





# Enterprise WiFi System

Controller Release Version: 3.2

User Guide

# **Table of Contents**

Chapter 1: System Setup
System Requirements1
Network Topology Requirements1
Hardware Overview and Installation1
Software Installation2
Chapter 2: Using the UniFi Controller Software
Common Interface Options5
Chapter 3: Map Tab
Placing Access Points on the Map
Chapter 4: Statistics Tab
Clients
Chapter 5: Access Points Tab
- Overview
Config
Chapter 6: Users Tab
Chapter 7: Guests Tab
Chapter 8: Insight Tab29Known Wireless Clients29Rogue Access Points30Past Connections30Past Guest Authorizations31
Chapter 9: Access Point Details
Details
Users
Guests
Configuration

Chapter 10: User/Guest Details43
Details
Statistics
History
Configuration
Chapter 11: Hotspot Manager45
Appendix A: Portal Customization
Overview
Enabling Portal Customization48
Viewing the Default Portal48
Setup
Appendix B: UniFi Discovery Utility
Overview
Launching the UniFi Discovery Utility51
UniFi Discovery Utility Interface51
Appendix C: Contact Information
Ubiquiti Networks Support54

#### UniFi Example Diagram



<sup>1</sup> Please refer to "Wireless Uplinks" on page 39 for setting up wireless-linked APs.

<sup>2</sup> All UniFi APs support off-site management controllers.

# Chapter 1: System Setup

The UniFi<sup>®</sup> Controller is a wireless network management software solution from Ubiquiti Networks<sup>™</sup>. It allows you to manage multiple wireless networks using a web browser.

This User Guide is for use with version 3.2 or above of the UniFi Controller software and all of the UniFi Enterprise WiFi System Access Point models, which this User Guide will collectively refer to as UniFi AP. Additional information about the AP models is available on our website at http://documentation.ubnt.com/UniFi

Model	2.4 GHz	5 GHz
UAP/UAP-LR	$\checkmark$	
UAP-Outdoor/UAP-Outdoor+	$\checkmark$	
UAP-Outdoor-5G		$\checkmark$
UAP-AC Outdoor	$\checkmark$	$\checkmark$
UAP-PRO	$\checkmark$	$\checkmark$
UAP-AC	$\checkmark$	$\checkmark$

Additional information about the UniFi Controller is available on our website at

http://community.ubnt.com/unifi

# **System Requirements**

- Linux, Mac OS X, or Microsoft Windows 7/8
- Java Runtime Environment 1.6 (or above)
- Web Browser: Mozilla Firefox, Google Chrome, or Microsoft Internet Explorer 8 (or above)

# **Network Topology Requirements**

- A DHCP-enabled network (for the wired Access Point to obtain an IP address as well as for the wireless Access Points after the deployment)
- A management station computer running the UniFi Controller software, located either onsite and connected to the same Layer-2 network, or off-site in a cloud or NOC

The Sample Network Diagram above illustrates an example of a single UniFi network. The router is connected via Ethernet to a variety of UniFi AP models. There is a wireless uplink from a wireless UAP-PRO to a wired UAP-PRO.

## **Hardware Overview and Installation**

The Quick Start Guide that accompanied your UniFi AP includes a hardware description and instructions for hardware installation.

# **Software Installation**

The UniFi Controller software is installed just once when you initially create a UniFi network. UniFi APs can be added at any time through the controller interface but you do not need to go through the software installation process every time you add another UniFi AP.

Download the UniFi Controller software from the Ubiquiti Networks website.

- 1. Go to downloads.ubnt.com/UniFi.
- 2. Mac users should download **UniFi.pkg**, and Windows users should download **UniFi-installer.exe**.
- 3. Follow the instructions for your computer type.

## **Mac Users**

1. Launch UniFi.pkg.

Note: If *UniFi.pkg* is identified as coming from an unidentified developer, then do the following:

- 1. Right-click UniFi.pkg and select Open.
- 2. Click **Open**.
- 3. Click **Continue** and follow the on-screen instructions to install the software.



 Go to Go > Applications and double-click the UniFi icon.



Proceed to <u>"Configuring the UniFi Controller Software"</u> on page 3.

## **PC Users**

- 1. Launch UniFi-installer.exe.
- 2. Click Install.



3. If your computer doesn't have Java 1.6 or above installed, you will be prompted to install it. Click **Install** to continue.

() lava	SU.
v	Velcome to Java™
From business solutions	cure access to the world of amazing Java conten to helpful utilities and entertainment. Java makes ternet experience come to life.
Click here for r	mation is gathered as part of our install process. nore information on what we do collect.
Click Install to accep	tithe license agreement and install Java now.

4. Click Next.

UniFi	Installation Complete Setup was completed successful	у.
Completed		
Show details		
Ubiguiti Networks		

5. Ensure that the *Start UniFi Controller after installation* option is checked and click **Finish**.



For most versions of Windows, the UniFi Controller software can also be launched from **Start** > **All Programs**.



For Windows 8, the UniFi Controller software can also be launched from the *Start* menu.



## Configuring the UniFi Controller Software

1. The UniFi Controller software startup will begin. Click Launch a Browser to Manage Wireless Network.

UniFi Controller	UniFi
Copyright © 2005-2013 Ubiquiti Networks	Inc. All Rights Reserved.
UniFi Controller (3, 1, 3) started.	Hide

2. Select your language and country. Alternatively, you can click *restore from a previous backup* to use a file that contains your backup settings. Click **Next**.





Note: U.S. product versions are locked to the U.S. Country Code to ensure compliance with FCC regulations.

3. Select the devices that you want to configure and click **Next**.



4. The UniFi Installation Wizard will create a secure primary wireless network for your devices. Perform the following steps:

UniFi				
welcome	discover	wireless	password	finish
Secu Optionally, you mi Enable Guest		wireless network fo	r your guests.	Back Next

- a. Enter the wireless network name or SSID in the Secure SSID field.
- b. Enter a passphrase to be used for your primary network in the *Security Key* field.
- c. To enable guest access, select **Enable Guest Access**, and enter a guest network name in the *Guest SSID* field.
- d. Click Next.
- 5. Enter an admin name in the *Admin Name* field and password in the *Password* field to use when accessing the management interface. Confirm your password in the *Confirm* field. Click **Next**.

UniFi				
welcome	discover	wireless	password	finish
	Password Confirm			Back Next

6. Review your settings. Click **Finish** to save your settings or click *Back* to make changes. Once the wizard is finished, the browser will be redirected to the management interface.

welcome	discover	wireless	password	finish
ease review	the settings below. Cli a finished you will be n Secure SSID UBNT	edirected to the ma	nagement interface.	activate tri
5	Secure SSID UBNI			
	Guest SSID guest			

Congratulations, your wireless network is now configured.

A login screen will appear for the UniFi Controller management interface. Enter the admin name and password that you created and click **Login**.

UniFi	
Please login to manage your wireless networks. Username Password Login	
Forget your password?	

Proceed to the next chapter for information on using the UniFi Controller software.

# Chapter 2: Using the UniFi Controller Software

The UniFi Controller software has a browser-based interface for easy configuration and management.

To access the interface, perform the following steps:

- 1. Launch the UniFi Controller application if hasn't already been started.
  - Mac users: Go > Applications > UniFi
  - Windows users: Start > All Programs > Ubiquiti UniFi.
- 2. The UniFi login screen will appear. Enter the admin name and password in the appropriate fields and click **Login**.

U	ĥFi
	e login to manage your wireless networks.
	Username Pessword
	Login
	Forgot your password?

# **Interface Tabs**

The UniFi software consists of six primary tabs. This User Guide covers each tab with a chapter. For details, on a specific tab, refer to the appropriate chapter.

- <u>"Map Tab" on page 15</u>
- <u>"Statistics Tab" on page 20</u>
- <u>"Access Points Tab" on page 22</u>
- <u>"Users Tab" on page 25</u>
- <u>"Guests Tab" on page 27</u>
- <u>"Insight Tab" on page 29</u>

# **Common Interface Options**

The common interface options are accessible from all tabs in the UniFi interface.



## Welcome

At the top left of the screen, click **Welcome** to display the *Change Password* and *Logout* options:

Weld	come admin 🤻
Char	nge Password
Ċ	logout

**Change Password** To change the login name and/or password, click this option. The *Change Password* screen will appear:

	Change Password	×
Admin Name	admin	
Email		
Password	•••••	
Confirm	•••••	
Language	English ≑	
		ancel

- Admin Name Enter the admin name.
- Email Enter the email address of the admin account.
- Password Enter the new password.
- Confirm Enter the new password again.
- Language Select the language of the UniFi Controller.
- Save Click Save to save changes.
- Cancel Click Cancel to discard changes.

**Logout** To manually log out of the UniFi Configuration Interface, click this option.

## Site

The UniFi Controller can manage multiple UniFi networks, which are called sites. Each site has its own configurations, maps, statistics, guest portals, and site administrator accounts. The multiple sites are logically separated, and the initial site is named *default*.



Site To create a new site, click the  $\bigtriangledown$  arrow to display the drop-down menu.

Click Add Site, and the Add Site screen will appear:



- ID Enter a unique name to permanently identify the site. It will be used in the URL, and if you customize the portal, it will be used to identify the site folder.
- Name Enter a name that describes the site. It will be used in the *Site* drop-down menu.
- Save Click Save to save changes.
- **Cancel** Click *Cancel* to discard changes.

### APs

- **active** Click the ▼ arrow to display a list of Access Points that are online.
- **inactive** Click the ▼ arrow to display a list of Access Points that were previously online but are no longer accessible.
- **pending** Click the ▼ arrow to display a list of Access Points that are not yet managed but are available.

### **Stations**

- users Displays the total number of users.
- guests Displays the total number of guests.

### Refresh

Click the **Refresh** icon to update the on-screen information. Select the refresh interval: **Manually, Every 5 seconds, Every 15 seconds, Every 30 seconds, Every minute, Every 2 minutes** (default), or **Every 5 minutes**.

At the bottom of the screen, there are four tabs:

- Recent Events (see the next column)
- Alerts (see the next column)
- <u>"Settings" on page 7</u>
- <u>"Admin" on page 14</u>

## **Recent Events**

The *Recent Events* tab displays a list of recent events, along with the corresponding date, time, and message.

Recent Events   Alerts	Settings Admin	
Search	dmin AP All within 1 hour +	
- Date/Time	© Message	
2013/03/28 16:45:27	User[mFi] roams from AP[Pro-Support] to AP[11ac-Lobby] on "channel 1(ng)"	
2013/03/28 16:44:47	Guest[IPhone] has connected to AP(Pro-Support) on "channel 6(ng)"	
2013/03/28 16:44:28	User[Arthur-4G-IPad] has connected to AP[11ac-Finance] on "channel 100(na)"	
2013/03/28 16:44:05	User[J-IPhone-4GS] has connected to AP[11ac-Lobby] on "channel 1(ng)"	
2013/03/28 16:42:30	Guest[android-99aeb98cc5054ac3] has connected to AP[Pro-Support] on "channel 6(ng)"	
2013/03/28 16:42:17	User(mFi) has connected to AP(Pro-Support) on "channel 6(ng)"	
2013/03/28 16:41:06	User[Joeys-iPad] has connected to AP[11ac] on "channel 149(na)"	
2013/03/28 16:39:09	User[Mon-2-Lobby(.22)] has connected to AP[11ac-Lobby] on "channel 1(ng)"	
1 - 8 / 135		(p)

**Event Slider** Move the slider right and left to navigate between pages of events.

**Search** You can enter text that you want to search for. Simply begin typing; there is no need to press *Enter*.

You can apply one of the following filters:

- Admin Only display recent events for the administrator.
- AP Only display recent events for the AP.
- All Display all of the recent events.

within Filter recent events based on the time period you specify. Select 1 hour, 8 hours, 24 hours, 2 days, 7 days, 2 weeks, or 1 month.

## **Clicking an Event Device Link**

The messages have clickable links [blue text in gray brackets] for AP (see <u>"Access Point Details" on page</u> <u>32</u>), User, and Guest (see <u>"User/Guest Details" on page</u> <u>43</u>). Details vary based on the selection.

## Alerts

When there is an alert, a red circle • will flash on the *Alerts* tab. The *Alerts* tab displays a list of important events, along with the corresponding date, time, and message.

Search Unarchiv	d All Archive Al	
Date/Time	© Message	Actions
2013/03/28 14:45:40	AP[11ac-Lab] was disconnected	Archive
2013/03/28 14:45:34	AP[11ac-Pod (chris using)] was disconnected	Archive
2013/03/28 14:45:28	AP[11ac-Finance] was disconnected	Archive
2013/03/28 14:45:21	AP[Pro-Lobby] was disconnected	Archive
2013/03/28 14:45:16	AP[Pro-Lab] was disconnected	Archive
2013/03/28 14:45:09	AP[11ac] was disconnected	Archive
2013/03/28 14:45:03	AP[Pro-Support] was disconnected	Archive
2013/03/28 14:44:57	AP[Lab-LR] was disconnected	Archive

**Alert Slider** Move the slider right and left to navigate between pages of alerts.

**Search** You can enter text that you want to search for. Simply begin typing; there is no need to press *Enter*.

You can apply one of the following filters:

- **Unarchived** Only display alert messages that have not been archived.
- All Display all of the alert messages.

Archive All Archive all of the alert messages.

Adopt Adopt an Access Point that is waiting for adoption. Archive Archive the selected alert message.

## **Clicking an Alert Device Link**

The messages have clickable links [blue text in gray brackets] for *AP* (see <u>"Access Point Details" on page</u> <u>32</u>), *User*, and *Guest* (see <u>"User/Guest Details" on page</u> <u>43</u>). Details vary based on the selection.

## Settings

The Settings tab displays a list of available sub-tabs:



Site Site-related settings.

**Wireless Networks** Wireless networks and group setup, including Zero Handoff Roaming.



Guest Control Guest portal and policies.



User Groups User group settings.



**Controller** Identity, discovery, and email server settings.



Site Admins Admin accounts and privileges.

Recent Event	ts Alerts	Settings	Admin				
🔀 Si	te te related settings			(Ite	Wireless Networks Wireless Networks	Guest Control Guest portal and policies	
	ser Groups eer Group settings				Controller Identity, Discovery, Email Servers	Site Admins Admin accounts and privileges	

## Settings > Site

Configure the site-specific settings. To switch sites, select a different site from the *Site* drop-down menu at the top of any screen.





## **Site Configurations**

Site Name Change the name of the site.

**Country** Select your country from the drop-down menu.

Automatic Upgrade When enabled, this option will automatically upgrade your firmware when an update is available.

**LED** When enabled, the LED on the Access Point will light up. When disabled, the LED will turn off.

**Uplink Connectivity Monitor** It monitors the uplinks of the managed Access Points, either wired or wireless, by checking to see if the gateway/custom IP can be reached. The monitor and wireless uplink capability are enabled by default.

- Use default gateway Enabled by default. All managed Access Points will use the gateway of the Access Point that is providing IP information, either by DHCP or Static designation.
- Use custom IP Select Use custom IP to specify an IP address; all managed Access Points will use the IP address you enter in the Uplink IP address field.

**SNMP** Select this option to activate the SNMP (Simple Network Monitor Protocol) agent. SNMP is an application layer protocol that facilitates the exchange of management information between network devices. Network administrators use SNMP to monitor network-attached devices for issues that warrant attention.

 Community String Specify the SNMP community string. It is required to authenticate access to MIB (Management Information Base) objects and functions as an embedded password. The device supports a read-only community string; authorized management stations have read access to all the objects in the MIB except the community strings, but do not have write access. The device supports SNMP v1. The default is *public*.

**Remote Logging** Enable to define a remote syslog server. Enter the IP address and port of the syslog server.

**Device Password** The *Device Password* protects SSH access to the UniFi APs. It is randomly generated when you create a site. All devices in the same site share the same SSH username and password. You can also make changes:

- Username Enter the new username.
- **Password** Enter the new password.
- Apply Click Apply to save changes.

## Settings > Wireless Networks

Configure the wireless networks for each site. You can have up to four wireless network names or SSIDs per WLAN group.

Recent Events	Alerts Settings Adm	n		
Settings » WLAN	Group Default : + -			
		WLANS Options		
© Name	o Security	© Guest Network	Actions	
ubnt	wpapsk	No	edit delete	
guest	open	Yes	edit delete	
Create				

WLAN Group The Default WLAN group is automatically created. To create a new WLAN group, click the subtton.

The Add WLAN Group screen will appear.

