your network IP scheme, then click **Update** to finalize your settings.

The screenshot shows the 'LAN Settings' configuration page. It has a blue background and contains four input fields: 'IP ADDRESS' with the value '192.168.1.237', 'SUBNET MASK' with '255.255.255.2', 'DEFAULT GATEWAY' with '192.168.1.99', and 'HOSTNAME' which is empty. At the bottom, there are two buttons: 'Update' and 'Cancel'.

Now you can connect the Management Agent to your router.

### First-time BakPak users

If you are new to BakPak, you need to create your admin account to register your Management Agent and create accounts for your technicians. To do this, follow the steps below.

If you have already created an admin account, skip to “[Registering your Management Agent.](#)”

1. Contact our Sales department at:

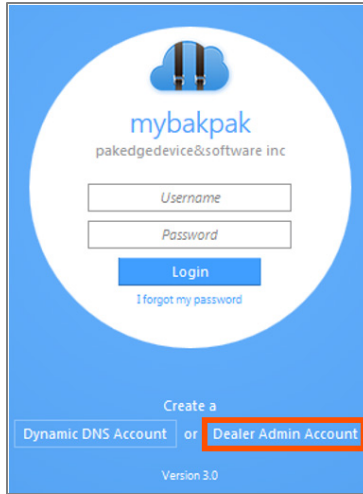
Email: [sales@pakedge.com](mailto:sales@pakedge.com)

Have the email address that you wish to use ready. Our Sales department will email you a dealer registration code.



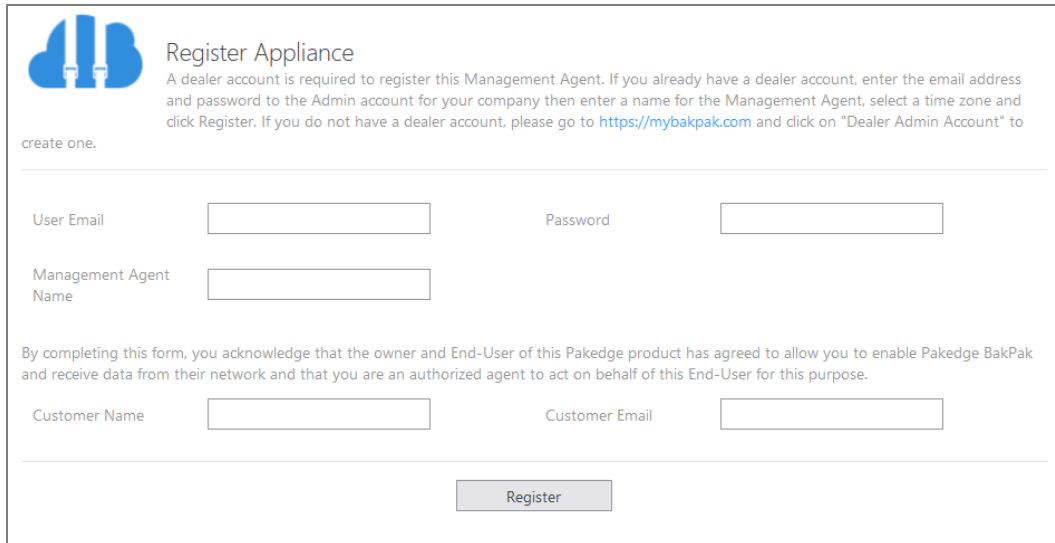
## BakPak Cloud Management System

2. After you have received this code, go to [mybakpak.com](https://mybakpak.com).
3. Click **Dealer Admin** account.



The image shows the mybakpak login page. At the top, there is a logo consisting of a cloud with two vertical bars inside, and the text "mybakpak" and "pakedgedevice&software inc" below it. There are two input fields for "Username" and "Password", followed by a blue "Login" button and a link "I forgot my password". At the bottom, there is a section "Create a" with two options: "Dynamic DNS Account" and "Dealer Admin Account", which is highlighted with a red box. The version "Version 3.0" is noted at the very bottom.

4. Fill out the required information to register for your BakPak account. Make sure to enter the dealer code you received from our Sales department, then click **Register**.



The image shows the "Register Appliance" form. It features the mybakpak logo and a heading "Register Appliance". Below the heading is a paragraph of instructions: "A dealer account is required to register this Management Agent. If you already have a dealer account, enter the email address and password to the Admin account for your company then enter a name for the Management Agent, select a time zone and click Register. If you do not have a dealer account, please go to <https://mybakpak.com> and click on 'Dealer Admin Account' to create one." The form contains several input fields: "User Email", "Password", "Management Agent Name", "Customer Name", and "Customer Email". A "Register" button is located at the bottom center. A disclaimer paragraph is present between the "Management Agent Name" and "Customer Name" fields.

5. You have now created your Admin BakPak account and can register the Management Agents under your account.

## Registering your Management Agent

### To register your Management Agent (NP36 or NK-1):

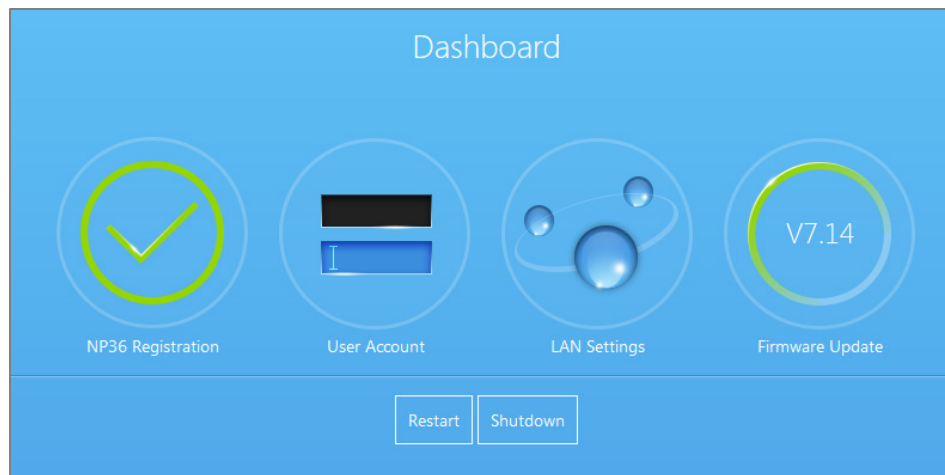
1. Open a web browser, enter the Management Agent's IP address into the address bar, and press **Enter**. The default IP address is **192.168.1.237** (NP36) or **192.168.1.240** (NK-1). A web page will appear, prompting you for a username and password.
2. Enter **pakedge** for the username and **pakedgep** (NP36) or **pakedgen** (NK-1) for the password, then click **Login** to log in to the web administration portal.

## BakPak Cloud Management System



After you have logged into the Management Agent, you will see the main page.

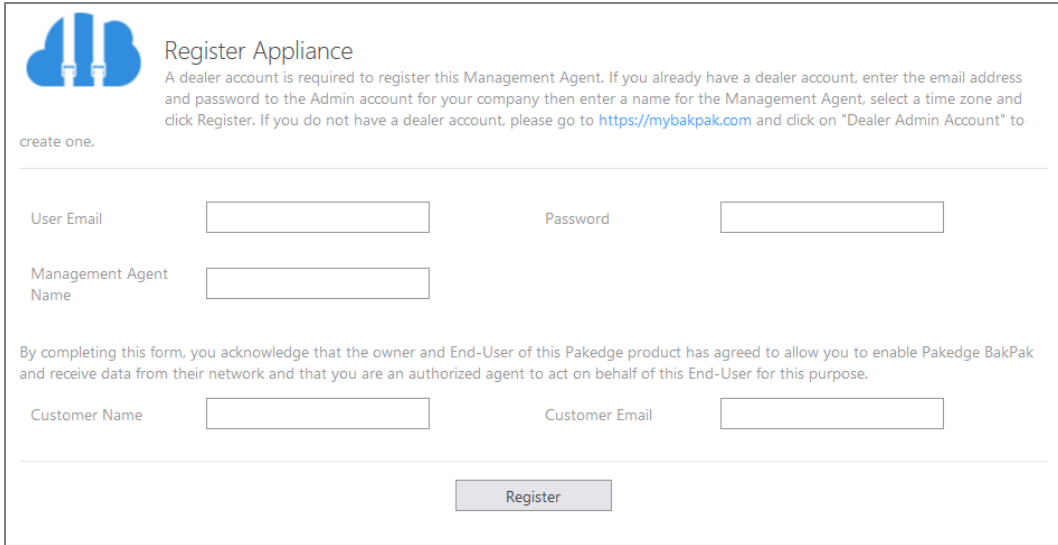
3. Click **Registration**.



You will be redirected to an agreement page.

4. Click **I Accept** to continue.
5. Enter the email address and password to the admin account for your company, enter a name for the Management Agent, select your time zone, then click **Register**.
6. Note that the customer name and customer email address are required for Management Agent registration. The customer where the management agent is going to be installed will receive an email from us and has the option to opt-out by replying to the email with the subject line "opt-out." We will receive the email from the customer and will delete the Management Agent from our database, then we will notify the dealer.

# BakPak Cloud Management System



**Register Appliance**  
A dealer account is required to register this Management Agent. If you already have a dealer account, enter the email address and password to the Admin account for your company then enter a name for the Management Agent, select a time zone and click Register. If you do not have a dealer account, please go to <https://mybakpak.com> and click on "Dealer Admin Account" to create one.

User Email  Password

Management Agent Name

By completing this form, you acknowledge that the owner and End-User of this Pakedge product has agreed to allow you to enable Pakedge BakPak and receive data from their network and that you are an authorized agent to act on behalf of this End-User for this purpose.

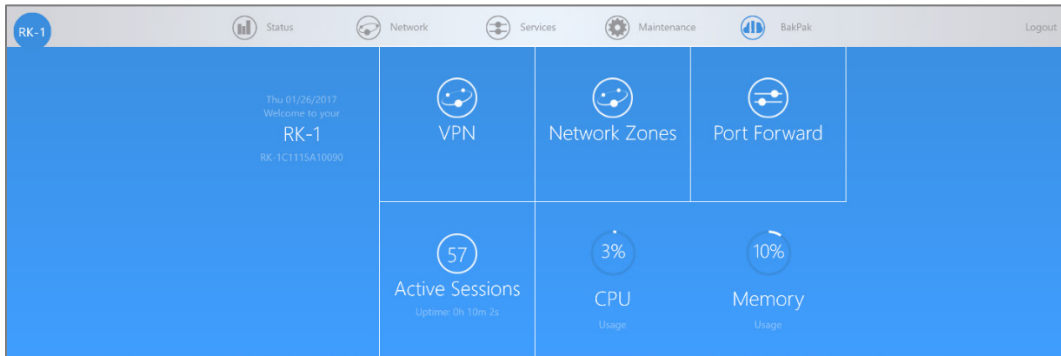
Customer Name  Customer Email

7. You will be redirected to [mybakpak.com](https://mybakpak.com) under your account. Your Management Agent has now been registered.

## RK-1

### To register your Management Agent on an RK-1:

This functionality is only available on the RK-1 as of firmware 1.05.



1. After updating your RK-1 to firmware version 1.05, log in to the RK-1 GUI.

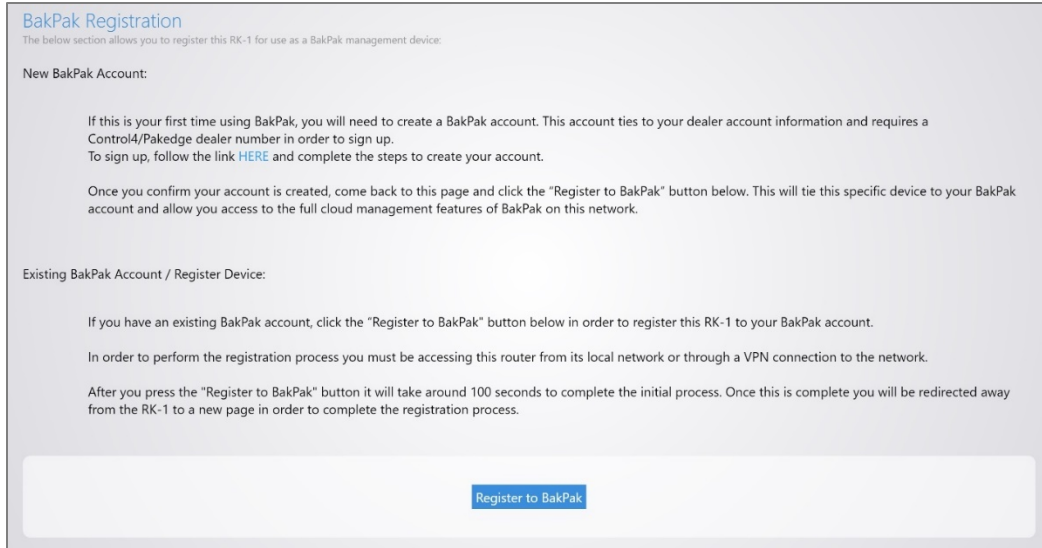
A new section called *BakPak* will appear. Under BakPak, you will either have either one or two options.

- a. If the router has been previously registered, two options will appear: **Registration** and **Manual upgrade**.
- b. If this is the first time registering the router, you will only see **Registration**. The **Registration** section allows you to connect this RK-1 to the BakPak cloud acting as a Management Agent.

## BakPak Cloud Management System

2. To connect, you must first create a BakPak account with [mybakpak.com](http://mybakpak.com). Click the **Register to BakPak** button to register.

Tip: To register the RK-1, you must be connected to the router either through its local network or a VPN tunnel to the router.



**BakPak Registration**  
The below section allows you to register this RK-1 for use as a BakPak management device.

**New BakPak Account:**

If this is your first time using BakPak, you will need to create a BakPak account. This account ties to your dealer account information and requires a Control4/Pakedge dealer number in order to sign up. To sign up, follow the link [HERE](#) and complete the steps to create your account.

Once you confirm your account is created, come back to this page and click the "Register to BakPak" button below. This will tie this specific device to your BakPak account and allow you access to the full cloud management features of BakPak on this network.

**Existing BakPak Account / Register Device:**

If you have an existing BakPak account, click the "Register to BakPak" button below in order to register this RK-1 to your BakPak account.

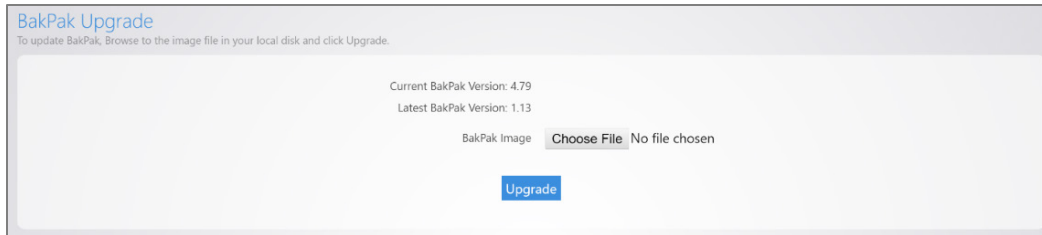
In order to perform the registration process you must be accessing this router from its local network or through a VPN connection to the network.

After you press the "Register to BakPak" button it will take around 100 seconds to complete the initial process. Once this is complete you will be redirected away from the RK-1 to a new page in order to complete the registration process.

[Register to BakPak](#)

After registration, BakPak will perform any required updates automatically. When BakPak is unable to update itself automatically, users can load the BakPak firmware file to the RK-1 manually.

This section also shows the current version of BakPak running on the RK-1 and the most recently available version of BakPak.



**BakPak Upgrade**  
To update BakPak, browse to the image file in your local disk and click Upgrade.

Current BakPak Version: 4.79  
Latest BakPak Version: 1.13

BakPak Image [Choose File](#) No file chosen

[Upgrade](#)

## WR-1

**Note: Please note that the WR-1 is a sub-agent.**

Sub-agents do not behave like management agents.

A sub-agent cannot scan the network to find other devices and monitor them; it can only monitor itself and perform specific actions on itself.

### To register your Management Agent on an WR-1:

1. Using a laptop or a desktop computer, go to [mybakpak.com](http://mybakpak.com) and login.
2. After logging in, complete the **Register Management Agent** form. The form automatically populates WR-1 information; simply enter an Agent Name and click **Register Agent**.

## BakPak Cloud Management System

### Register Management Agent

Only WR-1 routers can be registered using this feature

SERIAL NUMBER

MAC ADDRESS

AGENT NAME

3. You have successfully added the WR-1 to your BakPak account.

# BakPak Cloud Management System

## Accessing BakPak

1. To access your BakPak account, enter [mybakpak.com](http://mybakpak.com) into your web browser and log in with your credentials. After you have logged in, you will be redirected to the **Dashboard**.



2. To log out of BakPak, click **Logout** at the upper-right corner of the screen.

## Using the wizard to set up accounts

The BakPak Cloud Management System offers two versions of the setup wizard: one for administrators and one for technicians.

With the wizard,

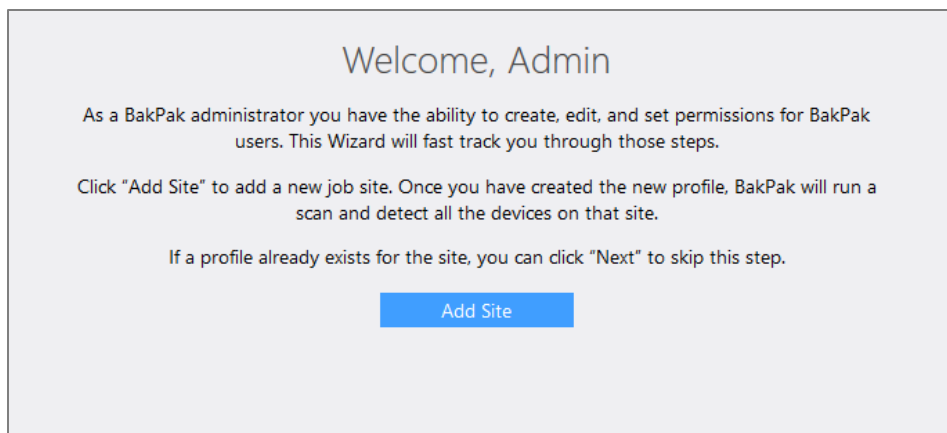
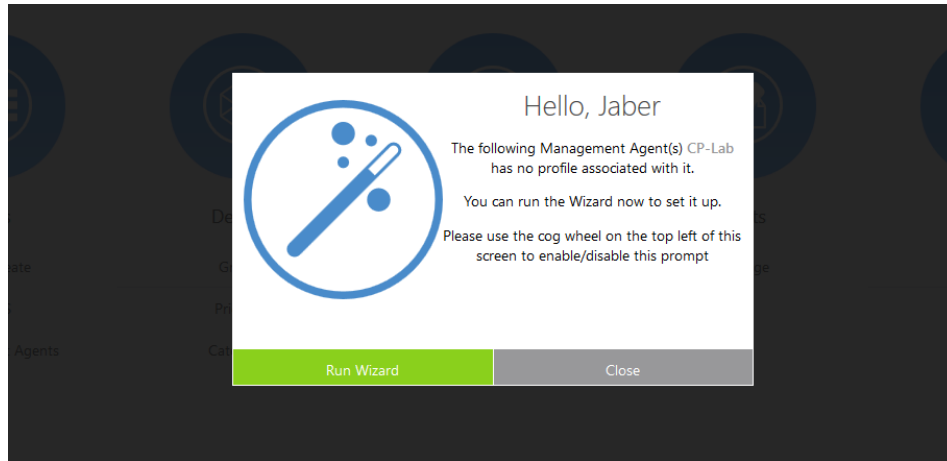
- Administrators can set up sites, create users, and grant permissions.
- Technicians can create sites, assign technicians, set alerts, and categorize devices.

### Wizard for administrators

With the setup wizard, an administrator can set up sites, create users, and grant permissions.

**Note:** If you have registered a Management Agent to your account but have not created a site/site for that Management Agent, you will be prompted to run the wizard to set it up.

# BakPak Cloud Management System



## *Step 1: Creating Sites*

In the first part of the wizard, create a site using either a Management Agent or a Sub-agent.

Note: When adding a site to a full management agent (such as the NK-1/RK-1) or a sub-agent (direct to cloud, such as WR-1), set up options differ. *See instructions below.*

# BakPak Cloud Management System

## Create a site with a Management Agent

### To create a site using a Management Agent:

1. Click **Add Site** and complete the following form:

#### Add Management Agent Site

Please fill in some basic information about this site. Note that a Management Agent is the network device which hosts BakPak, like a RK-1, Router or the NK-1-CP wireless controller.

When you are finished click "Next" and BakPak will then run a scan and detect all the devices on that site.

MANAGEMENT AGENT  
Select

TIME ZONE \*  
US/Eastern

SITE NAME \*

DEVICE NAME \*

DEVICE LOCATION

ADDRESS

Deep Scan Enabled:

Enabling Deep Scan will allow BakPak to regularly scan the network so that it can automatically detect and notify you of IP address changes. Unchecking Deep Scan may slightly improve network performance, but will disable IP change detection.

- a. Scroll to select the **Management Agent**.
  - b. Give the site a **Name** and then add all the necessary VLAN information  
*Tip:* For more information about VLANs and how to add them, see [Sites](#).  
*Tip:* If adding a sub-agent, the information required will be different. (See below).
2. Click **OK**.  
A scan will run to detect all devices on the network. After the scan is complete, go to the next part of the wizard.  
In the next part of the wizard, you will be able to create technicians/users.



# BakPak Cloud Management System

Create a site with a sub-agent

To create a site using a sub-agent:

1. Click **Add Site**.
2. On the upper right, click the plus sign and complete the following form:

**Add Management Agent Site**

Please fill in some basic information about this site. Note that a Management Agent is the network device which hosts BakPak, like a RK-1, Router or the NK-1-CP wireless controller.

When you are finished click "Next" and BakPak will then run a scan and detect all the devices on that site.

MANAGEMENT AGENT

SITE NAME \*

DEVICE NAME \*

DEVICE LOCATION

ADDRESS

OK Cancel

3. From the **Management Agent** list, pick your Sub-Agent. (In this example, WR-1-Office is selected).  
Reminder: The information required to add a sub-agent differs from information required to add a regular management agent (NK-1 or RK-1).
4. Enter the required site information and click **OK**.
  - a. **Site Name**. Think of the site as a group where you can add all your sub-agents. Use the customer's name or another name.
  - b. **Device Name**. List the name of the device.
  - c. **Device Location**. List the location where device is stored (server room, living room, etc.).
  - d. **Address**. List the physical location of the WR-1.  
Tip: Note that the **Address** field is not the address of the site. (Sub-Agent sites do not have addresses).

The sub-agent device is added to the site.

# BakPak Cloud Management System



5. If you want to add more sub-agents to this site, click the plus sign.

## Step 2: Create Users

In the second part of the wizard, add users to the site.

### To create new users:

1. In the second section of the wizard, enter the name and contact information for each technician/user, and then click **Create**.

These accounts will be granted permissions to manage specific customers' sites based on the **Permissions** set in the third part of the wizard.

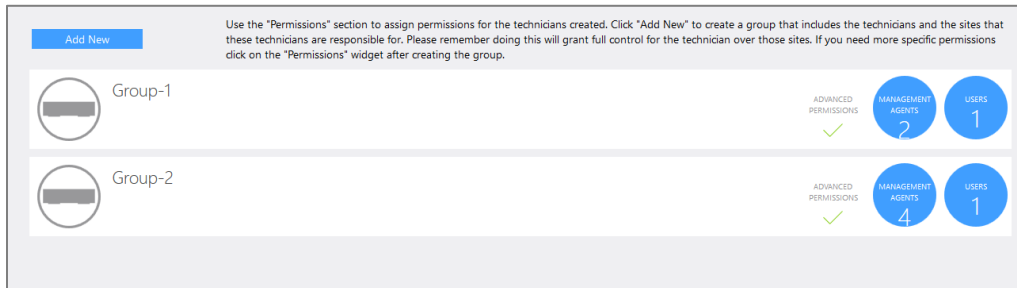
## Step 3: Setup Permissions

In the third part of the wizard, add permissions to each user.

