CONFIGURATION GUIDE



### Cloudpath Enrollment System Microsoft Hyper-V Deployment Guide, 5.6

Supporting Cloudpath Software Release 5.6

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# Introduction

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### **About this document**

This is a configuration document that is intended for network administrators.

The document describes the specifications for deploying Cloudpath as a virtual appliance using Microsoft Hyper-V, how to download and deploy the package, and how to perform initial configuration and account setup. This guide also includes the Cloudpath command reference, which provides descriptions and examples for the commands that can be entered from the Hyper-V console or from an SSH login.

### **Specifications for On-Premise Hyper-V Server**

Cloudpath supports virtual appliance deployments using a VMware ESXI server or a Microsoft Hyper-V Manager.

#### NOTE

For VMware deployments, see the *Deploying Cloudpath as a Virtual Appliance on a VMware*<sup>™</sup> Server configuration guide.

#### **Cloudpath Virtual Applicance Specifications**

The Cloudpath virtual appliance can be distributed as a Hyper-V virtual hard disk (vhdx) disk image file, which can be deployed as a virtual machine using Microsoft Hyper-V Manager

Cloudpath offers a Non-Production POC, as well as several Production configurations for deployment. See the Deploying the Virtual Appliance Using Hyper-V Manager section for details.

Cloudpath can be deployed to a cloud environment (multi-tenant), or as a virtual appliance in an on-premise deployed VM server (single tenant).

#### **Microsoft Hyper-V Specifications**

Cloudpath supports Hyper-V versions 2012, and later. This includes Hyper-V Server, Windows Server, and the Client Hyper-V client for Windows 10.

### What You Need

You will need to obtain or have access to the following:

#### **For Deployment**

• Cloudpath image (vhdx file for Hyper-V)

• Hyper-V Manager

### **For Hyper-V Server Initial Configuration**

- FQDN Hostname of the virtual appliance
- A list of IP addresses that are allowed Administrative access (optional)
- Service account security credentials
- IP address, subnet mask, and gateway for the virtual appliance (not required if using DHCP)
- IP address of DNS server (not required if using DHCP)

#### For Cloudpath Account Setup

- URL for the VMware server where Cloudpath is deployed
- URL for the Cloudpath Licensing Server
- Login credentials for the Cloudpath Licensing Server
- Web certificate for the Cloudpath virtual appliance (public-signed)

# Deploying the Virtual Appliance to a Hyper-V Server

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### **Deployment Overview**

The deployment process includes the following procedures:

- Retrieving the VHDX Image File
- Deploying the Virtual Appliance Using Hyper-V Manager
- Configuring the VM Using the Hyper-V Manager Connection Console
- Activating the Account or Logging In

### **Retrieving VHDX Image File**

If you are setting up a Cloudpath account for the first time, you will be sent an activation code in an email notification. For an onpremise deployment, the activation code link allows you to download the Cloudpath VHDX image file, binding your VHDX file with the activation code.

When the download is complete, deploy the OVA file using the Hyper-V Manager.

#### **Replication with Hyper-V Systems**

The vhdx files and their associated snapshots are stored in the same directory. If you plan to set up two systems in replication, be sure to keep the vhdx file for each server in a separate folder so that snapshots and other changes are kept together with the appropriate server.

### Deploying the Virtual Appliance Using Hyper-V Manager

To deploy the Virtual Appliance using Hyper-V Manager, perform the following steps:

- 1. Open the Hyper-V Manager.
- 2. From the Action menu, select New > Virtual Machine.
  - This opens the **New Virtual Machine Wizard**.
- 3. Read the Before You Begin screen.

- 4. In the **Name** field, enter a name for the new VM, and click **Next**.
- 5. Select Generation 1, and click Next.
- 6. Assign **Startup memory**.

#### NOTE

When using the **New Virtual Machine Wizard**, RAM is specified, but the system assigns only one virtual processor, by default. This value can be increased after the initial setup.