	Add WLAN Group	×
Name	I	
Roaming	Enable Zero-handoff	
	Create Cance	4

- Name Enter a descriptive name for the WLAN group.
- **Roaming** To enable Zero Handoff Roaming, select the checkbox.
  - Note: The UniFi AP-AC does not support Zero Handoff Roaming for the initial release, but it will with a future firmware upgrade.

When you enable this option, multiple APs act as an AP cluster, appearing as a single AP. The wireless client detects only one AP, so it seamlessly roams from AP to AP – there is no need to re-negotiate. The APs determine which AP has the best connection and should serve the client. They use multicasting to communicate so they must be wired in the same Layer 2 domain.

Zero Handoff Roaming does not support wireless uplinks and can only be used on a secured network. It is also not meant for all scenarios. For example, if there is too much load or interference, then Zero Handoff Roaming may not be appropriate for your scenario.

	Add WLAN Group
Name	
Roaming	Enable Zero-handoff
Radio	2G (802.11n/g) 💠
Channel	1 ‡
	Create Cancel

Configure the following options:

- Radio Select the appropriate radio, 2G or 5G.
- **Channel** Select the channel that all of the APs will use for Zero Handoff Roaming.
- Create Click Create to save changes.
- Cancel Click Cancel to discard changes.

For each WLAN group, you have two tabs:

- WLANs (see below)
- <u>"Options" on page 9</u>

Select the appropriate WLAN group from the *WLAN Group* drop-down menu.

¢

Settings » WLAN Group Default

1	Default
	OfficeA
	OfficeA_Roaming (Zero-Handoff, 2G ,channel 1)

#### WLANs

Name Displays the wireless network name or SSID.

**Security** Displays the type of security being used on your wireless network.

**Guest Network** Indicates whether or not the network is a guest network.

Actions Click a button to perform the desired action:

- Edit Make changes to the wireless network settings. Go to the *Create or Edit a Wireless Network* section below.
- Delete Delete the wireless network.

**Create** Add a wireless network. Go to the *Create or Edit a Wireless Network* section below.

**Create or Edit a Wireless Network** 

Recent Events	Alerts	Settings	Admin		
Settings » WLA		Default] » Ne	ew Wireless I	etwork	
		Nam	e / SSID Name	S Enabled	
			Security O Op	n WEP WPA-Personal WPA-Enterprise	
		Secu	rity Key		
		Gue	st Policy 🗌 Ap	y guest policies (captive portal, guest authentication, access restrictions)	
Advanced					
			VLAN 🗆 Us	VLAN ID (2-4095)	
		н	ide SSID 🗌 Hid	SSID	
			WPA WPA M	de Both   Encryption AES/CCMP Only	
		Use	r Group Defau	4	
Create Cancel	]				

- Name/SSID Enter or edit the wireless network name or SSID.
- **Enabled** Select the checkbox to enable the wireless network.
- Security Select the type of security to use on your wireless network.
  - **Open** This option is typically only used on the guest network. When enabled, wireless network access is open to anyone without requiring a password.

- WEP WEP (Wired Equivalent Privacy) is the oldest and least secure security algorithm. WPA<sup>™</sup> security methods should be used when possible.

Security	🔿 Open 💿 WEP	○ WPA-Personal ○ WPA-Enterprise
WEP Key	WEPKey	Key Index 1 ‡

 WEP Key Enter a WEP encryption key in hexadecimal format. You can enter a 64-bit or 128-bit key:

Туре	Hex
64-bit	10 Hexadecimal Characters (0-9, A-F, or a-f) Example: <b>00112233AA</b> Note: You can use 5 printable characters, which will be translated to the corresponding HEX code.
128-bit	26 Hexadecimal Characters (0-9, A-F, or a-f) Example: <b>00112233445566778899AABBCC</b> Note: You can use 13 printable characters, which will be translated to the corresponding HEX code.

- **Key Index** Specify which Index of the WEP Key to use. Four different WEP keys can be configured at the same time, but only one is used. Select the effective key: 1, 2, 3, or 4.
- WPA-Personal WPA or Wi-Fi Protected Access was developed as an encryption method stronger than WEP. WPA-Personal requires a passphrase to connect to the wireless network.

Security	○ Open○ WEP•	WPA-Personal 🔿 WPA-Enterprise
Security Key	••••••	

- Security Key Enter the passphrase that users will use to connect to the wireless network.
- WPA-Enterprise WPA Enterprise uses a RADIUS server to authenticate users on the wireless network.

Security	Open WEP WPA-Personal	• WPA-	Enterprise
RADIUS Server	IP Address:	Port:	1812
	Password:		

- IP Address Specify the IP address of the RADIUS server.
- **Port** Enter the port number. The default is *1812*.
- **Password** Enter the password used to authenticate on the RADIUS server.
- **Guest Policy** Select this option to enable guest access policies on this wireless network.

#### Advanced

- VLAN To use a VLAN, select Use VLAN ID and enter the port number.
- Hide SSID Select this option if you don't want the wireless network name or SSID to be broadcast.
- WPA Select the appropriate WPA and encryption methods:
  - WPA Mode Select Both, WPA1 Only, or WPA2 Only.
  - Encryption Select Auto, TKIP Only, or AES/CCMP Only.
- User Group Assign wireless users to a specific user group. For more information about user groups, see <u>"Settings > User Groups" on page 13</u>.

Click **Create** to create a new wireless network, or click **Apply** to save changes. Click *Cancel* to discard changes.

#### Options

Options vary depending on whether or not your WLAN group uses Zero Handoff Roaming.

	1	
•		
	6	
	~	

Note: The UniFi AP-AC does not support Zero Handoff Roaming for the initial release, but it will with a future firmware upgrade.

No Zero Handoff

Recent Events 😑 Alerts	Settings Admin	×
Settings » WLAN Group of	DfficeA t) + -	
	WLANS Options	
	Name OtlooA	-
	Load Balancing 🗌 Balance number of clients per radio: 30	
	Legacy Support 🗌 Enable legacy device support ().e. 11b)	
Apply		

Name You can change the name of your WLAN group.

**Load Balancing** Select this option to balance the number of clients you specify per radio.



Note: The UniFi AP-AC does not support *Load Balancing* for the initial release, but it will with a future firmware upgrade.

**Legacy Support** By default, legacy devices, such as 802.11b devices, are excluded. Select this option if you want to support legacy devices.

Apply Click Apply to save changes.

Zero Handoff

Recent Events O Alerts Settings Admin	
Settings > WLAN Group OfficeA_Zero_Handoff (Zero	Handoff, 2G ,channel 1) t + -
	WLANs Options
Name	OfficeA_Reaming
Radio	2G (802.11n/g) :
Channel	1 :
Apply	

Name You can change the name of your WLAN group.

Radio Select the appropriate radio, 2G or 5G.

**Channel** Select the channel that all of the APs will use for Zero Handoff Roaming.

Apply Click Apply to save changes.

UniFi<sup>®</sup> Controller User Guide

## Settings > Guest Control

The Guest Control screen displays the following sections:

- Guest Policies (see below)
- <u>"Hotspot" on page 11</u> (for Hotspot authentication)
- <u>"Access Control" on page 12</u>

Recent Events Alerts	Settings Admir	
Settings » Guest Contro		
Guest Policies	Guest Portal	C Enable Guest Portal
		No authentication () Simple Password () Hotspot () External Portal Server
	Expiration	8 hours +
	Landing Page	Redirect to the original URL
		Promotional URL
	Portal Customization	Enable portal customization
	Portal URL Hostname	Redirect using hostname
Access Control		
Restricted Subnets	192.168.0.0/16	Allowed Subnets
	172.16.0.0/12	
	10.0.0.0/8	

#### **Guest Policies**

**Guest Portal** Disabled by default. When disabled, guests can access the Internet without entering a password or accepting the Terms of Use. When this option is enabled, you can control the *Guest Portal*.

Authentication When the *Guest Portal* is enabled, the authentication options will appear:

- No Authentication (see below)
- Simple Password (see the next column)
- <u>"Authentication > Hotspot" on page 11</u>
- <u>"Authentication > External Portal Server" on page 12</u>

Authentication > No Authentication

Select this option if guests are not required to log in, but must accept the Terms of Use. You must also select **Guest Policy** under *Settings* > *Wireless Networks* > *wireless\_ network\_name* > *Edit* > *Wireless Configurations* in order to enforce selection of the Terms of Use by the guest. See <u>"Guest Policy" on page 9</u> for more information.

Settings » Guest Control	
Guest Policies	
Guest Portal	S Enable Guest Portal
Authentication	No authentication      Simple Password      Hotspot     External Portal Server
Expiration	8 hours =
Landing Page	Redirect to the original URL
	O Promotional URL
Portal Customization	Enable portal customization
Portal URL Hostname	Redirect using hostname

**Expiration** Specify the guest login expiration after a designated period of time: 8 hours, 24 hours, 2 days, 3 days, 4 days, 7 days, or User-defined, which can be designated in *minutes*, hours, and days.

**Landing Page** After accepting the Terms of Use, guests are redirected to the landing page. Select one of the following options:

- Redirect to the original URL After accepting the Terms of Use, guests are directed to the URL they requested.
- Promotional URL After accepting the Terms of Use, guests are redirected to the URL that you specify. Ensure that the URL begins with http:// (example: http://www.ubnt.com).

Chapter 2: Using the UniFi Controller Software

**Portal Customization** Select this option to have customized portal pages appear in place of the default login pages. See <u>"Portal Customization" on page 48</u> for details on setting up custom portal pages.

**Portal URL Hostname** Enter a hostname for the portal URL in place of the default IP address. Paired with an SSL certificate, this ensures that site certificates are displayed as trusted in the guest browser. Example: www.ubnt.com

When logging in with *No authentication*, guests will be required to accept the Terms of Use before gaining access to the Internet.

Terms of Use	
☑ I accept the <u>Term of Use</u>	
	Connect

Authentication > Simple Password

Select this option if guests are required to enter a simple password and accept the Terms of Use. When you select Simple Password, you must select **Guest Policy** under Settings > Wireless Networks > wireless\_network\_name > Edit > Wireless Configurations in order to enforce password entry and selection of the Terms of Use by the guest. See "Guest Policy" on page 9 for more information.

ettings » Guest Cont	trol	
Guest Policies		
	Guest Portal 🧭 Enable Guest Portal	
	Authentication 🔘 No authentication 💿 Simple Password 🔘 Hotspot 🔘 External Portal Server	
	Guest Password	
	Expiration 8 hours	
	Landing Page <ul> <li>Redirect to the original URL</li> </ul>	
	O Promotional URL	
	Portal Customization  Enable portal customization	
	Portal URL Hostname 🗌 Redirect using hostname	

**Guest Password** Enter a password that guests must enter before accepting the Terms of Use and connecting to the Internet.

**Expiration** Specify the guest login expiration after a designated period of time: 8 hours, 24 hours, 2 days, 3 days, 4 days, 7 days, or User-defined, which can be designated in *minutes*, hours, and days.

**Landing Page** After accepting the Terms of Use, guests are redirected to the landing page. Select one of the following options:

- Redirect to the original URL After accepting the Terms of Use, guests are directed to the URL they requested.
- Promotional URL After accepting the Terms of Use, guests are redirected to the URL that you specify. Ensure that the URL begins with http:// (example: http://www.ubnt.com).

**Portal Customization** Select this option to have customized portal pages appear in place of the default login pages. See <u>"Portal Customization" on page 48</u> for details on setting up custom portal pages.

**Portal URL Hostname** Enter a hostname for the portal URL in place of the default IP address. Paired with an SSL certificate, this ensures that site certificates are displayed as trusted in the guest browser. Example: www.ubnt.com

When logging in with *Simple Password* authentication, guests will be required to enter the *Guest Password* and accept the Terms of Use before gaining access to the Internet.

Guest Password		
	Cor	nnect
Terms of Use		
I accept the Term of Use		

#### Authentication > Hotspot

Select this option to enable *Hotspot* functionality, including the ability to customize portal login pages and bill customers using major credit cards or other supported methods. You must also select **Guest Policy** under *Settings* > *Wireless Networks* > *wireless\_network\_name* > *Edit* > *Wireless Configurations* in order to enforce voucher entry, payment, and selection of the Terms of Use by the guest. See <u>"Guest Policy" on page 9</u> for more information.

Settings » Guest Contro	d	
Guest Policies		
	Guest Portal	🧭 Enable Guest Portal
	Authentication	○ No authentication ○ Simple Password
	Landing Page	Redirect to the original URL
		O Promotional URL
	Portal Customization	S Enable portal customization
	Portal URL Hostname	Redirect using hostname
Hotspot		
	Voucher	Enable voucher-based authorization
	Payment	Enable payment-based authorization
	Hotspot Operator	Go to Hotspot Manager
Access Control		
Restricted Subnets	192.168.0.0/16	Allowed Subnets
	172.16.0.0/12	
	10.0.0/8	
Apply		

**Landing Page** After accepting the Terms of Use, guests are redirected to the landing page. Select one of the following options:

- Redirect to the original URL After accepting the Terms of Use, guests are directed to the URL they requested.
- Promotional URL After accepting the Terms of Use, guests are redirected to the URL that you specify. Ensure that the URL begins with http:// (example: http://www.ubnt.com).

**Portal Customization** Select this option to have customized portal pages appear in place of the default login pages. See <u>"Portal Customization" on page 48</u> for details on setting up custom portal pages.

**Portal URL Hostname** Enter a hostname for the portal URL in place of the default IP address. Paired with an SSL certificate, this ensures that site certificates are displayed as trusted in the guest browser. Example: www.ubnt.com

When *Hotspot* authentication is selected, the *Hotspot* section is displayed.

Payment	Enable voucher-based authorization     Enable payment-based authorization     [PayMa Weaks Provide to GL, Canada, UO: 1]
	Username
	Signature:
Hotspot Operator	Use PayPal Sandbox (Apply Sandbox Account) Go to Hotspot Manager

Select the **Voucher** or **Payment** method of authorization:

- Voucher Use Hotspot Manager to create vouchers (including distributable code, duration values, and use restrictions). See <u>"Hotspot Manager" on page 45</u>.
- **Payment** Set up payment-based authentication. If you select this option, then the *Gateway* option will appear.
- **Gateway** (Available only for payment-based authentication.) You have multiple options:
  - PayPal<sup>™</sup>(US, Canada, UK) Use your <u>PayPal Website</u> <u>Payments Pro</u> account. To manage payments and transactions, use Hotspot Manager and see <u>"Hotspot</u> <u>Manager" on page 45</u>.

Gateway	PayPal Website Payment Pro (US, Canada, UK) 💲
PayPal	Username:
	Password:
	Signature:
	Use PayPal Sandbox (Apply Sandbox Account)

Enter the PayPal account details:

- Username Enter the corresponding Username.
- **Password** Enter the corresponding Password.
- **Signature** Enter the corresponding Signature for the PayPal account that will receive payments.
- Use Paypal Sandbox For PayPal testing purposes, select this option. Then click Apply Sandbox Account to set up or access your <u>PayPal Sandbox</u> <u>Test Environment</u>.
- Stripe (US, Canada) Use your <u>Stripe</u> account. To manage payments and transactions, use Hotspot Manager and see <u>"Hotspot Manager" on page 45</u>.

Gateway	Stripe (US, Canada)	\$
Stripe	API Key:	

Enter the Stripe account detail:

• API Key Enter the live secret API key.



Note: We recommend that you perform a test transaction with the test secret API key first before using the live secret API key.

 Quickpay (Europe) Use your <u>Quickpay</u> account.
 To manage payments and transactions, use Hotspot Manager and see <u>"Hotspot Manager" on page 45</u>.

Gateway	Quickpay (Europe)	\$
Quickpay	Merchant ID:	
	MD5 Secret:	

Enter the QuickPay account details:

- Merchant ID Enter the ID for your account.
- MD5 Secret Enter the MD5 secret key.
- Authorize.Net<sup>®</sup>(US, Canada) Use your <u>Authorize.Net</u> account. To manage payments and transactions, use Hotspot Manager and see <u>"Hotspot Manager" on page</u> <u>45</u>.

Gateway	Authorize.Net (US, Canada)
Authorize.Net	API Login ID:
	Transaction Key:
	Use Test Account (Apply Test Account)

Enter the Authorize.Net account details:

- API Login ID Enter the API login ID used to identify yourself as an authorized user.
- **Transaction Key** Enter the key used to authenticate transactions.
- Use Test Account For Authorize.Net testing purposes, select this option. Then click Apply Test Account to set up or access your <u>Authorize.Net</u> test account.
- Merchant Warrior (Australia, New Zealand) Use your <u>Merchant Warrior</u> account. To manage payments and transactions, use Hotspot Manager and see <u>"Hotspot Manager" on page 45</u>.

