

Cloudpath

Enrollment System

End-User Experience for Windows Devices

Software Release 5.1

May 2017

Summary: This document describes the end-user experience for devices running a Windows operating system and using Cloudpath to onboard to a secure wireless network.

Document Type: Information

Audience: Network Administrator, End-User



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End-User Experience for Windows Devices

Overview

The Cloudpath Enrollment System (ES) automates WPA2-Enterprise configuration on any device that connects to the network and automatically connects the device to a secure SSID. This Automated Device Enablement (ADE) means authorized devices onboard simply and securely, with the appropriate level of access.

Cloudpath supports all operating systems including Windows, Mac OS X, iOS, Android, Linux, Chromebooks, and more.

This document provides an example of the end-user process for using Cloudpath to migrate a device running the Windows operating system to the secure network.

Supported Versions

Cloudpath supports Windows XP, Vista, Windows 7, 8, 10, and later, with automated configuration.

User Experience

Cloudpath provides the prompts that guide the user through the sequence of steps that make up the enrollment workflow. During this process, the user enters information as requested, and makes selections about user type, device type, among others.

Based on the information provided from the enrollment prompts, the wizard (or network profile) contains the wireless configuration to allow the device on the secure network.

Enrollment User Prompts

This section displays the user prompts for a typical enrollment workflow. The sequence of steps for an enrollment can differ, depending on the selection that is made.

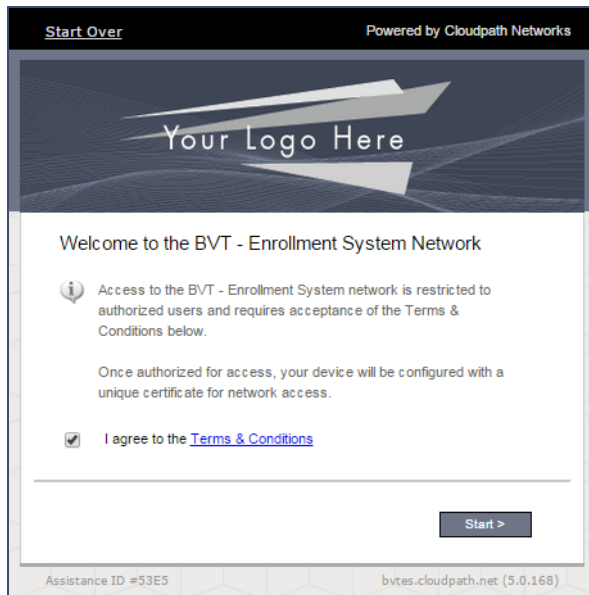
Welcome Screen With AUP

When the user enters the enrollment URL on their device, the Login (or Welcome) screen displays. The login screen is typically customized with the logo, colors, and text for the organization or institution. The screens in this example use the default look and feel of the application.

Note >>

If you have set up a captive portal, the user connects to onboarding SSID and is redirected to the Cloudpath Welcome page to start the enrollment process.

FIGURE 1. Welcome Screen



An acceptable use policy (AUP) prompt displays a message and requires that the user signal acceptance to continue. The welcome text and *Start* button can be customized.

Click *Start* to continue.

User Type

If required by the network, the user might see a User Type prompt. For example, an Employee might be required to enter domain credentials, and a Guest or Partner might be required to enroll using their social media credentials.

FIGURE 2. User Type Prompt

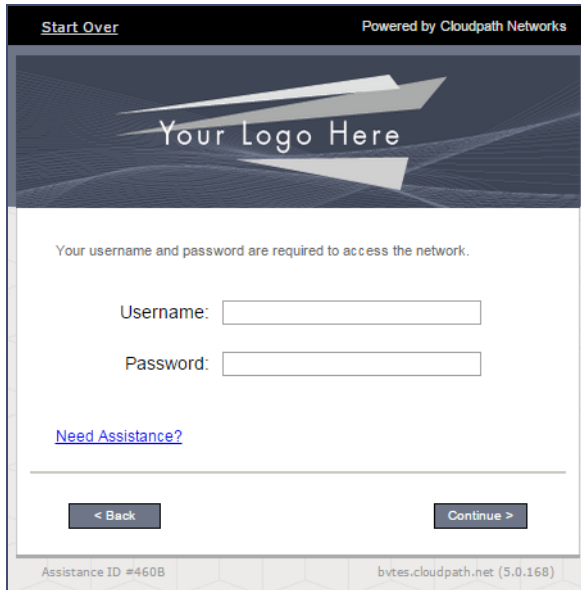


Select the user type to continue. This example follows the *Employee* workflow branch.

