

Release Date

- NCMS – 2.1.52 – 1st April, 2015

Release Information

Release Type: General Availability

Access Link: <https://my.netgenie.net>

Supported NetGenie Firmware Versions:

Home Appliance

- 3000007-20140925-NG12EH
- 3000011-20150122-NG12EH
- 1000926-20140812-NG11EH
- B0101EE-20150324-NG11VH

SOHO Appliance

- 4000007-20140925-NG12EO
- 4000011-20150122-NG12EO
- 2000926-20140812-NG11EO
- C0101EE-20150324-NG11VO
- 110001EE-20150324-NG12AO

Revision History:

Sr. No	Old Revision Number	New Revision Number	Reference Section	Revision Details

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Introduction

This document contains the release notes for NetGenie's On-Cloud Management Service (NCMS) version 2.1.52.

This release primarily includes new features and a few enhancements to improve performance and usability of the product.

Features and Enhancements

Note:

- This version of NCMS is available to customers with multiple registered NetGenie appliances only. In case of single registered appliance, the customer is directed to the previous version of NCMS Portal that does not support any of the features/enhancements due to this release.
- This version of NCMS Portal is best viewed using Mozilla Firefox.

1. Revamped NCMS Dashboard that provides Bird's-eye view of Key Parameters

With this version, NCMS Dashboard has been enhanced to provide a quick and bird's-eye view of all the important parameters of your appliance and NCMS.

The Dashboard displays Account Details of the logged in Administrator, Model-wise number of appliances managed by the Administrator including their Connectivity Status, Subscription Details, Support Ticket status and more.

The Dashboard is displayed as soon as the administrator logs on to the NCMS Portal. Note that the details displayed on Dashboard are specific to the logged-in Administrator.

2. Enhanced Appliance Management to reduce Time, Cost and Efforts

With this version, following new features/enhancements have been added to NCMS:

a. Register Multiple Appliances Simultaneously

From this version onwards, NCMS supports registration of multiple NetGenie appliances, in one go.

With this feature, an Administrator can register multiple appliances simultaneously, saving them the hassle of registering each appliance separately.

Prior to this version, the administrator could register only one appliance, at a time.

To register multiple appliances in one go, login as the [Primary Administrator](#) and go to **Manage Appliance > Register More Appliances > Add Appliance**, select 'Multiple' against "Select Appliance" parameter and upload a .csv (Comma Separated Variables) file containing Serial No/Appliance Keys of the appliances to be registered.

b. Appliance Groups

From this version onwards, NCMS supports grouping of managed NetGenie appliances, for enhanced management and easy monitoring.

With this feature, an Administrator with multiple appliances can simultaneously configure and manage multiple appliances clubbed under one group, saving them the hassle of managing each appliance separately.

Prior to this version, the administrator had to configure and manage each appliance separately; even if a common set of updates were to be applied to all the appliances.

Grouping is done using "Model Name" as the primary condition, with "Appliance Name" and "Appliance Key" as optional sub-conditions. Further, the administrator can select filter for appliance name and appliance key string.

Given below is the list of filters available to create an appliance group, based on model name:

- Starts with
- Contains
- Ends with

For example, to group all VDSL appliances with their names starting with "N" and keys starting with "W", follow the steps given below:

1. Select the VDSL appliance from the drop-down list against "Model Name",
2. Against "Appliance Name", select 'Starts with' filter and specify 'N' as key string
3. Against "Appliance Key", select 'Starts with' filter and specify 'W' as key string
4. Click **Add** button to create the group

To create an appliance group, go to **Manage Appliance > Appliance Group** and click **Add Group** button to add an appliance group.

c. Template Support

With this version, NCMS has introduced Template feature for the most commonly used NetGenie configuration settings.

It helps Administrator to configure common configuration settings on multiple NetGenie appliances / appliance groups at one go, that also in few clicks.

A template is a set of various policies. NCMS allows the Administrator create, clone, save, remove, edit and export a template to selected appliance(s) or appliance group(s).

To add a template, go to **Manage Appliance > Policy and Configuration Management** and click **Add Template** button.

Note:

- NCMS allows addition of a maximum of three (3) Templates.
- Critical events like Firmware/Signature Upgrade, Appliance Reboot and Appliance Reset can not be configured in a Template.
- Appliances must have latest firmware to enforce policies from the Template.