Gateway	Merchant Warrior (Australia, New Zealand) +
Merchant Warrior	Merchant UUID:
	API Key:
	API Passphrase:
	Use Test Account (Apply Account)

Enter the Merchant Warrior account details:

- Merchant UUID Enter the ID for your account.
- API Key Enter the API key.
- API Passphrase Enter the API passphrase.
- Use Test Account For Merchant Warrior testing purposes, select this option. Then click Apply Account to set up or access your <u>Merchant Warrior</u> test account.
- Hotspot Operator Click Go to Hotspot Manager to manage Wireless Guests, Payments/Transactions, Vouchers, and Operator Accounts. See <u>"Hotspot</u> <u>Manager" on page 45</u>.

When logging in with voucher-based *Hotspot* authentication, guests will be required to enter the voucher number and accept the Terms of Use before gaining access to the Internet.

Voucher		
	Use	Voucher
Terms of Use		

When logging in with payment-based *Hotspot* authentication, guests will be required to select the package type, click the payment choice, and accept the Terms of Use before gaining access to the Internet.

	● 8-Hour Pass - \$5.99 ● Day Pass \$8.99
	Pay by Paypal Pay by credit car
Terms o	of Use
🗹 I acce	pt the Term of Use

Authentication > External Portal Server

Select this option if you are using an external server to host a custom guest portal.

Settings » Guest Control	
Guest Policies	
Guest Portal 🧭 Enable Guest Portal	
Authentication 🔿 No authentication 🔿 Simple Password 🔿 Hotspot 💿 External Portal Server	
Settings > Guest Control  Guest Portal @ Exable Guest Portal Authentication    No authentication    Simple Password    Hotspot @ External Portal Server  Gustom Portal URL Hostname Redirect using hostname	
Portal URL Hostname 🗌 Redirect using hostname	

**Custom Portal** Enter the IP address in the *IP Address* field using the following format: 192.168.0.0.

**Portal URL Hostname** Enter a hostname for the portal URL in place of the default IP address. Paired with an SSL certificate, this ensures that site certificates are displayed as trusted in the guest browser. Example: www.ubnt.com

Access Control

Access Control Restricted Subnets	192.168.0.0/16	Allowed Subnets	
	172.16.0.0/12		
	10.0.0/8		
Apply			
Apply			

**Restricted Subnets** Enter any subnets that you don't want guests to be able to access.

Allowed Subnets Enter any subnets that you want guests to be able to access.

Apply Click Apply to save changes.

### Settings > User Groups

Configure user groups on this screen. The default user group is named *Default* and has no bandwidth limits.

Settings » User		
User Group Set	tings	
o Name	Bandwidth Limit	Actions
Default	Download: Unlimited, Upload: Unlimited	edit
OfficeA	Download: 750 Kbps, Upload: 250 Kbps	edit delete
OfficeB	Download: 1000 Kbps, Upload: 500 Kbps	edit delete
1 - 3 / 3		
Create		

### **User Group Settings**

Name Displays the name of the user group.

**Bandwidth Limit** Displays the upload and download limits.

Actions Click a button to perform the desired action:

- Edit Make changes to the user group settings. Go to the *Create or Edit a User Group* section below.
- **Delete** Delete the user group. (The *Default* user group cannot be deleted.)

**Create** Create a new user group. Go to the *Create or Edit a User Group* section below.

Create or Edit a User Group

Recent Events	Alerts	Settings	Admin			
Settings > User		New User O	Group			
-User Group Set	tings		Name			
		8	andwidth Limit (Download)	) limited to	Kbps	
			Bandwidth Limit (Upload)	) limited to	Kbps	
Create Carcel	1				_	

- Name Enter or edit the name of the user group.
- **Bandwidth Limit (Download)** Select to limit the download bandwidth. Enter the maximum in Kbps.
- **Bandwidth Limit (Upload)** Select to limit the upload bandwidth. Enter the maximum in Kbps.
- Create Click Create to create a new user group.
- Apply Click Apply to save changes.
- **Cancel** Click *Cancel* to discard changes.

See <u>"Configuration" on page 44</u> for information on how to assign a user or guest to a user group.

## Settings > Controller

Configure the system settings of the UniFi Controller.

Recent Events O Alerts Settings Adr	nin
Settings » Controller Settings	
UniFi Controller	
Controller Hostame/IP	unili yourdomain.com
Network Discovery	Make controller discoverable on L2 network
Mail Server	
SMTP Server	🗹 Enable Mail Server Port 465 🧭 Enable SSL
	🗹 Enable Auth: username password
	Specify sender address:
Test SMTP Server	Send test email to Send
Apply	

### **UniFi Controller**

**Controller Hostname/IP** Enter the hostname or IP address of the UniFi Controller.



Note: When alert emails are sent out, the *Controller Hostname/IP* will be specified in the *Controller URL* at the bottom of every message.

**Network Discovery** When enabled, this option allows UniFi to be discoverable via UPnP. This option is disabled by default.

#### **Mail Server**

When enabled, UniFi will send email alerts triggered by Pending Access Points and Disconnected Access Points. Specify the administrator email address when you create an account under *Settings* > *Site Admins*.

**SMTP Server** Select this option to enable emails.

- Enable Mail Server Enter the outgoing (SMTP) mail server name.
- **Port** The default is 25. If Secure Sockets Layer (SSL) is enabled, then the port number will automatically change to 465.
- **Enable SSL** You can enable SSL to enhance secure communications over the Internet.
- **Enable Auth.** Select this option to enable authentication.
  - **username** Enter the username required by the mail server.
  - **password** Enter the password required by the mail server.
- **Specify sender address** Select this option to specify the sender email address. Enter the email address that will appear as the sender of the email alert.
- Test SMTP Server Enter an email address and click Send to test the mail server setup.
- Apply Click Apply to save changes.

## Settings > Site Admins

You can create administrator accounts that are site-specific; these site administrators can only see the sites they manage.

The superadmin account is created during the Setup Wizard and has global admin (read/write) access; this superadmin account cannot be revoked or re-invited.

The list of administrator accounts also includes the operator accounts created in Hotspot Manager; see **"Operator Accounts" on page 47**.

tings » Admin Settings			
© Name	¢ Email	© Role	Actions
OfficeA		hotspot	revolke
OfficeCmanager	j@yahoo.com	readonly	revolke re-invite
admin (self)		admin	
OfficeB	j@ubnt.com	admin	revoke re-invite
1 - 4 / 4			

Name Displays the name of the administrator.

**Email** Displays the email address of the administrator.

**Role** Displays the permissions level: *admin* (read/write access), *read-only*, or *hotspot* (operator read-only access).

Actions Click a button to perform the desired action:

- Revoke Remove the selected account.
- **Re-invite** (Not applicable to superadmin or operator accounts.) Send another email invitation.

Invite Click to add a new site administrator.

	Invite Admin	8
Email	1	
Admin Name		
Role	Administrator ‡	
	Invite Canc	el

- Email Enter the email address of the new administrator.
- Admin Name Enter the name of the new administrator.
- Role Select Administrator (read/write access) or User (read-only access).
- Invite Click Invite to send an email invitation.
- Cancel Click Cancel to discard changes.

## Admin

The *Admin* tab displays server version information, allows system backups to be created and downloaded, allows system restoration from backup files, and allows configuration information to be downloaded to assist in support issues.

Recent Events	Alerts	Settings	Admin	
-Server Inform	ation		Version	3.1.9
Backup		Historical Da		up to ( <u>iweet</u> ) Download Backup Settings
Restore			Browse	Choose file No fit choose
Support Info				device Debug 1) mgmt [Namma] 1) system (Namma] 1) make Download Support Info

### **Server Information**

**Version** Displays the software version. If there is an update, UniFi will automatically download it and display it.

#### Backup

**Historical Data Retention** Select the time duration of the backup: **1 week**, **1 month**, **2 months**, **3 months**, **6 months**, **1 year**, or **Everything**. The default is *1 week*.

**Download** Click **Download Backup Settings** to download a file that contains all of your settings so you can restore them later if you choose.

#### Restore

**Choose File** Select this option to restore settings from a backup file that you've already downloaded.

#### **Support Info**

**Debug Log** You can customize the support information that is collected:

- **device** Select the level of severity required to trigger device log entries. The default is *Normal*.
- **mgmt** Select the level of severity required to trigger management log entries. The default is *Normal*.
- **system** Select the level of severity required to trigger system log entries. The default is *Normal*.
- apply Click apply to save changes.

**Download** Select this option to download a file to your computer with information about your configuration. You can email this file to our support team.



# Chapter 3: Map Tab

The UniFi Controller software allows you to upload custom map images of your location(s) or use Google Maps<sup>™</sup> for a visual representation of your wireless network. When you initially launch the UniFi Controller application, a default map is displayed. The legend at the bottom of the map shows the scale of the map.

# **Adding Custom Maps**



To add a custom map, you must first create the image using an illustration, image editing, or blueprint application that exports a file in .jpg, .gif, or .png file format. Once you've created the map, you can upload it to the UniFi Controller software by performing the following steps:

1. Click Configure Maps.

Configure Maps button



### 2. Click Add a Map.

Add a Map



3. Enter a map name in the *Description* field and click **Upload my own**. Click the **Browse** button to locate the file to use as a map (valid file formats are .jpg, .gif, and .png). Click **Continue**.



4. Click Close.



# Adding a Google Map

To add a *Google Map* to the UniFi Controller software *Map* view:

1. Click **Configure Maps**.

Configure Maps button



2. Click Add a Map.



3. Enter a map name in the *Description* field and click **Use Google Maps**. Click **Continue**.



UniFi<sup>®</sup> Controller User Guide

4. The default view is *Map*, which looks like a street map. Use the tools on the left to navigate the map or zoom in/out.



In the *Search* field, you can enter an address or the latitude and longitude of a specific location. Then press the **return** or **enter** key.



You can also click **Satellite** for a satellite view, as seen from above.



Click Take Snapshot to capture a screenshot.

5. Click Close.



You can adjust the zoom using the slider on the right.

# **Placing Access Points on the Map**

Drag the Access Point  $\bigcirc$  /  $\bigcirc$  /  $\bigcirc$  icon(s) from the Unplaced APs list on the left to the appropriate location(s) on the map.





The Access Point will appear in the area that you placed it.

**Wired/Wireless Access Point** Each icon indicates the location of the Access Point on the map. Click and hold this icon to drag the Access Point to another location on the map. Click an *Access Point* icon to reveal additional options. Click a blank area of the map to hide the icons.



Note: Not all icons are shown here.



**Lock** Lock the selected Access Point to the current location on the map.

**Details** Display the *Details* screen so you can view and edit the Access Point configuration. You can also view the lists of connected users and guests. For more information, go to <u>"Access</u> Point Details" on page 32.

		Conne	cted	
Details	Users	Guests	Configuration	
OVERVI	EW			
MAC Ad Model	dress	00:2 UniFi	7:22:12:b3:92	
Version			1776	
IP Addr	ess		168.1.20	
Uptime		2m 4	85	
# Users # Guest	s			
UPLINK	(WIRE)			•
RADIO 2	G (11N/B/	G)		



**Remove** Remove the Access Point from its location on the map.

**Show:** Click any of the following options to display Access Point *labels, details,* wireless *coverage,* and *topology* on the map.

Show: labels details coverage topology Map: Sample 🗸 configure maps

 Labels Displays the name applied to the Access Point. Refer to Alias under <u>"Configuration" on page 36</u> to change a name applied to an Access Point. If no custom label is applied, the Access Point's MAC address will be displayed.



• **Details** Displays the Access Point name, MAC address, transmit/receive channel, number of users connected, and number of guests connected.



• **Coverage** Displays a visual representation of the wireless range covered by the Access Point.



**Topology** Displays a visual representation of the network configuration and connections between Access Points. Any device that is wirelessly connected will have a wireless icon next to it. A path of arrows will indicate the wireless Access Point and its uplink to a wired Access Point.



**Map:** If multiple maps have been uploaded, you can select which map you want to view using this option.

Map:	Sample	•
	Sample	
	Office A Location	
	Office B Location	
	Office C Location	

**Configure Maps** Use this option to add maps or edit the current map(s).



**Zoom Slider** Use to zoom the map detail in and out.

**Set Map Scale** Use this option to define the scale of the map. You will draw a line and define the distance that the line represents.

# **Setting the Map Scale**

- 1. Click the Set Map Scale button.
- Click and hold to draw a line in the area that you want to use to set the scale of the map. If you need to redraw the line, just click and hold again to draw a new line. Once you're happy with the line, click Next.



3. Enter the distance that the line represents in the *Distance*: field. The distance is specified in meters by default but you can switch to feet using the drop-down menu on the right. Click **Next**.

The legend at the bottom of the map shows the new scale of the map.



# **Chapter 4: Statistics Tab**

The *Statistics* tab provides a visual representation of the network traffic connected to your managed APs. Charts representing the number of clients and network traffic. An hour-by-hour chart of the usage over the last 24 hours is also displayed on this screen.



**Date** At the top right of the screen, you can filter the statistics by date and time period. You can also change the duration interval by toggling between *24h* (24 hours) and *30d* (30 days).

	24	h	30d					
•	17	:00 -	201	3/07	/21 :	17:00		Þ
	0		Jul	y 20	13		0	Г
	Su	Мо	Tu	We	Th	Fr	Sa	
		1	2	3	4	5	6	
	7	8	9	10	11	12	13	
	14	15	16	17	18	19	20	
	21	22	23	24	25	26	27	
	28	29	30	31				

## Clients



**# of Clients** A visual pie chart represents the client distribution amongst the APs. Place the mouse cursor over the chart for percentage details.

# **Quick Look**

Most Active AP	11ac-Pod (chris using) Download: 1.67T Upload: 373G
Most Active Client	AV-In-A-Box-02-NSM5 Download: 1.50G Upload: 9.41G
All-time Top Client	Lobby-AirCam Connected: 181d 3h 40m Download: 509G Upload: 6,49T

## **Most Active AP**

The details of the most active Access Point are displayed:

Name or MAC address You can click this link to open the *AP Details* screen. See <u>"Access Point Details" on page</u> <u>32</u> for additional information.

**Download** Displays the total amount of data downloaded by the AP.

**Upload** Displays the total amount of data uploaded by the AP.

## **Most Active Client**

The details of the most active client in current use are displayed:

Name or MAC address You can click this link to open the User/Guest Details screen. See <u>"User/Guest Details" on</u> page 43 for additional information.

**Download** Displays the total amount of data downloaded by the client.

**Upload** Displays the total amount of data uploaded by the client.

## **All-Time Top Client**

The details of the all-time, most active client are displayed:

Name or MAC address You can click this link to open the *User/Guest Details* screen. See <u>"User/Guest Details" on</u> page 43 for additional information.

**Download** Displays the total amount of data downloaded by the client.

**Upload** Displays the total amount of data uploaded by the client.

# **Current Usage - Top Access Points**

The details of the most active Access Points in current use are displayed.



**# of Clients** A pie chart represents the client distribution on the most active Access Points. Place the mouse cursor over the chart for percentage details.

**Traffic** A pie chart represents traffic on the most active Access Points. Place the mouse cursor over the chart for percentage details.

**Clear current stats** Reset the current statistics to start over.

# **Recent Activities**

The details of recent network activities are displayed.



**# of Clients** A graph displays the number of clients connected during the selected time period. Place the mouse cursor over a point to display the exact number.

**Traffic** A graph displays the network traffic during the selected time period. Place the mouse cursor over a point to display the specific amount of data.