**Note:** A technician must be added to a group to apply permissions.

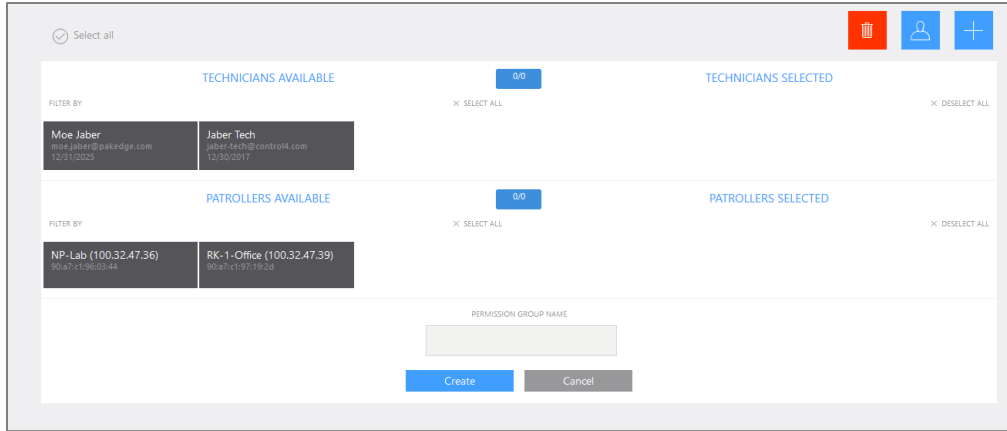
### To set up permissions:

1. Since a technician must be added to a group to apply permissions, be sure to create a permission group.
  - a. Click **Add New** to create a new group.



- b. Select the user(s) you want to add to the group.

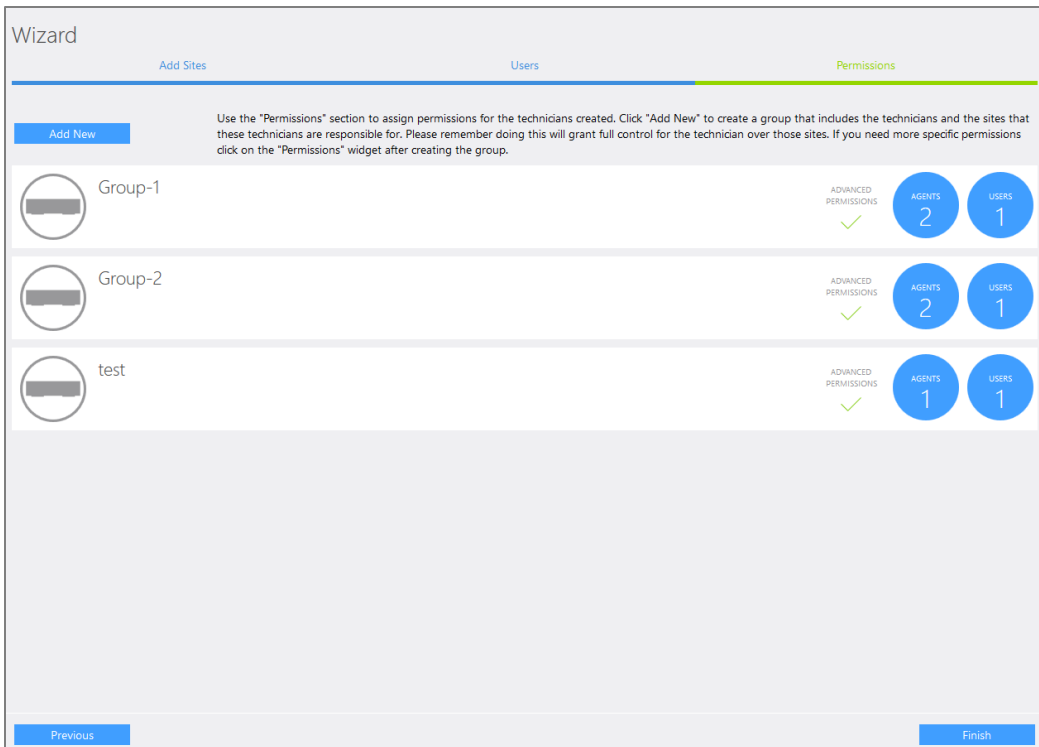
# BakPak Cloud Management System



c. Give the group a name, then click **Create**.

After you have created your users and groups, you will be able to assign advanced permissions. (Advanced permissions define what users can and cannot do). For information on more advanced permissions, see [Users](#).

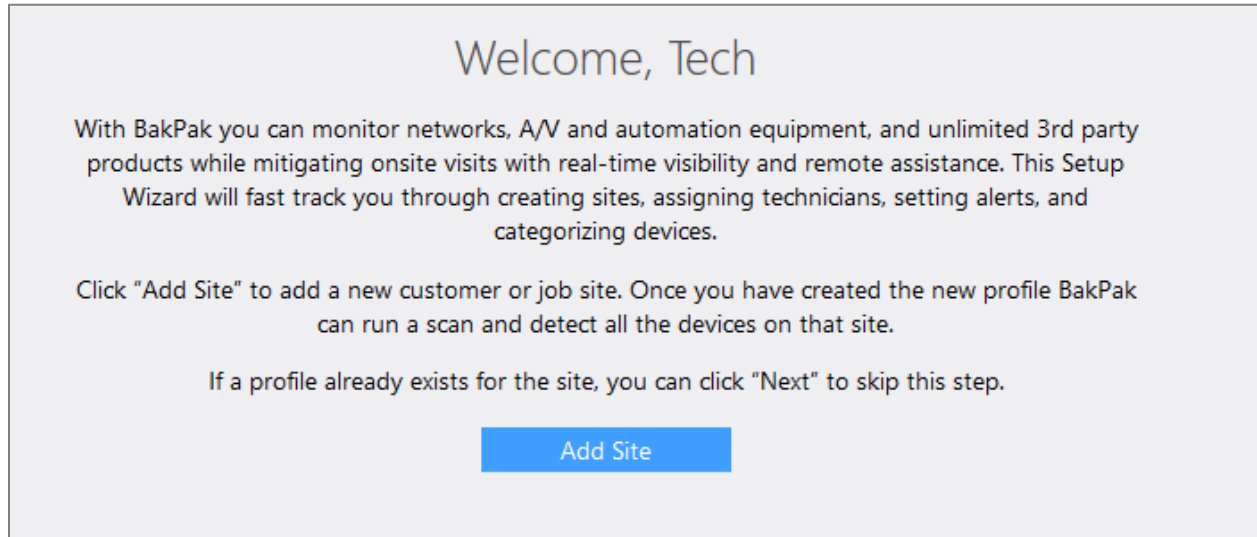
2. Click **Finish** to display the *Sites* page.



# BakPak Cloud Management System

## Using the technician wizard

With the set-up wizard, technicians can create sites, assign technicians, set alerts, and categorize devices.



Simply log in as a technician and complete the wizard.

### *Step 1: Add Sites*

In the first part of the wizard, create a site using a "Management Agent" or a "Sub-agent."

### *Step 2: Device Groups*

In the second part of the wizard, create **Device Groups**. Devices can be grouped together so that you can apply settings to them all at once. Refer to "Group management" for more information about Device Groups and how to use them.

### *Step 3: Alerts*

For more information on alerts and management, see "Alerts."

### *Step 4: Device Priorities*

For more information on setting up device priorities, see "Setting device priorities."

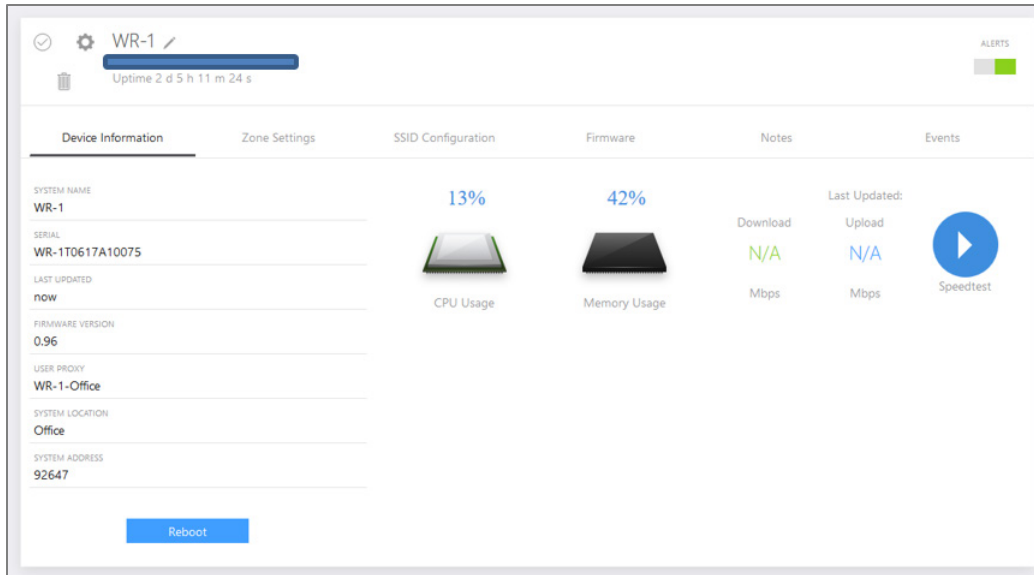
### *Step 5: Device Categories*

For more information on setting up device categories, see "Device categories."

## Sub-agent features

After adding a device into the sub-agent site, you will have access to the set of features supported by the device. (Currently, the only device that supports the sub-agent is the WR-1).

# BakPak Cloud Management System



WR-1 features include:

1. Reading up time
2. Online/offline Alerts
3. Reading CPU and Memory usage
4. Speed Tests

*Speed tests are run on demand. (Historical data is not available).*

5. Device Reboot
6. SSID Configuration

*Use SSID Configuration to change your SSID name and security profile.*

Please note that you cannot create security profiles from BakPak. The security profiles must be created on the WR-1 first before they will display in BakPak.

Once security profiles are created on the WR-1, you will be able to change the password on these security profiles. You can also pick which security profile to apply to each SSID.

7. Zone Configuration (LAN IP Address, DHCP...)

Use Zone Configuration to read the WAN settings.

You can also update your LAN settings, enable/disable DHCP, edit DHCP start and end IP addresses, and modify the lease time.

8. FW Update

Use FW Update to update the WR-1 FW from the cloud.

9. Notes

Use **Notes** to add notes as needed.

10. Events

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**Events** records every action done by each user of the WR-1.

## Using two-way authentication

The Authy app adds an extra layer of security, and allows users to require two-step authentication when signing into their BakPak account.

With two-step authentication, dealers or technicians will know when someone is trying to use their BakPak log in, and they can then deny or approve the request.

Tip: To use this feature, at least one Premier Management Agent will need to be set up on BakPak.

To begin, install the Authy app on your smartphone.

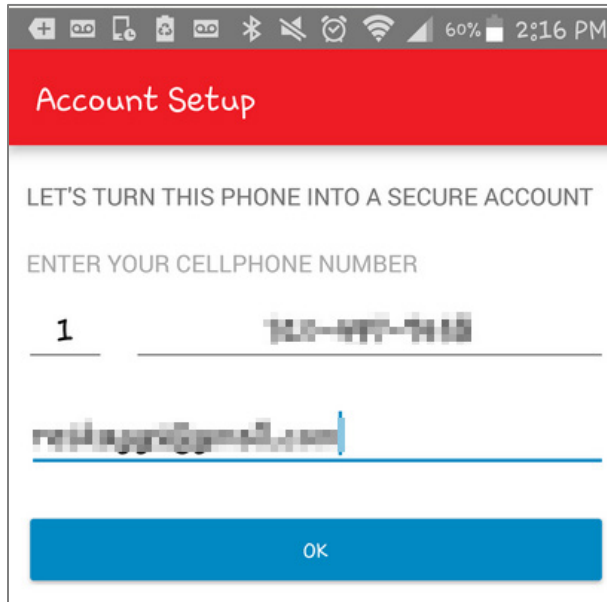
### To install the Authy app:

1. Go to Google Play or iTunes Store and download the Authy app.



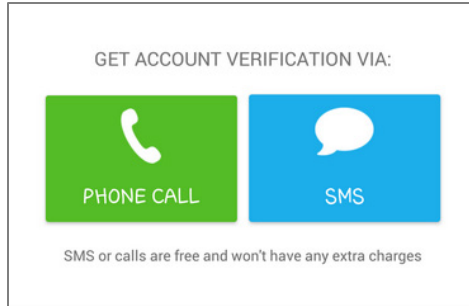
*Authy app icon*

2. After it is installed, launch the app. You will be prompted to enter your email and phone number, as shown.

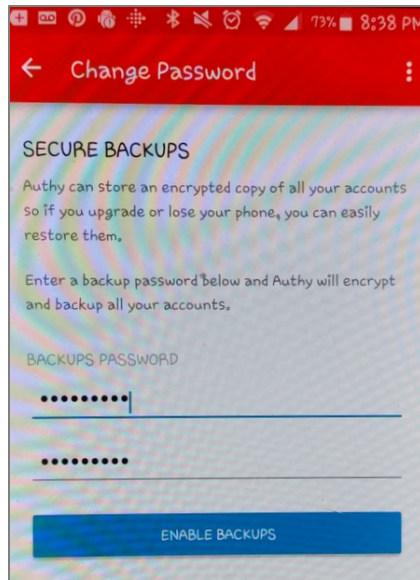


3. Select **SMS** to receive a text message when someone is signing into your account.

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4. Click the blue **Add** button to add an account.
5. Enter a password and then confirm the password.



Use a desktop computer to log in to [mybakpak.com](http://mybakpak.com) to finish setting up.

6. Navigate to **Dashboard > Users > Authy Management** and complete the following form:

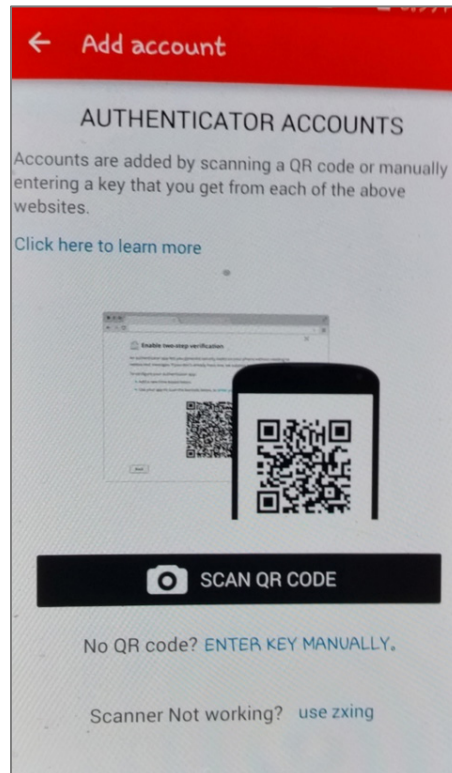
A screenshot of a web form titled "Register for Authy". The form has a header with a cloud icon and the text "Register for Authy". Below the header, it says "Requires an advanced subscription for text verification or premier subscription for text and OneTouch verification" and "Requires the Authy app for **Android** or **iOS**". The form has four input fields: "EMAIL ADDRESS", "PHONE NUMBER", "AUTHENTICATION TYPE", and "COUNTRY CODE". The "AUTHENTICATION TYPE" dropdown menu is set to "Send Token via Authy App" and the "COUNTRY CODE" dropdown menu is set to "United States/Canada (+1)". At the bottom, there are two buttons: a green "Register" button and a grey "Cancel" button.

7. Type the email address and the phone number used in the previous steps.
8. From the *AUTHENTICATION TYPE* drop-down menu, select **Send Token via Authy App** or **Onetouch**.

## BakPak Cloud Management System

- *Authy App*. The Authy App Token will generate a code that will be used on login.
  - *Onetouch*. When someone is trying to log in to your account, Onetouch will send a push notification to your phone and ask you to approve or deny the request.
9. When you are ready, click **Register**.

Tip: If you see the following screen on your smartphone, tap your phone's **Back** button.

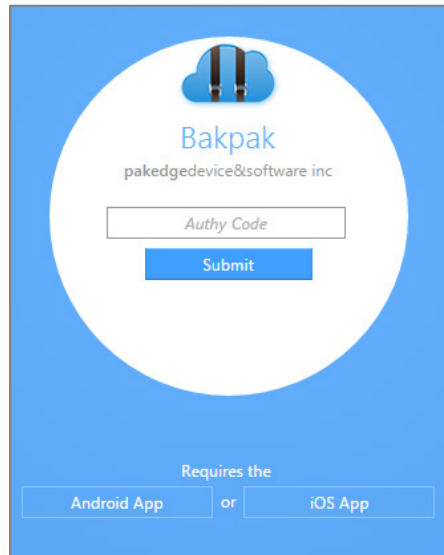




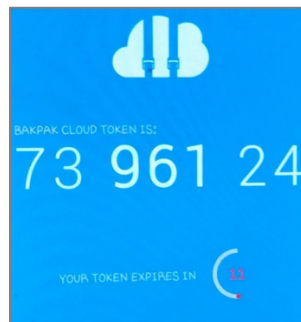
## BakPak Cloud Management System

### Logging in to BakPak using Authy Soft Token

1. Once the Authy app is activated, go to [mybakpak.com](https://mybakpak.com) and log in.



2. On your smartphone, open the Authy app, and then select the **BakPak Site** account. The screen displays a code with a timer. The code (your login token) expires in 20 seconds.

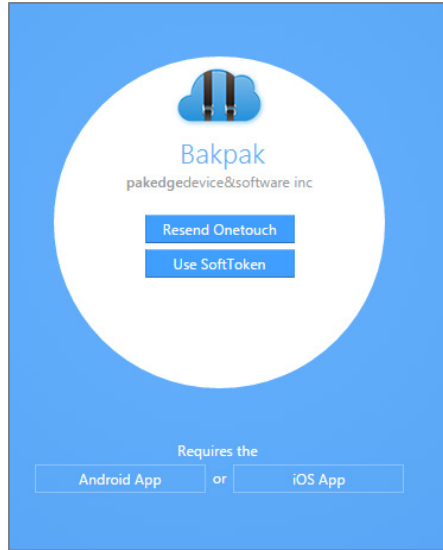


3. Type the code from your smartphone's Authy app in the *Authy Code* field on your computer, then click **Submit**.

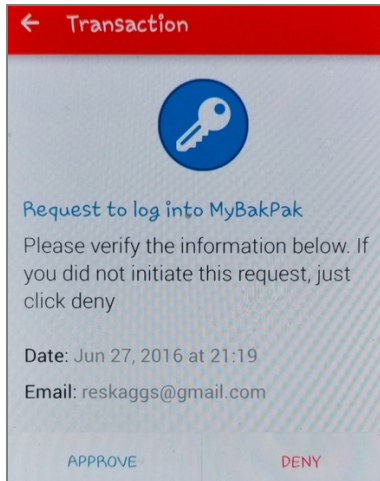
### Logging in to BakPak using Onetouch

1. Once Onetouch is activated, go to [mybakpak.com](https://mybakpak.com) and log in.

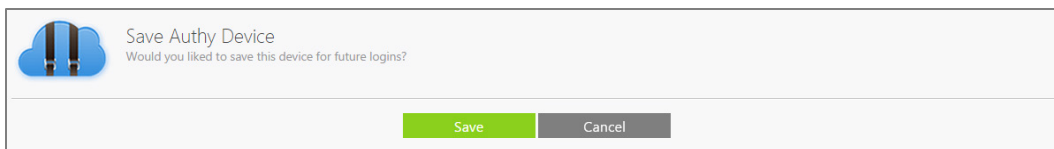
## BakPak Cloud Management System



2. Your smartphone will receive a notification (visible in the notification area) that Authy is asking for access.
  - a. To resend the Onetouch request, click **Resend Onetouch** on your computer.
  - b. You can also decide to use the Authy SoftToken instead by clicking **Use SoftToken** on your computer.




3. Tap **Accept** to approve the login (or **Deny** to cancel it). If you tapped *Accept*, you'll be logged in. You will also be asked if you would like to save the device that you are logging into.
4. If you don't want to have to log in from the device again, click **Save**.

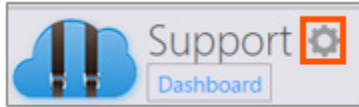


# BakPak Cloud Management System

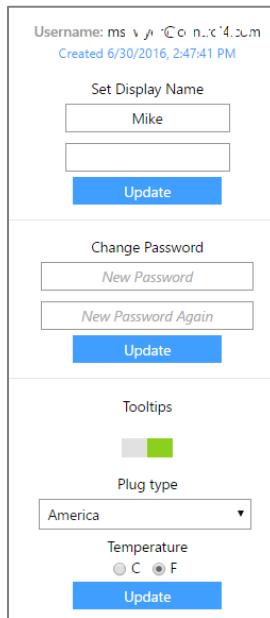
## Editing user information

### To edit your user information:

1. Log in to mybakpak.com.
2. Click the cog icon  located at the top left of the Dashboard.



3. A panel with your user information displays on the left.



Username: ms v j l 'C o n . c ' 4 . 2 . m  
Created 6/30/2016, 2:47:41 PM

**Set Display Name**

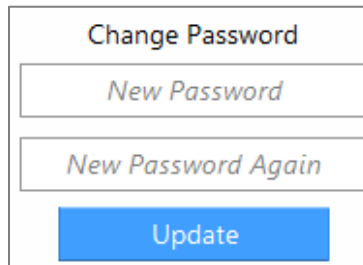
**Change Password**

**Tooltips**

**Plug type**

**Temperature**  
 C  F

4. Choose a display name.  
*Your display name displays at the upper left of the BakPak screen.*
5. Change or update your password if necessary.



**Change Password**

6. Optional: Select the plug type, based on the country you live in.  
*This will change the style of the PDU outlets shown in "Device view" (discussed in a later section).*

## BakPak Cloud Management System

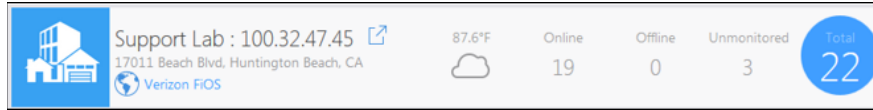
For example, if you live in the U.S., select **America**. The plugs on your PDU devices will display as shown as below.



If you live in the U.K. and select **UK**, the plugs will display as shown below.



- Optional: Choose between **Celsius (C)** and **Fahrenheit (F)**.

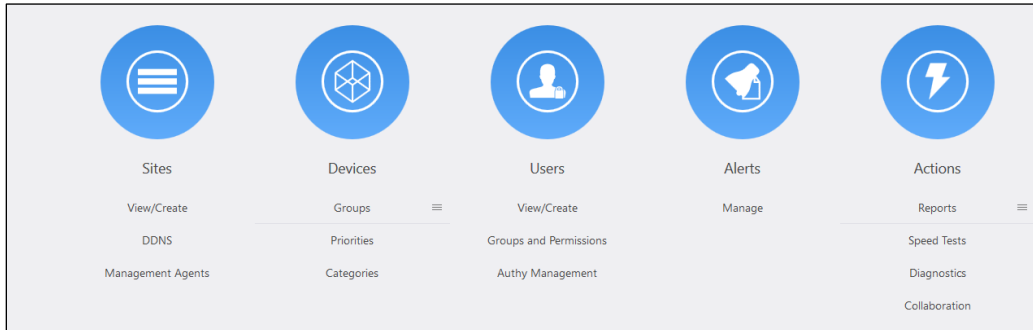


- Click **Update** after making the necessary changes.