User Credentials

If required by the network, a prompt similar to the one below requires the user to enter network credentials.

FIGURE 3. User Credential Prompt



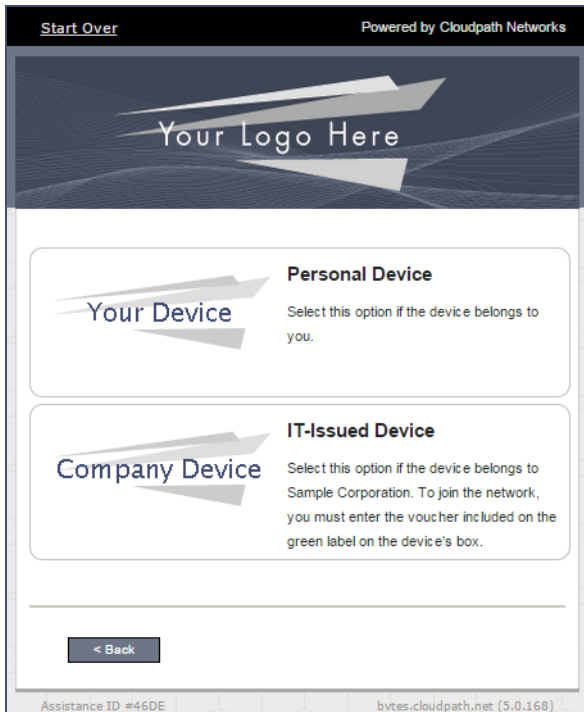
The screenshot shows a user credential prompt interface. At the top, there is a dark header with "Start Over" on the left and "Powered by Cloudpath Networks" on the right. Below the header is a large banner area with a dark background and a light-colored logo placeholder that says "Your Logo Here". Underneath the banner, the text reads "Your username and password are required to access the network." Below this text are two input fields: "Username:" followed by a text box, and "Password:" followed by a text box. Below the input fields is a blue hyperlink that says "Need Assistance?". At the bottom of the form area, there are two buttons: "< Back" on the left and "Continue >" on the right. At the very bottom of the interface, there is a footer area with "Assistance ID #460B" on the left and "bvtes.cloudpath.net (5.0.168)" on the right.

Enter the user credentials and click *Continue*.

Device Type

If required by the network, the user might see a Device Type prompt. For example, a Personal Device selection might add a prompt for a MAC address, and a IT-Issued Device would be allowed to bypass the MAC address prompt.

FIGURE 4. Device Type Prompt



Select a device type to continue. This example follows the *IT-Issued Device* enrollment workflow.

Voucher Code

Your network might require that you enter a voucher (one-time password) as an additional verification step. Vouchers are typically sent email or SMS from a network sponsor or administrator.

FIGURE 5. Voucher Code Prompt

Start Over Powered by Cloudpath Networks

Your Logo Here

Congratulations on receiving a new device. The box of your device contains a green sticker. The sticker contains a voucher code in a format similar to SC000000. Please enter that voucher code below.

Voucher Code:

[Need Assistance?](#)

< Back Continue >

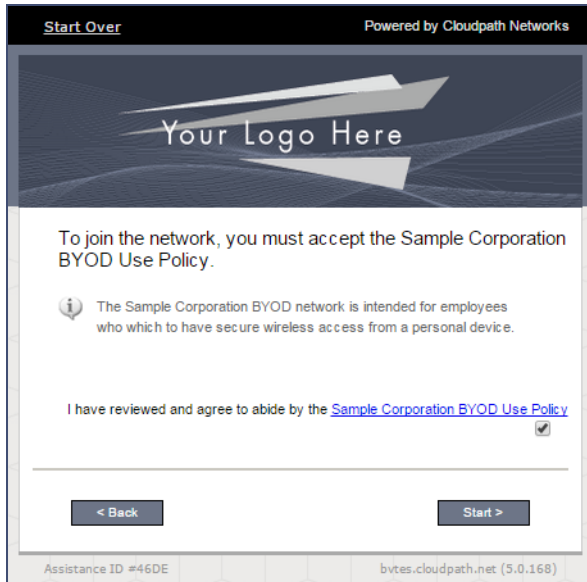
Assistance ID #4608 bvtes.cloudpath.net (5.0.168)

Enter the voucher code and click *Continue*.