- For software trials, feature testing, and other non-production systems, we recommend using 6 GB (6144 MB) RAM and two virtual processors.
- For production systems with 4,000 or fewer users, we recommend using 8 GB (8192 MB) RAM and four virtual processors.
- For production systems with 8,000 of fewer users, we recommend using 12 GB (12,288 MB) RAM and eight virtual processors.
- For production systems with more than 8,000 users, we recommend using 16 GB (16,384 MB) RAM and eight virtual processors.
- For production systems with more than 20,000 users, we recommend using 20 GB (20,480 MB) RAM and eight virtual processors.
- 7. Leave Use Dynamic Memory selected (the default), and click Next.
- 8. On the **Configure Networking** screen, select the appropriate virtual switch in the **Connections** field. Click **Next**.
- 9. On the **Connect Virtual Hard Disk** screen, select **Use an existing virtual hard disk**, and browse to the location where the vhdx file exists. Click **Next**.
- 10. Verify the setup summary, and click **Finish**.

The system creates the new virtual machine.

### **Configuring Virtual Processors**

By default, the new VM wizard assigns one virtual processor to a new VM. You can increase the number of virtual processors in the VM settings.

#### NOTE

The VM must be powered off to change Settings.

To configure virtual processors, perform the following steps:

1. With the VM selected, navigate to the **Action** menu, and select **Settings**. Alternately, you can right-click the selected VM.

#### 2. Select Processor.

#### FIGURE 1 VM Settings

Anna HyperV Test Build 5.1.3334 6GB	x Y	<ul> <li>■</li> <li>■</li></ul>	
A Hardware	^	Processor -	
<ul> <li>Add Hardware</li> <li>BIOS Boot from CD</li> <li>Security Key Storage Drive disabled</li> <li>Memory 6144 MB</li> <li>Processor 2 Virtual processors</li> <li>IDE Controller 0</li> <li>Hard Drive CloudpathES-Hyperv_5.1</li> <li>IDE Controller 1</li> <li>DVD Drive None</li> <li>SCSI Controller</li> <li>Network Adapter Virtual Switch</li> <li>COM 1 None</li> <li>COM 2 None</li> <li>Diskette Drive None</li> </ul>		You can modify the number of virtual processo the physical computer. You can also modify ot	her resource control settings.
Management     Name     Anna HyperV Test Build 5.1.33.	_		
Integration Services Some services offered			
Checkpoints Production			
Smart Paging File Location			

- 3. In the left pan, select **Processor**.
- 4. In the right pane, increase the value for **Number of virtual processors**.
- 5. Click **Apply**, then click **OK**.
- 6. Power on the virtual machine to continue with the configuration.

### Configuring the VM Using the Hyper-V Manager Connection Console

Before you begin, read the list of information required to setup the system.

To use the Hyper-V Manager Connection console to configure the VM, perform the following steps:

- From the Hyper-V Manager, with your VM selected, right-click and select Connect. This opens the connection console.
- 2. Enter **yes** (or **y**) to accept all license agreements.
- 3. Enter the time zone. For example, enter **America/Denver**. The default is UTC.
- 4. Enter the FQDN hostname for the virtual appliance (for example, onboard.company.com).
- 5. If you want to enable HTTPS, press **Enter** for "yes" (default), or if not, enter **n** for "no."
- 6. If you want to use a STATIC IP (rather than DHCP), press **Enter** for "yes" (default), or if not, enter **n** for "no."
  - If you specify "yes" (recommended), assign the IP address of the virtual appliance, subnet mask, and gateway and DNS server IP addresses for your network.
  - If you specify "no," DHCP is used to assign the IP address of the virtual appliance eth0 interface, subnet mask, gateway, and DNS server IP addresses for your network. If you are not using DHCP, enter the IP address of the virtual appliance eth0 interface.
- 7. Enter the IP address of the virtual appliance.
- 8. Enter the subnet mask in the format **255.255.252.0**.
- 9. Enter the gateway IP address for your network.
- 10. Enter the DNS server IP address.
- 11. If you want to permit SSH access, then press **Enter** for "yes" (default), or if not, enter **n** for "no."
- 12. Enter and confirm a *service* password. The *service* password is used by your support team for access to this system using SSH.

Refer to the *Cloudpath Command Reference* on the **Support** tab for details.

#### NOTE

The service account is not available if SSH access is not permitted.

13. If you want to use an NTP server other than pool.net.org, then press **Enter** for "no" (default), or if not, enter **y** for "yes" to specify an NTP server.