- Successful completion of a template push might take a few minutes depending on parameters like the Appliance type, number of policies configured in the template etc.

d. Alert Profiles

With this version, NCMS Administrators are allowed to create alert profiles to send alert notifications in the form of Email to the specified Email address (es) for specified events of single or multiple NetGenie appliances / appliance groups.

This feature provides visibility of various security, system and connectivity critical issues to an Administrator.

Alerts can be configured for following events, occurring in any of the managed NetGenie appliances:

- Any Security Subscription module expires within a month
- Any Support Subscription module expires within a month
- New Firmware update is available
- New Signature updates are available
- Any VPN Tunnel gets disconnected

The Administrator can create and manage Alert Profiles from **Monitor Appliance > Schedule Alerts** page.

e. Reports for individual or group of NetGenie appliances

From this version onwards, an NCMS Administrator can view reports for selected appliance(s) and/or group of appliances, at one go.

With this enhancement, the Administrator can have a collective view of security status of the selected appliances/appliance groups by viewing Web Activities, Blocked Attempts, Attacks and Virus reports. The consolidated reports further help in quickly identifying the security trends common to the selected appliances/appliance groups.

Prior to this version, an NCMS Administrator could view reports for single appliance only.

To view reports appliance(s)/group of appliances, go to **Monitor Appliance > View Reports**, select the appliance(s)/appliance group(s) and Report type, then click **View** button. The reports are displayed in a new pop-up window.

f. Event Viewer

From this version onwards, an NCMS Administrator can view logs for various activities performed via NCMS Portal.

This feature helps the NCMS Administrator in auditing purposes, by providing consolidated logs of key functions performed via NCMS Portal.

Event Viewer shows logs for following activities performed via NCMS Portal:

- An Administrator logs in or logs out
- An Administrator fails to login when NCMS cannot fetch the login details from the

Registration server

- NCMS enabled/disabled on a appliance
- Any Appliance Group added or removed
- Firmware/Signature upgraded on a appliance
- Any Template added, cloned, or removed
- Creation, updation or removal of a Non Primary Administrator by the Primary Administrator
- Updation of Profile Details by the Primary Administrator
- An Administrator changes his/her Account Password

To view the logs in Event Viewer, go to **Monitor Appliance > Event Viewer**.

Note that the Event Viewer displays logs according to the type of logged-in Administrator i.e. Primary or Non Primary.

3. Support of Multiple Administrators to aid Role-based Administration

With this version, NCMS allows the Primary Administrator to create multiple “Non Primary Administrators”, and assign them role based privileges to manage single or multiple NetGenie appliance(s).

A Primary Administrator is the one, under whose account the NetGenie appliance is registered and has the highest rights, including deactivating other Administrative accounts; while a Non Primary Administrator has a limited set of rights.

Prior this version, NCMS supported management of single appliance by single Administrator - the Primary Administrator.

This feature addresses the challenge where multiple personnel want to manage multiple NetGenie appliances remotely. For example, in case of an organization with multiple SOHO appliances registered under single account and multiple personnel want to manage the appliances remotely, the Primary Administrator has to share the login credentials else others cannot remotely manage the appliance.

To create a Non Primary Administrator, log into NCMS Portal as the Primary Administrator and go to **Manage Account > Manage Admin Users** and click **Add User** button.

Following table displays Rights associated with a Primary Administrator and a Non Primary Administrator:

Privileges	Primary Administrator	Non Primary Administrator
Enable/Disable NCMS from portal	√	√
Create Non Primary Admin	√	X
Edit Profile Details	√	X
View List of Appliances	√	√
Register More Appliances	√	X
Transfer Appliance	√	X

Upgrade Firmware	√	√
Upgrade Signature	√	√
Create/Edit/Delete Appliance Groups	√	√
Create/Edit/Delete Templates	√	√
View/Create Support Tickets	√	√
View Reports	√	√
Create/Delete Alerts	√	√
View All Admin Logs	√	X
Security / Support Subscription	√	√

4. Appliance Uptime/Downtime Report

With this version, 'Monitor Appliance' section has been enhanced with the introduction of Appliance Uptime/Downtime report. The report provides an overview of time period for which an appliance was connected/disconnected with the NCMS server.