BYOD Policy

If configured by the network administrator, you may be prompted to agree to the terms and policies of the network before you can continue.

FIGURE 6. BYOD Policy



Click *Start* to continue.

After the enrollment prompts, the user will download and run the configuration Wizard to migrate the device to the secure network.

Configuration Wizard

The enrollment workflow for Windows devices follows the same process as the other OSes. The user accepts the AUP, logs in with Active Directory or other credentials, then the configuration wizard runs to configure the device and migrate the user to the secure network.

The Wizard application can be set to start automatically or start manually from the download page. These user experience options are set in the Cloudpath Admin UI, but the user experience can also vary depending on the Java version detected (if installed), the browser, or the OS version on the device.

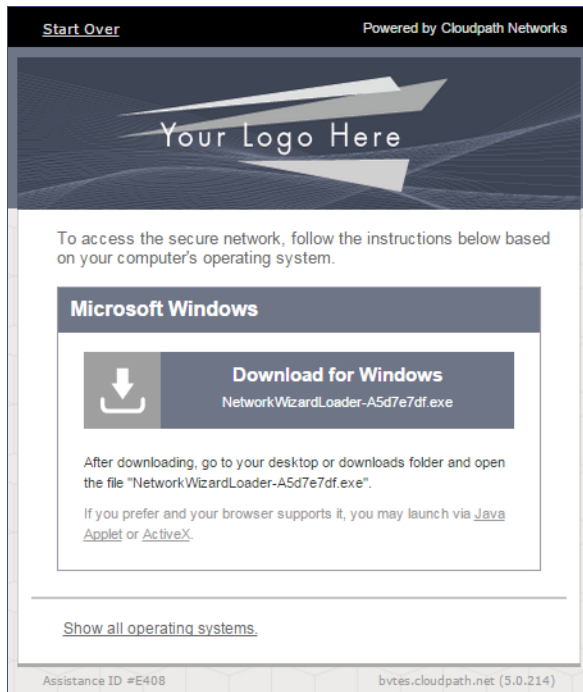
Download and Run Application

The default user experience setting for Windows devices is to download the application to the user device, run the application to configure the wireless settings, and migrate the device to the secure network.

Download Page

The application detects the device user agent and displays the appropriate Windows-specific instructions.

FIGURE 7. Windows Download Page

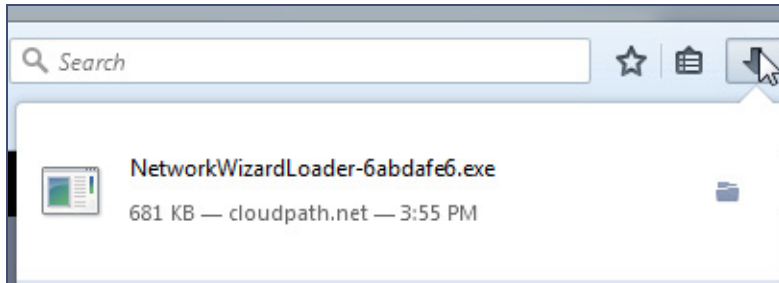


Click the down arrow to download the zip file, which contains the application files.

Open Downloaded Files

Locate the Cloudpath application file in the device Downloads folder.

FIGURE 8. Open Download File

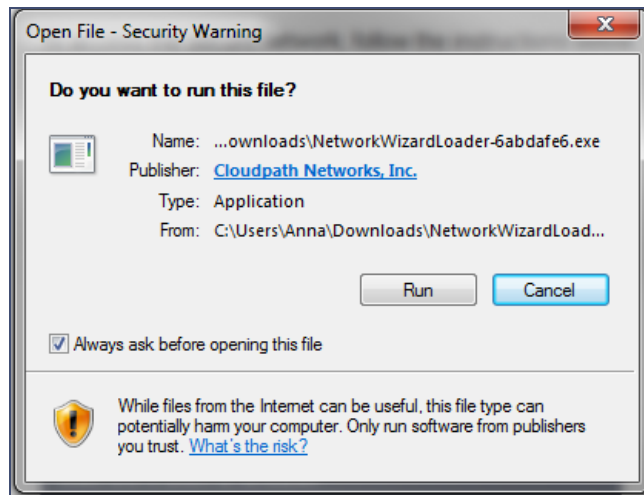


Double-click the *Cloudpath* application to start the Wizard, which runs through the configuration and migration process.