The setup is complete.

14. Press **Enter** to reboot the system.

### **Hyper-V Checkpoints**

Checkpoint settings should be changed to Standard, instead of the default, Production.

# Activate Account or Log In

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### **Overview**

If you are setting up a Cloudpath account for the first time, you will be sent an activation code. If you have existing Cloudpath License server credentials, you can activate an account using those credentials.

Whether you create a new account with an activation code or with legacy Cloudpath credentials, the system binds the Cloudpath instance to your License Server credentials.

### **Activate Account by Activation Code**

If you have been sent an activation account, enter it on this activation page.

#### FIGURE 2 Activate Cloudpath Account

CLOUDPATH ENFOLLMENT SYSTEM		
	Activate by act Please provide the activation code y Activation Code	
	Le Quick Start Guide	Activate

### **Set a Password for Account**

If you have logged in with an activation code, you are prompted to set a password for this account.

#### FIGURE 3 Set Password

ENROLLMENT SYSTEM		
	Password Setup	
	The following credentials will be used to log into this system in the	
	anna@cloudpath.net	
	Password	
	Confirm Password	
	Submit	

- 1. Your email address should display. If it does not, enter it on this page.
- 2. Enter and confirm a password.

These are the credentials to use for this Cloudpath account.

### **Activate Account by Credentials**

If you already have a Cloudpath License Server account, you can activate a new Cloudpath account or log in to an existing account using those credentials.

#### FIGURE 4 Activate Account With Existing Credentials

ENROLLMENT SYSTEM	
	Activate by credentiats
	ease provide the credentials on Cloudpath license server.
(/////////////////////////////////////	all Address
Ра	sword
<u>Use ad</u>	tvation code received by email Instead? Activate

# **Initial System Setup**

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### **System Setup Overview**

Cloudpath provides you with a single administrator login for the Cloudpath Admin user interface (UI). Additional administrators can be added from the left menu on the **Administration** tab, or you can enable Administrator logins from your authentication servers.

### **System Setup Wizard**

After a successful deployment and activation (or login), the **system setup wizard** takes you through a few steps.

1. Select Server Type.

#### FIGURE 5 Select Server Type

nat T	Type Of Server Is This?
	Standard Server (Default)
	Select this option if this server is your first server or if a cluster will be initialized from this server.
0	Add-On Server For Cluster
	Select this option if this server will be part of a cluster and the cluster will be initialized from a different server. No further configuration will occur on this server until the cluster is established.
0	Replacement Server For Existing Server
	Select this option if this server will import data from an existing server.

In most cases, select **Standard Server**, the default. This selection takes you through a setup wizard, which prompts you for the basic information required for an Cloudpath server.

- If you are setting up this server for replication, you can choose to set the server as an **Add-On** or **Replacement** server. These selections provide an alternate set up process, requiring less information for the initial setup. **Add-On** and **Replacement** servers receive most of their configuration from the primary server in the cluster.
- If you are setting up this server to replace an existing server, and you are importing the database from the existing server, select **Replacement Server for Existing Server**.

#### NOTE

For **Add-on** or **Replacement** servers, you will not be required to go through the full system setup.

#### 2. Enter **Company Information**, then click **Next**.

This information is embedded in the onboard root CA certificate.

#### FIGURE 6 Company Information

Company Information			
Company Name:	Anna43 Test BVT		
Legal Company Name:	Sample Company, Inc.	*	
Department Name:	π		
City:	Westminster	•	
State Province:	Colorado		
Country:	US ·		
Company Web Presence			
Company Domain:	company.com		
Support Email:	support@company.com	•	
i) IT Email:	it@company.com		

3. In the WWW Certificate for HTTPS screen (below), choose the applicable radio button, then click **Next**.

#### FIGURE 7 WWW Certificate for HTTPS Screen

System Setup	Skip	Next 🕨
WWW Certificate for HTTPS		
The system is configured to use HTTPS, but does not currently have a valid WWW server certificate. An invalid WWW server certificate will impact the ability of end-user enrollments, causing 404 errors due to a lock of trust. The system can be configured arise to the WMW concercentificate being included, but it should	×	rd.company
lack of trust. The system can be configured prior to the WWW server certificate being installed, but it should be installed prior to attempting to enroll as an end-user.		
The WWW certificate may be a wildcard certificate (*.company.com) or a named certificate (onboard.company.com). The W used by the end-users to enroll. To request a WWW certificate, you may need to provide a Certificate Signing Request (CSR). If so, one may be downloade		h the DNS name
Generate a Certificate Signing Request (CSR)		
Select this option to generate a CSR, which can be sent to a certificate authority to issue a WWW server certificat be uploaded.	e. After receiving the certif	icate back, it can
Upload the WWW Certificate		
Select this option If you have the WWW server certificate available to upload.		
Skip for now.		