#### UniFi<sup>®</sup> Controller User Guide

UniFi										
UNIFI		Sit	e San Jose APs 21 13	e pending Stations	170 2 users guests				σı	Every 2 minutes 🔹
Welcome unifiadmin 👻							Map Statistics	Access Points	Users	Guests Insight
Managed Access Points										Page Size 10
Search	Config Performance									start rolling upgrade
O Name/MAC Address     Second	© IP Address	~ Status	© Num Clients	© Download	© Upload	Channel	Actions			
dc:9f:db:56:94:b3	10.1.0.208	Managed by Other		0.00	0.00					
O0:27:22:6a:00:48	10.1.0.188	Managed by Other		0.00	0.00					
O0:27:22:6a:00:34	10.1.1.226	Managed by Other		0.00	0.00					
dc:9f:db:2a:ea:c4	10.1.0.107	Managed by Other		0.00	0.00					
dc:9f:db:30:b5:5b	10.1.0.163	Managed by Other		0.00	0.00					
00:15:6d:16:c3:22		Pending Approval (wireless)	0	0.00	0.00		Adopt			
Pro-Lab	10.1.1.200	Connected	3	225G	533G	11 (ng)	Restart	Locate		
🖸 11ac-Lab	10.1.1.195	Connected	5	18.0G	6.83G	1 (ng), 40 (na)	Restart	Locate Upgrade		
ac2b0-pod	10.1.0.105	Connected	4	8.54G	2.69G	1 (ng), 149 (na)	Restart	Locate		
U2Oplus_Lunch	10.1.1.25	Connected	2	122G	100G	11 (ng)	Restart	Locate		
1 - 10 / 40									-0	
	Report for	nts 💁 Alurta Settinga Admin								

# **Chapter 5: Access Points Tab**

The *Access Points* tab displays a list of managed Access Points. Three sub-tabs display different status information:

- **Overview** Displays the number of clients, amount of data downloaded, amount of data uploaded, and channel setting.
- **Config** Displays the WLAN and radio settings for the 2.4 GHz and 5 GHz radio bands.
- **Performance** Displays the number of 2.4 GHz and 5 GHz clients, overall transmit rate, overall receive rate, transmit rates in the 2.4 GHz and 5 GHz radio bands, and channel setting.

These sub-tabs share common options:

**Search** Enter the text you want to search for. Simply begin typing; there is no need to press **Enter**.

Page Size Select how many results are displayed per page: 10, 20, 30, 40, 60, or 100.

**Rolling upgrade** Click to begin automatically upgrading Access Points, one by one, except for wirelessly uplinked Access Points, which are intentionally excluded from upgrading.

On any sub-tab, you can click any of the column headers to change the list order.

## **Overview**



**Icon** Displays the icon of the Access Point is displayed (the icon will vary depending on the model).

Name/MAC Address Displays the hostname, alias, or MAC address of the Access Point. You can click the name to get additional details on the Access Point.

**IP Address** Displays the IP address of the Access Point.

#### UniFi<sup>®</sup> Controller User Guide

Status Displays the connection status.

- **Connected** The Access Point is physically wired to the network.
- **Connected (wireless)** The Access Point is wirelessly uplinked to a physically wired Access Point.
- Disconnected The Access Point is unreachable by the UniFi Controller software. Disconnected Access Points will also appear under Access Points > Disconnected at the top of the interface.
- **Isolated** A managed Access Point is unable to locate its uplink.
- Managed by Other The Access Point is not in the default state but it is not controlled by the UniFi Controller.
- **Pending Approval** The Access Point is in the default state and is available for adoption.

**Num Clients** Displays the number of clients connected to the Access Point.

**Download** Displays the total amount of data downloaded by the Access Point.

**Upload** Displays the total amount of data uploaded by the Access Point.

**Channel** Displays the transmit/receive channel being used by the Access Point. The radio band is represented as *(ng)* for 2.4 GHz and *(na)* for 5 GHz.

Actions Click a button to perform the desired action:

- **Restart** Restart the selected Access Point.
- Locate Locate the Access Point on the map. The button will flash green until the *Locate* button is clicked again. The LED on the Access Point will flash so that you can place it in the correct location on the map. The LED will flash until the *Locate* button is clicked again.
- Adopt Adopt an Access Point that appears under Access Points > Pending at the top of the interface. The Status will appear as Adopting until the Access Point is connected.

0	<ul> <li>Name/MAC Address</li> </ul>	IP Address	© Status
۲	00:27:22:12:b3:92	192.168.1.20	Adopting
٩	dc:9f:db:1a:3f:3a	10.0.2.116	Managed by Other
1 - 2	2		

• **Upgrade** If a software upgrade is available for the Access Point, click **Upgrade** to install the latest UniFi firmware on the device. The *Status* will appear as *Upgrading* until the process is complete and the Access Points reconnects to the UniFi Controller software.

1 - 2	/ 2		
۹	dc:9f:db:1a:3f:3a	10.0.2.116	Managed by Other
۲	00:27:22:12:b3:92	192.168.1.20	Upgrading
٥	<ul> <li>Name/MAC Address</li> </ul>	IP Address	Status

# Config

								Access Palers	Unit		
Managed Access Pullins											n 31.es 20 3
Search	envice Config Performance									(start re	frq uppede
I Name/MAC Address	1 Madel	a Version	- 3954	L MAN 25	I WEAR SO	Radio 26	Radio 10	Actions			
0197-00-555-54-55	UNIT AP	release-3.0.0.429	Wanaped by Other								
00.27.22.64.00.48	Shift AP-Pro	23,8,1693	Managed by Other								
00.27.22.64:00.34	UNFLAP-Pro	2.3.5.954	Wanaged by Other								
de Mar Zanaci	UNITI AP-LR	hotfix-2.4.2.39	Wanaped by Other								
6(914)-303553	UNITI AP-Outdoor	helfs-2.4.2.39	Managed by Other								
00:15:64:16:c3:22	Perdiation W2		Pending Approval (wireless)					Advert			
Pro-Lab	Unifi AP-Pro	3.1.9.2442	Connected	ubro-corp (210	or	auto / auto	auto / auto	Revar	Locate		
11ac-640	UNIT AP-AC	release-3.0.0 kmluohdikm-debian-312	Connected	Oxfault (1)	Oxfault (*)	1/medium	40 / medium	Revar.	Locate L	lograde	
ac2b0-pod	UNELAP-AC V2	3192442	Connected	Owfault (1)	Default (*)	auto / auto	auto / auto	Acces	Locate	and and a second se	
LOOplus Lanch	Enfi Al-Outdoor+	3.1.9.2442	Connected	100-002-010		11 / Inw		Report			
	DA1.4-00004	11100				117.04		(1000.)			_
	DM1.A*-000001+		United	and only and				(1000)			
	UN1 A*-QUISO 4		Unitality	and only day							
	UN1 AP-00800+		Umina	000010		117.50					
1 18/4	UN1 AP-00800+		United	000010		117.00					
	UN1 AP-00800+	11200	UNIX	00010		117.00					
	UM A-0000 -	11200	Units	000010		117.00					
	UM A-0000 -	11200	UNIX			117.00					
	UNI APQUESI -	11000	UNIX			117.00					
	UM A-0000-1	11200	UNK			117.00					
	UN A-0000-	1004	UND			111.00					
	UN A-0000-	1004	UND			117.00					
	UN A-0000-1	1004	UND			11100					
	00104-000004	1004	UND			1110					
	00104-00000	1004				1110					
	00104-000001	1004				1110					

**Icon** Displays the icon of the Access Point is displayed (the icon will vary depending on the model).

Name/MAC Address Displays the hostname, alias, or MAC address of the Access Point. You can click the name to get additional details on the Access Point.

**Model** Displays the model number of the Access Point.

Status Displays the connection status.

- **Connected** The Access Point is physically wired to the network.
- **Connected (wireless)** The Access Point is wirelessly uplinked to a physically wired Access Point.
- Disconnected The Access Point is unreachable by the UniFi Controller software. Disconnected Access Points will also appear under Access Points > Disconnected at the top of the interface.
- **Isolated** A managed Access Point is unable to locate its uplink.
- Managed by Other The Access Point is not in the default state but it is not controlled by the UniFi Controller.
- **Pending Approval** The Access Point is in the default state and is available for adoption.

**WLAN 2G** Displays the name of the WLAN group using the 2.4 GHz radio band.

**WLAN 5G** Displays the name of the WLAN group using the 5 GHz radio band.

**Radio 2G** Displays the channel and TX power settings used in the 2.4 GHz radio band.

**Radio 5G** Displays the channel and TX power settings used in the 5 GHz radio band.

Actions Click a button to perform the desired action:

- Restart Restart the selected Access Point.
- Locate Locate the Access Point on the map. The button will flash green until the *Locate* button is clicked again. The LED on the Access Point will flash so that you can place it in the correct location on the map. The LED will flash until the *Locate* button is clicked again.

• Adopt Adopt an Access Point that appears under Access Points > Pending at the top of the interface. The Status will appear as Adopting until the Access Point is connected.

0	<ul> <li>Name/MAC Address</li> </ul>	<ul> <li>IP Address</li> </ul>	© Status
	00:27:22:12:b3:92	192.168.1.20	Adopting
۹	dc:9f:db:1a:3f:3a	10.0.2.116	Managed by Other

• **Upgrade** If a software upgrade is available for the Access Point, click **Upgrade** to install the latest UniFi firmware on the device. The *Status* will appear as *Upgrading* until the process is complete and the Access Points reconnects to the UniFi Controller software.

\$	<ul> <li>Name/MAC Address</li> </ul>	IP Address	\$ Status
•	00:27:22:12:b3:92	192.168.1.20	Upgrading
0	dc:9f:db:1a:3f:3a	10.0.2.116	Managed by Other

# Performance



**Icon** Displays the icon of the Access Point is displayed (the icon will vary depending on the model).

**Name/MAC Address** Displays the hostname, alias, or MAC address of the Access Point. You can click the name to get additional details on the Access Point.

IP Address Displays the IP address of the Access Point.

Status Displays the connection status.

- **Connected** The Access Point is physically wired to the network.
- **Connected (wireless)** The Access Point is wirelessly uplinked to a physically wired Access Point.
- Disconnected The Access Point is unreachable by the UniFi Controller software. Disconnected Access Points will also appear under Access Points > Disconnected at the top of the interface.
- **Isolated** A managed Access Point is unable to locate its uplink.
- Managed by Other The Access Point is not in the default state but it is not controlled by the UniFi Controller.
- **Pending Approval** The Access Point is in the default state and is available for adoption.

**2G Clients** Displays the number of clients connected to the Access Point using the 2.4 GHz band.

**5G Clients** Displays the number of clients connected to the Access Point using the 5 GHz band.

- **TX** Displays the overall TX (transmit) rate.
- **RX** Displays the overall RX (receive) rate.

**TX 2G** Displays the overall TX rate for the 2.4 GHz radio band. The different colors represent different types of packet activity:

Color	Packet Activity
	Packets sent
	Packets retried
	Packets not sent due to likely interference

**TX 5G** Displays the overall TX rate for the 5 GHz radio band. The different colors represent different types of packet activity:

Color	Packet Activity
	Packets sent
	Packets retried
	Packets not sent due to likely interference

**Channel** Displays the transmit/receive channel being used by the Access Point. The radio band is represented as *(ng)* for 2.4 GHz and *(na)* for 5 GHz.

Welcome unifiadmin * Active Wireless Users Search 2G SG								Map Statisti	cs Access Points Users	Guests Insigh
								map Statisti	cs Access Points Users	Page Size 10
	All Filter by AP All	•			_	_				
Name/MAC Address	© IP Address	© WLAN	C Access Point	Signal	- Down	≎ Up	Activity	© Uptime	Actions	
mFi	10.1.6.245	jerry-corp	11ac-Support		% @ 11.4T	152M	* Activity	19d 3h 31m	block reconnect	
nFi	10.1.6.20	jerry-corp	11ac-NorthEntry		9% @ 9.58T	310M		34d 13h 1m	block reconnect	
mFi	10.1.6.255	jerry-corp	11ac-mFi		9.32T	237M		16d 17h 14m	block reconnect	
nFi	10.1.6.168	jerry-corp	11ac-mFi		1% @ 5.80T	133M		9d 23h 15m	block reconnect	
nFl	10.1.6.47	jerry-corp	11ac-mFi		% @ 3.32T	88.9M	1.1	6d 10h 30m	block reconnect	
mFi	10.1.7.0	jerry-corp	ac2-Tel		% 👩 1.23T	81.6M		5d 17h 32m	block reconnect	
nFi	10.1.6.12	jerry-corp	ac2-Tel		1.13T	42.4M		3d 1h 30m	block reconnect	
HotWaterHeater	10.1.7.4	jerry-corp	Pro-Lobby		1% 👩 648G	5.93G		35d 21h 7m	block reconnect	
obby-AirCam	10.1.6.123	jerry-corp	11ac-Support		% Ø 203G	551G		67d 12h 9s	block reconnect	
8a40July15test	10.1.6.55	jerry-corp	11ac-mFi	7	% 👩 179G	509M		20d 9m 49s	block reconnect	
- 10 / 171									·)	

# **Chapter 6: Users Tab**

The Users tab displays a list of users that are connected to the primary wireless network(s) of an Access Point. You can click any of the column headers to change the list order.

Tilter by AF Al								Access Palets			
									_		
They by AP AT	1)										
I IP Address	I WLAN	C Access Point	a Signal	- Down	1.99	1 ADMIN	0 Uptime	Actions			
10.1.6.245	jeny-000	11ac-Support	7	NO 11.47	11294		15d 3h 31m	Brick -	Xoney		
18.1.6.20	jerry-corp	LLac-MonthEnery	6	NO 9.587	310M		34d 13h 1m	Stock /	KONNOT		
10.1.6.255	jerg-corp	13ac-001		NO 8.327	23256		16d 17h 14m	Mick 1	RONDO.		
10.1.6.368	jerry-corp	11ac-001	7	N O 5.801	131M		94 23h 15m	Mack 1			
18.1.6.47	jeny-corp	114-00		N O 3.327	88.996		6d 10h 30m	BRICK I	Kanne3.		
10.1.7.0	jerry-corp	ad2-Tel	8	TILL O.K.	81.600		54 17h 32m	March 1	Konnar		
18.1.6.17	jeny-corp	ad2-116	5	NO 1.137	42.48		34 1h 30m	Block 1	Kanna3.		
18.1.7.4	jerry-corp	Pro-Labby	5	N O 6480	5.905		35d 21h Pm	Mack 1	Kanneze		
18.1.6.323	jerry-corp	11ac-hopport	1	× O 201G	\$\$.0G		674 12h 9s	Brinck I	Konneau		
18.1.6.33	jerry-corp	13ac-999	7	N O 1780	50944		20d 9m 49s	black i	Kennese		
	38.16245 38.16255 38.16255 38.16457 38.173 38.1545 38.16457 38.154 38.154 38.154 38.154	13.14.343         JP (* 40)           13.14.30         JP (* 40)           13.14.71         JP (* 40)           13.14.71         JP (* 40)           13.14.87         JP (* 40)           13.14.31         JP (* 40)           13.14.31         JP (* 40)           13.14.31         JP (* 40)           13.14.31         JP (* 40)	HLAAH         privary         HLAAH           HLAAH         privary         HLAAH	HLLAD         prywny         Harbare         P           HLAD         prywny         Harbare         D           HLLAD         prywny         Harbare         D           HLLAD         prywny         Harbare         P           HLLAD         prywny         Harbare         P           HLLAD         prywny         Harbare         P           HLLAD         prywny         Harbare         P           HLLAD         prywny         Norther         P           HLAD         prywny         Prototo         P           HLAD         prywny         Prototo         P           HLAD         prywny         Prototo         P	HLL01         paymon         Unit cleant         Photo         Unit           LLL02         paymon         Unit-offfer         Mag         Mag           LLL02         paymon         Unit-offfer         Mag         Mag           LLL02         paymon         Unit-offfer         Mag         Mag           LLL03         paymon         Unit-offfer         Mag         Mag           LLL04         paymon         Unit-offfer         Mag         Mag           LLL04         paymon         Unit-offfer         Mag         Mag           LLL04         paymon         Unit-offfer         Mag         Mag         Mag           LLL04         paymon         Mag         Mag	HALM         pr-wo         Holsant         Prog         Li         Dir         Dir           HALM         pr-wo         Househ         460         100         100         100           HALM         pr-wo         Househ         460         100         100         100           HALM         pr-wo         Househ         460         100         100         100           HALM         pr-wo         Househ         460         100         400         100           HALM         pr-wo         Househ         460         400         400         400           HALM         pr-wo         Househ         400         <	H.L.M.         parton         Unclease         Photometry         Phot	HALM         pr-wor         Horkson         Fig.         LH         HD         HD           HALM         pr-wor         Horkson         Hig         MI         NI         HI         HI <td< td=""><td>HALLAN         parway         Understand         Prog.         HA         DB         MA         DBA         <thdba< th=""> <thdba< th="">         DBA</thdba<></thdba<></td><td>HALM         partor         University         Prog         Id         Prog         Prog         Prog         Prog         Prog</td><td>HALM         partor         Unclusion         Prop.         Int.         Prop.         Unclusion         Prop.         Prop.         Unclusion         Prop.         Prop.         Prop.         Unclusion         Prop.         Prop.</td></td<>	HALLAN         parway         Understand         Prog.         HA         DB         MA         DBA         DBA <thdba< th=""> <thdba< th="">         DBA</thdba<></thdba<>	HALM         partor         University         Prog         Id         Prog         Prog         Prog         Prog         Prog	HALM         partor         Unclusion         Prop.         Int.         Prop.         Unclusion         Prop.         Prop.         Unclusion         Prop.         Prop.         Prop.         Unclusion         Prop.         Prop.