## Sites

To add a registered Management Agent:

- Log in to [mybakpak.com](http://mybakpak.com) and go to **Sites > View/Create**.



- On the upper right, click the plus sign.
- In the new screen, select your Management Agent from the drop-down menu.

*Please note: Management Agents must be registered before they appear in the drop-down menu. (See “[Registering your Management Agent](#)” for help).*

# BakPak Cloud Management System

**Add Management Agent Site**

Please fill in some basic information about this site. Note that a Management Agent is the network device which hosts BakPak, like a RK-1, Router or the NK-1-CP wireless controller.

When you are finished click "Next" and BakPak will then run a scan and detect all the devices on that site.

MANAGEMENT AGENT  
Select

TIME ZONE \*  
US/Eastern

SITE NAME \*

DEVICE NAME \*

DEVICE LOCATION

ADDRESS

Deep Scan Enabled:

Enabling Deep Scan will allow BakPak to regularly scan the network so that it can automatically detect and notify you of IP address changes. Unchecking Deep Scan may slightly improve network performance, but will disable IP change detection.

#### 4. Site Name and Address:

Enter a **Site Name** and street **Address**.

*The street address is required to display your site's weather information.*

#### 5. Pakedge Zone Information:

If you are using a Pakedge Fortinet router or a Pakedge RE-2 and RK-1 router, click **Fetch VLAN Info** to detect VLAN information automatically.

a. If you are using a Fortinet Router and you have changed the default username/password on the router, deselect the option **Use Defaults** to enter the new credentials.

b. You can enter the VLAN information manually if you choose to by clicking the **Manual** tab.

#### 6. VLAN Information:

To add VLAN information manually:

a. Enter the first IP address of your network.

# BakPak Cloud Management System

VLAN Information  
Please check your Router for VLAN information.

VLAN ip address	Netmask	VLAN ID	
192.168.51.1	255.255.255.0	1	

Since the example above uses the **192.168.51.0** network, its first IP address would be **192.168.51.1**.

- b. **VLAN ID:**  
If you are using multiple VLANs, click the icon to add another VLAN.

VLAN Information  
Please check your Router for VLAN information.

VLAN ip address	Netmask	VLAN ID	
192.168.51.1	255.255.255.0	1	
192.168.52.1	255.255.255.0	2	

**Tip:** Adding multiple VLANs will allow the Management Agent to scan devices on VLANs other than the default.

**Tip:** It is recommended that the Management Agent remain on VLAN 1.

**Note:** For BakPak to successfully scan across VLANs, it must be connected to a hybrid switch port or the router directly (recommended).

- c. When you are finished, click **OK**.



The new site should display on the *Sites* page.

## Removing a site

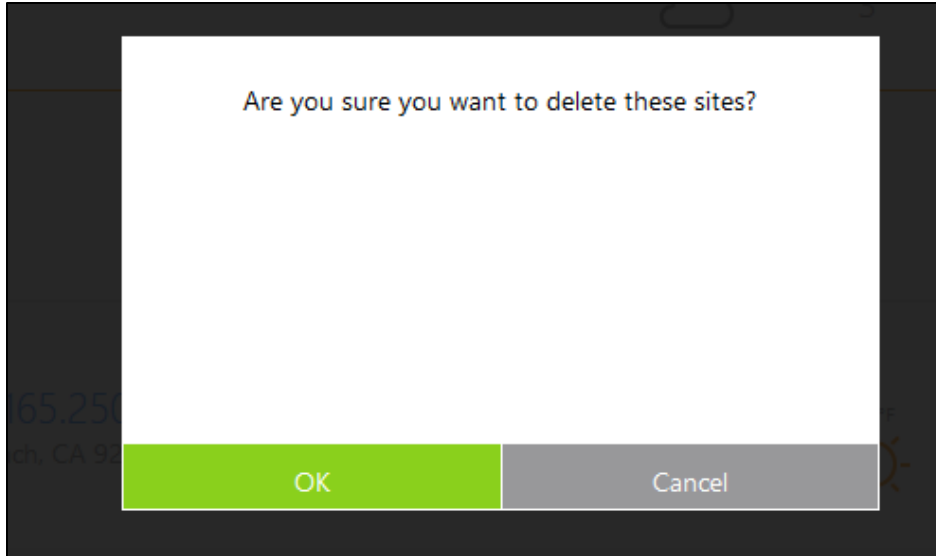
**To remove a site from your BakPak account:**

1. Log in to [mybakpak.com](http://mybakpak.com) and go to **Sites > View/Create**.
  - a. To delete a single site: From the list of sites, hover to the left of the site you wish to remove, and click the delete icon.
  - b. To delete multiple sites: Hover to over the site you wish to remove and select the check box. After selecting all the sites you wish to remove, click the **Delete** icon (upper right).

# BakPak Cloud Management System



2. Click **OK** to remove the site.



**Note:** This will not delete the Management Agent from your site, but it will remove all devices from your Management Agent.

## Scan for devices and device priority

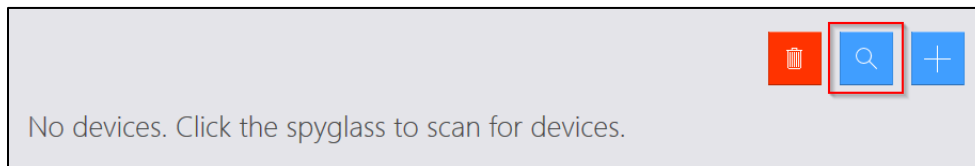
The Management Agent can scan your network to find devices. After the devices are discovered, you can prioritize them by level of importance.

### To scan your network and build a network map:

1. Log into [mybakpak.com](http://mybakpak.com) and go to **Sites > View/Create**.
2. Click on a site to edit it.

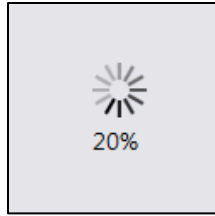


3. Click the  icon, located near the top of the page, to begin device discovery.

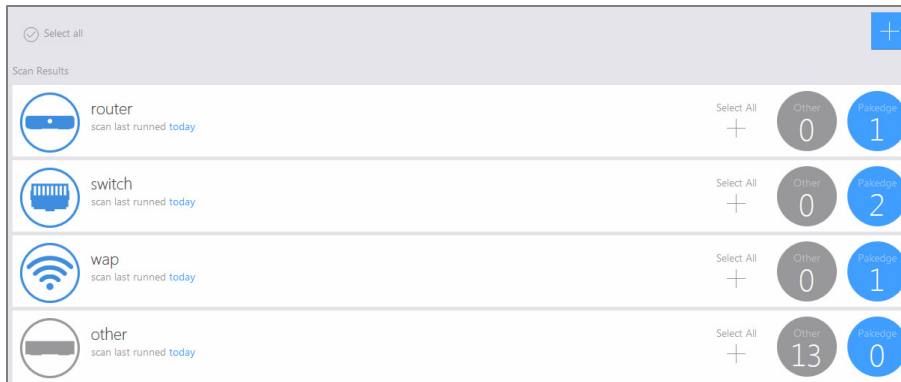



The Management Agent scans the network for your devices.  
*This may take a few moments.*

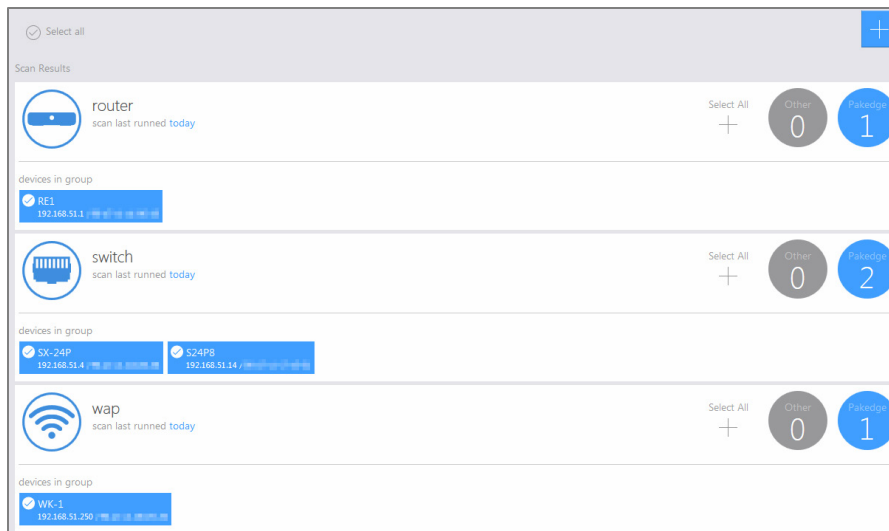
# BakPak Cloud Management System



After scanning is complete, a list of discovered devices displays.



4. Click **Select All** at the upper-right corner to select all devices. (You can also select devices manually by clicking on them.) Click the  icon to add them to your site.



BakPak will ask if you would like to set up priorities for your devices. Priorities allow you to designate importance for devices on your network.


5. Click **Setup Now**. For help setting priorities, refer to “[Setting device priorities.](#)”  
**Note:** If you would like to set up priorities later, click **Skip**.
6. To see if the Pakedge devices on the network are ready for management, click **Check**. BakPak will run a series of tests to ensure all pakedge devices are accessible and ready for management.



## BakPak Cloud Management System

You have added the selected devices to the profile. Would you like to setup device priorities so BakPak knows how it should monitor the devices?

You can change these settings later either by editing a config directly or going to [Dashboard - Devices - Priorities](#).



[Setup Now](#)

---

Click "Skip" to go directly to site

[Skip](#)

Click "Check" to verify that the Pakedge devices are ready for management.

[Check](#)

### Setting device priorities

#### To set device monitoring priorities:




1. Click **Setup now** (at the end of the procedure above).


- OR -

From the **Dashboard**, go to **Devices > Priorities**.

A list of device priorities displays.

# BakPak Cloud Management System

	High Priority Devices	Total 147
	Medium Priority Devices	Total 0
	Low Priority Devices	Total 0
	IOT & Wireless Devices	Total 0
	Unmonitored Devices	Total 47

- By default, any Pakedge devices will be classified as *High Priority* and all other devices are classified as *Unmonitored Devices*.
  - Devices classified as *Internet of Things & Wireless Devices* will be monitored but will be reported offline only after an extended amount of time. This will keep wireless devices from spamming alerts.
  - Devices classified as *Unmonitored Devices* will not have alerts sent out when they go offline. Any non-Pakedge devices will be classified as *Unmonitored Devices* by default. **Note:** Devices will still show as offline or online in the site.
2. Hover over a priority icon until it changes to a gear icon, then click the gear icon  to display a list of the network devices with that priority.

High Priority Devices
TOTAL  
70

PROFILES AVAILABLE

RK-1-Office	Eric_test	eric_managed	Dev-Lab
-------------	-----------	--------------	---------

1

DEVICES AVAILABLE 4/70

DEVICES SELECTED

FILTER BY: AUTOMATION CONTROLLER SWITCH ROUTER WAP POU OTHERS
X SELECT ALL X Deselect ALL

(Unknown) 192.168.1.236 RK-1-Office	(Unknown) 192.168.1.237 RK-1-Office	Dell Inc 192.168.1.115 Eric_test	S3-24P 192.168.1.205 Dev-Lab	RK-1-NP 192.168.1.99 RK-1-Office	WK-1 192.168.1.147 eric_managed
Pakedge Device and Software Inc 192.168.1.237 Dev-Lab			SX-24P 192.168.1.204 Dev-Lab	SX-24P 192.168.1.205 RK-1-Office	WK-1 192.168.1.148 eric_managed
			SX-24P8 192.168.1.202 Dev-Lab	WK-2 192.168.1.135 RK-1-Office	WK-1 192.168.1.145 eric_managed
			Control4 192.168.1.22 Dev-Lab	WK-1 192.168.1.141 RK-1-Office	W7x 192.168.1.188 Dev-Lab
			WK-2 192.168.1.146 RK-1-Office	WK-1 192.168.1.143 eric_managed	WK-1 192.168.1.134 eric_managed

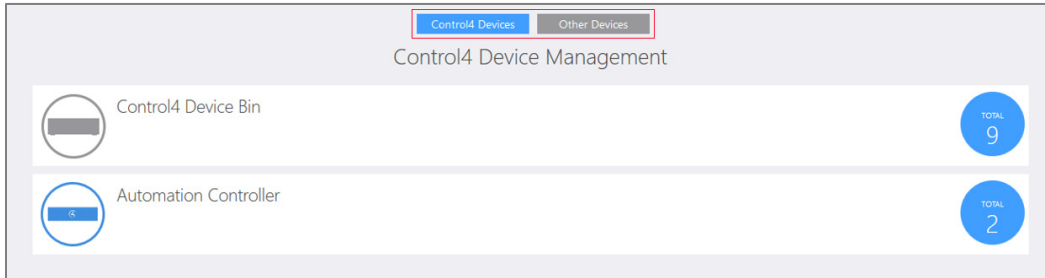
3. Click a device to select it and move it over to the *Devices Selected* group. Your settings are saved automatically.

# BakPak Cloud Management System


## Setting device categories

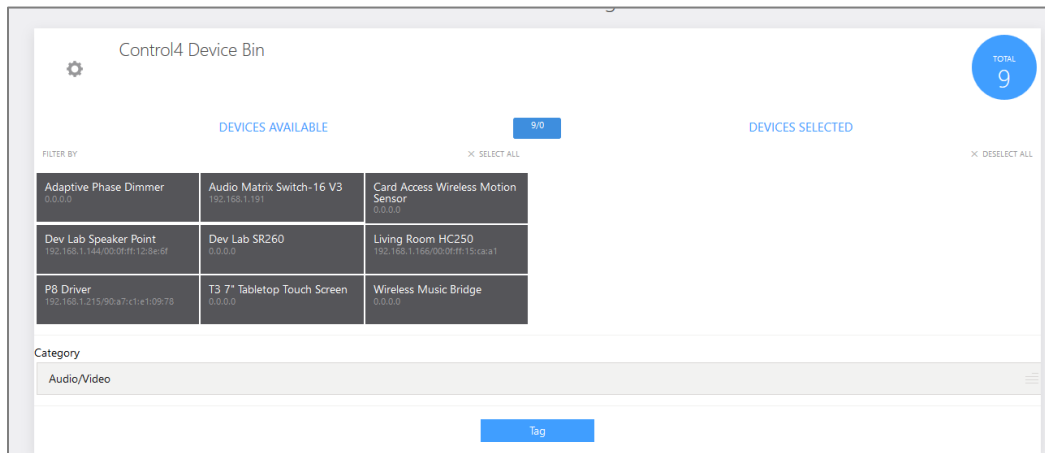
### To set device categories:

1. Log into [mybakpak.com](http://mybakpak.com) and go to **Dashboard > Devices > Categories**. Using the tabs, choose from two types of categories: **Control4 Devices** and **Other Devices**.



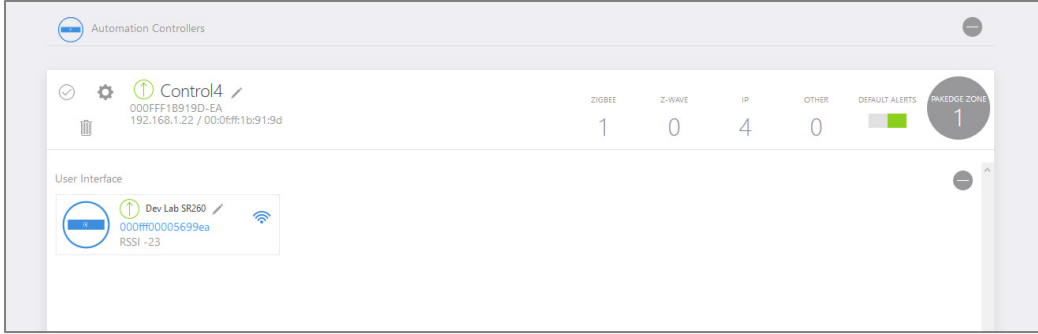
Tip: The *Other Devices* category is used for devices that are not Control4 devices.

2. Under the *Control4 Devices* category, you'll see a group called *Control4 Device Bin*. Hover over it, then click the gear icon  to display a list of devices available. (You can use this option to categorize devices that did not get auto-categorized after the scan).



3. Select the device, pick its category, and click **Tag**. A new category appears.
4. To view the device's association with Control4, navigate back to **Dashboard > Sites > View**, select your site, scroll to the *Automation Controllers* category, and click the **ZigBee** icon. The device you selected earlier now appears in this list.

# BakPak Cloud Management System



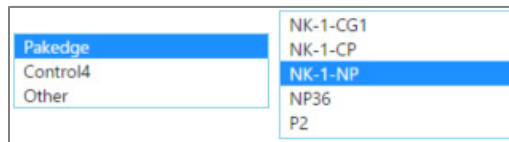
## Adding devices manually

If Auto Device Discovery does not add all networked devices to the network, you can add the missing devices manually.

### To manually add network devices:

1. In the *Device View* page, click the **Add Device**  button. In the new screen, enter details about the new device.

2. Select whether the device is **Pakedge**, **Control4**, or **Other**, then select the model (if applicable).



3. For Control4 devices, select the device's **Model Type** and **Model**.

# BakPak Cloud Management System



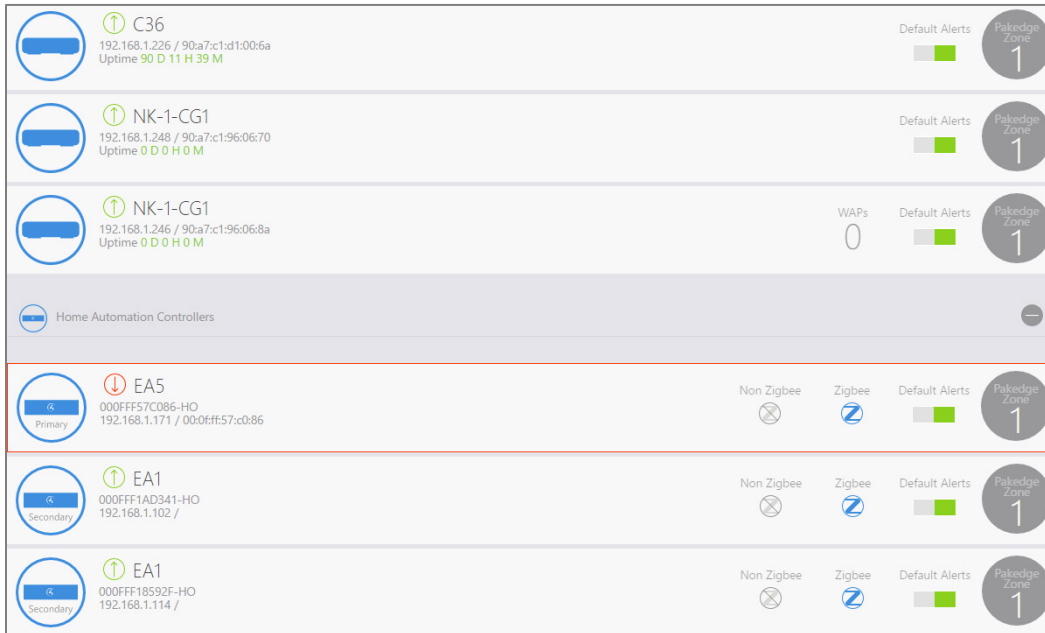
4. Configure any other applicable settings (such as **Device AP Address** and **Web Port**) and click **OK** to add it to the network.

## Viewing all discovered and added devices

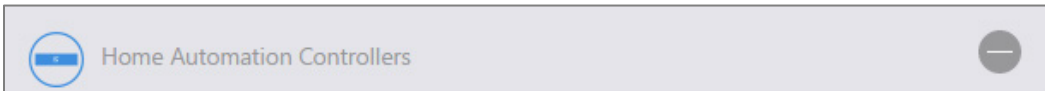
To view a categorized list of all discovered and added devices:

1. Log into [mybakpak.com](http://mybakpak.com) and go to **Dashboard > Sites > View/Create**.

Select a site in the *Sites* page to display a list of known network devices.



2. Scroll to view the entire list, and click the category title bar or the **⊖** symbol to collapse the category.



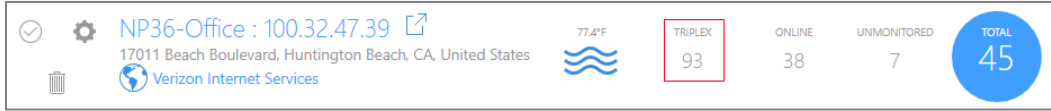
# BakPak Cloud Management System

## Triplex

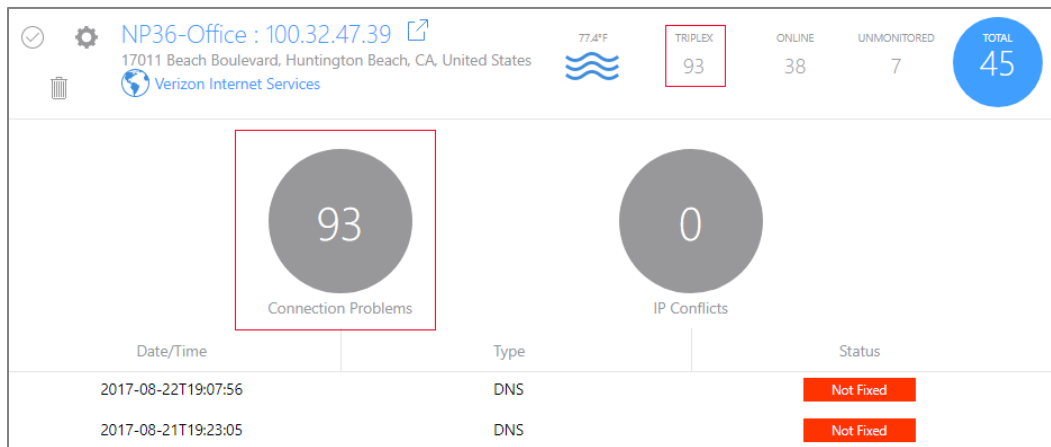
Triplex is used to view connection issues and IP conflicts.

### To use Triplex:

1. If there are any problems with a site, a widget called *Triplex* appears as shown below.




2. Click **Triplex > Connection Problems**. If there were any issues or IP conflicts, they will be listed here.

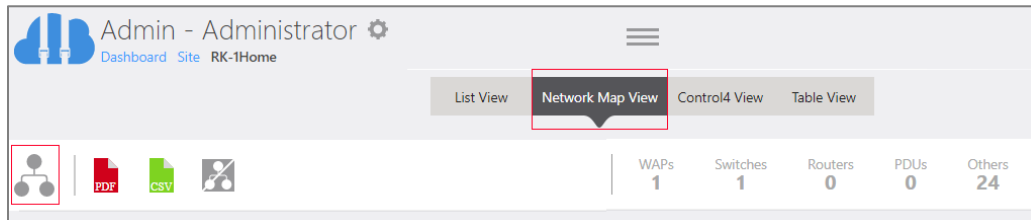


## Creating a network map

After discovering all devices, you can create a network map to illustrate the physical topology of your network. Use the following steps to create your network map.