#### NOTE

Cloudpath supports web server certificates in P12 format, password-protected P12, or you can upload the individual certificate components: the public key, chain, and private key or password-protected private key.

- If you selected the "Generate CSR" radio button, perform Step 4.
- If you selected the "Upload the WWW Certificate" radio button, perform Step 5.
- You *can* select the "Skip for now" radio button for the initial configuration. However, you should perform this step prior to attempting to enroll as an end-user. To return at a later time to the screen shown above, navigate to
   Administration > System Services > Web Server service, then click Upload WWW Certificate. For now, proceed to Step 6

4. (Only if you selected "Generate CSR" radio button.) You should now be at the Create CSR for HTTPS screen:

System Setup		Sock Next
Create CSR for HTTPS		
The fields below will be included in t	he certificate signing request (CSR). Some organizations have strict requir	ements for the values required in these fields. Leaving fields blank is ok. These fields are not modifiable, so be ca
with spelling.		
Common Name:	anna242.cloudpath.net	•
Organization:	[ex. Sample Corp, Inc.]	
Organizational Unit:	[ex. IT]	
Email Address:	[ex. it@company.com]	
Locality:	[ex. Westminster]	
State:	[ex. Colorado]	
Country:	[ex. US]	
Advanced Fields		
The following fields are normally not	changed.	
Subject Alternative Names:	[ex onboard1.cloudpath.net;onboard2.cloudpath.net]	
Title:		
(i) Algorithm:	SHA-256 V	
(i) Key Length:	2048	

#### FIGURE 8 Create CSR for HTTPS Screen

a) Enter the required information.

#### NOTE

In the Common Name field:

- If you are re-issuing a wildcard certificate, make sure the hostname includes **\***. For example: \*.*domain*.com.
- If using a single-domain SSL certificate, the HTTPS server name should already be populated for you.

#### b) Click Next.

The Download CSR for HTTPS Screen is displayed:

#### FIGURE 9 Download CSR for HTTPS Screen

System Se	tup Upload Later Upload Now
Download	CSR for HTTPS
Step 1:	The certificate signing request (CSR) has been generated. Click the Download CSR button below to download the CSR file.
	Download CSR
Step 2:	Visit the certificate authority website and, when asked to do so, upload this CSR file. After submitting the CSR to the certificate authority, they will normally provide you with 2 files: (1) the certificate and (2) the CA chain.
Step 3:	If you have the certificate files now, you may upload the certificate now. If not, click 'Upload Later and you will be prompted to upload them the next time you log into the Cloudpath ES.
	Upload Certificate

- c) Click **Download CSR** to download the .csr file, which you can then open in Notepad.
- d) Upload the CSR to any CA website to receive a certificate.
- e) Follow the instructions for the CA website to download the public key and chain.

The public key usually has a filename similar to the domain name. The chain will vary depending on the CA, but it typically contains the word "Root," "Intermediate," " Bundle," or something similar, and may have the filename extension of *.chain*.

f) In the screen that is shown in Figure 9, click **Upload Certificate**.

You are taken to the screen where you upload the files you received from the CA. The screen below shows the Private Key and the Chain already uploaded, and the Private Key Source is "Certificate is based on the downloaded CSR":

#### FIGURE 10 Upload WWW Certificate Based on the Downloaded CSR

System Setup	Back Next ►
✓ Upload by PEM Files	
	upload the individual components of the certificate. All files must be in PEM (Base64) format. If the private the password too. If the private key is not password-protected, leave the password blank.
(i) Public Key (PEM):	Choose File anna242cloudpathnet.cer
(i) Chain (PEM or P7b):	Choose File anna242cloudpathnet.chain
(i) Additional Chain (Optional):	Choose File No file chosen
(i) Additional Chain (Optional):	Choose File No file chosen
i Private Key Source:	Certificate is based on the downloaded CSR •
> Upload by P12	

- g) Upload your certificates using the screen shown above.
- h) Click **Next** to continue with the system setup.
- i) Proceed to Step 6.