**Search** Enter the text you want to search for. Simply begin typing; there is no need to press **Enter**.

You can apply one of the following filters:

- 2G Only display users of the 2.4 GHz wireless network.
- 5G Only display users of the 5 GHz wireless network.
- All Display all users.

**Filter by AP** Drop-down menu of all available Access Points. Select one to filter the results and only display users connected to the selected Access Point.

Page Size Select how many results are displayed per page: 10, 20, 30, 40, 60, or 100.

Name/MAC Address Displays the hostname, alias, or MAC address of the connected user. You can click the name to get additional details.

**IP Address** Displays the IP address of the connected user.

**WLAN** Displays the network name or SSID of the wireless network in use.

Access Point Displays the hostname, alias, or MAC address of the Access Point. You can click the name to get additional details on the Access Point.

**Signal** Displays the percentage of signal strength and type of signal in use. The leaf symbol indicates power save mode. The device will return to active mode when *Down* or *Up* activity resumes.

lcon	Clients	Mode
<i>a</i> c	5 GHz (802.11ac)	Active
ac	5 GHz (802.11ac)	Power Save
0	5 GHz (802.11a)	Active
đ	5 GHz (802.11a)	Power Save
0	5 GHz (802.11n)	Active
6	5 GHz (802.11n)	Power Save
0	2.4 GHz (802.11n)	Active
6	2.4 GHz (802.11n)	Power Save
g	2.4 GHz (802.11g)	Active
g	2.4 GHz (802.11g)	Power Save
6	2.4 GHz (802.11b)	Active
6	2.4 GHz (802.11b)	Power Save

**Down** Displays the total amount of data downloaded by the user.

**Up** Displays the total amount of data uploaded by the user.

Activity Displays the level of activity for each user.

Bars	Activity Level (Bytes per second)
	Idle
	500
	8000
	64000
	512000
	2048000

**Uptime** Displays the amount of time the user has been connected for this session.

Actions Click a button to perform the desired action:

- **Block** Block this user from accessing the Access Point and add the client device to the Blocked Device list.
- **Reconnect** Reconnect this user to the Access Point and remove the client device from the Blocked Device list.

UniFi			Site San Jose • APs 21	13 6 pending	Stations 171	2 guests			٥	Every 2 minutes
Welcome unifiadmin 👻							Ma	p Statistics	Access Points Users	Guests Insight
Active Wireless Guests										Page Size 10
Search 2G SG All Filt	er by AP All :									
Name/MAC Address	≎ Status	© IP Address	Access Point	© Signal	≎ Down	≎ Up          ≎ A	Activity 0 I	Uptime	Actions	
android-b29194bd2959adf	Authorized	10.1.5.99	11ac-Legal	87% 🥳		502K		im 12s	block unauthorize	
android-c33813d772559fe5	Authorized	10.1.5.7	ac2-Tel	37% 🥑	1.47M	81.0K	34	m 40s	block unauthorize	
1 - 2 / 2								_		
	Recent Events	Nerts Settings Adr	nin					<u> </u>		

# **Chapter 7: Guests Tab**

The *Guests* tab displays a list of guests that are connected to the guest network(s) of an Access Point. You can click any of the column headers to change the list order.



**Search** Enter the text you want to search for. Simply begin typing; there is no need to press **Enter**.

You can apply one of the following filters:

- 2G Only display guests of the 2.4 GHz wireless network.
- 5G Only display guests of the 5 GHz wireless network.
- All Display all guests.

**Filter by AP** Drop-down menu of all available Access Points. Select one to filter the results and only display guests connected to the selected Access Point.

Page Size Select how many results are displayed per page: 10, 20, 30, 40, 60, or 100.

Name/MAC Address Displays the hostname, alias, or MAC address of the connected guest. You can click the name to get additional details.

**Status** Indicates whether the guest is authorized or not. For authorization, guests must accept the Terms of Use if the guest portal is enabled and authenticate if authentication is enabled.

**IP Address** Displays the IP address of the connected guest.

Access Point Displays the hostname, alias, or MAC address of the Access Point. You can click the name to get additional details on the Access Point.

lcon	Clients	Mode
ac	5 GHz (802.11ac)	Active
ac	5 GHz (802.11ac)	Power Save
0	5 GHz (802.11a)	Active
a	5 GHz (802.11a)	Power Save
0	5 GHz (802.11n)	Active
6	5 GHz (802.11n)	Power Save
0	2.4 GHz (802.11n)	Active
6	2.4 GHz (802.11n)	Power Save
g	2.4 GHz (802.11g)	Active
g	2.4 GHz (802.11g)	Power Save
6	2.4 GHz (802.11b)	Active
6	2.4 GHz (802.11b)	Power Save

**Down** Displays the total amount of data downloaded by the guest.

**Up** Displays the total amount of data uploaded by the guest.

Activity Displays the level of activity for each guest.

Bars	Activity Level (Bytes per second)
	Idle
	500
	8000
	64000
	512000
	2048000

**Uptime** Displays the amount of time the guest has been connected for this session.

Actions Click a button to perform the desired action:

- **Block** Block this guest from accessing the Access Point.
- **Reconnect** Reconnect this guest to the Access Point.
- Authorize Manually grant authorization when a guest is in a pending state.
- Unauthorize Remove authorization of wireless guest access and disconnect the client.

elcome unifiadmin 🔻					Map Stati	stics Access Points	Users Guests Insigh
Insights Known Wireless Clients							Page Size 10
Search Blocked Noted User	Guest All Offline Only All Last Seen 7 days =						
Name/MAC Address	≎ User/Guest	≎ Down	≎ Up	Class Seen		A	ctions
rryMini	User	38.7G	12.1G	2013/12/26 11:01:45			block
ap-hp	User	137G	72.0M	2013/12/26 11:01:45			block
pple-TV-mech-2	User	50.7G	328M	2013/12/26 11:01:42			block
Fi	User	7.03G	6.59G	2013/12/26 11:01:40			block
nlFi-Printer	User	6.09G	603M	2013/12/26 11:01:34			block
SIC-Dell	User	6.37M	850K	2013/12/26 11:01:29			block
Jkes-MBP	User	9.16G	7.80G	2013/12/26 11:01:24			block
ople-TV-Lobby1	User	16.7G	1.00G	2013/12/26 11:01:19			block
on-2-Lobby(.22)	User	34.2G	1.93G	2013/12/26 11:01:09			block
		949G		2013/12/26 11:01:04			block
	User	2994	8.42T				
	User	2900	8421				
	User	290	8.421				
	User	290	8.421				
	User	790	8.421				
obby-AirCam - 10 / 105	User		8.421				
	User	790					

# **Chapter 8: Insight Tab**

The *Insight* tab displays different kinds of status information. Four sub-tabs are available:

- Known Wireless Clients Displays information about detected wireless clients.
- **Rogue Access Points** Displays information about APs not managed by the UniFi Controller.
- **Past Connections** Displays information about previous client connection sessions (for example, a client can have multiple sessions from different days).
- **Past Guest Authorizations** Displays information about the authorization of previous guest connections.

These sub-tabs share common options:

**Search** Enter the text you want to search for. Simply begin typing; there is no need to press **Enter**.

Page Size Select how many results are displayed per page: 10, 20, 30, 40, 60, or 100.

On any sub-tab, you can click any of the column headers to change the list order.

# **Known Wireless Clients**

								Course Breight
Instights   Knight Wrights Clarits								Page Size 20-1
Search Backed Aster Co	ent DATE Office Doly DATE Last Seen Pales 1							
Name/RINC Address	a beendowar	o Down	: 09	a Last Seen		,	10046	
penythat	User	18.7G	12.10	2013/12/26 11:01:45			Mock.	
449-149	Dar	1376	72.0M	2013/12/26 11:01:45			Mock.	
Apple-TV-mech-2	thar	56.7G	328M	2013/12/26 11 01:42			MOCK.	
al)	Utar	7.09G	6.590	2013/12/26 11:01:40			MOCK.	
Diff-Plater	Utar	6.09G	60 IW	2013/12/26 11 01 34			Mock.	
SIC-Dell	Uter	6.3794	850K	2013/12/26 11 01 29			Mock.	
akes-MIP	Uter	9.19G	7.800	2013/12/26 11:01:24			Mock	
Apple-TV-Lobby1	Uter	16.7G	1.000	2013/12/26 11 01/29			Mock	
Mon-2-Labley(22)	Uter	14.2G	1.890	2013/12/26 11 01 09			Muck.	
Lobby-AirCam	Uter	HIG	8.427	2013/12/26 11 01 04			Much	

**Slider** Move the slider right and left to navigate between pages of clients.

You can apply one of the following primary filters:

- Blocked Only display blocked clients.
- Noted Only display clients whose configurations include notes or who are forced to connect to a specific Access Point. (See <u>"Configuration" on page 44</u> for more information.)
- User Only display users.
- Guest Only display guests.
- All Display all users and guests.

For the *User*, *Guest*, and *All* filters, a secondary filter is available:

- Offline Only Only display clients who are currently offline.
- All Display all clients, regardless of connection status.

Last Seen Filter the results on the page based on the time the client was last seen. Select 1 day, 3 days, 7 days, 2 weeks, 1 month, 2 months, or 1 year.

**Name/MAC Address** Displays the hostname, alias, or MAC address of the connected client. You can click the name to get additional details.

**User/Guest** Indicates whether the client is/was connected to a primary or guest network.

**Down** Displays the total amount of data downloaded by the client.

**Up** Displays the total amount of data uploaded by the client.

**Last Seen** Displays the last date and time the client was connected.

Actions Click a button to perform the desired action:

• **Block** Block this client from accessing the Access Point. After you have blocked a client, you can click **unblock** to allow access.

# **Rogue Access Points**

								Consta Bady
Nague Assess Parts 1								Page Size 30
Search Last Seen 7 days 1								
Name/ISD	1 8550	a Olavel	1 7494	a Manufacturer	a Location	a Last Seen		
Test	08.66.35/77.43.w0	11 Inst	enchasted	**	near 120-24-mil	2013/12/26 11:02	64	
ris .	00.27.22.6<00.34	11 ing/	encrypted	Uniquiti	neir Pro-Lab	2013/12/26 11.04	19	
1y-10/9	24.24.36.59.78.00	11 INF	encrypted	striguiti	near tho-fod	2013/12/20 17 20		
Test	00.02 67.58 17.40	11 ing/	encrypted	100	near 120-24-mil	2013/12/26 11:01:	54	
adcom	00.15.6d:02.de.ad	11 ing/	encrypted	Ubipulti	near Pro-Pod	2013/12/26 11:02		
2	24.44.3(:3):ef21	1040	encrypted	Ubipulti	near Pro-Pod	2013/12/20 11:17		
я	24.54.3c 35.wf 20	1 (ng)	encrypted	Ubrealti	near tho-fod	2013/12/20 11:17		
n	24.44.31(20)(#23	1 (rg)	encrypted	Ubiquiti	near Pro-Pod	2013/12/20 11:17		
190-pod-2g	24.84.31.54.90.22	3 (ng)	encrypted	Ubiquiti	near Pro-Pod	2013/12/26 11:02		
		1040	encrypted	Uhipulti	near Pro-Pod			
ny-elege 18/172	26403(50)21	100						
	(KR K 596/1	TVP						
	048359901	1/8						
		119						
	ARCHA	119						

**Slider** Move the slider right and left to navigate between pages of APs.

Last Seen Filter the results on the page based on the time the AP was last seen. Select 1 day, 3 days, 7 days, 2 weeks, 1 month, 2 months, or 1 year.

Name/SSID Displays the name of the wireless network.

**BSSID** Displays the MAC address of the AP's wireless interface.

**Channel** Displays the channel setting that the AP was detected on.

**Type** Displays the security status indicating whether encryption is used.

Manufacturer Displays the name of the AP manufacturer.

**Location** Displays the name of the closest Access Point managed by UniFi. You can click the name to get additional details on the Access Point.

**Last Seen** Displays the last date and time the AP was connected.

# **Past Connections**

						Page 1
						1 2013(12/26.1)
a User/Cuest	1 Associated	a Duration	a Down	1.09		1 Last AP
User	2013/12/26 30:45:47	5m 225	654M	71.56	10.1.6.64	Pro-Pod
Q6er						ad2-TM
User .						11ac-m/i
User						1140-007
						11ac-tegal
						ac2-14
					1112.065	120-28-mil
						11ac-NorthEntry Pro-Finance
						The Prants
	User Doer Doer	War         2313/21/23 33.84           War         2313/21/29 33.33.81           War         2313/21/29 33.33.81           War         2313/21/29 33.33.81           War         2313/21/29 33.93.81           War         2313/21/29 33.93.81	War         24332-023 58-07         59-75           War         24332-023 58-08         136-86           War         24332-023 58-08         146-86           War         24332-023 58-08         146-86           War         24332-023 58-08         146-86           War         24332-023 58-08         146-86           War         24332-023 58-08         146-96           War         24332-023 58-08         246-96           War         24332-023 58-08         38-96           War         24332-023 58-08         38-96           War         24332-023 58-08         38-96	Nor.         Bit (0)         Bit (0)<	Marc         Bitted (1994)         Facility         Facility	me         BRUEDS MART         ball         Hall         LAA           Ger         ADDITUDE MART         ADD         MART         ADDITUDE MART           Ger         ADDITUDE MART         ADD         MART         ADDITUDE MART           Ger         ADDITUDE MART         ADDITUDE MART         ADDITUDE MART         ADDITUDE MART           Ger         ADDITUDE MART         ADDITUDE MART         ADDITUDE MART         ADDITUDE MART           Ger         ADDITUDE MART         ADDITUDE MART         ADDITUDE MART         ADDITUDE MART           Ger         ADDITUDE MART         ADDITUDE MART         ADDITUDE MART         ADDITUDE MART           Ger         ADDITUDE MART         ADDITUDE MART         ADDITUDE MART         ADDITUDE MART           Ger         ADDITUDE MART         ADDITUDE MART         ADDITUDE MART         ADDITUDE MART

You can apply one of the following filters:

- User Only display users.
- Guest Only display guests.
- All Display all users and guests.

Date Filter by date and time period.

Name/MAC Address Displays the hostname, alias, or MAC address of the connected client. You can click the name to get additional details.

**User/Guest** Indicates whether the client is/was connected to a primary or guest network.

**Associated** Displays the date and time the client first connected.

**Duration** Displays the length of time the client was connected.

**Down** Displays the total amount of data downloaded by the client.

**Up** Displays the total amount of data uploaded by the client.

IP Displays the last known IP address of the client.

**Last AP** Displays the name or MAC address of the last Access Point used by the guest. You can click the name to get additional details on the Access Point.

# **Past Guest Authorizations**

felcome ee 🔹														Insight
Raights Fast Corst Authorizations	1			-	-	-	_							le 10 1
fearch													2013/0	5/35
Name/MAC Address	Package	: Amount	: Authorized By		o Start		: Dura	tion	: Down	e Up	p	o Last AP		
0.65:66:66:32:57			None			/15 11:01:02	Os		0.00	0.00		00:27:22:18	1:1a:8e	_
0.65:56:56:32:57			None		2013/05	/15 11:00.58	Q5		0.00	0.00		00:27:22:58	1:1a:8e	
0.65/bd/c4:72/ec			None		2013/05	/15 11:00:48	05		0.00	0.00		00:27:22:58	1:14:8e	
H-85:06:8x.6d.b0			None		2013/05	/15 11:00:07	05		0.00	0.00		00:27:22:58	1:1a:8e	
0.65/bd/a7.58/dd			None		2013/05	/15 11:00:05	05		0.00	0.00		00:27:22:58	kla:8e	
0.65:bd:a7.58:dd			None		2013/05	/15 11:00:01	05		0.00	0.00		00:27:22:58	ita:8e	
4:85:06:80:12:37			None			/15 10:59:48	05		0.00	0.00		00:27:22:18		
lc:2d aa 88:87:af			None		2013/05	/15 10:59:08	Os		0.00	0.00		00:27:22:58		
10.17:15:60:25:66			None		2013/05	/15 10:58:31	Os		0.00	0.00		00:27:22:58	i:la:8e	

Date Filter by date.

**Name/MAC Address** Displays the hostname, alias, or MAC address of the previous guest.

Package Displays the name of the guest access package.