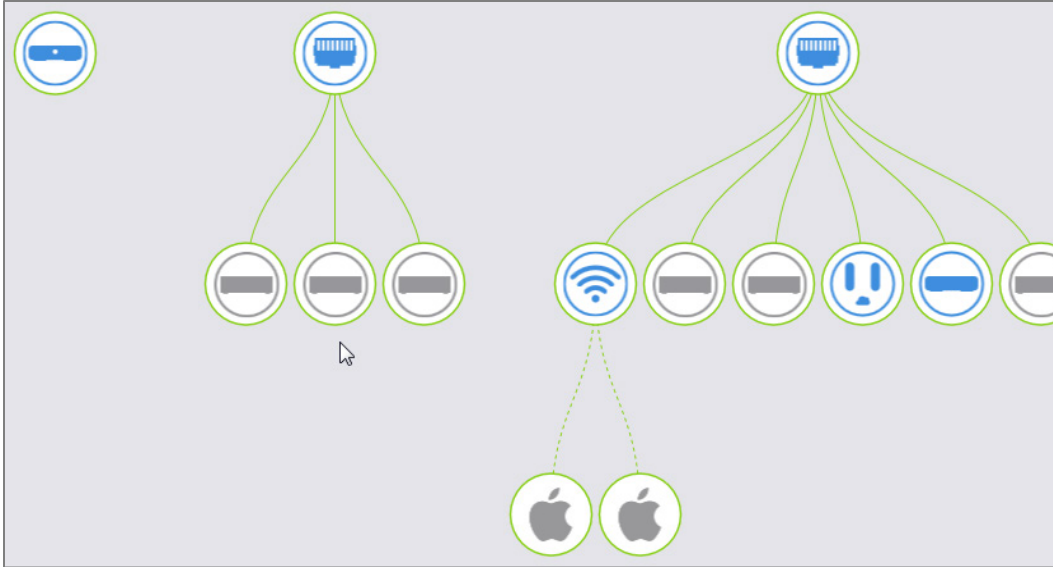
### To create a network map:

1. Log into [mybakpak.com](http://mybakpak.com) and go to **Dashboard > Sites > View/Create**.
2. Navigate to your site, switch to the **Network Map View**, and then click the  icon to have BakPak attempt to automap your network.



After the auto-map is complete, your network map will display:

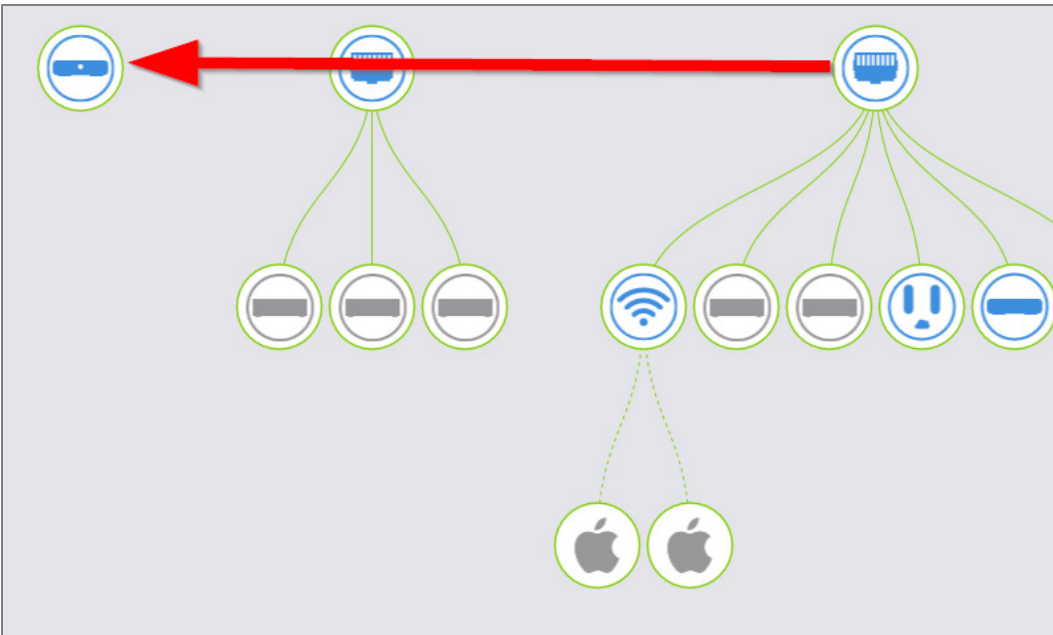
## BakPak Cloud Management System



3. If BakPak was unable to fully complete your network map, complete it manually.

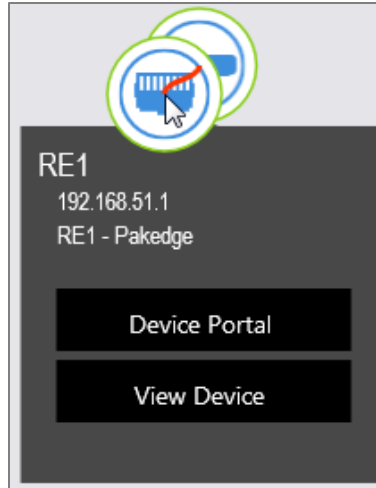
In the following example, an SX-24P is connected to an RE-1.

To illustrate that on the network map, drag the SX-24P over into the RE-1.

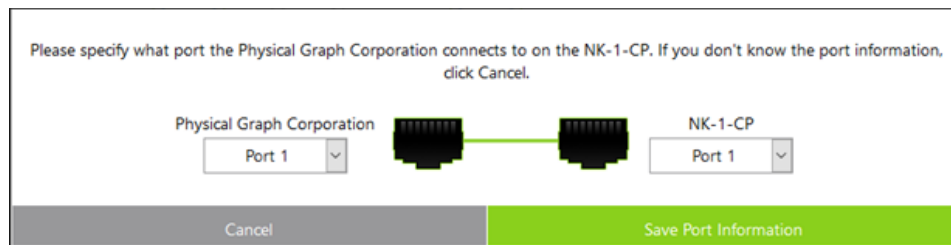


When the two icons are close to each other, a red line will appear connecting them to each other.

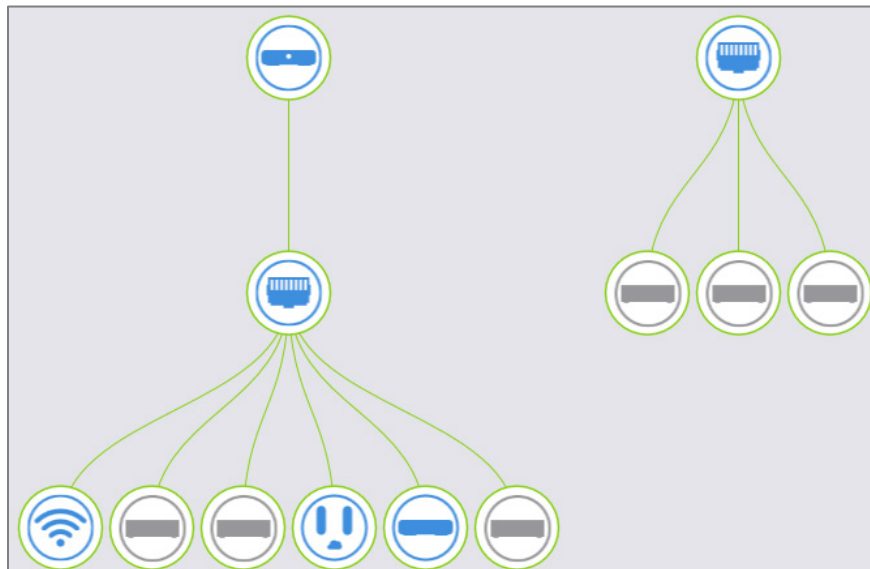
## BakPak Cloud Management System



4. When prompted, enter the port number used on the SX-24P to connect to the RE-1 (and vice versa), then click **Save Port Information** to continue.



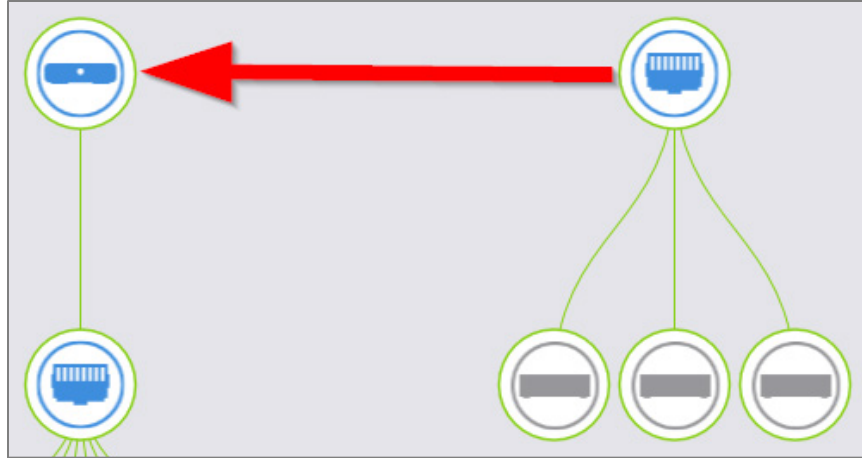
The switch is now connected to the RE-1. Do the same task on the S24P8 switch in this example, which is also connected to the RE-1.



5. Drag the switch over to the RE-1.




## BakPak Cloud Management System

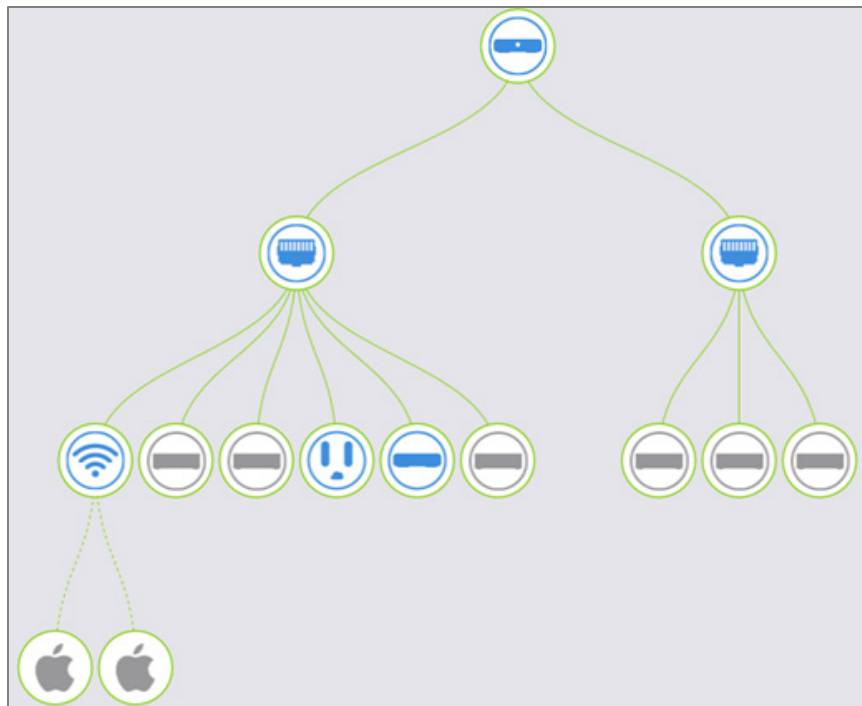


6. Enter the required port information, then click **Save Port Information**.

Please specify what port the Physical Graph Corporation connects to on the NK-1-CP. If you don't know the port information, click Cancel.

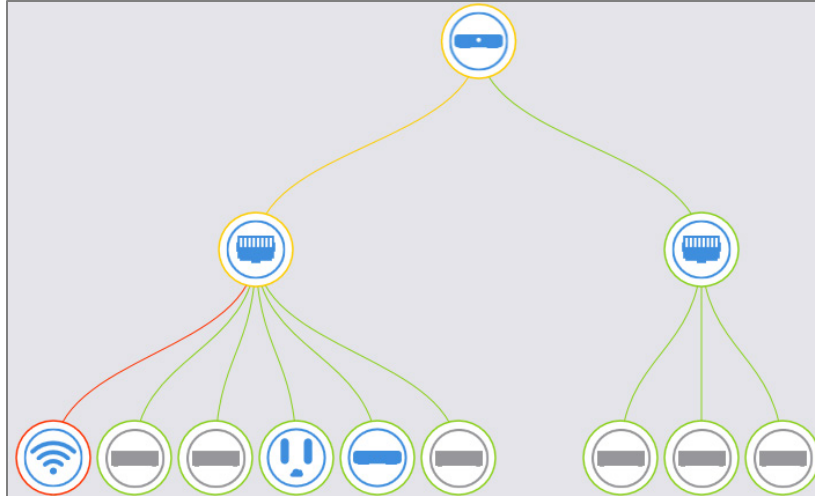
Physical Graph Corporation   NK-1-CP

The network map is complete.

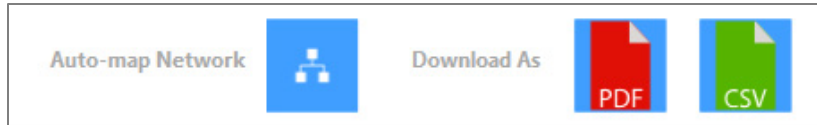


Note: A green ring around a device indicates that the device is online. A red ring indicates the device is offline, and a yellow ring indicates that one or more devices connected to it are offline.

## BakPak Cloud Management System



7. You can download the network map in a PDF or Excel format and save it for your records. To do so, click the **PDF** or **CSV** icons under the *Network Map* section.



## Scanning across VLANs (Pakedge Zones)

The Management Agent can scan across VLANs to discover devices on the network.

**To allow scanning across VLANs:**

1. Log in to [mybakpak.com](http://mybakpak.com) and go to **Dashboard > Sites > View/Create**.
2. Hover over your site and click the  icon.



## BakPak Cloud Management System

3. Enter the VLAN information for your network (or have the Management Agent auto detect the VLAN information).

**Pakedge Zone Information**

Automatic Manual

Please check your Router for Pakedge Zone information.


Pakedge Zone ip address	Netmask	Pakedge Zone
192.168.2.1	255.255.255.0	2

+

OK Cancel

In this example, VLAN information was entered manually. Since **192.168.51.1** is the first IP address of VLAN 1, we enter **1** as the VLAN ID.

**Note:** If your network has a different IP scheme than the Pakedge default, you will need to enter the appropriate network information. For example, if your VLAN 1 IP scheme is 10.0.0.X, you would enter **10.0.0.1** as the IP address.

4. Click the  icon to add another VLAN.  
(VLAN2 and VLAN3 have been added in this example).

**VLAN Information**







Please check your Router for VLAN information.

VLAN ip address	Netmask	VLAN ID
192.168.51.1	255.255.255.0	1
192.168.52.1	255.255.255.0	2
192.168.53.1	255.255.255.0	3

+

5. Repeat Step 4 to continue adding VLANs onto the Management Agent.

## BakPak Cloud Management System

VLAN ip address	Netmask	VLAN ID
192.168.51.1	255.255.255.0	1
		
192.168.52.1	255.255.255.0	2
		
192.168.53.1	255.255.255.0	3
		
192.168.54.1	255.255.255.0	4
		
192.168.55.1	255.255.255.0	5
		
192.168.56.1	255.255.255.0	6
		

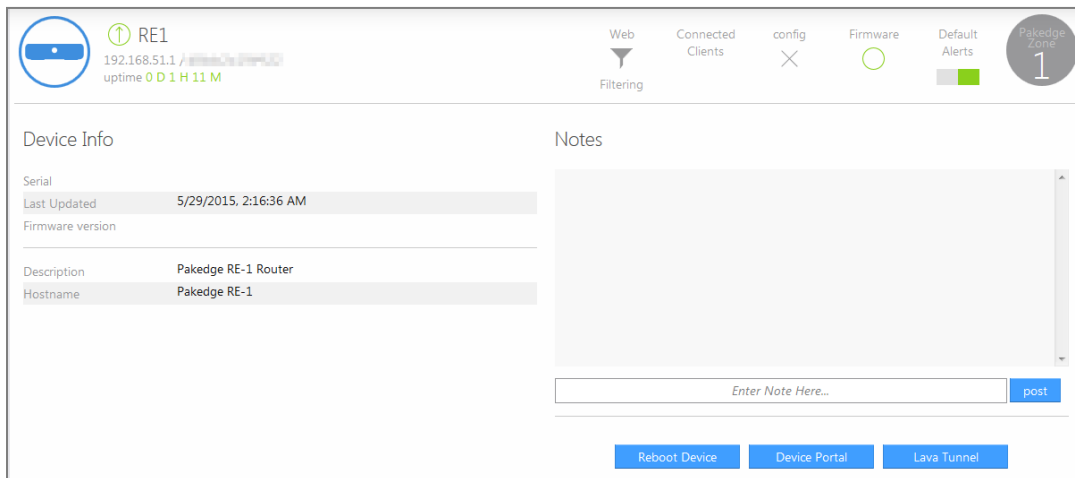
6. Click **OK** to finalize the settings.  
Now the Management Agent can find devices across VLANs.
7. To scan for devices, follow the steps outlined in “[Creating a network map.](#)”

## Device information

The *Sites* page displays key information on devices you have added.

### To display device information:

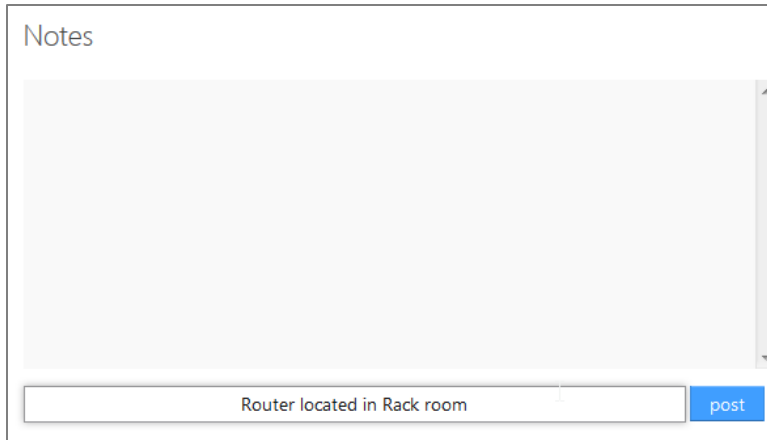
1. Log in to [mybakpak.com](http://mybakpak.com) and go to **Dashboard > Sites > View/Create**.
2. Open a site and then click to expand a device.  
*As an example, the RE-1 is shown below.* Uptime displays near the top.



The screenshot displays the device information page for a device named 'RE1'. At the top, there is a header bar with a device icon, the name 'RE1', and its IP address '192.168.51.1'. Below the IP address, the uptime is shown as '0 D 1 H 11 M'. To the right of the header, there are several navigation tabs: 'Web', 'Connected Clients', 'config', 'Firmware', and 'Default Alerts'. A 'Filtering' dropdown is also present. On the far right, there is a 'Pakedge Zone 1' badge with the number '1'. The main content area is divided into two sections: 'Device Info' and 'Notes'. The 'Device Info' section contains fields for 'Serial', 'Last Updated' (5/29/2015, 2:16:36 AM), 'Firmware version', 'Description' (Pakedge RE-1 Router), and 'Hostname' (Pakedge RE-1). The 'Notes' section is currently empty, with a text input field labeled 'Enter Note Here...' and a 'post' button. At the bottom of the page, there are three buttons: 'Reboot Device', 'Device Portal', and 'Lava Tunnel'.

# BakPak Cloud Management System

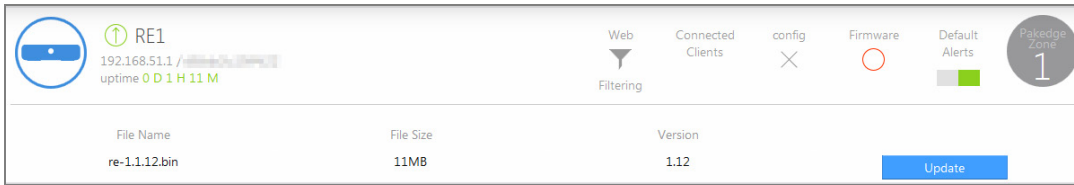
3. If desired, add a note on the lower right.



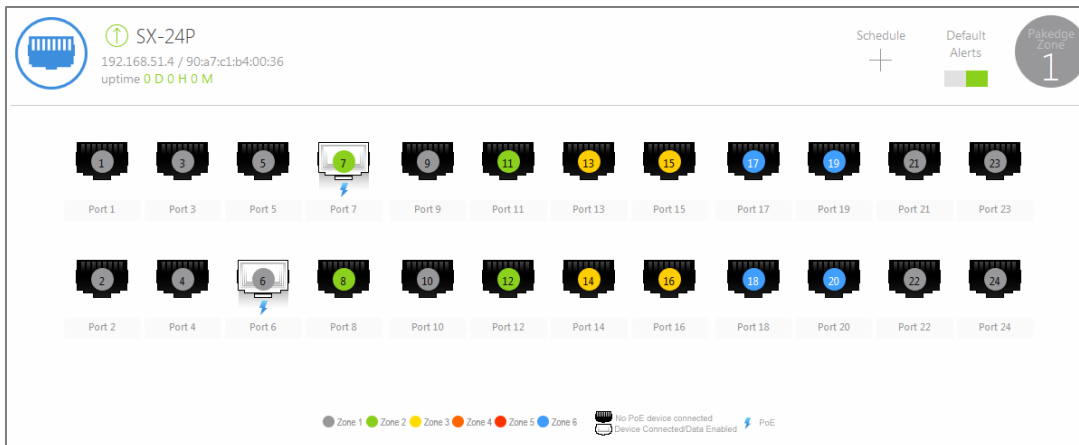
Tip: Notes display in the device view.



4. If supported, update a device's firmware via BakPak.  
For example, with the Pakedge RE-1 router, click **Firmware** to see available updates.  
Then click **Update** to update the firmware.



For a managed switch, BakPak displays information about the VLAN port configuration (shown below).



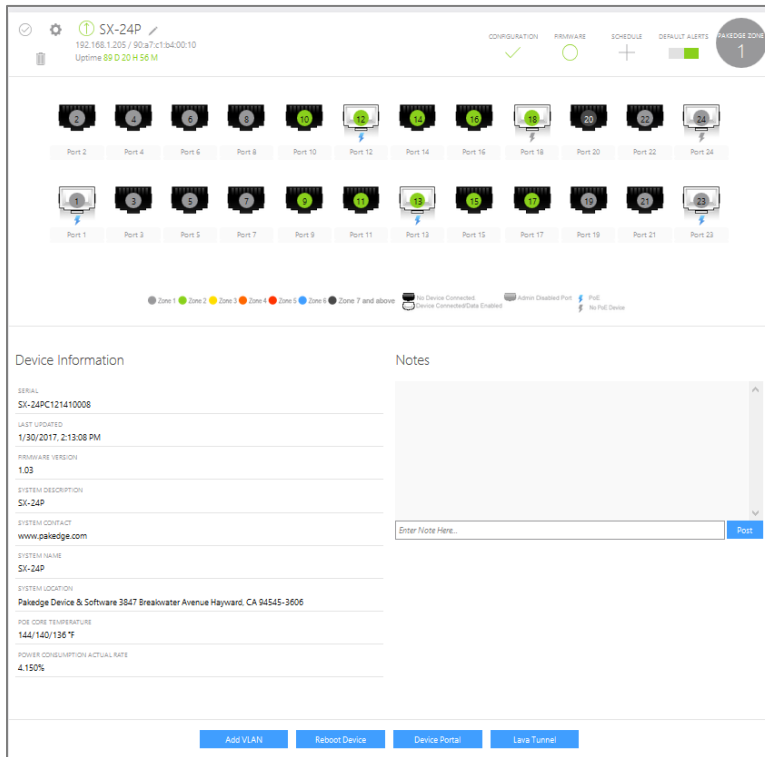
## Configuring VLANs on SX Series switches

VLANs can be configured using our SX Series switches.