Confirm Open File

Your browser or operating system may prompt you to confirm that you want to run the application file.

FIGURE 9. Confirm Open File



Click *Run* to continue.

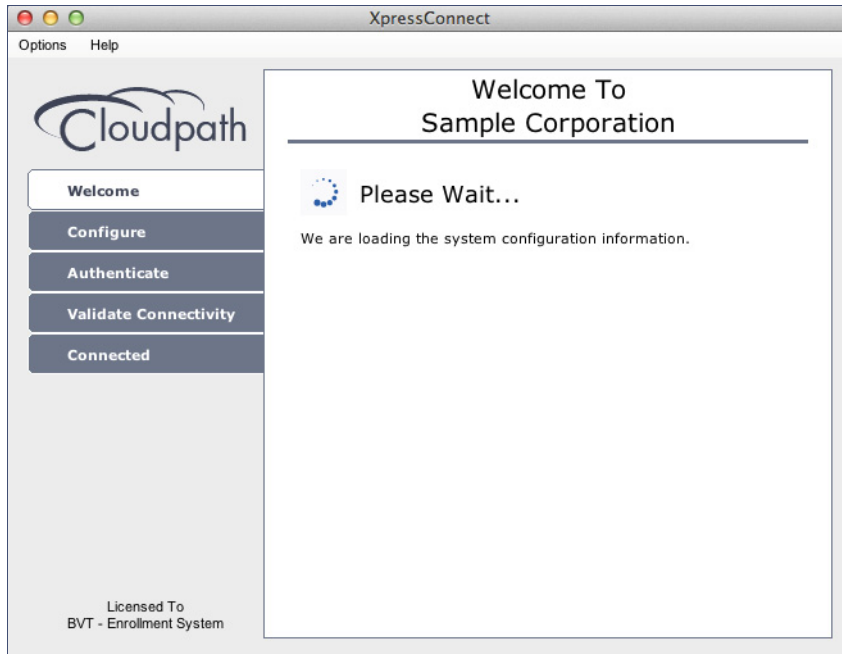
Wizard Application User Experience

After the user has gone through the enrollment prompts, the Wizard runs to configure the wireless network settings on the device.

Loading System Configuration

The Wizard opens and begins the configuration process.

FIGURE 10. Please Wait

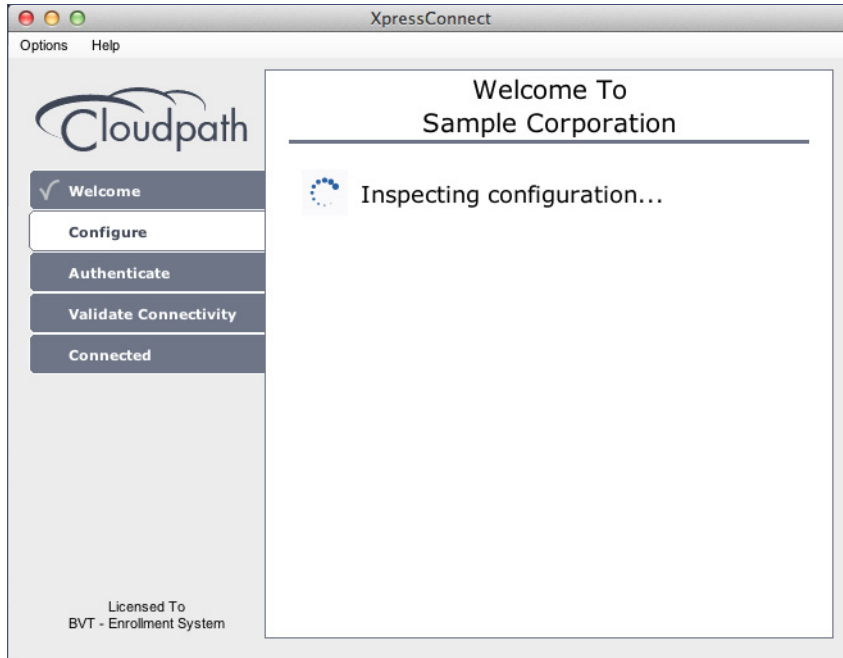


The configuration process takes less than a minute.