Amount Displays the amount paid by the guest.

**Authorized By** Displays the name of the authorizing body.

Start Displays the start date and time of guest access.

**Duration** Displays the length of time the guest was connected.

**Down** Displays the total amount of data downloaded by the guest.

**Up** Displays the total amount of data uploaded by the guest.

IP Displays the last known IP address of the guest.

**Last AP** Displays the name or MAC address of the last Access Point used by the guest. You can click the name to get additional details on the Access Point.

# Chapter 9: Access Point Details

UniFi Access Points connect to the UniFi Controller software either by Ethernet, indicated as *Connected*, or by a wireless connection, indicated as *Connected* (wireless). Based on connection type, options under each tab vary.



Note: The UniFi AP-AC and AP-AC Outdoor do not support wireless uplinks for the initial release, but they will with a future firmware upgrade.

The upper part of the window has four clickable tabs:

- Details (see below)
- <u>"Users" on page 35</u>
- <u>"Guests" on page 35</u>
- <u>"Configuration" on page 36</u>

The bottom of the window has two buttons:

- Locate Use the Locate button to flash the LED on the Access Point and flash the Access Point icon on the map.
- **Restart** Use the **Restart** button to restart the Access Point.

8	٠	
1		
1		^
8	٠	
H		

Note: The UAP-AC, UAP-PRO, and UAP models are shown in this chapter; however, this information also applies to the other UniFi AP models.

# Details

Details about the Access Point. Click **Overview** to display the device specifics, connection details, uptime, and user statistics.

## Overview

💿 Pro-Su	ipport	:		×
		Conne	cted	
Details	Users	Guests	Configuration	
OVERVIEW				
MAC Addr Model Version IP Address Uptime		UniFi relea: 10.1. 10d 2	7:22:6a:0c:37 AP-Pro se-3.0.0.70 1.94 21h 54m	
# Users # Guests		10 3		
UPLINK (WI	IRE)			
RADIO 2G	(11N/B/	G)		
RADIO 5G	(11N/A)			
locate	restart			

**MAC Address** Displays the MAC address of the Access Point.

Model Displays the model number.

**Version** Displays the version of software used on the Access Point.

IP Address Displays the IP address of the Access Point.

**Uptime** Displays the amount of time the Access Point has been running without interruption.

**# Users** Displays the number of users connected to the primary network.

**# Guests** Displays the number of users connected to the guest network.

## **Uplink (Wireless)**

Click **Uplink (Wireless)** to display details about the wireless uplink. See <u>"Wireless Uplinks" on page 39</u> to find, select, and connect to a wireless Access Point.

Pro-Support		×
	Connected	
Details Users G	uests Configuration	
OVERVIEW		
UPLINK (WIRELESS)		
Uplink AP Signal TX Rate RX Rate	UniFi AP 99% 104M 6.5M	
Down Pkts / Bytes Up Pkts / Bytes Activity	30.6M / 1.20G 14.4M / 523M 0.00B/sec	
RADIO 2G (11N/B/G)		
RADIO 5G (11N/A)		
locate restart		

**Uplink AP** Displays the name or MAC address of the Uplink Access Point.

**Signal** Displays the percentage of signal strength between the two APs.

TX Rate Displays the TX (transmit) rate.

**RX Rate** Displays the RX (receive) rate.

**Down Pkts/Bytes** Displays the amount of data downloaded as packets and bytes.

**Up Pkts/Bytes** Displays the amount of data uploaded as packets and bytes.

Activity Displays the level of activity in Bytes per second.

## **Uplink (Wire)**

Click **Uplink (Wire)** to display details about the wired uplink.

Pro-Support						
		Conne	cted			
Details	Users	Guests	Configuration			
OVERVIE	W			Þ		
UPLINK	(WIRE)					
Speed Duplex		1000 Full D	ouplex			
Down P Up Pkts Activity	kts / Byte / Bytes		M / 1.20G M / 523M 8/sec			
RADIO 2	G (11N/B/	G)		Þ		
RADIO 5	G (11N/A)					
locate	restart					

**Speed** Displays the connection speed in Mbps.

**Duplex** Displays the mode, *Full Duplex* or *Half Duplex*.

**Down Pkts/Bytes** Displays the amount of data downloaded as packets and bytes.

**Up Pkts/Bytes** Displays the amount of data uploaded as packets and bytes.

Activity Displays the level of activity in Bytes per second.

## **Downlinks**

The wireless Access Points currently connected to the wired Access Point are displayed.

💿 Pro-	×							
Connected								
Details	Users	Guests	Configuration					
OVERVIE	EW			Þ				
UPLINK	UPLINK (WIRE)							
DOWNLI	NKS							
AP	Si	gnal	Actions					
UniFi A	P 99	9%	remove					
1 - 1 / 1	1 - 1 / 1							
RADIO 2	2G (11N/B/	G)						
RADIO 5	5G (11N/A)			Þ				
locate	restart							

N ta

Note: *Downlinks* will only be visible under the *Details* tab when a wireless Access Point is connected.

**AP** Displays the name, alias, or MAC address of the Downlink Access Point.

**Signal** Displays the percentage of signal strength between the two APs.

Actions Click a button to perform the desired action:

• **Remove** Remove the wireless Access Point from the wired Access Point.
## Radio 2G (11n/b/g) or Radio 5G (11n/a)

Click **Radio 2G (11n/b/g)** or **Radio 5G (11n/a)** to display the channel and transmit/receive statistics.

11ac-Support			
	Connected		
Details Users Gu	uests Configuration		
OVERVIEW			
UPLINK (WIRE)	Þ		
RADIO 2G (11N/B/G)			
Channel Transmit Power TX Pkts / Bytes RX Pkts / Bytes TX Retry / Dropped RX Error / Dropped	78.4M / 28.1G 15.0M / 2.97G 0.0% / 0.0%		
# Users # Guests	6 0		
RADIO 5G (11N/A)	Þ		
locate restart			

11ac-Support		
	Connected	
Details Users Gu	ests Configuration	
OVERVIEW		
UPLINK (WIRE)		
RADIO 2G (11N/B/G)		
RADIO 5G (11N/A)	6	3
Channel Transmit Power TX Pkts / Bytes RX Pkts / Bytes TX Retry / Dropped RX Error / Dropped # Users # Guests		
locate restart		

Channel Displays the wireless channel in use.

**Transmit Power** Displays the EIRP in dBm.

Note: If the device has an external antenna, you can place the mouse over the icon for additional details.

**TX Pkts / Bytes** Displays the amount of data transmitted by the Access Point as packets and bytes.

**RX Pkts / Bytes** Displays the amount of data received by the Access Point as packets and bytes.

**TX Retry / Dropped** Displays the percentage of transmitted packets that needed to be resent and the percentage of packets that were dropped.

**RX Error / Dropped** Displays the percentage of packets received that needed to be resent and the percentage of packets that were dropped.

**# Users** Displays the number of users connected to the primary network.

**# Guests** Displays the number of users connected to the guest network.

#### Users

🔲 11ac-Support 🛛 🔹 😵					
	Connected				
Details Users G	uests Confi	guration			
Name	WLAN	\$ Signal	≎ TX		
UBNT-PC	jerry- corp	-56dBm	300M		
mFi	jerry- corp	32dBm	52M		
Jessica-PC	jerry- corp	-60dBm	52M		
Matt-macair	jerry- corp	-59dBm	300M		
android- 83280f6a1fc60ea3	jerry- corp	7dBm	52M		
Lobby-AirCam	jerry- corp	-82dBm	162M		
android- e9b80efddf8b8130	jerry- corp	4dBm	72.222M		
Austins-iPhone	jerry- corp	-53dBm	58.5M		
1 - 8 / 11					
locate restart					

Name Displays the hostname, alias, or MAC address of the connected user. You can click the name to get additional details. See <u>"User/Guest Details" on page 43</u> for more information.

**Name** Displays the hostname, alias, or MAC address of the connected user. You can click the name to get additional details.

**WLAN** Displays the network name or SSID of the wireless network in use.

**Signal** Displays the percentage of signal strength between the user and AP.

**TX** Displays the TX (transmit) rate.

#### Guests

💷 11ac				×
	Conne	cted		
Details Users	Guests	Conf	figuration	
Name	¢١	VLAN	\$ Signal	≎ TX
Stacey		nt– est	-48dBm	54M
android- b29194bd2959ad		ubnt– guest		72.222M
User-HP		ubnt– guest		65M
iPhone		ubnt– guest		-0.001M
1 - 4 / 4				
locate restart				

**Name** Displays the hostname, alias, or MAC address of the connected guest. You can click the name to get additional details. See <u>"User/Guest Details" on page 43</u> for more information.

**WLAN** Displays the network name or SSID of the wireless network in use.

**Signal** Displays the percentage of signal strength between the guest and AP.

**TX** Displays the TX (transmit) rate.

## Configuration

Change device configuration settings. Click the **Apply** button to save changes.

### Config

Pro-Support				×
		Conne	cted	
Details	Users	Guests	Configuration	
CONFIG				
Alias		Pro-	Support	
apply				
RADIOS				
WLANS				
NETWOR	ĸ			
FORGET	THIS AP /	MOVE		
locate	restart			

Alias Enter or edit the name of the device. Apply Click Apply to save your change.

#### Radio(s)

Pro-Suppor	×		
	Conne	cted	
Details Users	Guests	Configuration	
CONFIG			Þ
RADIOS			
Radio 2G (11n/b/ Channel Tx Power Radio 5G (11n/a)- Channel Tx Power apply	g) 6 Auto 157 Auto	* HT40 *	
WLANS			
NETWORK			
FORGET THIS AP /	MOVE		
locate restart			

#### Radio (11n/b/g) or Radio (11n/a)

**Channel** Select a channel or keep the default setting, *Auto*. You can also use the default *HT20* for 20 MHz operation or *HT40* for 40 MHz operation.



Note: If the AP is part of a Zero Handoff WLAN Group, the *Channel* setting is chosen for you (<u>"Zero</u> <u>Handoff" on page 9</u>) and cannot be changed.

**Tx Power** By default the transmit power is set to *Auto*. You can also manually select **High**, **Medium**, **Low**, or **Custom**.

- High The highest TX power available.
- Low The lowest TX power available.
- Medium Halfway between High and Low.
- Custom Custom setting that you specify.

If the AP is using an external antenna, the Antenna Gain field will appear, allowing you to specify the gain of the attached antenna. After applying the settings, go to **Transmit Power** under *Details* > *Radio*, which always shows EIRP, and place the mouse over it to display how it's calculated.

Apply Click Apply to save changes.

#### WLANs

You can deploy multiple wireless networks organized into WLAN groups on different Access Points.

Pro-Support	t	×				
Connected						
Details Users	Guests Co	onfiguration				
CONFIG						
RADIOS						
WLANS						
WLANs 2G (11n/b WLAN Group: Def		\$				
Name	Overrides	Actions				
ubnt-guest		override				
jerry-corp		override				
ap-test	Disabled	override				
WLANs 5G (11n/a WLAN Group: Def		\$				
Name	Overrides	Actions				
ubnt-guest		override				
jerry-corp		override				
ap-test	Disabled	override				
NETWORK						
FORGET THIS AP /	MOVE					
locate restart						

#### WLANs (11n/b/g) or WLANs (11n/a)

**WLAN Group** Select the appropriate WLAN group from the drop-down menu.

**Name** Displays the network name or SSID of the available wireless network.

**Overrides** SSID override information applied to the wireless network.

Actions Click a button to perform the desired action:

• **Override** Click **Override** to enable a VLAN (Virtual Local Area Network), set the VLAN ID, and enter the SSID override name to apply to the wireless network.



Note: The *Override* option is not available for a Zero Handoff WLAN Group.

Pro-Support				×
		Conne	cted	
Details	Users	Guests	Configuration	
CONFIG				
RADIOS				
WLANS				
Override Enabled VLAN SSID		🗹 Us	abled on this AP e VLAN ID 10	
Apply	Restore	Cance	4	
NETWOR	к			
FORGET	THIS AP /	MOVE		
locate	restart			

#### Override

**Enabled** Select the checkbox to enable override settings on the Access Point.

VLAN Select the checkbox to enable the VLAN.

• VLAN ID The VLAN ID is a unique value assigned to each VLAN on a single device. Enter a value between 2 and 4095. For example, in a large deployment where there are multiple buildings, you can use a different VLAN ID for each building while all of the VLANs remain on the same corporate network.

**SSID** Enter the SSID override name to apply to the wireless network.

**PSK** If the WPA-Personal security option has been applied to the WLAN under <u>"Settings > Wireless Networks" on</u> **page 8**, the Pre-Shared Key (PSK) for the SSID specified will automatically appear in this field.

Actions Click a button to perform the desired action:

- Apply Click Apply to save changes.
- **Restore** Click **Restore** to remove any overrides that were applied to the selected wireless network.
- Cancel Click Cancel to discard changes.

#### Network

Configure the Access Point to obtain an IP address automatically or use a static IP address.

O Pro-	Support	:		×
		Conne	ted	
Details	Users	Guests	Configuration	
CONFIG				Þ
RADIOS				Þ
WLANS				
NETWOR	K			
Configu	re IP	Usin	g DHCP 💠	
apply				
FORGET	THIS AP /	MOVE		
locate	restart			

#### Configure IP Select Using DHCP or Static IP:

• Using DHCP Obtain the IP address, gateway IP address, and DNS (Domain Name Server) addresses dynamically from the external DHCP server.

Pro-Support				
		Conne	cted	
Details	Users	Guests	Configuration	
CONFIG				
RADIOS				
WLANS				
NETWOR	ιĸ			
Configu IP addre Subnet Gateway Preferre Alternat DNS suf	ess mask 9 ed DNS ae DNS	Stati	c IP 🛟	
apply				
FORGET	THIS AP /	MOVE		►
locate	restart			

- **Static IP** Assign fixed network settings to the Access Point.
  - IP address Enter the IP address for the Access Point.
  - **Subnet mask** Enter the subnet mask for the Access Point.
  - Gateway Enter the IP address of the gateway.
  - **Preferred DNS** Enter the IP address of the primary DNS server.
  - Alternate DNS Enter the IP address of the secondary DNS server.
  - **DNS suffix** Enter the FQDN (Fully Qualified Domain Name) without the hostname.

Apply Click Apply to save changes.

#### **Wireless Uplinks**

When an Access Point is not connected by a wire, the *Wireless Uplinks* section lists potential uplink Access Points that can be selected to establish a wireless connection.

🧿 UniF	i AP				×
		Connec	:ted		
Details	Users	Guests	Configurati	on	
CONFIG					Þ
RADIOS					Þ
WLANS					
NETWOR	RK				Þ
WIRELES	S UPLINKS				
Potentia	l Uplinks-				
AP		Channel	Signal	Actions	
UAP-Pr	0	11	57%	select	
1 - 1 / 1	1				
FORGET	THIS AP /	MOVE			
locate	restart				

#### **Potential Uplinks**

**AP** Displays the name or MAC address of the potential Uplink Access Point.

**Channel** Displays the channel in use for wireless communication.

Signal Displays the percentage of signal strength.

Actions Click a button to perform the desired action:

- Select Click Select to connect the wireless Access Point to the wired Access Point.
- **Remove** Click **Remove** to remove the wired Access Point from this list of Potential Uplinks.



Note: An Access Point can only uplink to another Access Point using the same radio band. For example, the UAP-Outdoor 5G can only uplink to another UniFi AP using the 5 GHz radio band.

#### **Access Point - Heartbeat Missed**

When a wired Access Point is disconnected from the router, its state will initially change to *Heartbeat Missed*, followed by *Isolated*, and ending with *Disconnected*.

🧿 UniF	i AP		×
	н	leartbeat Missed	
Details	Configur	ation	
OVERVIE	W		
MAC Ad Model Version	dress	00:27:22:12:b3:92 UniFi AP 3.0.2.2081	
Last See	n	3m 41s ago	

#### **Access Point - Isolated**

When an Access Point is in an *Isolated* state, you can reestablish a connection to the UniFi Controller software using one of three methods:

- Reconnect the Access Point to the router.
- Connect an Ethernet cable from the *Secondary Ethernet Port* (if available) of the isolated Access Point to the *Secondary Ethernet Port* (if available) of another UniFi AP that is connected to the router.
- Establish a wireless uplink to a wired Access Point. See <u>"Wireless Uplinks" on page 39</u> to find, select, and connect to a wireless Access Point.