This section explains how to add new VLANs to switches and configure switch ports as Hybrid ports or Access Device ports. This can be done from BakPak (without going to the UI of the switch).

### To configure a VLAN on an SX Series switch:

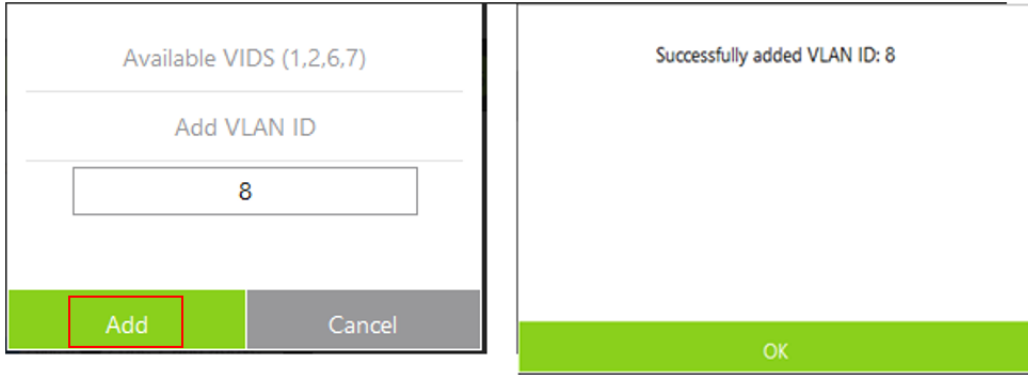
1. Click the switch and wait for the ports' statuses to appear.
2. Then click **Add VLAN**.



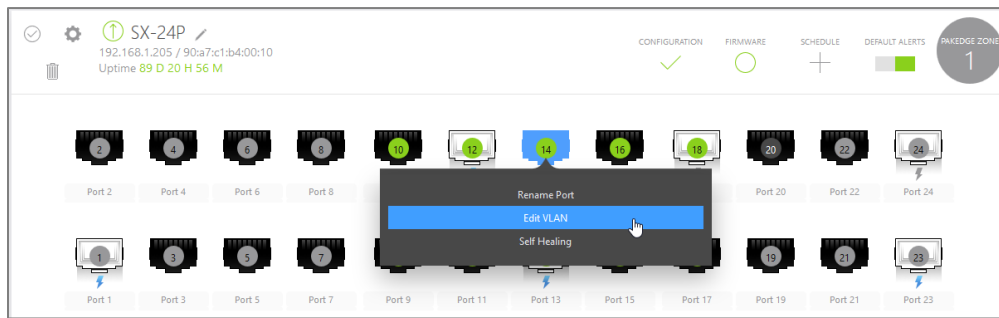
A pop-up displays the VLANs that are already on the switch and provides a place to enter a VLAN ID.

Enter the ID and click **Add**.

# BakPak Cloud Management System

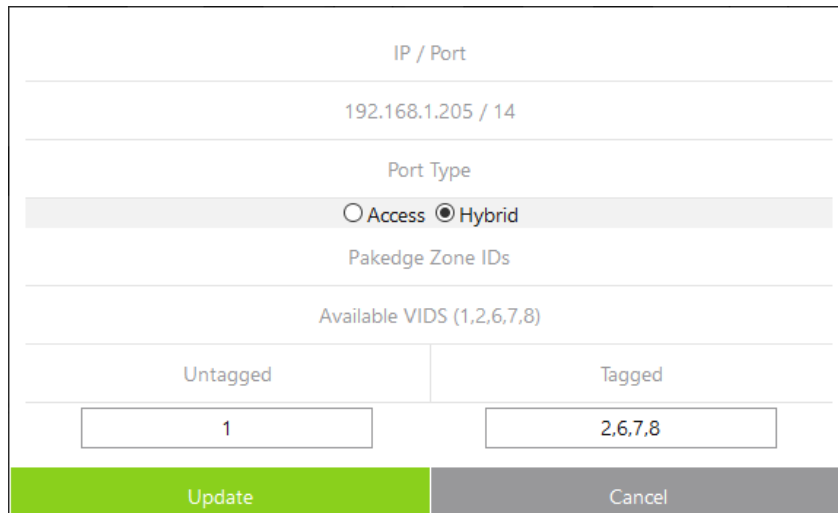


3. To edit VLAN information on a switch port, hover over the port and click **Edit VLAN**.



In the dialog, choose whether to make the port a Hybrid port or an Access port.

- For a Hybrid port, select **Hybrid** and enter the Untagged and Tagged VLAN information.
- For an Access port, select **Access** and enter the **VLAN ID** this port will belong to.



# BakPak Cloud Management System

IP / Port  
192.168.1.205 / 14

Port Type  
 Access  Hybrid

Pakedge Zone IDs

Available VIDS (1,2,6,7,8)

VLANS  
2

Update Cancel

## Control4 and BakPak

When running a device discovery scan, BakPak will identify your Control4 automation controllers and all ZigBee, Z-Wave, and IP devices controlled by it.

**Note:** After the scan is complete, BakPak will try to auto-categorize most of your Control4 devices. (The auto categorization process will run for about 3-5 minutes after the scan is complete).

*Expand the ZigBee widget to view the updated information.*

Control4  
000FF1C4194-EA  
192.168.1.158 / 00:0fff:1c41:94

ZIGBEE 16 Z-WAVE 2 IP 8 OTHER 0

DEFAULT ALERTS  PAKEDGE ZONE 1

Lighting

- Living Room Dimmer (RSSI -49)
- Bedroom Keypad (RSSI -49)
- Living Room Keypad (RSSI -42)
- Closet Dimmer (RSSI -70)
- Bathroom Dimmer (RSSI -55)
- Kitchen Dimmer (RSSI -43)

Others

- Bathroom MD (RSSI -49)
- Card Access Wireless Contact Sensor (RSSI -49)
- Door Lock (RSSI -42)
- Living Room Door (RSSI -70)
- Balcony Door (RSSI -55)
- Living Room Window (RSSI -43)
- Bedroom Window (RSSI -42)
- Living Room MD (RSSI -70)
- Closet MD (RSSI -49)

User Interface

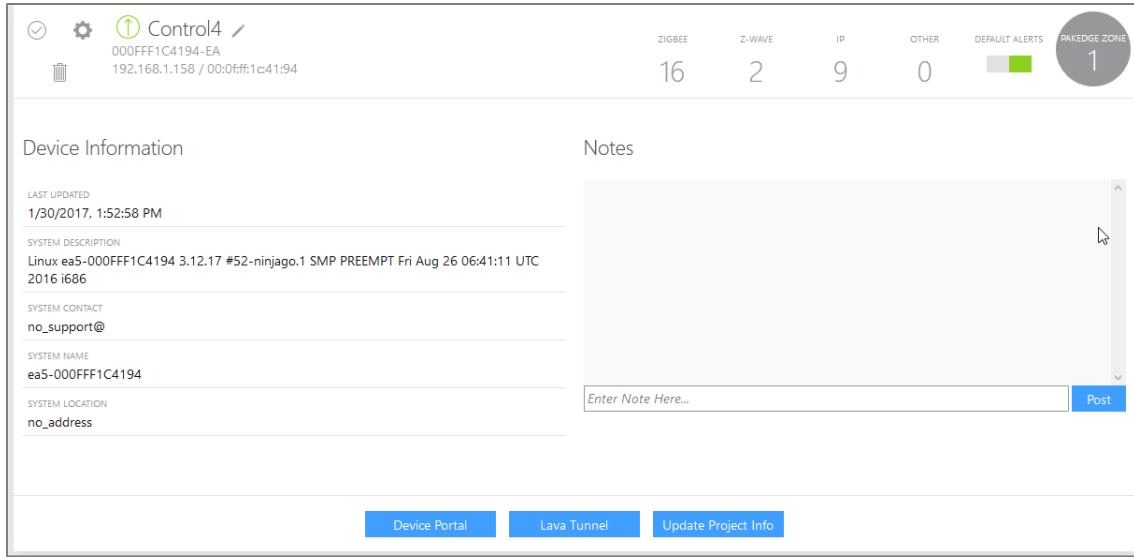
- bedroom remote (RSSI -45)

After the scan is complete, a list of categorized devices displays.



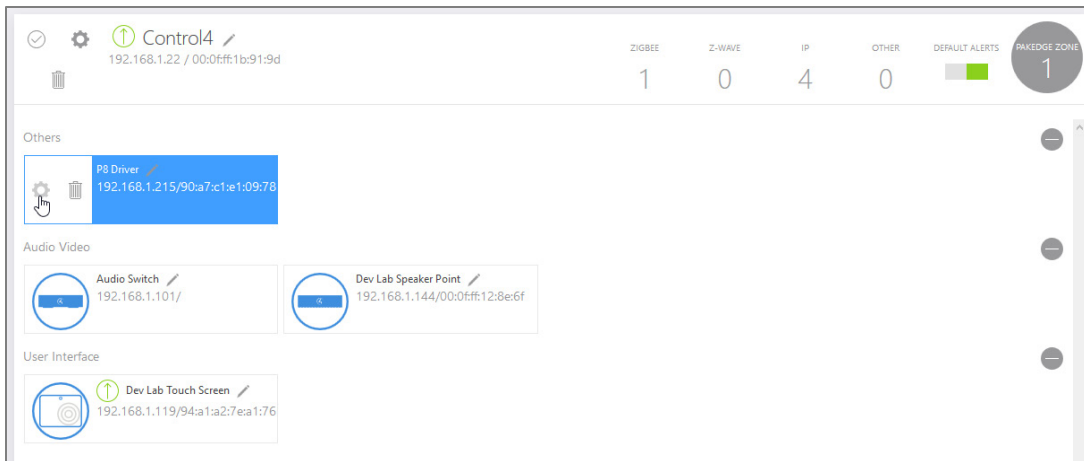
# BakPak Cloud Management System

If you have made any project updates in Composer (such as name changes), click **Update Project Info** to add this information to BakPak.



If you have added a driver for a PDU (such as Panamax or a Packedge PowerPak) in Composer, the PDU will show under the IP widget as shown in the image below (P8 Drive).

To enable control for ports of the Control4 controller under the IP widget, hover over the device and click the cog wheel to edit it.



Update the device information by completing the **Device is** field, selecting the **Model**, and entering the **Username/Password** for the device. When you are done, click **OK**.

# BakPak Cloud Management System

About the Device	Device Access	General
Wireless Device <input type="checkbox"/>	Web Protocol <input checked="" type="radio"/> http <input type="radio"/> https	Configuration Name <input type="text" value="P8 Driver"/>
Device is <input type="text" value="Pakedge"/>	IP Address <input type="text" value="192.168.1.215"/>	Device Location <input type="text"/>
Model <input type="text" value="P8"/>	Web Port <input type="text" value="80"/>	Add To Device Model Dropdown <input type="checkbox"/>
Serial Number <input type="text"/>	Connection Port <input type="text" value="23"/>	
Priority <input type="text" value="High Priority"/>	Username <input type="text" value="pakedge"/>	
	Password <input type="text" value="*****"/>	

The page will refresh, and you will be able to control the ports for the PowerPak from the Control4 IP widget.

The screenshot shows the Control4 IP widget interface. At the top, there is a header with a checkmark, a gear icon, and the text "Control4 / 192.168.1.22 / 00:00:ff:1b:91:9d". To the right of the header are several status indicators: "ZIGBEE 1", "Z-WAVE 0", "IP 4", "OTHER 0", "DEFAULT ALERTS" (with a green bar), and "PAKEDGE ZONE 1" (with a grey circle). Below the header is a list of devices. The first device is "P8 Driver" with IP "192.168.1.215/90:a7:c1:a1:09:78". Below this are sections for "Audio Video" and "User Interface". The "Audio Video" section contains "Audio Switch" (IP: 192.168.1.101/) and "Dev Lab Speaker Point" (IP: 192.168.1.144/00:00:ff:12:8e:6f). The "User Interface" section contains "Dev Lab Touch Screen" (IP: 192.168.1.119/94:a1:a2:7e:a1:76). At the bottom of the interface is a row of eight auxiliary port icons, labeled "EA5", "EA1", "EA1", "Switch 2", "Aux 1", "Aux 2", "Aux 3", and "Aux 4". Each icon has a blue bar and a number inside a circle.

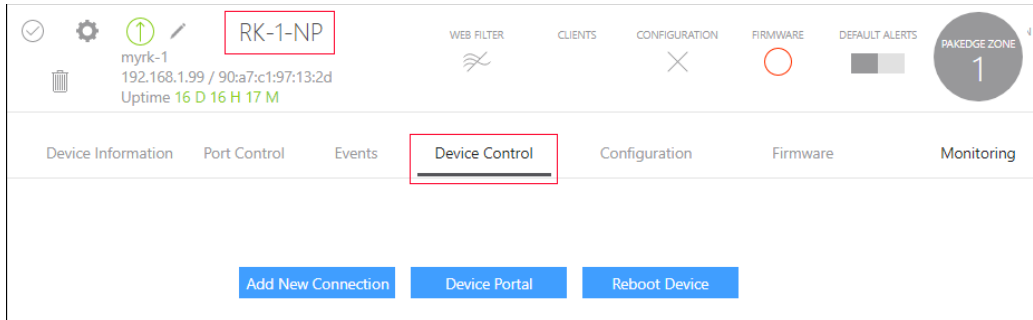
# BakPak Cloud Management System

## Device Control

Use **Device Control** to access a device monitored by BakPak (without VPN or port forwarding). Services include HTTP, HTTPS, Telnet, SSH, RDP, and much more.

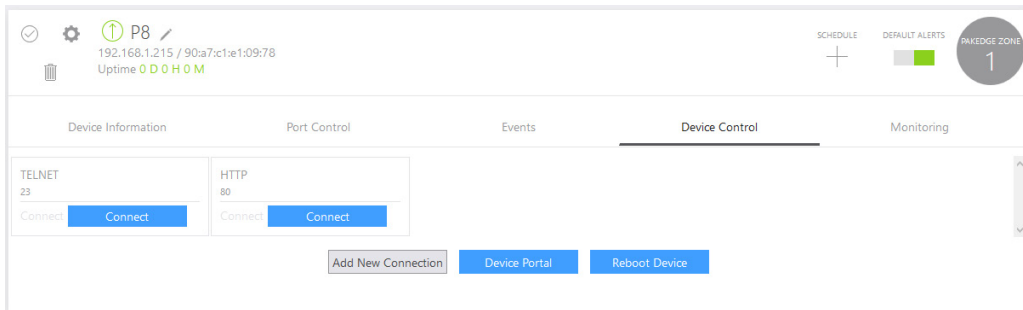
In the following example, we will open a tunnel session to an S24P8 switch.

1. Log in to [mybakpak.com](http://mybakpak.com) and click **Sites > View/Create**.
2. Open a site and then click to expand a device.
3. Select **Device Control**.



Tip: Once a scan is complete, BakPak automatically checks services and ports that are open on a device and creates connections for them.

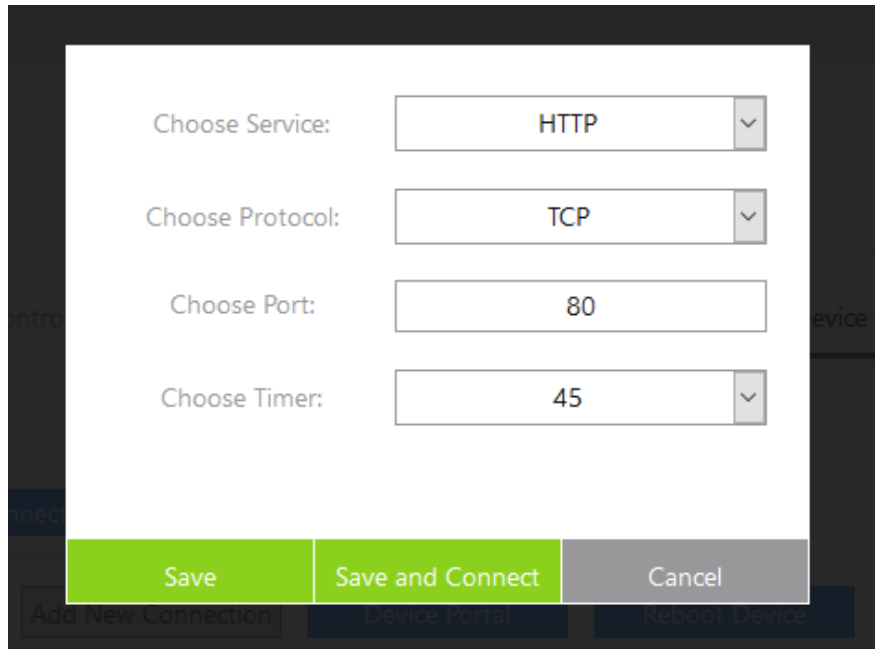
4. If you would like to add a new service on a specific port, click **Add New Connection**.



For example,

- a. Select **HTTP** as the service, **TCP** as the protocol, and **80** as the port.  
Tip: The number in the **Choose Timer** field indicates how long the tunnel will be open (in minutes).
  - i. If you click **Save**, the connection created will be saved for later use.
  - ii. If you click **Save and Connect**, the connection will be saved and generate a tunnel for immediate use.

## BakPak Cloud Management System



Choose Service: HTTP

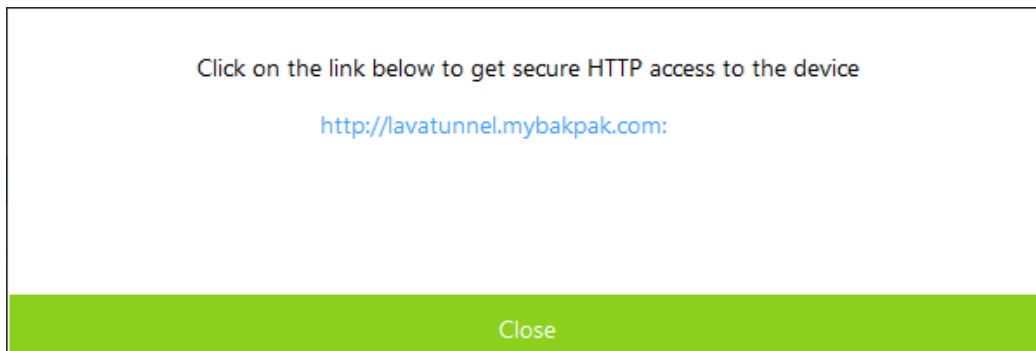
Choose Protocol: TCP

Choose Port: 80

Choose Timer: 45

Save Save and Connect Cancel

5. Once the tunnel is open, a log in link displays.

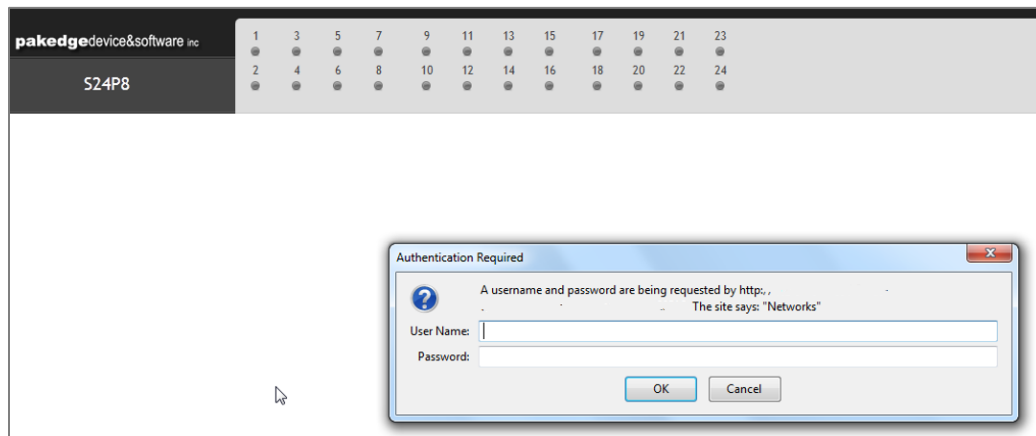


Click on the link below to get secure HTTP access to the device

<http://lavatunnel.mybakpak.com:>

Close

Click the link and log in to the switch.



pakedgedevice&software inc

S24P8

1 3 5 7 9 11 13 15 17 19 21 23

2 4 6 8 10 12 14 16 18 20 22 24

Authentication Required

A username and password are being requested by http://...  
The site says: "Networks"

User Name: \_\_\_\_\_

Password: \_\_\_\_\_

OK Cancel

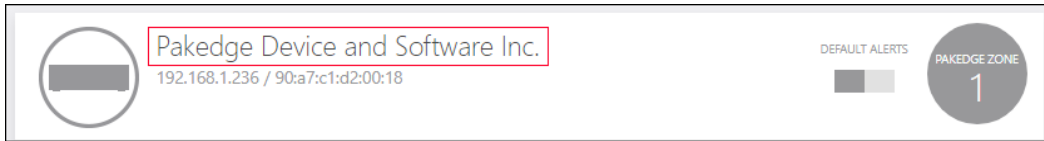
# BakPak Cloud Management System

## Example: RDP

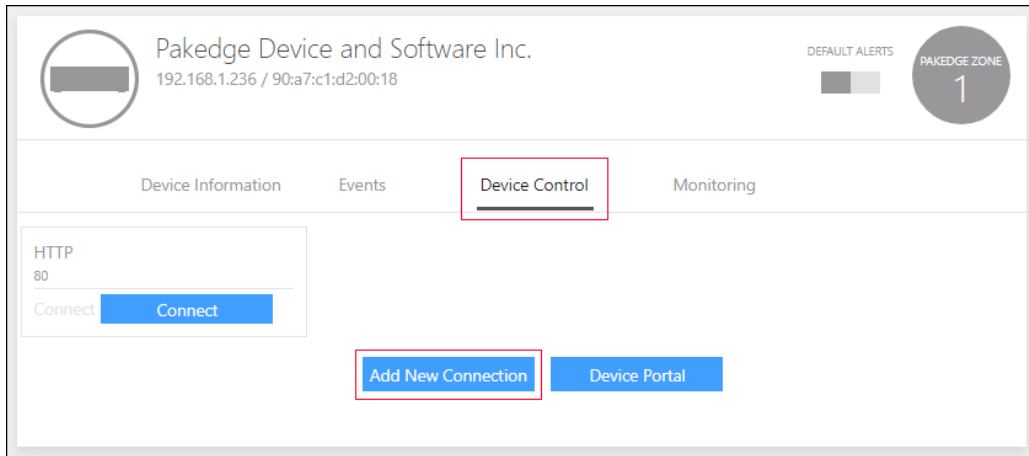
If you need to access a Windows computer remotely through remote desktop protocol (RDP), you can use **Device Control** to remotely access that computer without needing to perform any additional configurations on the router.

### To access a Windows computer through a remote desktop connection:

1. Log in to mybakpak.com.
2. Click **Dashboard > Sites > View/Create**, and open a site.
3. Scroll to the Windows computer, and click to expand it.