Inspecting Configuration

The application verifies that your computer's configuration is correct for the secure network.

FIGURE 11. Inspecting Configuration

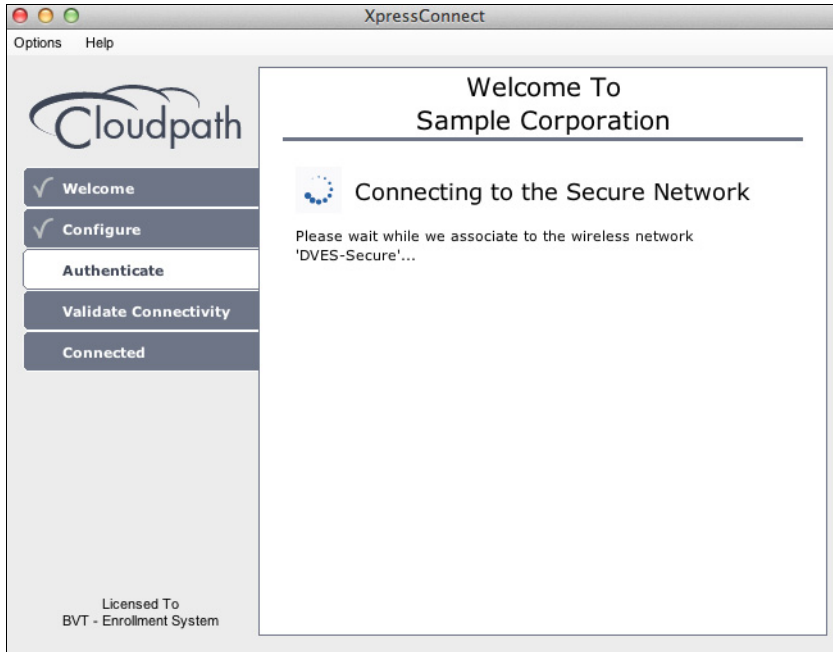


The application continues with the authentication process.

Connecting to Secure Network

The application attempts to associate to the wireless network.

FIGURE 12. Connection to Secure Network

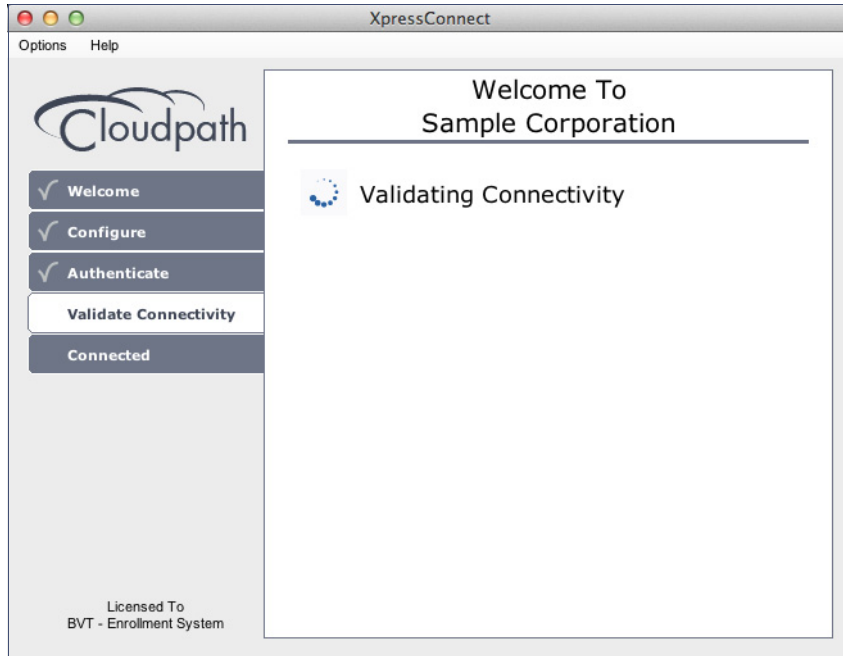


The application continues with the validation process.