5. (Only if you selected the "Upload the WWW Certificate" radio button, which you should only have done if you already have received your WWW certificate from a public CA.) You should now be at the following screen:

Upload by PEM Files		
If a p12 file is not available, you r key is not password-protected, le	ay upload the individual components of the certificate. All files must be in PEM (Base64) ave the password blank.	format. If the private key is password-protected, specify the password too. If the private
Public Key (PEM):	Choose File No file chosen	
(i) Chain (PEM or P7b):	Choose File No file chosen	
(i) Additional Chain (Optional):	Choose File No file chosen	
Additional Chain (Optional):	Choose File No file chosen	
Private Key (PEM):	Choose File No file chosen	
Private Key Password:		~
Prompt for Password on Boot		Da
<ul> <li>Upload by P12</li> </ul>		
You may upload a server certifica	te in p12 format. To do so, you must also specify the password if the p12 is password prote	ected.
P12 File:	Choose File CloudpathLabWwrtificate.p12	
i) P12 Password:		

#### FIGURE 11 Upload Existing WWW Certificate

a) Upload your certificates using the screen shown above.

You can do one of the following: 1) Upload the Public Key, the Chain, *and* the Private Key, **or** 2) Upload the P12 file. The example in the screen above shows a P12 file has been uploaded.

- b) Click **Next** to continue with the system setup.
- c) Proceed to Step 6.

- 6. Select the Default Workflow.
  - To initialize the system with a sample configuration, select **BYOD Users & SMS Guests**, or **BYOD Users Only**. This creates an initial workflow for BYOD users and sponsored guests (or BYOD users only) that you can use as a template, or simply add a device configuration and use immediately.
  - To create your own workflow, select **Start with Blank Canvas**.

#### FIGURE 12 Select Default Workflow

Workfl	low information		
The	system may be initialized with a typical o	onfiguration or initialized blank. Either way, the system may be fully o	customized after being initialized. Select your preference below.
۲			VPA2-Enterprise wireless network specified below and issued a certificate granting them BYO
	(i) Secure SSID Name:	eng-Anna43	
0	BYOD Users Only. Initializes the system for handling B	'OO users. Each user will be configured for the secure WPA2-Enter	prise wireless network specified below and issued a certificate granting them BYOD access.
0	Start with a Blank Canvas. Initializes the system with a blank w	vel flower	

7. Configure the Authentication Server.

#### NOTE

If you selected a Blank Canvas for the default workflow, you are not prompted to set up an authentication server during the initial system setup.

If you plan to use an authentication server to authenticate end-users or sponsors, Ruckus recommends populating the authentication server information page.

If using multiple authentication servers, additional authentication servers may be added through the workflow or from the **Configuration > Authentication Servers** page.

#### FIGURE 13 Authentication Server Setup

۲	Connect to Active Directory	
	Select this option to enable end-users to	authenticate via Active Directory.
	() Default AD Domain:	[ex. test.sample.local]
	() AD Host:	[ex. ldaps://192.168.4.2]
	() AD DN:	[ex. dc=test,dc=sample,dc=local]
	AD Username Attribute:	SAM Account Name
	Verify Account Status On Each Au	thentication
	Perform Status Check:	
	Additional Logins	
	() Use For Admin Logins:	
	() Use For Sponsor Logins:	×
	Test Authentication	
	Run Authentication Test?	
	VLAN Configuration	
	() Use VLAN Range:	
0	Connect to LDAP	
	Select this option to enable end-users to	authenticate via LDAP (or LDAPs).
0	Connect to RADIUS	
	Select this option to enable end-users to	authenticate via RADIUS using PAP.
Θ	Connect to SAML	
	Select this option to enable end-users to	authenticate via a SAML 2.0 IdP.
0	Use Onboard Database	

a) To setup the initial configuration of the Authentication Server, select and enter the required fields.