The Primary Administrator can view Uptime/Downtime reports for all the connected appliances while a Non Primary Administrator can view reports for only those appliances that are assigned to him/her.

An Administrator can view Uptime/Downtime reports of selected appliances for following time period:

- Today
- Last 3 Days
- Last 7 Days
- Last 14 Days

Note that an appliance must be connected at least once with the NCMS server for an administrator to be able to view its Uptime/Downtime report.

To view the Appliance Uptime/Downtime report, go to **Monitor Appliance > Appliance Uptime/Downtime report**.

5. Support of Logs for Template Activities

With this version, NCMS provides logs for all the Templates that are exported to appliance(s) or appliance group(s).

The logs provide an overview of source from which a Template was exported, appliances on which it was exported as well as number of appliances on which the template was successfully exported or failed.

To summarize, Template Logs provide following details:

- Name: Name of the Template that was exported.
- Date: Date when the Template that was exported. Note that the Date is displayed as

per the time zone of NCMS server and not the time zone configured in the NetGenie appliance.

- Source: Source IP Address from which the Template that was exported.
- Status: Displays the number of appliances on which the Template was successfully exported as well as the appliances on which it failed to be exported.
- Appliances: Displays the list of appliances on which the Template that was exported.
- Message: Displays the message related to success or failure of a Template Export action. Possible message types are:
 - Template Policies applied successfully.
 - Appliance is not running the latest firmware version. (In this case, you need to upgrade the firmware to the latest version. You can find the latest firmware on [NetGenie website](#).)
 - Appliance is not connected with the NCMS server. (In this case, a template will be pushed on the appliance as soon as it connects to the NCMS server. If you have pushed multiple templates on a disconnected appliance, then all templates will be pushed sequentially when appliance connects to the NCMS server.)

To view the logs for Template activities, go to **Manage Appliance > Template Policy > View Template Log**.

Miscellaneous

This version of NCMS has following miscellaneous changes:

- The 'Support' section has been shifted under "Manage Appliance" page of the new portal.
- Any changes to an 'Appliance Name' done by the Primary Administrator is now reflected for all the Secondary Administrators to which the appliance is assigned.
- Exporting a Template has been bifurcated into two steps for ease of use and to provide granular controls while exporting the template:
 - Step 1 provides an overview of the Section-wise (System, Family/Internet Protection, Security, Network Settings) policies configured in the Template that is being exported. You can select or deselect the checkbox against a particular parameter and the Template policies will be updated accordingly.
 - Step 2 provides the option to select appliances and appliance groups on which you want to export the Template.

Known Behaviour

- Name of a Non Primary Administrator is not displayed when they remove an appliance from NCMS. The Firmware version of the removed appliance is not displayed as well.
- Exporting a Template on an NG12AO appliance running firmware version 11000172-20140623-NG12AO fails if the Template is configured with more than three (3) VPN tunnels.
- Exporting a Template on an NG12AO appliance running firmware version 11000172-20140623-NG12AO fails if the Template is configured with more than hundred (100) URLs in the Website Exception list.

- Exporting a Template on an NG12AO appliance running firmware version 11000172-20140623-NG12AO fails if the Template is configured with more than ten (10) Firewall Rules.
- An appliance fails to be removed from the Appliance List when a Non Primary Administrator, authorized to manage the appliance, tries to remove it.
- While trying to push a template with complete configuration on multiple appliances, an error message "Failed to apply policies on appliance" is displayed even though the configuration is successfully applied on the appliances.
- Whitelisted users are flushed from a NetGenie appliance when a template containing configuration of users with usernames other than the ones defined in the NetGenie appliance, is pushed onto the appliance.

Open Issues

- Users bound to a particular SSID in a NetGenie appliance are unbounded when a template containing configuration of just the users (and no other policies) is pushed onto the appliance.
Recommendation – Instead of pushing a policy containing just the users, configure the related Wi-Fi settings as well.

General Information

Technical Assistance

If you have problems with your system, contact customer support at

- support@netgenie.net
- +91-937-781-8181
- +91-79-3981-8181

Please have the following information available prior to contacting support. This helps to ensure that our support staff can best assist you in resolving problems:

- Appliance Serial number
- Firmware version
- Description of the problem, including the situation where the problem occurs and its impact on your operation.
- Detailed steps on the methods you have used to reproduce the problem.

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