4. Select **Device Control > Add New Connection**.

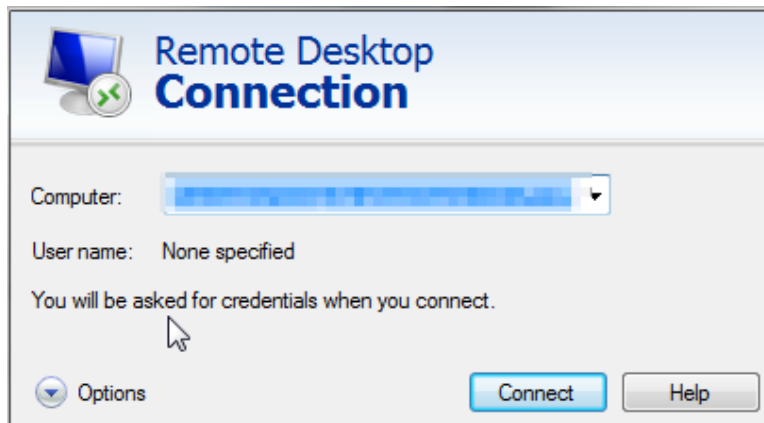


4. In the dialog, select RDP as the **Service**.  
(The *Protocol* and *Port* fields will auto-populate, because BakPak is familiar with RDP).  
Click **Save** or **Save and Connect**.

## BakPak Cloud Management System

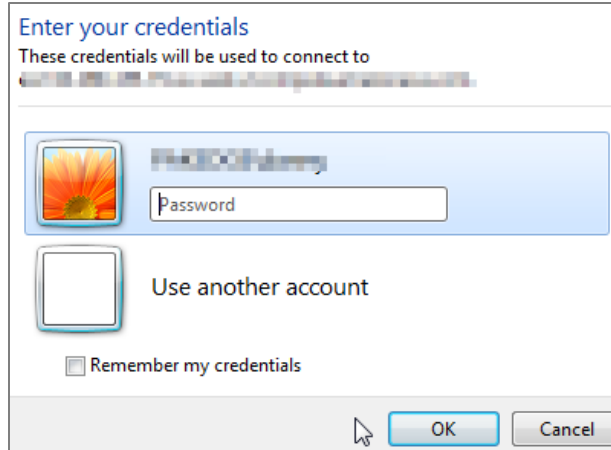
Choose Service:	<input type="text" value="RDP"/>
Choose Protocol:	<input type="text" value="TCP and UDP"/>
Choose Port:	<input type="text" value="3389"/>
Choose Timer:	<input type="text" value="45"/>

5. Once the tunnel is open, a link displays. Copy this link into the Remote Desktop application.
6. After pasting this link into the Remote Desktop application, click **Connect**.

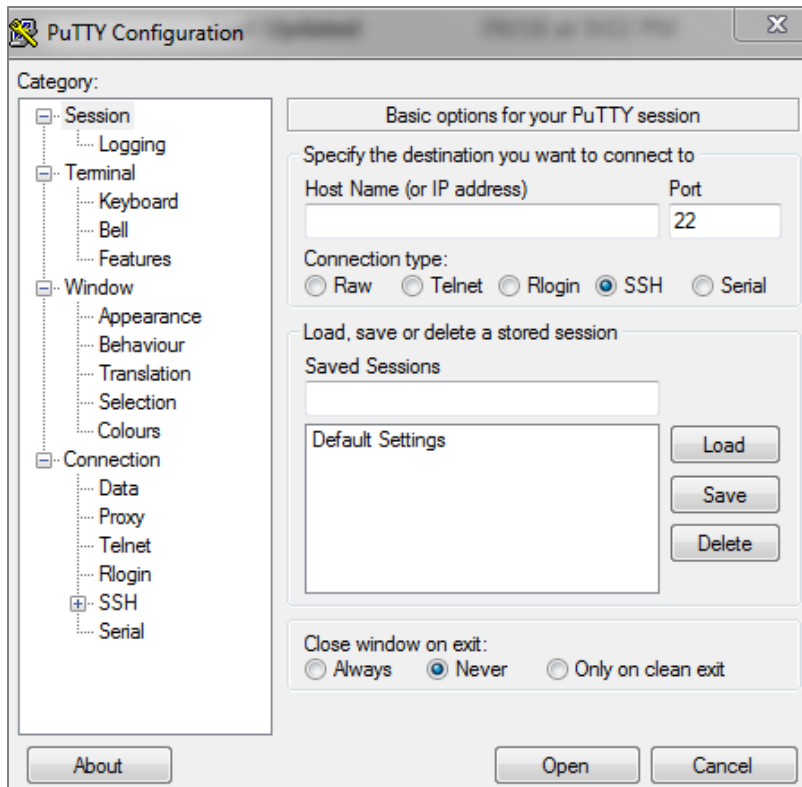


7. The Windows login screen displays.

## BakPak Cloud Management System



8. In some applications, the port information and IP address must be entered in separate fields. *This includes applications that allow connection to devices via Telnet or SSH (such as PuTTY, shown below).*



For help using the BakPak **Device Control** feature with Telnet/SSH, see below.

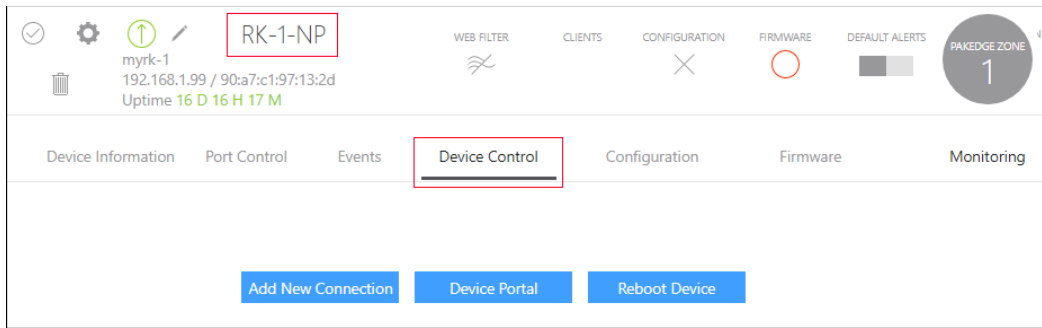
Example: Telnet

To use PuTTY to telnet into a Pagedge S24P8 switch on the network:

1. Log in to [mybakpak.com](http://mybakpak.com) and go to **Dashboard > Sites > View/Create**.

# BakPak Cloud Management System

2. Open a site and then click to expand a device.



3. Select **Device Control**.
4. Select **Telnet** as the service, then click **Submit**.

The screenshot shows the 'Device Control' form. It has four dropdown menus: 'Choose Service:' with 'HTTP' selected, 'Choose Protocol:' with 'TCP' selected, 'Choose Port:' with '80' selected, and 'Choose Timer:' with '15' selected. At the bottom, there are two buttons: 'Submit' (green) and 'Cancel' (grey).

5. After the tunnel is open, a link displays as shown in the image below.

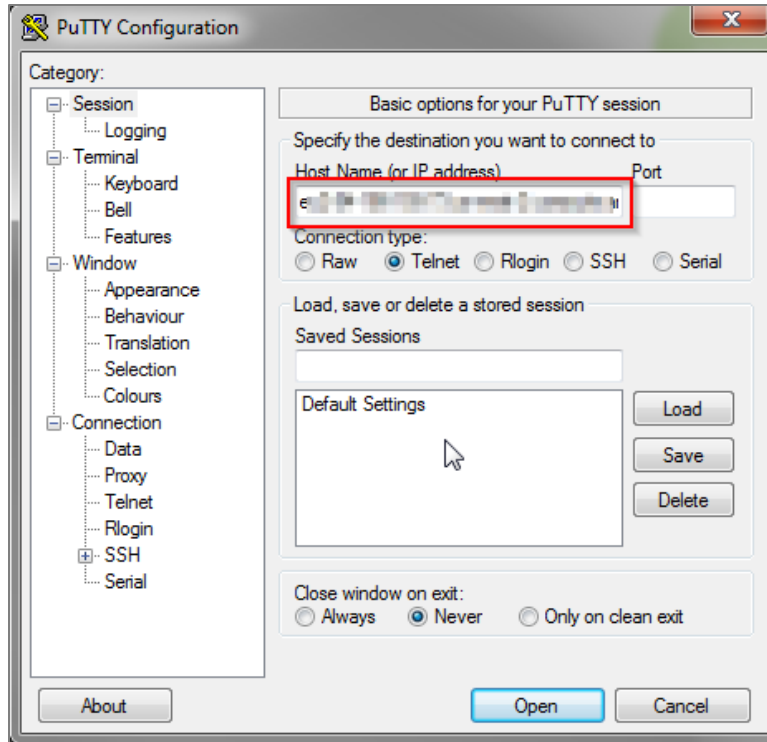
The screenshot shows a dialog box with the following text: 'Copy the link and port number below, and paset it into your favorite program such as Putty and select SSH as the service in the program'. Below the text, there are two input fields: 'Link:' with the value 'ec2-54-186-155-73.us-west-2.compute.amazonaws.com' and 'Port:' with the value '32421'. At the bottom, there is a green button labeled 'Close'.

Copy the link and make a note of the port number.

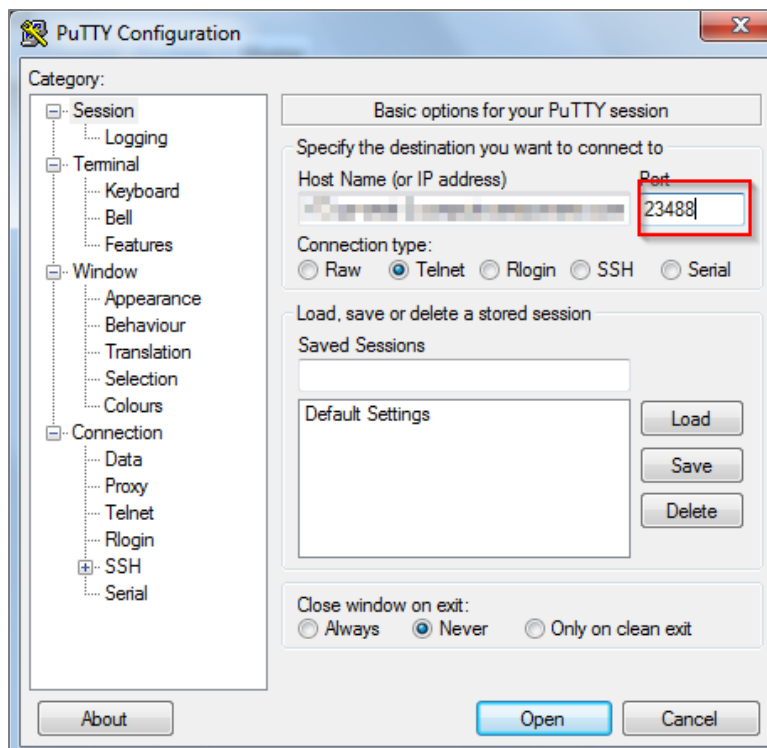
6. Open Putty, and in the *Host Name (or IP address)* field, and paste the link.



# BakPak Cloud Management System

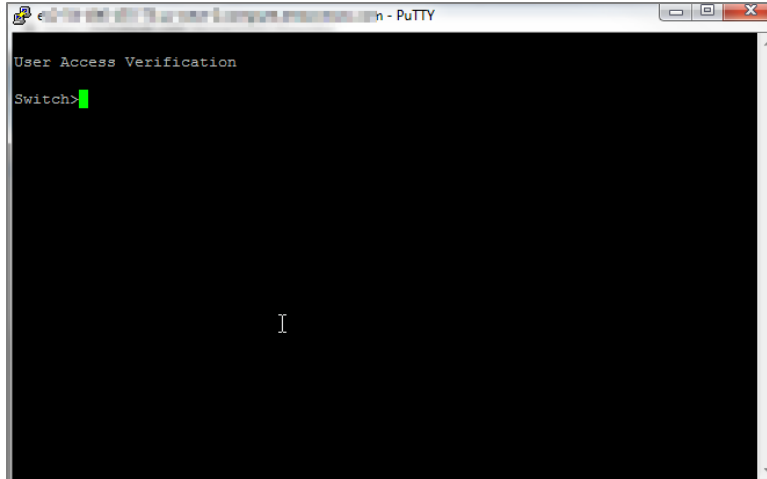


7. Enter the **Port** number and click **Open**.



You now have Telnet access to the S24P8 switch.

# BakPak Cloud Management System

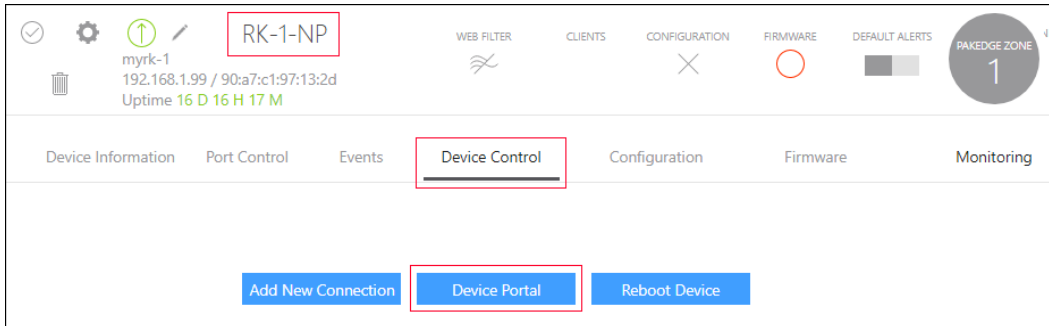


## Device Portal

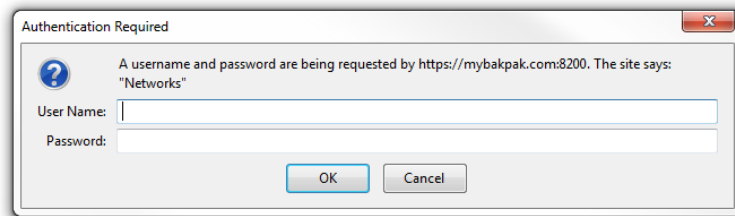
With **Device Portal**, log in to the UI of your devices without port forwarding or VPN access.

**To log in to a device's GUI:**

1. Log in to [mybakpak.com](https://mybakpak.com) and go to **Dashboard > Sites > View/Create**.
2. Click on a device that has a web GUI, then click to expand the switch.



3. Select **Device Control > Device Portal**.



The log in page for the device opens in a separate window.

# BakPak Cloud Management System

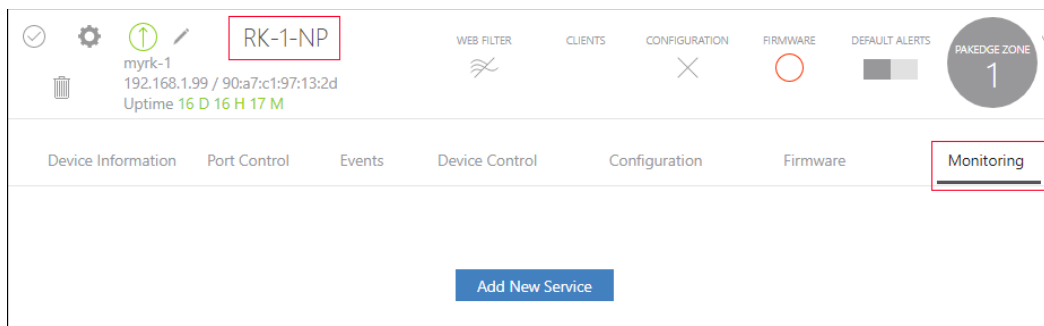
## Port monitoring

From the **Monitoring** tab, add services to monitor devices.

For example, some devices do not have IP addresses or cannot be monitored using IP, but they do respond on specific ports. In this case, you can create a service to monitor a specific port (or ports) on a device.

### To monitor specific ports on a device:

1. Log in to [mybakpak.com](http://mybakpak.com) and go to **Dashboard > Sites > View/Create**.
2. Open a site. Find the device you want to monitor and click to expand it.
3. Select **Monitoring > Add New Service**.



## BakPak Cloud Management System

- Pick a service from the list and click **Add**. The new service will be added as shown below.

Choose Service: SSH

Choose Port: 22

Port	Service	Enabled	Critical
22	SSH	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Add

Submit Cancel

- In this example, an alert is set for port 22. If the service does not respond on port 22, an email alert will be sent to the user on the account.
- Optionally, mark a port as **Critical**.  
If **Critical** is checked, it indicates that the port being monitored (in the above case 22), will affect the online/offline status of the device. If **Critical** is checked and the port does not respond on that device, the device will be marked as offline.

## BakPak Cloud Management System

### DDNS

If you have created any DDNS entries using Pakedge routers, you will see them listed on the DDNS page.

To access the DDNS page, log in to [mybakpak.com](http://mybakpak.com) and go to **Dashboard > Sites > DDNS**.

hostname	ip address	BakPak profile	last updated
		Home	2016-02-02 22:16:23

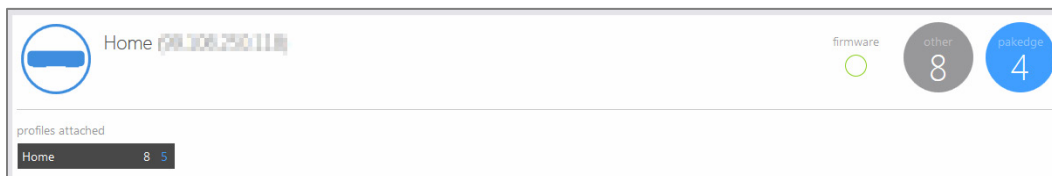
Here, you can also release a DDNS entry to use it on another router by clicking the trash can when you hover over an entry.

### Management Agents

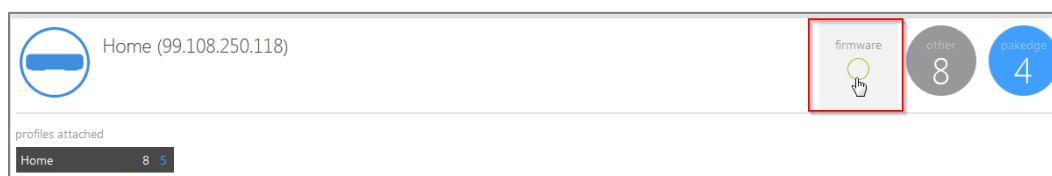
From *Management Agent*, view all Management Agents registered under your account.

**To update a Management Agent:**

1. Log in to [mybakpak.com](http://mybakpak.com) and go to **Dashboard > Sites > Management Agents**.



2. From the list, click **Firmware** to see if a firmware update is available for your Management Agent.

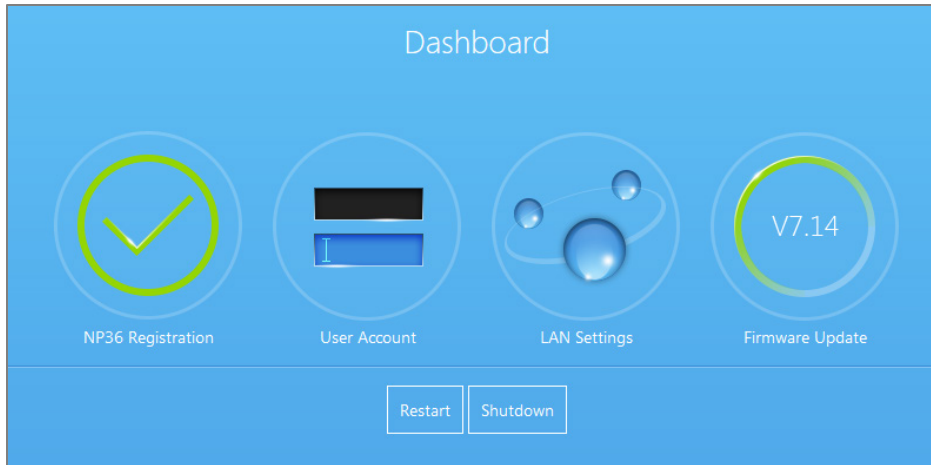


If the firmware is up to date, a green ring appears under *firmware* (as shown).

3. If there is a firmware update, you will be asked if you would like to update the firmware. (The update should take about 5-10 minutes).
4. To manually upgrade the firmware on your Management Agent, download the latest firmware from the Dealer Portal on the Pakedge website.  
**Note:** If the Management Agent does not upgrade automatically, a manual upgrade may be necessary.
5. After downloading the firmware to your computer, log in to the Management Agent by typing its IP address into your web browser.

## BakPak Cloud Management System

- After logging in, click **Firmware Update** and go to the firmware file.

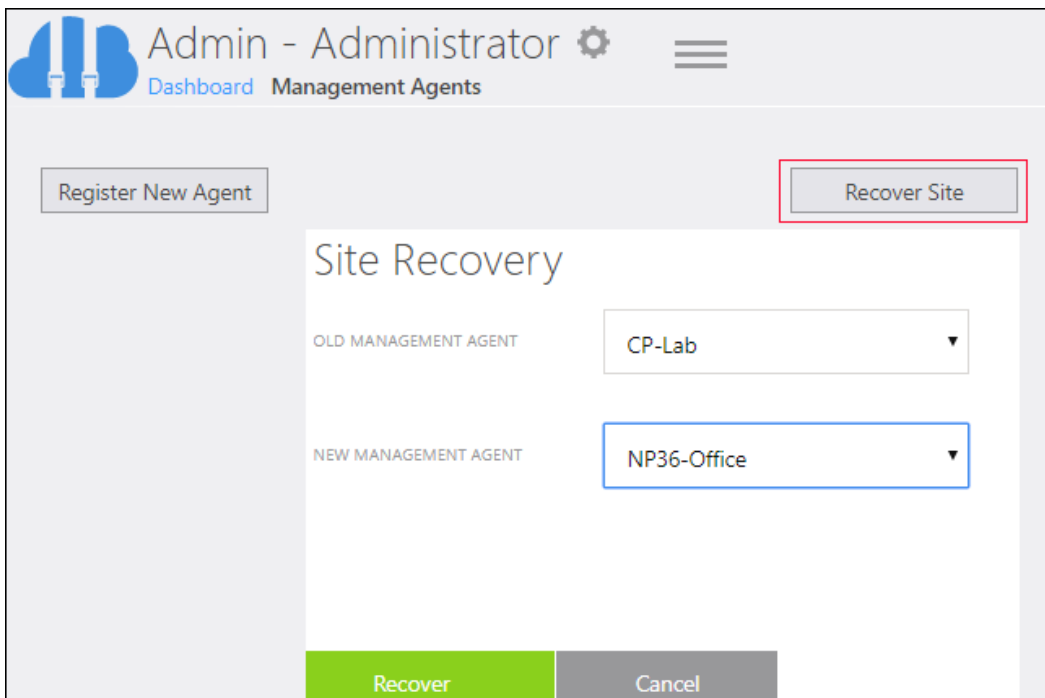


### Site recovery under a new Management Agent

If you have a site or a site under an old management agent and you would like to use it on a new management agent, register the new Management Agent. (To register the Management Agent, see [Registering your Management Agent](#)).

#### To assign a new Management Agent:

- Log into [mybakpak.com](http://mybakpak.com) and go to **Sites > Management Agents > Recover Site**.



- Select the old management agent from the **Old Management Agent** list, then select the Management Agent you are replacing it with in the **New Management Agent** list.

# BakPak Cloud Management System


3. Click **Recover**. Your site settings will be transferred to the new Management Agent. (There is no need to set up the site again).