- b) Consider these optional settings for the authentication server:
  - Verify Account Status on Each Authentication If selected, Active Directory is queried during subsequent uses of the certificate to verify the user account is still enabled. You must provide the bind username and password for an authentication server administrator account.
  - Additional Logins If Use for Admin Logins is selected, administrators can log into the Cloudpath Admin UI using credentials associated with this authentication server. If Use for Sponsor Logins is selected, sponsors can log into the Cloudpath Admin UI using credentials associated with this authentication server.
  - **Test Authentication** If selected, an authentication will be attempted using the username and password provided to test connectivity to the authentication server. This test can also be run from the workflow.
- 8. Set up the Authentication Server Certificate:
  - a) To use LDAP over SSL (LDAPS), the system must know which server certificate to accept for the authentication server.

erver (	Certificate Informa	ation	
To use	Active Directory via LDAP	PS, the system needs to know which server certificate to accept for the authentication server.	
۲	Pin the Current Serve	er Certificate.	
	Pin the current server of	certificate as a trusted certificate. This is the quickest and easiest but must be updated when the certificate is renewed.	
	Common Name:	svr-2 test cloudpath local	
	Thumbprint:	GA6E5A56C030F7015DDA34E6664A4568D2F301C3	
	Valid Period:	03/08/2017 - 03/08/2018	
	Issued By:	Cloupdath Networks MSRCA	
0	Upload the Chain for t	the Server Certificate.	

#### FIGURE 14 Authentication Server Certificate

- b) Select **Upload the Chain for the Server Certificate** to upload a certificate chain from an issuing CA. You must specify the common name for the LDAPS server certificate. This certificate does not need to be updated when the certificate is renewed.
- c) Select **Pin the Current Server Certificate** to use the current server certificate as the trusted certificate. This setting must be updated if the certificate is renewed.

### **Publishing Tasks**

After the initial setup tasks, the system finishes the initialization process. When the publishing tasks are complete, the system is ready to use.

The setup information is also emailed to the system administrator for this account.

#### FIGURE 15 System Initialization Status

Initialization Task	Status
Create Certificate Authorities:	Completed.
Create Certificate Templates:	Completed.
Create Device Configurations:	Completed.
Configure Workflow.	Completed.
Activate Sponsor Portal:	Completed.
Publish Enrolment Portal:	Completed.
	System is ready to handle enrollments.
Access Point Setup:	
	The following information will be necessary to configure the access point with the appropriate secure SSID configuration.
SSID:	eng-Anna248 (NPA2-Enterprise, AES (CCMP), Broadcast)
RADIUS IP:	anna248.cloudpath.net
RADIUS Authentication Port:	1812
RADIUS Accounting Port:	1813
RADIUS Shared Secret:	nhuðvývqedvpptn7vuw
RADIUS Attributes:	BYOD Policy Template - VLAN: '1'
	Guest Policy Template - VLAN: '1'
User Experience:	
	End-users will use the enrolment portal to activate devices.
End-User Portal:	https://anna246.cloudpath.net/enroll/Anna248Hyper/Vxpc/Production/
BYOD:	For BYOD, the authentication server is configured.
	BYOD users will be moved onto the secure SSID with VLAN'1' assigned.
Guests:	Guests will be required to provide a voucher via SMS or email.
	SMS is one of several mechanisms for handling guests.
	Guest users will be moved onto the secure SSID with VLAN'1' assigned.
Administrator Experience:	
Administrator UI:	https://anna248.cloudpath.net/admin/
Credentials:	The following email addresses have been sent a one-time password along with this information:

### **ToDo Items**

On subsequent logins, the Cloudpath **Welcome** page is displayed. The **ToDo Items** lists the configuration items needed to complete the account setup.