Validating Connectivity

When the association with the secure network is successful, the application attempts to acquire a network address.

FIGURE 13. Validating Connectivity

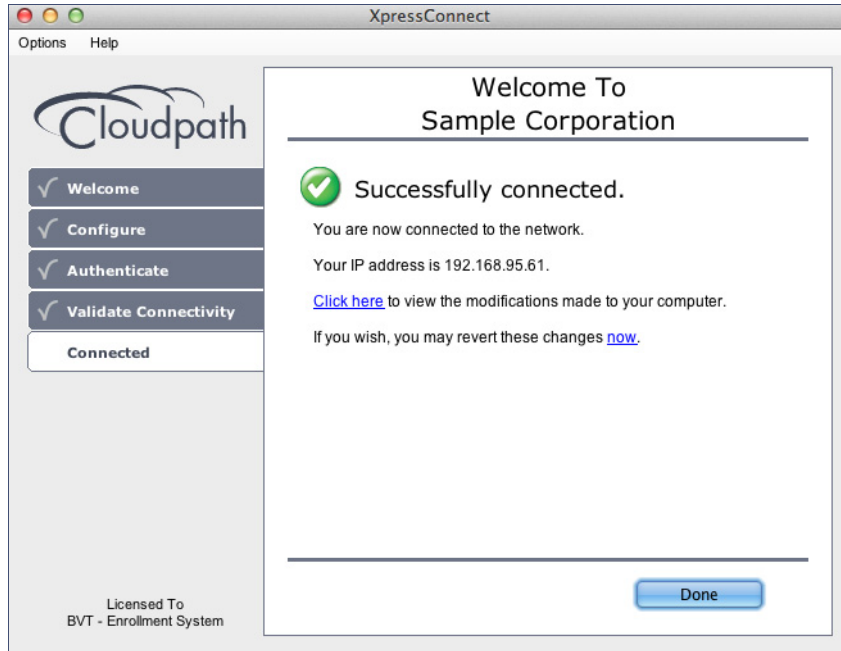


The application continues with the connection process.

Connected to Secure Network

When the application displays a message that you have received an IP address, you are connected to the secure network.

FIGURE 14. Connected to Secure Network

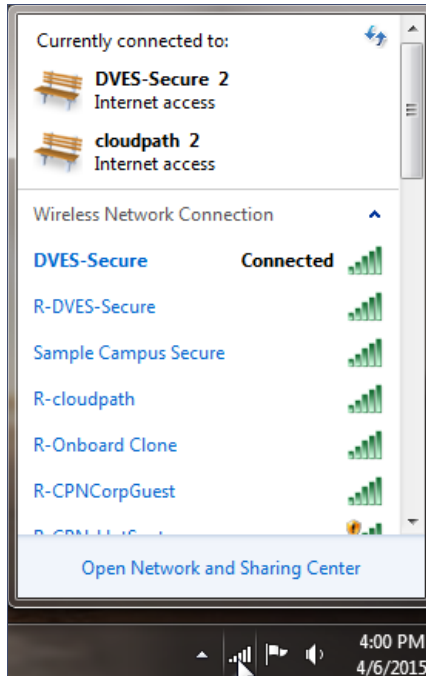


Click *Done*.

Verify Network Connection

Whether using the application to migrate the device, or manually connecting to the network, use the airport icon in the menu bar to verify the network to which you are connected.

FIGURE 15. Secure Network



The Wireless Network Connection panel displays the network to which you are connected.

Other Methods for Launching Application

The default user experience setting will display the download page to allow the user to download, install, and run the application.

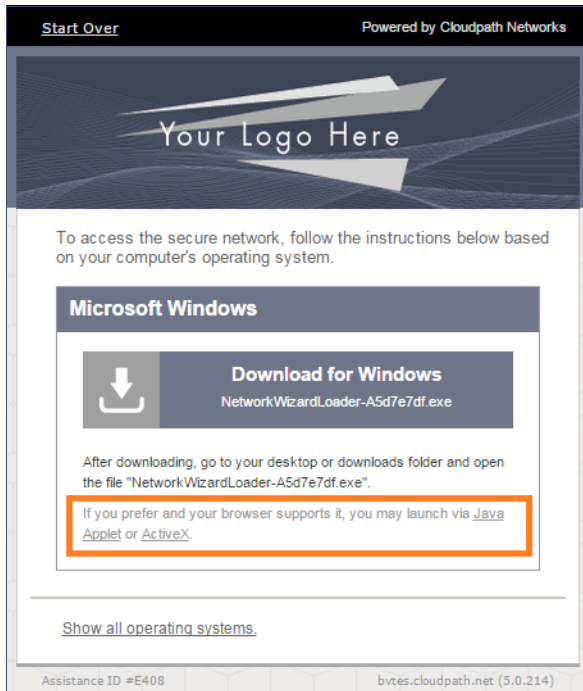
The network administrator can elect to configure other user experience settings, such as automatically launching the application, or, if using the Internet Explorer browser, the user can manually launch the application using *ActiveX*.