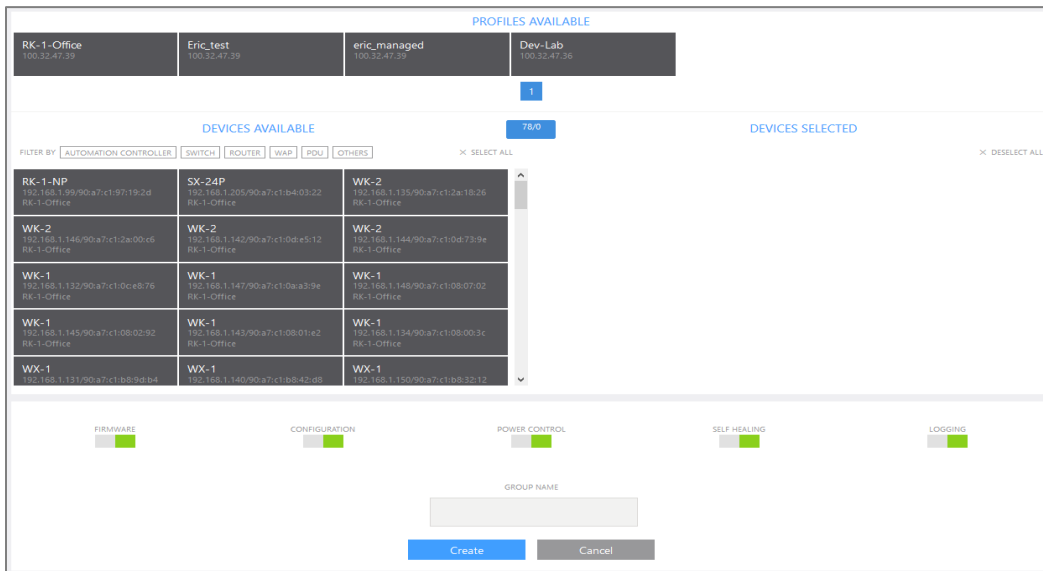
## Devices

### Group Management

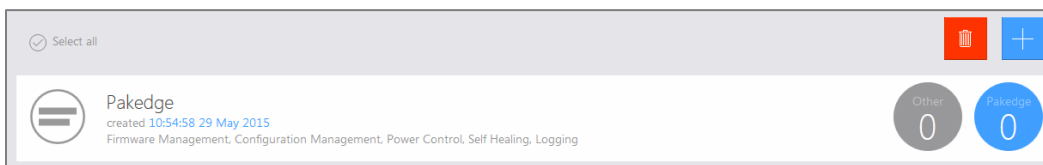
Group Management allows you to group devices together and apply settings to them in other sections of BakPak.

**To create a group:**

1. Log into [mybakpak.com](http://mybakpak.com) and go to **Dashboard > Devices > Groups > View/Create**.
2. Click the  icon to create a new group.
3. Click to select the devices you would like to add to the group.



4. Scroll down and enter a **Group Name**.
5. Click to select which sections that you would like to add this group to.
6. Click **Create**.



The new group displays.

# BakPak Cloud Management System

## Firmware Management

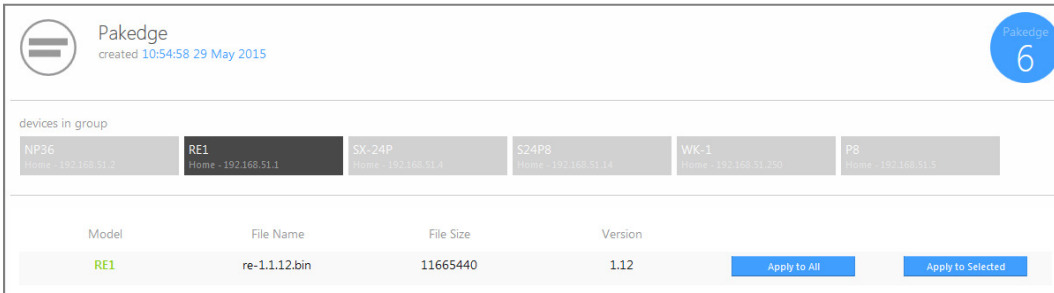
The *Firmware Management* page allows you to apply firmware to any of the devices in a management group.

### To apply a firmware update to a device group:

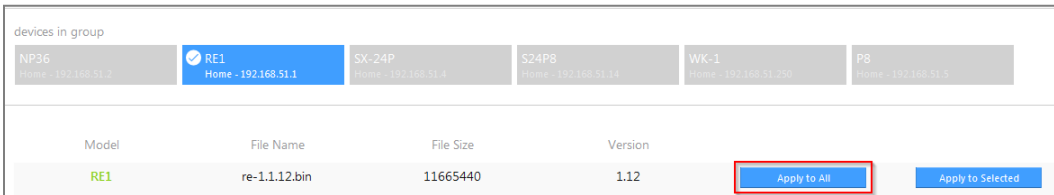
1. Navigate to **Devices > Groups > Firmware Management** (make sure that you have created a group that participates in Firmware Management following the steps above).
2. Click the management group that includes the device you would like to update.



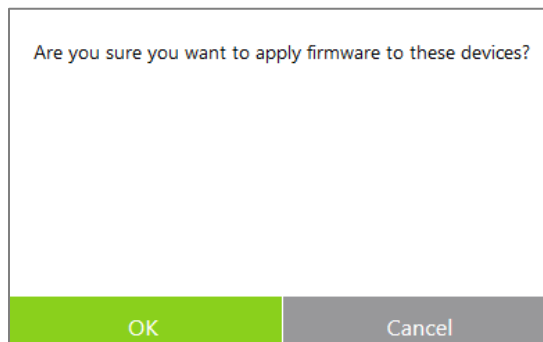
The devices in the group display, along with any available firmware updates. (In this example, a firmware update is available for a RE-1 router).



3. To apply the firmware update, click on the **RE-1** and then click **Apply to All**.



4. Click **OK**. The firmware on the RE-1 is up to date.





# BakPak Cloud Management System

## Configuration Management

Under *Configuration Management*, back up configuration files from supported devices so that they can be restored as needed.

In the following example, we will back up files from an RE-1 router and a WK-1 access point.

### To back up configuration files from a supported device:

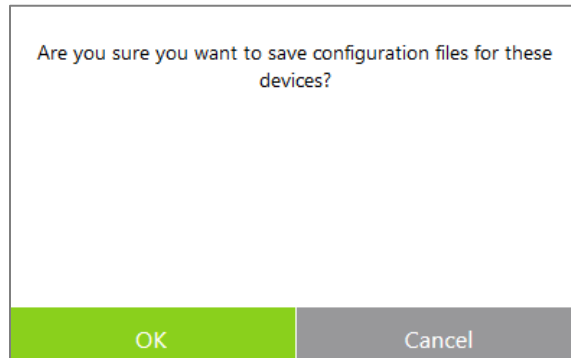
1. Log in to [mybakpak.com](http://mybakpak.com) and go to **Dashboard > Devices > Groups > Configuration Management**.
2. Click the management group previously created.



3. Select both the RE-1 and WK-1 and click Save All.

devices in group					
Device Name/Profile /Model	File Name	Size	Date	Status	Apply to
NP36 Home - 192.168.51.2	RE1 Home - 192.168.51.1	SX-24P Home - 192.168.51.4	S24P8 Home - 192.168.51.14	WK-1 Home - 192.168.51.250	P8 Home - 192.168.51.5

4. Click **OK** in the pop-up menu.



BakPak will create backup configuration files for the selected devices.

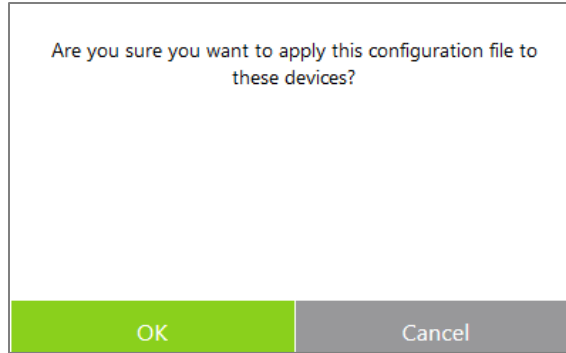
Device Name/Profile /Model	File Name	Size	Date	Status	Apply to
RE1 Home/RE1	Home	12KB	5/29/2015, 5:58:06 AM	Saved	Selected All
WK-1 Home/WK-1	Home	7KB	5/29/2015, 5:57:59 AM	Saved	Selected All

5. To apply a configuration to a device, click **Selected**. (In this example, RE-1 is selected).

# BakPak Cloud Management System

Device Name/Profile /Model	File Name	Size	Date	Status	Apply to	
RE1 Home/RE1	Home	12KB	5/29/2015, 5:58:06 AM	Saved	Selected	
WK-1 Home/WK-1	Home	7KB	5/29/2015, 5:57:59 AM	Saved	Selected All	

6. Click OK in the pop-up window.



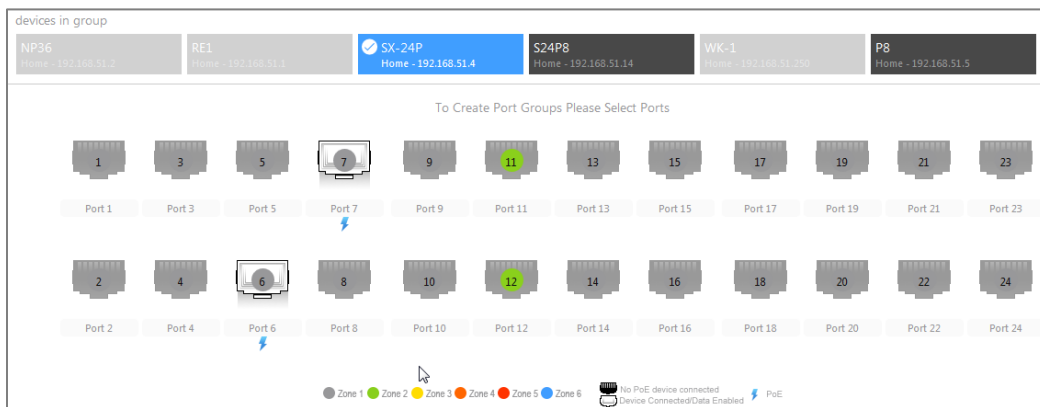
The configuration file will be pushed to the router.

## Power Control

With *Power Control*, power cycle individual ports on a Pakedge managed PoE switch or PowerPak (PDU), or group ports together to power cycle multiple ports at once.

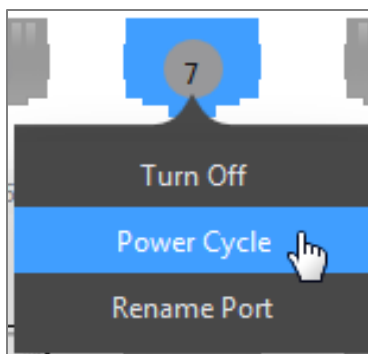
### To power cycle ports:

1. Log in to [mybakpak.com](http://mybakpak.com) and go to **Dashboard > Devices > Groups > Power Control**.
2. Click the management group with the device you wish to manage. (In this example, the previously created group is edited).
3. Select the SX-24P switch.  
A virtual switch appears, and a blue lightning bolt indicates an active PoE port.

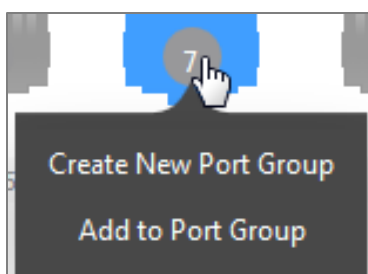


4. **Hover** over a PoE active port to **Turn Off**, **Power Cycle**, or **Rename** the port.

## BakPak Cloud Management System

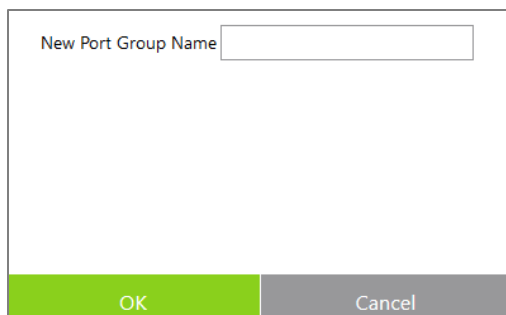


5. Click on the port for two different options: *Create New Port Group* or *Add to Port Group*. Click **Create New Port Group**.

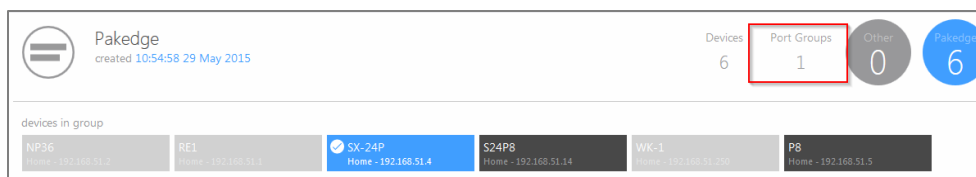


6. Give the port group a name and click **OK**.

The port group will be used to identify a certain group of ports on the switch.

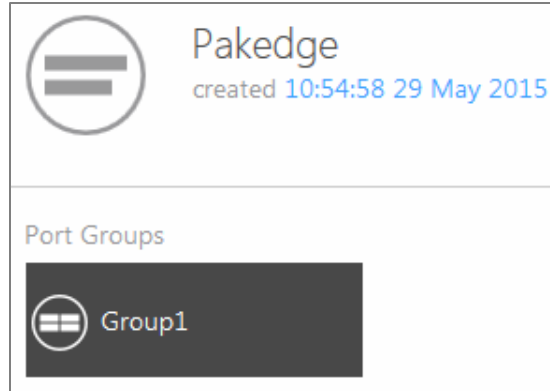
A screenshot of a dialog box titled 'New Port Group Name'. It features a text input field for entering the name. At the bottom of the dialog, there are two buttons: 'OK' (highlighted in green) and 'Cancel' (grey).

7. Click **Port Groups**.

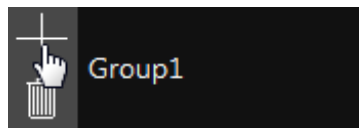


You will see your port group listed.

## BakPak Cloud Management System

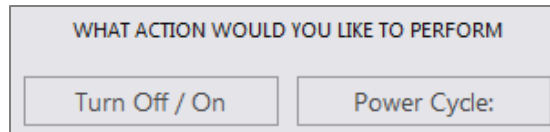


8. Hover over the group and click the plus icon.



Here, configure a schedule for ports to be either power cycled or powered on and off at certain times.

9. Click **Turn Off / On**.



10. Choose between a **Daily** or **Consecutive** schedule.  
A daily schedule will occur every day.  
The example shows a schedule that is set to turn off at 6:05 a.m. and then back on at 6:10 a.m. every weekday.

# BakPak Cloud Management System

RUNNING

Daily Consecutive

TURN ON

6 : 10 AM PM Dawn Dusk

TURN OFF

6 : 05 AM PM Dawn Dusk

WHICH DAYS

M T W Th F S Su Holidays

All Weekdays Weekends

Schedule1

Create

- 11. To create a schedule for power cycling a group, click **Power Cycle**. Complete the form and click **Create**.

*This example shows a schedule that is set to power cycle devices at 6:00 am on every weekday.*

WHAT ACTION WOULD YOU LIKE TO PERFORM

Turn Off / On Power Cycle:

AT

6 : 00 AM PM Dawn Dusk

WHICH DAYS

M T W Th F S Su Holidays

All Weekdays Weekends

Schedule2

Create

# BakPak Cloud Management System

12. After the schedule is created, you will be redirected to the *Schedule* management page. Click on your group to view its schedules.



The screenshot shows the 'Port Groups' management page. At the top, there are tabs for 'Profiles' and 'Port Groups'. Under 'Port Groups', a list contains 'Group1' with a checkmark icon. Below this is a table with columns for days of the week and a 'name' column. The table contains one row for 'Schedule1' with specific 'Turn Off/On' times for Monday through Friday.

name	mon	tue	wed	thu	fri	sat	sun
Schedule1	Turn Off/On 06:05 AM - 06:10 AM	Turn Off/On 06:05 AM - 06:10 AM	Turn Off/On 06:05 AM - 06:10 AM	Turn Off/On 06:05 AM - 06:10 AM	Turn Off/On 06:05 AM - 06:10 AM		

## Self-Healing

Under *Self-Healing*, set ports to power cycle when connectivity issues occur.

Self-Healing also allows you to auto-ping a device. If pings fail, the port on the switch automatically reboots.

To set up Self-Healing:






1. Log into [mybakpak.com](https://mybakpak.com) and go to **Dashboard > Devices > Groups > Self Healing**.
2. Click to expand an item and then select a device.
3. Then hover over the port you would like to configure.  
In this example, we'll set up an auto-ping for an IP camera connected to port number 7.
4. Enter the IP address of the camera under *Ping IP Address*.  
The *Wait Time* field shows how long BakPak will wait (in minutes) before power cycling that device after it has stopped responding.

**Reboot Limit** and **Time Period** go together. Set the maximum number of reboots allowed within a given time period (in hours).

# BakPak Cloud Management System

## Priorities

From *Device Priorities* (**Dashboard > Devices > Priorities**), modify the priority levels for your devices. For additional information, see the section [Scan for devices and device priority](#).

	High Priority Devices	Total 5
	Medium Priority Devices	Total 0
	Low Priority Devices	Total 0
	IOT & Wireless Devices	Total 0
	Unmonitored Devices	Total 7

## Categories

See [Setting device categories](#). (**Dashboard > Devices > Categories**).

## Users

Under **Users**,

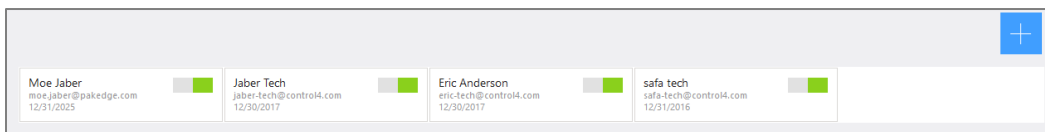
- Create accounts for your technicians and assign permissions to them.
- Set up login security using two-way authentication.

## View/Create

Under **View/Create**, create technician accounts.

**To create technician accounts:**

1. Log in to [mybakpak.com](#) and go to **Dashboard > Users > View/ Create Users**.
2. Click the  icon.



# BakPak Cloud Management System


3. Fill out the form (required fields are marked in red). Then click **Create**.

The form contains the following fields:

- FIRST NAME
- LAST NAME
- PHONE: 000-000-0000
- MOBILE CARRIER: Provider
- EMAIL/USERNAME
- PASSWORD
- RE-ENTER PASSWORD
- EXPIRES

Buttons: Create, Cancel

4. After the technician is created, navigate to **Users > Groups & Permissions**. In order to apply permissions to a technician, they must first be added to a group.

5. Under *Groups and Permissions*, click  to create a new group.

Group Name	Permissions	Patrollers	Users
Techs	✓	0	0
MyTechGroup	✓	1	1
Eric-Tech	✓	1	1

6. Select the user you want to add to the group. Give the group a name and click **Create**.

The page is divided into several sections:

- TECHNICIANS AVAILABLE:** 0/0. Includes Moe Jaber and Jaber Tech.
- TECHNICIANS SELECTED:** 0/0.
- PATROLLERS AVAILABLE:** 0/0. Includes NP-Lab and RK-1-Office.
- PATROLLERS SELECTED:** 0/0.
- PERMISSION GROUP NAME:** Input field.

Buttons: Create, Cancel



# BakPak Cloud Management System

## Assigning permissions

After creating users and groups, you will be able to assign them permissions. Permissions define what users can and cannot do.

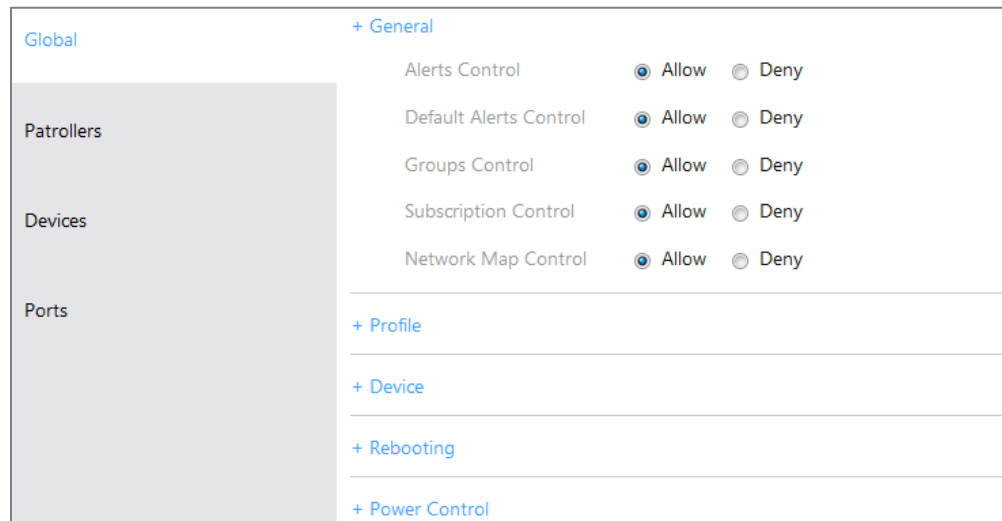
Below, learn about the five available permissions.

### To assign permissions:

1. Open the group.
  - a. Log into mybakpak.com and go to Dashboard > User > Groups and Permissions.
  - b. Next to the group you would like to edit, click **Advanced Permissions**.



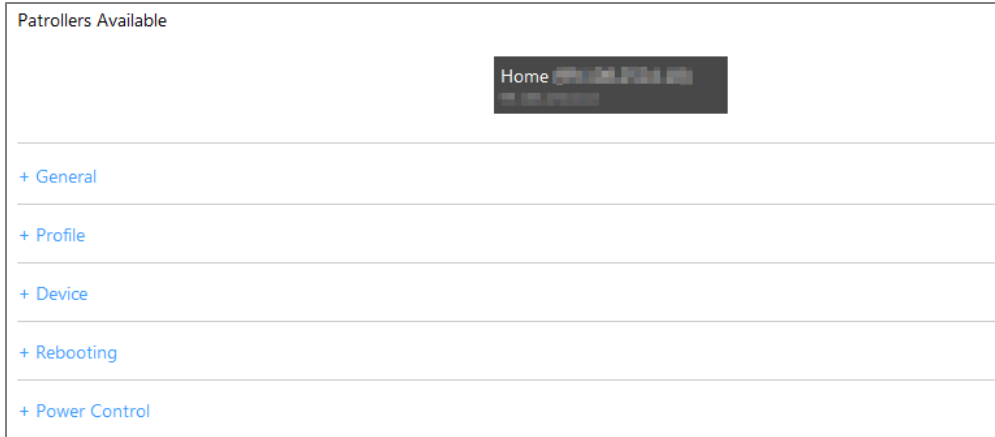
2. Select your desired settings and click **Apply** when you are finished.



There are four types of permissions.