📔 UniF	UniFi AP-Outdoor				×
	Isolated				
Details	Confi	guration			
CONFIG					
RADIOS					
WLANS					
NETWO	RK				
WIRELES	WIRELESS UPLINKS				
Potentia	l Uplink	s			_
AP		Channel	Signal	Actions	
UniFi A	P	11	57%	select	
1-1/3	1				
FORGET	THIS AP	/ MOVE			Þ

**Isolated Access Point** In an *Isolated* state, the Access Point icon will change to red/orange with an *Isolated* icon <a>li></a> on the *Map* tab.

The LED on the actual device will be steady green with occasional flashing. This Access Point doesn't provide any wireless service.

ŀ	
	1 -

Note: Do not use the *Forget this AP* option when the Access Point is in an *Isolated* state. If you do, then the only way to make the Access Point accessible from the UniFi Controller is to take it down and connect it by wire.

#### **Access Point - Disconnected**

When an Access Point is in a *Disconnected* state, you can reestablish a connection to the UniFi Controller software using one of three methods:

- Reconnect the Access Point to the router.
- Connect an Ethernet cable from the *Secondary Ethernet Port* (if available) of the isolated Access Point to the *Secondary Ethernet Port* (if available) of another UniFi AP that is connected to the router.
- Establish a wireless uplink to a wired Access Point. See <u>"Wireless Uplinks" on page 39</u> to find, select, and connect to a wireless Access Point.

🗿 UniFi AP		×
	Disconnected	
Details Configu	uration	
OVERVIEW		
MAC Address Model Version	00:27:22:12:b3:92 UniFi AP 3.0.2.2081	
Last Seen	5m 55s ago	

**Disconnected Access Point** In a *Disconnected* state, the Access Point icon will change to red/orange with a *Disconnected* icon O on the *Map* tab.

The LED on the actual device will be steady green with occasional flashing. This Access Point doesn't provide any wireless service.

_	1
F	
8	^
8.	

Note: Do not use the *Forget this AP* option when the Access Point is in a *Disconnected* state. If you do, then the only way to make the Access Point accessible from the UniFi Controller is to take it down and connect it by wire.

#### **Access Point - Managed by Other**

The *Managed by Other* state indicates that the Access Point is not in the default state but it is not controlled by the UniFi Controller.

#### Overview

💿 dc:9f:db:1a:3f:3a				
м	anaged by Other			
Details				
OVERVIEW				
MAC Address	dc:9f:db:1a:3f:3a			
Model	UniFi AP-Pro			
Version	2.3.8.1597			
Last Seen	12s ago			
ADVANCED ADOPTION				
adopt				

**MAC Address** Displays the MAC address of the Access Point.

Model Displays the model number.

**Version** Displays the version of software used on the Access Point.

**Last Seen** Displays the amount of time that has passed since the Access Point was last seen.

#### **Advanced Adoption**

o dc:9f:db:1a:3f:3a			×	
Managed by Other				
Details				
OVERVIEW				
ADVANCED ADOPTION				
IP	10.0.2.116	:		
	22			
Username				
Password				
Inform URL http://10.0.2.102:8080/inform				
adopt				
adopt				

**IP** Displays the IP address and SSH port of the Access Point.

**Username** Enter the SSH Username for management access. This is the *Device Username* you configured in **"Settings > Site" on page 7**.

**Password** Enter the SSH Password for management access. This is the *Device Password* you configured in **"Settings > Site" on page 7**.

**Inform URL** This tells the AP where to look for the UniFi Controller. The URL will be automatically displayed but you may need to verify its accuracy as the system may have multiple interfaces.

Adopt Click Adopt to adopt the Access Point so you can manage it using the UniFi Controller software.

#### **Access Point - Pending Approval**

The Pending Approval state indicates that the Access Point is in the default state and is available for adoption.

00:27:22:a0:	4c:a6				
P	Pending Approval				
Details					
OVERVIEW					
MAC Address	00:27:22:a0:4c:a6				
Model	UniFi AP-Outdoor				
Version	3.0.2.2081				
Last Seen	1m 17s ago				
adopt					

MAC Address Displays the MAC address of the Access Point.

Model Displays the model number.

Version Displays the version of software used on the Access Point.

Last Seen Displays the amount of time that has passed since the Access Point was last seen.

Adopt Click Adopt to adopt the Access Point so you can manage it using the UniFi Controller software.

#### **Forget this AP/Move**

🗿 Pro–	Pro-Support			×
		Conne	cted	
Details	Users	Guests	Configuration	
CONFIG				
RADIOS				
WLANS				
NETWOR	ιк			
FORGET THIS AP / MOVE				
If you no longer wish to manage this AP, you may remove it. Note that all configurations and history with respect to this access point will be wiped out.				
locate	restart	]		

Forget Remove the Access Point from management by the UniFi Controller software and reset it to factory default settings.

	1	
٠		
	ø	
•		

ote: Use caution when clicking Forget. This will restore the Access Point to factory settings when it is in a *Connected* state. Do not use the *Forget* option when the Access Point is in an Isolated or Disconnected state. If you do, the only way to make the Access Point accessible from the UniFi Controller is to take it down and connect by wire.

Move to To move the Access Point, select another site from the drop-down menu.

# **Chapter 10: User/Guest Details**

The User and Guest hyperlinks open the *User/Guest Details* window. Unless otherwise needed to specify differences between the user and guest, this User Guide will refer to both as user in the rest of this chapter.

The upper part of the window has four clickable tabs:

- Details (see below)
- Statistics (see the next column)
- <u>"History" on page 44</u>
- <u>"Configuration" on page 44</u>

The bottom of the window has two or three buttons:

- Block Block this user from accessing the network.
- **Reconnect** Reconnect a user that has been previously blocked.

• **Unauthorize** (Available for *guests* only.) Remove authorization of wireless guest access and disconnect the client.

## Details

#### Overview

📃 PC				×
Details	Statistics	History	Configuration	
MAC Add Hostname		00:db:df:1 PC	1:e0:31	
IP Address Uptime		10.1.6.122 8h 52m 24s		
Connected AP		11ac		
block	reconnect			

MAC Address Displays the MAC address of the user.

**Hostname** Displays the name (if defined).

IP Address Displays the IP address of the Access Point.

**Uptime** Displays the amount of time the Access Point has been running without interruption.

**Connected AP** Displays the name, alias, or MAC address of the Access Point in use.

If the user is offline, the following information is displayed:

MAC Address Displays the MAC address of the user.

Hostname Displays the name (if defined).

**Last Seen** Displays the last date and time the user was connected to the primary or guest network.

# Statistics

📃 PC			×
Details Statistics	History	Configuration	
ESSID Connected AP	jerry-corp 11ac		
Channel Signal TX Rate RX Rate Activity Power Save	11 (11ng) 99% (-3 dE 104M 6.5M 12.0B/sec Not enable		
Down Pkts / Bytes Up Pkts / Bytes	122K / 11 70.4K / 11		
block reconnect			

**ESSID** Displays the network name or SSID of the wireless network in use.

**Connected AP** Displays the name, alias, or MAC address of the Access Point in use.

Channel Displays the wireless channel in use.

Signal Displays the signal strength.

TX Rate Displays the TX (transmit) rate.

**RX Rate** Displays the RX (receive) rate.

Activity Displays the level of activity in Bytes per second.

**Power Save** Displays the status of the power save mode.

**Down Pkts / Bytes** Displays the amount of data downloaded by the user in packets and bytes.

**Up Pkts / Bytes** Displays the amount of data uploaded by the user in packets and bytes.



Note: The *Statistics* tab will only appear when the user is connected.

### **History**

📃 PC					×
Details	Statistics	History	Con	figuration	
≑ Date/T	ime	≑ Durat	tion	Down	≑ Up
2013/03	/29 09:36:03	8h 50r	n 19s	133M	14.2M
2013/03	/28 09:32:30	8h 39r	n 31s	143M	23.4M
2013/03	/28 09:32:29	1h 32r	n 59s	35.3M	16.5M
2013/03	/25 09:45:29	8h 36r	n 23s	196M	16.1M
2013/03	/22 09:40:14	10h 6s		193M	27.2M
1 - 5 / 5					
block	reconnect				

**Date/Time** Displays the date and time the user first connected to the Access Point.

**Duration** Displays the length of time the user was connected to the Access Point.

**Down** Displays the amount of data downloaded by the user during the session.

**Up** Displays the amount of data uploaded by the user during the session.

# Configuration

Config

📃 PC				×
Details	Statistics	History	Configuration	
CONFIG				
Alias Note				
Usergro	ups	Automati	c 🗘	
apply				
DEBUG				-
block	reconnect			

Alias Enter a name for the user.

**Note** Enter a description or comments. Once the note is saved, the user will be designated a "Noted" client on the *Insight* > *Known Wireless Clients* tab.

**Usergroups** Assign a User Group to the user, or keep the default, *Automatic*. User Groups are set up under the *Settings* tab > *User Groups* option (see <u>"Settings > User</u> Groups" on page 13 for more information).

Apply Click Apply to save changes.

Debug

📃 PC				x
Details	Statistics	History	Configuration	
CONFIG				
DEBUG				
Device 1	Гуре	IntelCor		
block	reconnect			

**Device Type** Displays the manufacturer of the client device.

UniFi							🗘 Every 2 minutes 🔹
Welcome admin 👻						Wireless Guests	Payments/Transactions Vouchers Operator Accounts
Wireless Guests							Page Size <mark>10 ≑</mark>
Search							Show guests within 3 days +
Name/MAC Address	Package	Amount	Authorized By	Download	Upload	¢ Status	Actions
e0:c9:7a:e1:4e:ee			API	39.6K	49.2K	Valid until 2013/07/10 01:59:38	Disconnect Extend
1 - 1 / 1	_				_		

# **Chapter 11: Hotspot Manager**

Hotspot Manager includes four main tabs when accessed by the UniFi Controller admin account. These tabs include Wireless Guests, Payments/Transactions, Vouchers, and Operator Accounts.

The UniFi Controller admin can create operator accounts for the Hotspot Manager. Operator accounts are designed for use by hotels or other businesses to service guests and have no access to other UniFi administrative features. Operator accounts will have access to three tabs after login: *Wireless Guests, Payments/Transactions,* and *Vouchers*.

#### **Wireless Guests**

The Hotspot's active wireless guests are displayed.



**Search** Enter keywords in the *Search* field to find a specific guest based on *Name/MAC Address, Package, Amount, Authorized By*, or *Status* value.

# Show guests within Filter by time duration: last24 hours, 3 days, 7 days, 2 weeks, 30 days, and 120 days.

**Name/MAC Address** Displays the connected guest's device name or MAC address.

**Package** Displays the description of the package that was purchased (if applicable).

**Amount** Displays the amount paid for access (if applicable).

**Authorized By** Displays the authorization method. If there is no authorization, then *None* is displayed.

**Download** Displays the total amount of data downloaded.

**Upload** Displays the total amount of data uploaded.

**Status** Displays the remaining session time for the guest.

Actions Click a button to perform the desired action:

- **Disconnect** Immediately disconnect the selected guest.
- Extend Every time you click this button, you extend a guest's session for an additional 24 hours. For example, if you click it three times, you will extend guest access for three more days.

#### **Payments/Transactions**

The Hotspot's payments and transactions are displayed.



**Search** Enter keywords in the *Search* field to find a specific voucher based on *Time*, *Name*, *Package*, *Amount*, *Extra Info*, or *Status* value.

Show guests within Filter by time duration: last 24 hours, 3 days, 7 days, 2 weeks, 30 days, and 120 days.

**Time** Displays the date and time of the transaction.

Last Name Displays the user's last name.

**First Name** Displays the user's first name.

**Package** Displays the description of the package.

**Amount** Displays the amount of the transaction.

**Extra Info** If the user paid by PayPal, the *Extra Info* field displays the email address associated with the PayPal account. If the user paid by credit card, the *Extra Info* field will display the type of credit card and the last four digits of the credit card used.

**Status** Displays the status of the transaction.

Actions Click a button to perform the desired action:

• **Refund** Click the **Refund** button to refund the selected customer if necessary.

#### Vouchers

Create vouchers that include distributable codes, duration values, and use restrictions.

Welcome admin *							Vouchers Operator Accounts
							Page Size 10
(earch							Print All Unused Vouchers
Code	o Create Time	Note	e Duration	e Status	Act	ions	
3260-44860	2013/07/09 17:54:06		1d	Valid for one-time use	(A	evoke Print batch	
15032-41975	2013/07/09 17:54:06		16	Valid for one-time use		evoke Print batch	
4924-19590	2013/07/09 17:54:06		14	Valid for one-time use		avoke Print batch	
07334-28918	2013/07/09 17:54:06		1d	Valid for one-time use		evoke Print batch	
2433-86500	2013/07/09 17:54:06		1d	Valid for one-time use		evoke Print batch	
6583-21651	2013/07/09 17:54:06		16	Valid for one-time use		evoke Print batch	
19423-04921	2013/07/09 17:54:06		14	Valid for one-time use		evoke Print batch	
						evoke Print balch	
07760-53597	2013/07/09 17:54:06		14	Valid for one-time use		evoke Print batch zvoke Print batch	
	2013/07/09 17:54:06 2013/07/09 17:54:06						
34835-39590 37192-71977 L - 39 / 10		_	14	Valid for one-time use		evoke Print Batch	Create Vourines
07760-55597 34835-39590 37338-71077 1 - 33 / 10 Counte 10 One-time	2013/07/09 17:54:06 2013/07/09 17:54:06		1d 1d	Valid for one-time use Valid for one-time use		avoke Print batch avoke Print batch	Cost Youter
34835-39590 37192-71977 L - 39 / 10	2013/07/09 17:54:06 2013/07/09 17:54:06	-	1d 1d	Valid for one-time use Valid for one-time use		avoke Print batch avoke Print batch	Comfinition
34835-39590 37192-71977 L - 39 / 10	2013/07/09 17:54:06 2013/07/09 17:54:06		1d 1d	Valid for one-time use Valid for one-time use		avoke Print batch avoke Print batch	Cast Vactors
14835-39590 17192-71977 - 35/10	2013/07/09 17:54:06 2013/07/09 17:54:06		1d 1d	Valid for one-time use Valid for one-time use		avoke Print batch avoke Print batch	Costs Youlars
14835-39590 17192-71977 - 35/10	2013/07/09 17:54:06 2013/07/09 17:54:06		1d 1d	Valid for one-time use Valid for one-time use		avoke Print batch avoke Print batch	Creati Vacabers
14835-39590 17192-71977 - 35/10	2013/07/09 17:54:06 2013/07/09 17:54:06		1d 1d	Valid for one-time use Valid for one-time use		avoke Print batch avoke Print batch	Com Yesters
14835-39590 17192-71977 - 35/10	2013/07/09 17:54:06 2013/07/09 17:54:06		1d 1d	Valid for one-time use Valid for one-time use		avoke Print batch avoke Print batch	Contractory
34835-39590 37192-71977 L - 39 / 10	2013/07/09 17:54:06 2013/07/09 17:54:06		1d 1d	Valid for one-time use Valid for one-time use		avoke Print batch avoke Print batch	Cost Statistics
34835-39590 37192-71977 L - 39 / 10	2013/07/09 17:54:06 2013/07/09 17:54:06	1	1d 1d	Valid for one-time use Valid for one-time use		avoke Print batch avoke Print batch	Cost Notes
34835-39590 37192-71977 L - 39 / 10	2013/07/09 17:54:06 2013/07/09 17:54:06	1	1d 1d	Valid for one-time use Valid for one-time use		avoke Print batch avoke Print batch	(See Territy)
34835-39590 37192-71977 L - 39 / 10	2013/07/09 17:54:06 2013/07/09 17:54:06		1d 1d	Valid for one-time use Valid for one-time use		avoke Print batch avoke Print batch	Contractor
14835-39590 17192-71977 - 35/10	2013/07/09 17:54:06 2013/07/09 17:54:06		1d 1d	Valid for one-time use Valid for one-time use		avoke Print batch avoke Print batch	(See Note)
34835-39590 37192-71977 L - 39 / 10	2013/07/09 17:54:06 2013/07/09 17:54:06		1d 1d	Valid for one-time use Valid for one-time use		avoke Print batch avoke Print batch	(annun)

**Search** Enter keywords in the *Search* box to find a specific voucher based on *Code*, *Create Time*, *Note*, *Duration*, or *Status* value.