Starting Application from Java Applet

If your configuration is set up to automatically run the Java applet, the Download page does not appear. Instead, a Java console opens and the application automatically starts. If this is your network setting, go to the Wizard Application User Experience section to view the end-user experience.

You can also launch the Java applet manually from the download page. Use the *launch via Java applet* link, instead of downloading and installing the application manually.

FIGURE 16. Manually Launch Applet



The application launches as a Java applet.

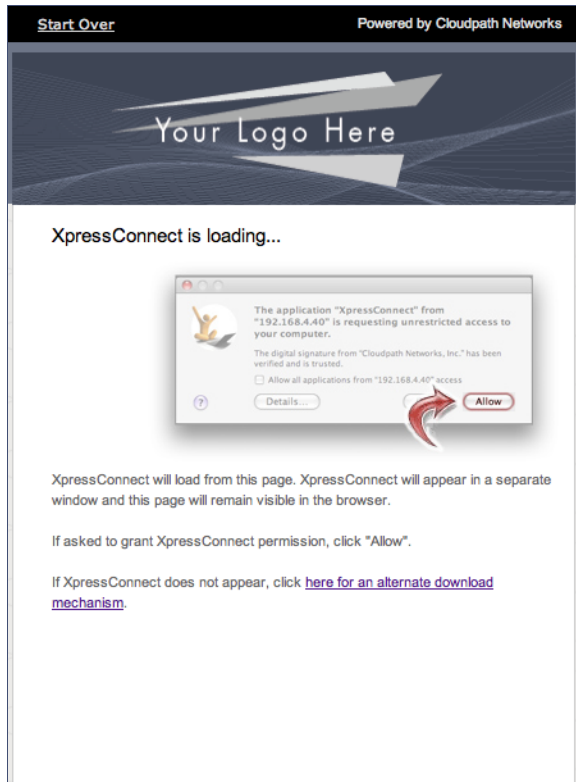
Note >>

This method does not work if Java is not installed on the device. If Java is installed, but requires an update, you may be prompted to update before you can continue.

Load Application

The application loads onto the device.

FIGURE 17. Load Application

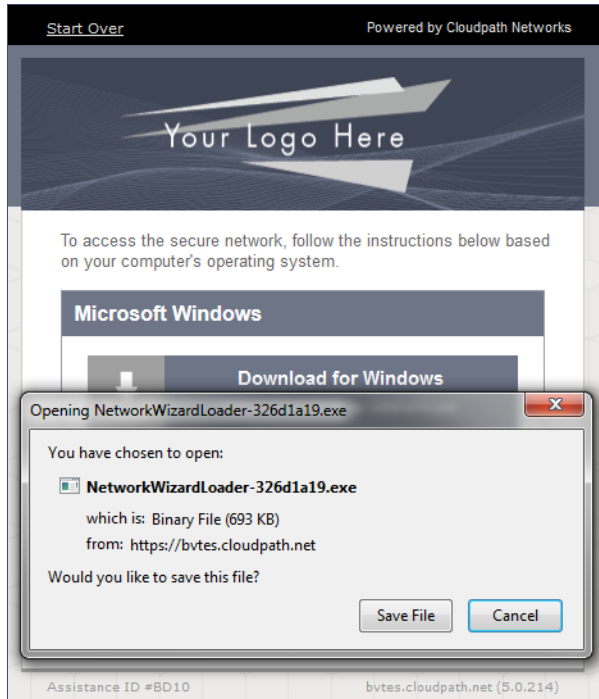


The application continues to check the device settings.

Save File

Confirm that you want to save the Cloudpath application to your downloads folder.