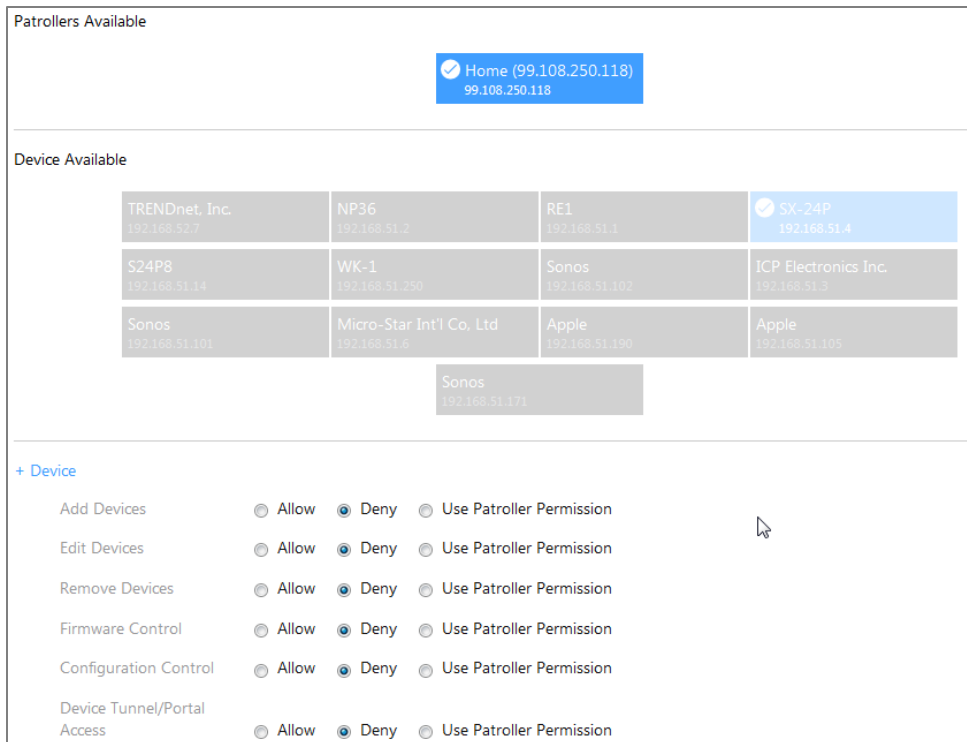
3. **Global** permissions are the general permissions applied to all sites.
4. **Management Agent** permissions apply to Management Agents and take precedence over global permissions.
  - a. Click to select the Management Agent(s).
  - b. Expand and select to choose settings.
    - i. Checking **Global Permission** will set the permissions to the default global setting.
  - c. Click **Apply** to save your work.

# BakPak Cloud Management System



5. **Device** permissions apply only to the devices from the Management Agents you choose.
  - a. Select the **Management Agent** and device that you want to apply permissions to.
  - b. Expand and select to choose settings.
    - i. If you want the devices to use the default Management Agent settings, select **Use Management Agent Permission**.
  - c. Click **Apply** to save your work.

**Note:** You need to apply the permission settings one at a time for each device.



## BakPak Cloud Management System

6. Port permissions override all other permissions and allow you to choose which ports users have access to.
  - a. Select the **Management Agent** and the device that you want to apply the port permissions to.
  - b. Expand and then select the port and permission settings.
    - i. If you want the devices to use the default device settings, select **Use Device Permission**.
  - c. Click **Apply** to save your work.

The screenshot displays the 'Patrollers Available' section with a selected 'Home (99.108.250.118)' patroller. Below it, the 'Devices Available' section shows three devices: RE1 (192.168.51.1), SX-24P (192.168.51.4), and S24P8 (192.168.51.14, selected), and WK-1 (192.168.51.250). A grid of 24 ports is shown, with Port 5 selected. At the bottom, the '+ Power Control' section includes four rows of radio button options: POE Control, POE Port Rename, PDU Control, and PDU Port Rename, each with 'Allow', 'Deny', and 'Use Device Permission' options.

## Authy Management

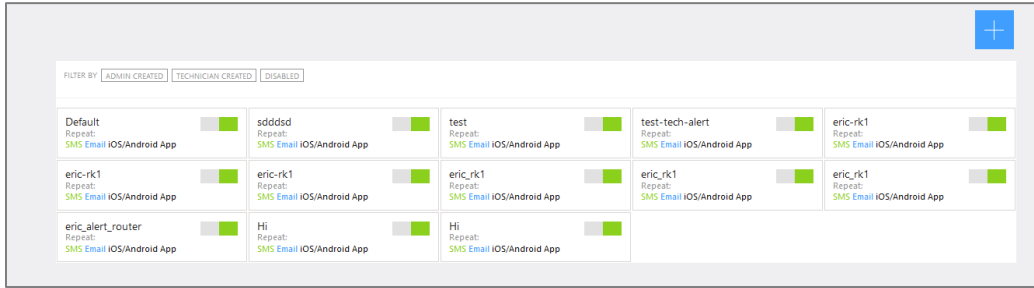
For help with Authy management, see [Using two-way authentication](#).

## Alerts

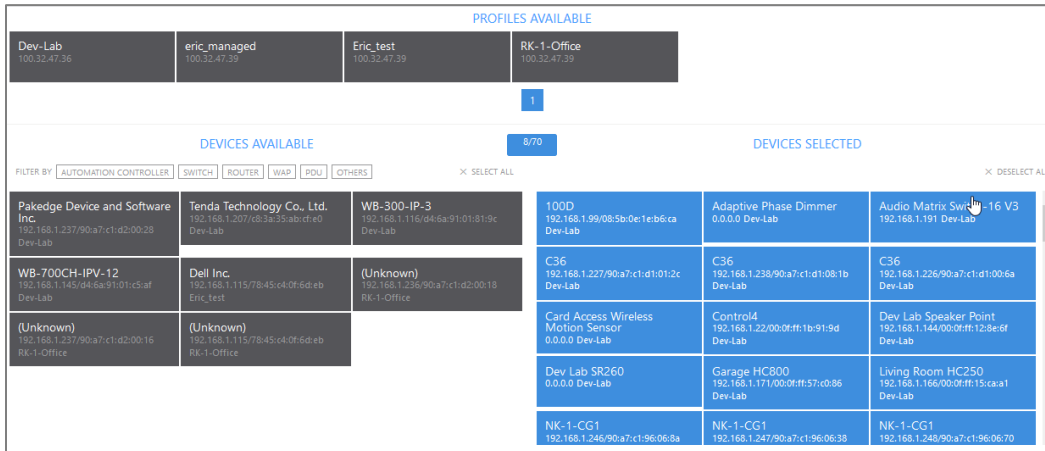
## Manage

### To set up alerts:

1. Log in to [mybakpak.com](http://mybakpak.com) and navigate to **Dashboard > Alerts > Manage**.
2. Hover over the **Default** alert and click the cog wheel.

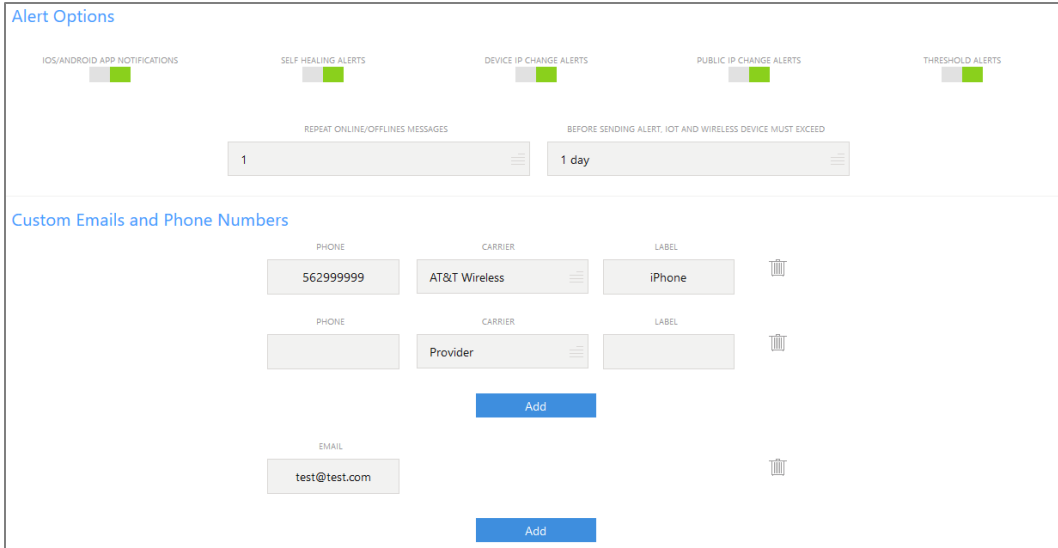



3. Select which devices should be included in the default alert. (By default, all Pakedge devices are included).
4. Scroll down and click **Save** to finalize your settings.

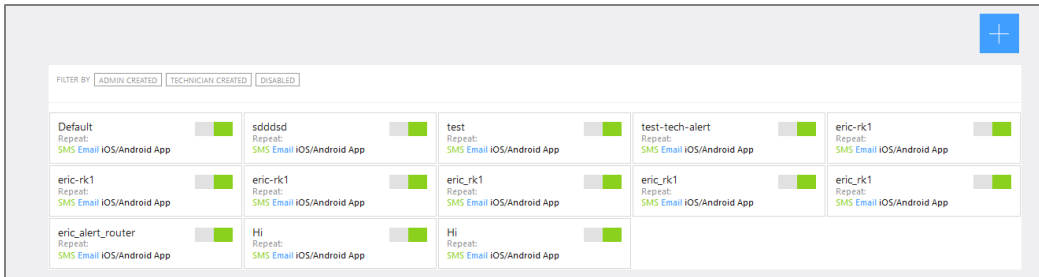


5. *Optional:* If you would like to receive notifications via SMS, scroll down and enter your phone number. (For notifications by email, enter an email address). Add a descriptive **Label** for the alert. (The BakPak toggle indicates that you will receive a push notification from BakPak on your mobile device).

# BakPak Cloud Management System



- To create different alert settings for different devices, create a custom alert. To create a new alert, go to **Dashboard > Alerts > Alert Management**, and click the  icon.



- Fill out the necessary information and click **Create**. Be sure to select the devices you want to include in this alert.

**Note:** When entering a phone number for international texts, use the following format: 011 + country code + area code + number.

**Note:** An admin can create an alert and assign only one technician to that alert. Two technicians cannot be part of the same alert.

**Note:** A default Management Agent alert is sent when the Management Agent loses communication with the cloud. For example, if a site loses power, you will receive only a single notification from BakPak saying your Management Agent is offline.

## Actions

### On-demand reports

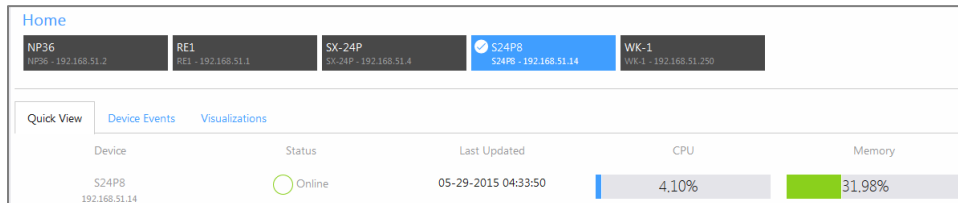
To generate on-demand reports:

1. Log in to [mybakpak.com](http://mybakpak.com) and go to **Dashboard > Actions > Reports > On-Demand Reports**.
2. Click the management group created previously.



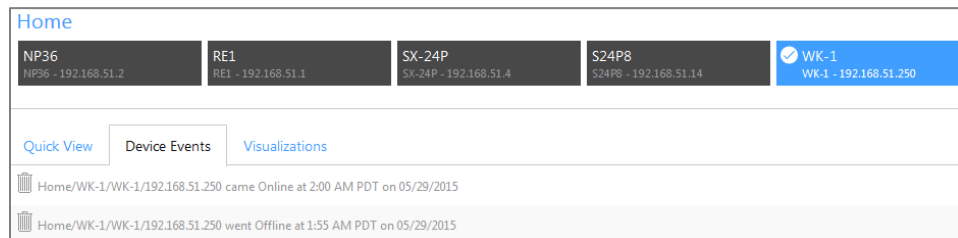
(In this example, the Pakedge S24P8 switch is selected).

3. The *Quick View* tab displays CPU and memory usage.



4. The *Device Events* tab displays important events that have occurred.

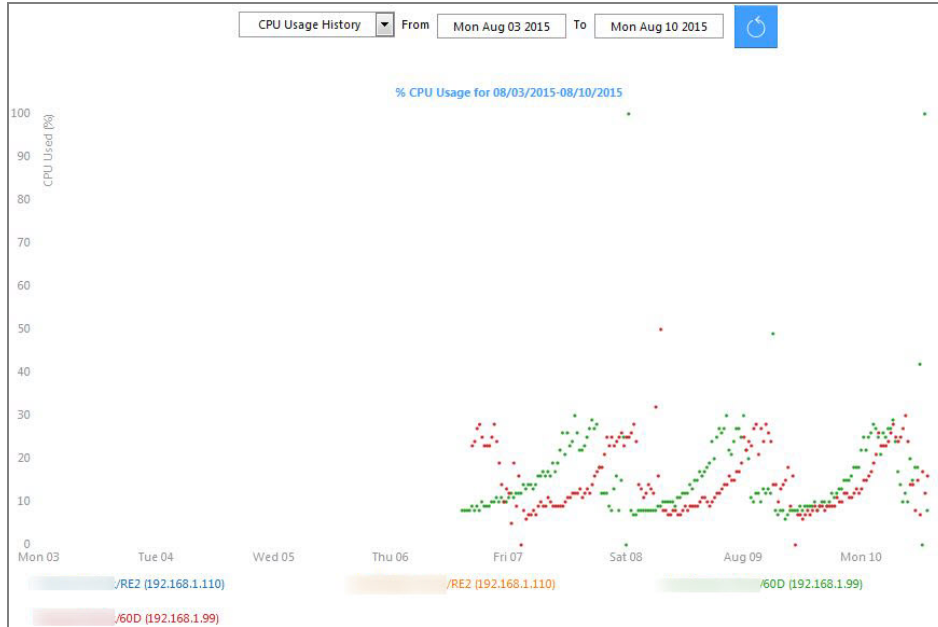
The image below shows the timestamps of a Pakedge WK-1 access point that went offline and came back on.



5. The *Visualizations* tab will graph various aspects of devices such as CPU, Memory, and Online/Offline history (shown below).

Tip: The graph can be downloaded as a PDF.

## BakPak Cloud Management System



6. **User Reports** record every user's action on any device. Click **User Reports**, and then choose a user from the list. Select a start date/end date and click **Refresh** to display the user's activities.

## Emailed Reports

Under *Emailed Reports*, create reports that can be sent to any email address (including email addresses for technicians and end users). You can create daily, weekly, or monthly reports.

There are two types of reports: *Site* and *Overview*. The *Site* report includes information about a specific site, and the *Overview* report includes information about all the sites under your account.

# BakPak Cloud Management System

## To generate emailed reports:

1. Log in to [mybakpak.com](http://mybakpak.com) and go to **Dashboard > Actions > Reports > Emailed Reports**.
2. Complete the form and select which users should receive the report.
3. Click **Save** to schedule the report email.

The screenshot shows a 'Create' form with the following fields:

- Name:** MyReport
- Period:** daily
- Type:** Profile
- Profile:** Home
- Receipients:** (empty field)

## Speed Test

Under **Speed Test**, view speed test results for all Management Agents (including historical data for up to one month).

Note: Speed tests can also be run on-demand. Click the **Play** icon to run a speed test.

## To change speed test frequency:

1. Log into [mybakpak.com](http://mybakpak.com) and go to **Dashboard > Actions > Speed Tests**.
2. Click the cog wheel next to the site name, make any edits, and **Save** your changes.
3. On this page, you may want to set thresholds for **Download, Upload, Latency, and Jitter**.

The screenshot shows the Speed Test configuration for 'CP-Lab'. It includes a gear icon for settings, a play button for running a test, and a table of performance metrics:

DOWNLOAD	UPLOAD	LATENCY	JITTER
59.00 Mbit/s	52.25 Mbit/s	3.23 ms	1.45 ms

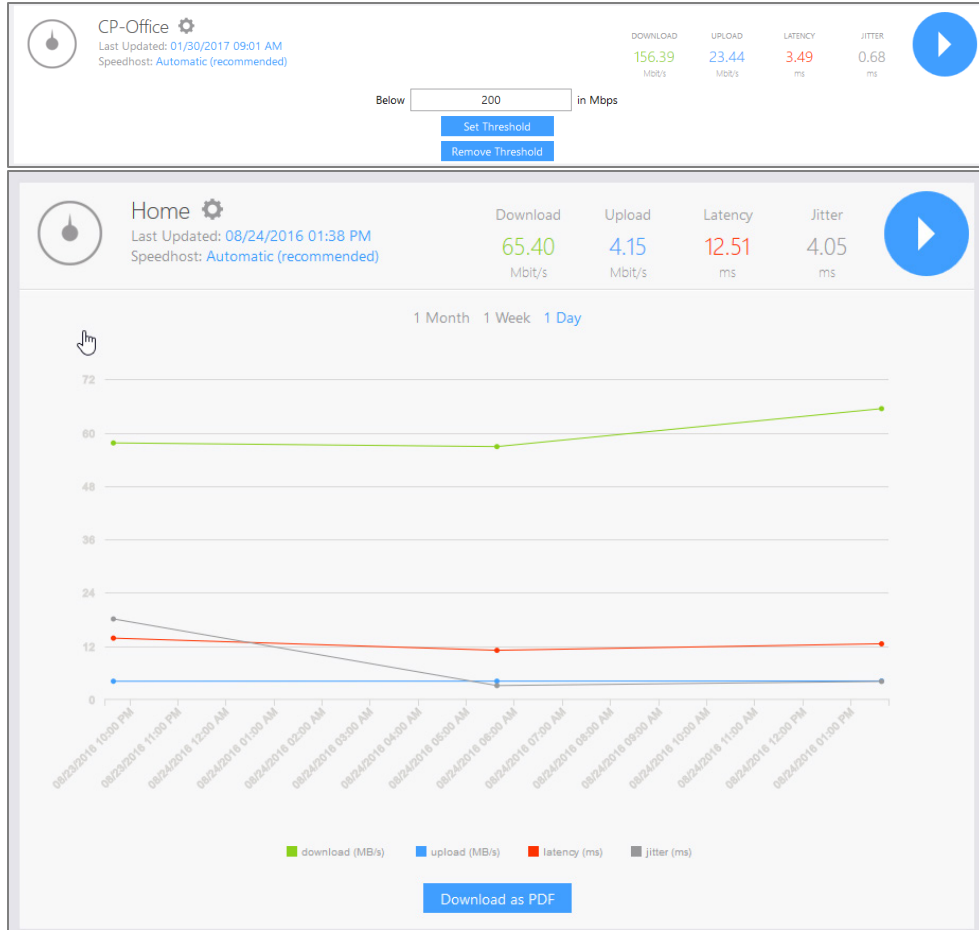
Below the table, there is a threshold setting: 'Above 100.0 in milliseconds'. There are two buttons: 'Set Threshold' and 'Remove Threshold'.

4. Next to the site name, click an option, enter a value, then click **Set Threshold**. (As needed, use **Remove Threshold**).

Note: You will receive an alert if the value you entered is above or below the threshold.



# BakPak Cloud Management System



## Diagnostics

Under **Diagnostics**, check the status of BakPak services and test the alert system.

Web Application	Android Application	iOS Application	Network Patrollers	Alert System
✓	✓	✓	1/5 online	✓

TEXT:   EMAIL:

Go to **Dashboard > Actions > Diagnostics**.

## BakPak Cloud Management System

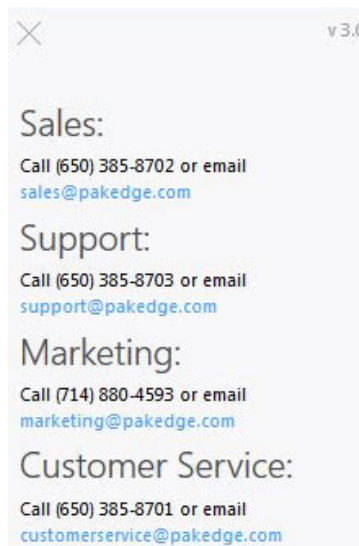
### Collaboration

Under **Collaboration**, generate a token for tech support personnel to temporarily access your BakPak account (without having to share your BakPak username/password).

1. Log in to [mybakpak.com](http://mybakpak.com) and go to **Dashboard > Actions > Collaboration**.
2. Click **Generate Access Token** to get a token that can be given to support.

### Contact Us

The *Contact Us* page contains contact information for the various departments at Pakedge.



# Limited Warranty

Congratulations on your purchase of a Pakedge Device & Software product! Pakedge designs and manufactures the finest home-networking products. With proper installation, setup, and care, you should enjoy many years of unparalleled performance. Please read this consumer protection plan carefully and safeguard it with your other important documents.

This is a LIMITED WARRANTY, as defined by the U.S. Consumer Product Warranty and Federal Trade Commission Improvement Act.

## What Is Covered Under the Terms of This Warranty?

**SERVICE LABOR:** Pakedge will pay for service labor by an approved Pakedge service center when needed, as a result of a manufacturing defect. This is covered for a period of three years, starting on the effective date of delivery to the end user.

**PARTS:** Pakedge will provide new or rebuilt replacement parts for parts that fail due to defects in materials or workmanship. This is covered for a period of three years, starting on the effective date of delivery to the end user. Such replacement parts are then subsequently warranted for the remaining portion (if any) of the original warranty period.

## What Is Not Covered Under the Terms of This Warranty?

This warranty only covers failure due to defects in materials and workmanship that occur during normal use and does not cover normal maintenance. This warranty does not cover any appearance item; any damage to living structures; failure resulting from accident (example: flood, electrical shorts, insulation); misuse, abuse, neglect, mishandling, misapplication, faulty or improper installation or setup adjustments; improper maintenance, alteration, improper use of any input signal and/or power, damage due to lightning or power line surges, spikes and brownouts; damage that occurs during shipping or transit; or damage that is attributed to Acts of God.

The foregoing limited warranty is the sole warranty of Pakedge and is applicable only to products sold as new by Authorized Dealers. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to: any implied warranty of merchantability, fitness for a particular purpose or non-infringement, and b) any and all obligations and liabilities of Pakedge for damages including but not limited to incidental, consequential or special damages, or any financial loss, lost profits or expense, or loss of network connection arising out of or in connection with the purchase, use or performance of the Product, even if Pakedge has been advised of the possibility of such damages.

**CAUTION: DAMAGE RESULTING DIRECTLY OR INDIRECTLY FROM IMPROPER INSTALLATION OR SETUP IS SPECIFICALLY EXCLUDED FROM COVERAGE UNDER THIS WARRANTY. IT IS IMPERATIVE THAT INSTALLATION AND SETUP WORK BE PERFORMED ONLY BY AN AUTHORIZED PAKEDGE DEALER TO PROTECT YOUR RIGHTS UNDER THIS WARRANTY. THIS WILL ALSO ENSURE THAT YOU ENJOY THE FINE PERFORMANCE YOUR PAKEDGE PRODUCT IS CAPABLE OF PROVIDING.**

## Rights, Limits, and Exclusions

Pakedge limits its obligation under any implied warranties under state laws to a period not to exceed the warranty period. There are no express warranties. Pakedge also excludes any obligation on its part for incidental or consequential damages related to the failure of this product to function properly. Some states do not allow limitations on how long an implied warranty lasts, and some states do not allow the exclusion or limitation of incidental or consequential damages. In this case, the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

## Effective Warranty Date

This warranty begins on the effective date of delivery to the end user. For your convenience, keep the original bill of sale as evidence of the purchase date from your authorized dealer.

## Important: Warranty Registration

Please register your product at [www.pakedge.com](http://www.pakedge.com). It is imperative that Pakedge knows how to reach you promptly if we should discover a safety problem or product update for which you must be notified. In addition, you may be eligible for discounts on future upgrades as new networking standards come about.

## To Obtain Service, Contact Your Pakedge Dealer

Repairs made under the terms of the Limited Warranty covering your Pakedge product will be performed by an Authorized Pakedge Service Center. These arrangements must be made through the selling Pakedge Dealer. If this is not possible, contact Pakedge directly for further instructions. Prior to returning a defective Product directly to Pakedge, you must obtain a Return Material Authorization number and shipping instructions. Return shipping costs will be the responsibility of the owner.

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