#### Print all Unused Vouchers Click Print All Unused

**Vouchers** to send a page to your printer with the codes and durations of unused vouchers.

**Code** Displays each active voucher code.

**Create Time** Displays the date and time a voucher was created.

**Note** Displays any notes that were added using the *Add Notes* option during voucher creation.

**Duration** Displays the duration of minutes, hours, or days that the voucher enables the user to access the Internet.

**Status** Indicates whether the voucher is valid for a single use or multiple uses.

Actions Click a button to perform the desired action:

- **Revoke** Immediately deactivate the selected voucher.
- **Print Batch** Print the batch of vouchers created at the same time.

**Active Voucher Page Slider** Adjust the slider from left to right to view all *Active Vouchers*.

**Create Vouchers** To create a batch of vouchers, complete the following:

- **Create** \_\_\_\_ Enter the number of vouchers to create.
- \_\_\_\_vouchers Select how often the voucher can be used: One-time or for Multi-use.
- for \_\_\_\_\_ Select how long the voucher is valid: 8 hours, 24 hours, 2 days, 3 days, 4 days, 7 days, or User-defined. If you select User-defined, enter a number and specify day, minute, or hour.
- Add Notes Click Add Notes to include any notes specific to this batch of vouchers.
- Create Vouchers Click Create Vouchers to create the vouchers as specified.

#### **Operator Accounts**

Create Operator Accounts that can log in to Hotspot Manager to manage wireless guests, payments or transactions, and vouchers.



**Search** Enter keywords in the *Search* field to find a specific operator account based on *Name*, *Password*, or *Notes* value.

Account Displays the name of the operator.

Password Displays the password.

**Notes** Displays any descriptive notes.

Actions Click a button to perform the desired action:

• **Delete** Click **Delete** to remove an operator account.

**Create Operator** To create an operator account, complete the following:

- Account Enter a name for the operator. The Account name can only be A-Z, a-z, or 0-9. No spaces are allowed.
- **Password** Enter a password for the operator. The *Password* has to start with A-Z, a-z, or 0-9. The other characters can only be printable ASCII characters.
- Notes (Optional) Enter a note to identify or describe the operator.
- Create Operator Click Create Operator to create the operator account.

To test the operator account, log out of the UniFi Controller software and log in using the operator credentials. Only the *Wireless Guests*, *Payments/Transactions*, and *Vouchers* tabs will appear.

# Appendix A: Portal Customization

# Overview

With *Portal Customization*, the UniFi Controller software allows complete branding of a portal implementation, allowing you to "white label" your wireless Internet service as if you had developed it yourself.

In order to provide the maximum flexibility in your branding effort, the UniFi Controller software provides total access to the portal directory on the system in which it is installed.

This open architecture allows you to include unlimited content while keeping development simple through the use of plain .html (hand code or use any editor of your choice). Testing is simple and immediate; simply reload changes from any browser.

# **Enabling Portal Customization**

By default, *Portal Customization* is disabled in all *Guest Portal* implementations. See <u>"Settings > Guest Control"</u> <u>on page 10</u> for more information on enabling the *Guest Portal* for the following authentication and landing page options: *No authentication, Simple Password*, and *Hotspot*.

To enable *Portal Customization*, perform the following steps:

1. Go to **Settings** and click **Guest Control**.

Recent E	vents Alerts	Settings	Admin			
×	Site Site related settings		<b></b>	Wireless Networks Wireless Networks		Guest Control Guest portal and policies
٤	User Groups User Group settings		(FE	Controller Identity, Discovery, Email Servers	8	Site Admins Admin accounts and privileges

2. Select **Guest Portal** to enable it, and then select an authentication method.



3. Select **Portal Customization** to enable it, and then click **Apply**.



# Viewing the Default Portal

Once *Guest Portal* and *Portal Customization* are enabled, connect to the *Guest Network SSID* as shown below, depending on your platform.

#### Windows

- 1. Go to Connect to Network.
  - Windows 8 Go to the Settings menu and click the Network 🗐 icon.
  - Windows 7 Right-click the Network 📜 icon.
  - Windows Vista Go to Start > Connect To.
- 2. Select the *Guest Network* SSID and click **Connect**.
- Depending on the security type applied to the network, enter the security key or password. Click OK or Connect.
- Launch your web browser and you will be directed to the default portal page for the authentication type configured on the *Guest Portal* (see <u>"Settings > Guest</u> <u>Control" on page 10</u> for screenshots of default portal pages by authentication method).

#### Mac

- 1. Click the *AirPort*  $\widehat{\frown}$  icon in the menu bar (top right side of the screen).
- 2. Select the *Guest Network* SSID and click **Connect**.
- Depending on the security type applied to the network, enter the security key or password. Click OK.
- 4. Once connected, the *AirPort*  $\widehat{\neg}$  icon will change from gray to solid black. The number of black lines indicates the signal strength.
- Launch your web browser and you will be directed to the default portal page for the authentication type configured on the *Guest Portal* (see <u>"Settings > Guest</u> <u>Control" on page 10</u> for screenshots of default portal pages by authentication method).

### Setup

The html and css files are located on the system that the UniFi Controller software has been installed on. The files are in the following locations:

#### Mac

/Applications/UniFi.app/Contents/Resources/data/ sites/<site\_name>/portal

#### Windows

<Drive\_Letter>:\Users\<Username>\Ubiquiti UniFi\data\ sites\<site\_name>\portal

For specific instructions on accessing the files, refer to the specific operating system:

- <u>"Mac" on page 49</u>
- <u>"Windows" on page 50</u>

#### Mac

1. Navigate to **Go** > **Applications**.

Finder	File	Edit	View	Go	Window	Help	
				Ba	ck		¥[
				Fo	rward		爰]
				En	closing Fo	lder	¥†
					Computer		о́жс
				1	Home		<b>企業Η</b>
					Desktop		☆業D
				0	Network		ΰ₩K
					iDisk		Þ
				A	Applicatio	ins	Ω₩A
				B	Documen	ts	<b>企業O</b>
				- 2	Utilities		Ω₩Ω
				Re	cent Folde	rs	Þ
				G	to Folder		Φ#G
				Co	nnect to S	erver	36 K

2. Control-click the **UniFi** application and then click **Show Package Contents**.



3. Double-click the **Contents** folder to open it.



4. Double-click the **Resources** folder to open it.



- Appendix A: Portal Customization
- 5. Double-click the **data** folder to open it.

00			esources		
< >		• • • •	? @		?
AVORITES Dropbox Final					
Resources Review Working	bin 3 items	data 6 items	dl 1 item	Java 48 items	lib
Logos guides Desktop				0	
Applications	logs 2 items	run 1 item	unifi.discover.icns	unifi.icns	webapps 2 items
Downloads					
HARED EVICES Mac's MacB	work 1 item				

6. Double-click the **sites** folder to open it.

AVORITES					
Uropbox					
Resources Review Working Logos guides Desktop Applications Pictures Downloads Downloads	backup 2 items system.properties	db 5 items	devices 1 Rem	keystore	Sites 1 item

7. Double-click the folder whose name matches the name of the site you are configuring.

	i sites	
	■ = = = = <b>*</b> * <b>*</b> = * ? Q	?
FAVORITES Dropbox Final Resources Review Working	Crime 1 Mar	
Logos guides Desktop Applications Pictures		
Documents Downloads j Devices		
Mac's MacB		

8. Double-click the **portal** folder to open it.

000	i default
	Ħ <b>∃</b>   <b>Ⅲ</b>   <b>★</b> ▼ <b>♥</b> ▼ <b>■</b> ▼ ? <b>Q</b> ?
FAVORITES	
Stropbox	
Einal Final	
Resources	portal 9 items
Review	9 items
Working	
Logos	
guides	
Desktop	
Applications	
Pictures	
Documents	
O Downloads	
畲j	
SHARED	
DEVICES	
Mac's MacB	

9. You have several files that you can customize in the portal folder (these are described in the *Customizable Default Files* section).

● O O ■ ►			oortal ? Q		?
FAVORITES  FAVORITES  Final  Resources  Review  Working  Logos  guides  Desktop  A Applications  Pictures  Downloads  j  Mac's MacB	bundle 3 seen WINK payment.html	Fail-beni	inages 3 anno 555 FSET-min.CSS	index.html	Jane.

10. To customize the voucher, double-click the **bundle** folder to open it.

<ul> <li>••••</li> <li>••••</li> <li>••••</li> </ul>			portal		?
FAVORITIS	Long Jane Jane Jane Jane	Fail-html	inages 3 dami ESS reset-min.css	index.html	ja 2 norm

11. You can customize voucher.css and voucher.html to fit your needs.

FAVORITES Dropbox Final	<u> </u>	CSS	6	
Resources			HTML voucher.html	
Review	messages.properti es	voucher.css	voucher.ntml	
Working				
Logos				
guides				
Desktop				
Applications				
Pictures				
Documents				
O Downloads				
畲j				
SHARED				
DEVICES				

#### Windows

The Windows files are located in the following location: <Drive\_Letter>:\Users\<Username>\Ubiquiti UniFi\ data\sites\<site\_name>\portal

#### **Customizable Default Files**

The following default customizable html and css files are located in the *portal* folder:

- **index.html** Main landing page that displays pricing to the guest.
- **payment.html** Used to submit credit card information. It requires https and also serves as an example of an additional .html page.
- **fail.html** Displayed when there is an error handling a guest login.
- **reset-min.css** Standardizes the rendering of HTML elements across browsers.
- styles.css Controls the style of HTML elements.

The following default files are located in the *bundle* folder:

- voucher.html Main landing page.
- **voucher.css** Standardizes the rendering of HTML elements across browsers.
- messages.properties You can edit this file using a text editor such as TextEdit. This file defines package costs, duration of access, package titles, and how the charge will appear on a customer's credit card account. Error messages are also defined by this file.

0 0	messages.properties
## package 1	
# amount is in US doll	ors
package.1.amount=5.99	
package.1.hours=8	
# what's shown in the	Hotspot Manager
package.1.name=Basic 8	
# what's shown on the	
package.1.charged_as=H	
## package 2	
## package 2 package.2.amount=8.99	
package.2.hours=24	
package.2.name=Prentum	
package.2.charged_as=F	iotspot 1-dayWifi
## package 3	
# this is a free trial	package (with amount 0)
package.3.anount=8	
package.3.hours=2	
package.3.name=Free Ta	tal.
	the user group policy per NLAN/User, default is
false	, one oper group porrey per independent, denourie to
package.3.limit.overva	ite term
# kbps. default is unl	
≢ kops, derduit is uni package.3.limit.down=4	
# kbps, default is unl	
package.3.linit_up=182	
# Mbytes, default is u	
package.3.limit_quota-	1824
	ase connect from guest wireless network
InvalidPassword-Invali	
InvalidVoucher-Invalid	
	he voucher has been used too many times
VoucherExpired-The you	cher has expired
UseVoucher=I have a va	
PasswordReguiredForVit	elessAccess=A password is required to access the
vireless network	
Paypa (Cance ) Led-Paymer	t cancelled
	on Required - Guess Access
VelcomePage.FailedInte	ernal=The hotspot is not configured correctly
PaymentPage InputCredi	tuPlease input the credit card information
	dNumber=Invalid credit card number
	irationMontheInvalid expiration month
	iration/ear=Invalid expiration year
	Finalid security code
	ntrvCode=Invalid country code
ruymentruge.involid.ot	nerycouenarwarta councry code
PaysentPage.FailedInte	ernal=Unable to process the payment

Additional details on portal customization can be found in our community site at: http://kb.ubnt.com/unifi/portal-customization

# Appendix B: UniFi Discovery Utility

## Overview

The Ubiquiti UniFi Discovery Utility includes tools that allow the discovery and management of UniFi Enterprise WiFi System Access Points. It is installed automatically as part of the UniFi Controller software installation process. See <u>"Software Installation" on page 2</u> for more information.

# Launching the UniFi Discovery Utility

#### **Mac Users**

From the Finder, click **Go** > **Applications** and double-click the *UniFi-Discover.app* icon.



#### **PC Users**

For most versions of Windows, go to **Start** > **All Programs** > **Ubiquiti UniFi** and double-click the *UniFi-Discover* icon.



For Windows 8, go to the *Start* menu and double-click the *UniFi-Discover* icon.



# **UniFi Discovery Utility Interface**

Upon launch, the UniFi Discovery Utility listens to Layer-2 broadcast/multicast beacons from UniFi Access Points in both a factory default state and an unmanaged state (adopted but unable to contact the UniFi Controller software).



**MAC Address** Displays the MAC address and alias of the Access Point. The alias is displayed in parentheses if it has been specified; see <u>"Configuration" on page 36</u> for details.

**IP Address** Displays the IP address of the Access Point and the method used by the Access Point to obtain an IP address. The method is displayed as *DHCP* or *Static* in parentheses.

Model Displays the model number of the Access Point.

**Version** Displays the software version installed on the Access Point.

**Status** Displays the current status of the Access Point: *Pending, Managed/Adopted, Login Failed, or IP Unreachable.* 

There are three buttons available:

- <u>"Locate" on page 52</u>
- <u>"Manage" on page 52</u>
- <u>"Reset" on page 53</u>



Note: To reboot the Access Point, click one of the

buttons listed above and proceed to <u>"Reboot" on</u> page 53.

#### Locate

Locate the Access Point. The following window will appear:

Status:	Managed/Adopted	
	This device is managed by other controller. You need to provide the username/password in order to perform any actions against this device.	
Model:	UniFi AP (2.1.0.942)	
IP Address: MAC Address:	192.168.25.115 (dhcp) 00:15:6d:5c:b5:d1 (UAP6)	
Username:	ubnt	
Password:	ubnt	

Actions Locate is automatically selected.

**Username** If required, enter the device username.

Password If required, enter the device password.

**Apply** Click **Apply** to locate the Access Point. The LED on the Access Point will flash so that it can be differentiated from the other Access Points.

#### Manage

Set the inform URL, allowing the Access Point to be managed by the UniFi Controller software running in a NOC or in the cloud. (See <u>"Network Topology</u> <u>Requirements" on page 1</u> for a visual representation of this configuration.) The following window will appear:

Status:	Managed/Adopted			
	This device is managed by other controller. You need to provide the username/password in order to perform any actions against this device.			
Model:	UniFi AP (2.1.0.942)			
IP Address: MAC Address: Actions:	192.168.25.115 (dhcp) 00:15:6d:5c:b5:d1 (UAP6) Set Inform +			
			Set Inform URL:	http://unifi:8080/inform
			Username:	ubnt
Password:	ubnt			

Actions Manage is automatically selected.

**Set Inform URL** Enter the URL, port, and path to the UniFi Controller software.

**Username** If required, enter the device username. **Password** If required, enter the device password. **Apply** Click **Apply** to save the inform URL.

#### Reset

Reset the Access Point to factory default settings. The following window will appear:

Status:	Managed/Adopted	
	This device is managed by other controller. You need to provide the username/password in order to perform any actions against this device.	
Model:	UniFi AP (2.1.0.942)	
IP Address:	192.168.25.115 (dhcp)	
MAC Address: Actions:	00:15:6d:5c:b5:d1 (UAP6)	
	Restore to factory default \$	
Username:	ubnt	
Password:	ubnt	

Actions *Restore to factory default* is automatically selected.

Username If required, enter the device username.

Password If required, enter the device password.

**Apply** Click **Apply** to reset the Access Point to factory default settings.

#### Reboot

To reboot the Access Point, click any of the buttons (*Locate, Manage*, or *Reset*) on the *UniFi Discovery Utility* screen. The following window will appear:

Status:	Managed/Adopted
	This device is managed by other controller. You need to provide the username/password in order to perform any actions against this device.
Model:	UniFi AP (2.1.0.942)
IP Address:	192.168.25.115 (dhcp)
MAC Address:	00:15:6d:5c:b5:d1 (UAP6)
Actions:	Reboot \$
Username:	ubnt
Password:	ubnt

Actions Select **Reboot** from the drop-down menu. Username If required, enter the device username. Password If required, enter the device password. Apply Click **Apply** to reboot the Access Point.

# **Appendix C: Contact Information**

# **Ubiquiti Networks Support**

Ubiquiti Support Engineers are located around the world and are dedicated to helping customers resolve software, hardware compatibility, or field issues as quickly as possible. We strive to respond to support inquiries within a 24-hour period.

**Online Resources** 

Support: support.ubnt.com

Community: community.ubnt.com

Downloads: downloads.ubnt.com



2580 Orchard Parkway San Jose, CA 95131 www.ubnt.com

© 2011-2014 Ubiquiti Networks, Inc. All rights reserved. Ubiquiti, Ubiquiti Networks, the Ubiquiti U logo, the Ubiquiti beam logo, and UniFi are trademarks or registered trademarks of Ubiquiti Networks, Inc. in the United States and in other countries. All other trademarks are the property of their respective owners.