FIGURE 18. Save File

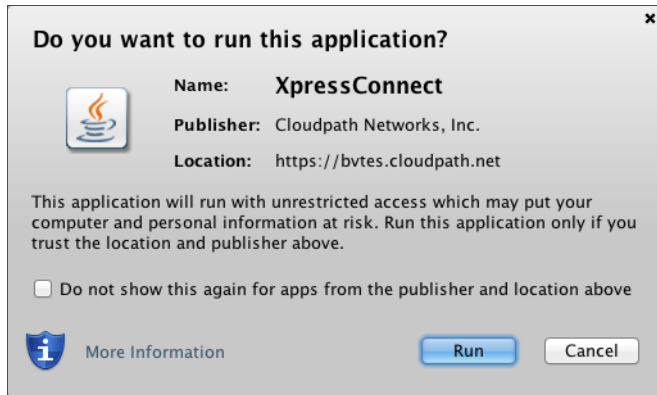


Click *Save File* to continue.

Trust Application

The Windows operating system might prompt you to trust the Cloudpath application.

FIGURE 19. Trust Application



Click *Run* to continue. The configuration wizard starts.

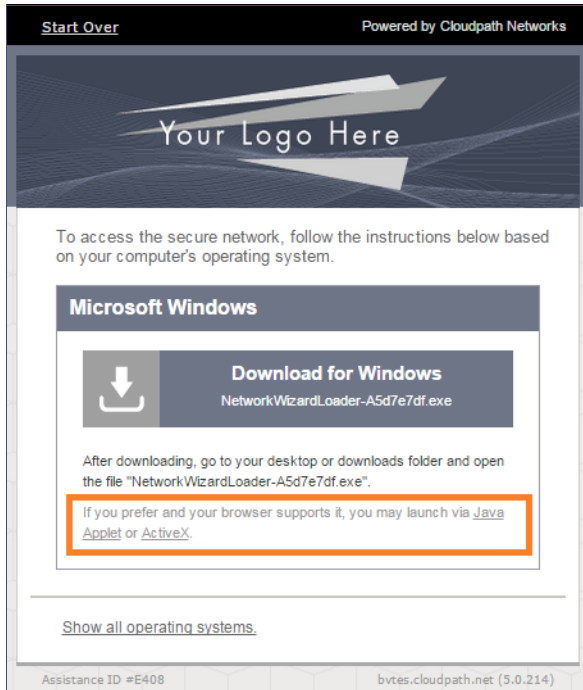
See the Wizard Application User Experience section to view the end-user experience.

Launch Application Using ActiveX

If your configuration is set up to automatically run the Java applet, the Download page does not appear. Instead, a Java console opens and the application automatically starts. If this is your network setting, go to the Wizard Application User Experience section to view the end-user experience.

You can also launch the application manually from the download page using *ActiveX*, instead of downloading and installing the application manually.

FIGURE 20. Manually Launch Applet



Double-click the [ActiveX](#) link to launch the application.

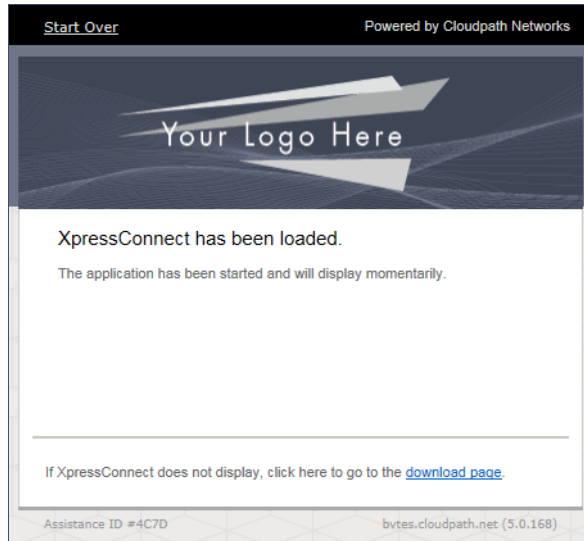
Note >>

This method works on the Internet Explorer browser with ActiveX enabled.

Load Application

ActiveX loads the application on the device and it automatically starts the configuration and migration process.

FIGURE 21. Load Application



See the Wizard Application User Experience section to view the rest of the end-user experience.