#### FIGURE 16 Cloudpath Welcome Page

Cloudpath ES provides a single point-of-entry for devices entering the network environm administrators control by blending traditional employee-centric capabilities (Active Direc capabilities (sponsorship, email, SMS, Facebook, and more).	
Setting Started	Todo Items
Use the left menu tabs to begin setting up your workflow configuration. The <i>Dashboard</i> tab displays reporting information about the enrollments, users, devices, certificates, and more.	System logging is currently running in debug mode.
The Configuration tab allows you to configure and deploy the enrollment workflow, ncluding the look & feel and the device configuration.	The workflow is currently blank. Click 'Fix' to begin adding steps to the workflow.
From the Sponsorship tab, you can manage vouchers and voucher lists, and sustomize the look & feel of the sponsorship portal.	
From the Certificate Authority tab, you can manually generate certificates, view certifica ssued, and manage certificate authorities (CAs).	ate details, revoke certificates, manage the characteristics of certificates to be
The Administration tab allows you to manage administrator accounts, system services,	diagnostics and logs, and system updates.

To configure Cloudpath, refer to the *Cloudpath Quick Start Guide* and other Cloudpath configuration guides, which can be found on the Cloudpath **Support** tab.

# **Command Reference**

For all Cloudpath commands, syntax, and descriptions, see the Cloudpath Enrollment System Command Reference.

# Troubleshooting

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	How To Find Your Current Cloudpath Version	

### **Test Network Connectivity**

To verify that the virtual appliance is correctly deployed, perform the following operations from the VMware server console:

- 1. Ping the gateway of your system.
- 2. Ping the URL where the Cloudpath Licensing Server is hosted.
- 3. Verify that the virtual appliance can resolve DNS.

### How to Increase the Virtual Appliance Memory

To change the memory configuration of a virtual machine's hardware, perform the following steps:

- 1. From the vCenter client, power off the virtual appliance.
- 2. Select the VM, and right-click to Edit Settings.
- 3. Select the **Hardware** tab, then select **Memory**.
- 4. On the right window pane, increase the **Memory Size**.
- 5. Click **OK**.
- 6. Power on and reboot the VM.

# How to Expand the MySQL Partition Size from the vCenter Client

To use the vCenter client to expand the size of the partition size that is used for MySQL database operations, perform the following steps:

- 1. With the VM running, select the VM and right-click to **Edit Settings**.
- 2. Select the Hardware tab, then select Hard disk 2.
- 3. On the right pane in the **Disk Provisioning** section, increase the **Provisioned Size** to the desired size and click **OK**.

#### NOTE

If Provisioned Size cannot be selected, try restarting the server using the sudo halt command.

# How to Expand the MySQL Partition Size from the Console

To use the console to expand the size of the partition used for MySQL operations, enter the following commands as root:

1. (Optional) View the amount of free disk space available.

[root@localhost cpn\_service]# df -h

2. Signal to the OS that there has been a hardware change to the disk.

[root@localhost cpn\_service]# echo '1' > /sys/class/scsi\_disk/2\:0\:1\:0/device/
rescan

3. Expand the physical volume.

[root@localhost cpn service]# pvresize /dev/sdb -v

4. Extend the size of the logical volume for MySQL operations. This example shows that we areextending the size of the logical volume by adding 25GB.

[root@localhost cpn\_service]# lvextend -L +25G /dev/mapper/application\_vg-mysql

5. Resize the file system. This writes your changes to disk and completes the partition expansion process.

[root@localhost cpn\_service]# resize2fs /dev/mapper/application\_vg-mysql

6. Verify the amount of free disk space available.

[root@localhost cpn\_service]# df -h

The output should indicate the increased partition size.

### **Password Recovery**

#### How to Recover Admin UI Password

If you are locked out of the Cloudpath Admin UI, you can log in via SSH and use the **activate-uirecovery** command from the service account. This activates a temporary password for a short time period to allow you to log into the Cloudpath Admin UI and set up a new Administrator account or reset a password for an existing account.

#### **How to Recover Service Password**

If you are locked out of the service account, you can log in via SSH to a Recovery account.

#### NOTE

You must contact Cloudpath Networks to obtain a recovery password.

To receive a recovery password for the service account, you must provide the System Identifier and current Cloudpath version on your system.

### **How To Find Your System Identifier**

To find your system identifier, perform the following steps:

- 1. Log into the Cloudpath Admin UI.
- 2. Go to **Support** > Licensing.

The **System Identifier** is listed in the **License Server** section.

#### FIGURE 17 Finding the System Identifier

Support > Licensing		Check For Updates
License Information		
License Type:	Trial	
	Active trial through [Unknown].	
System Utilization		
Active Certificates:	2 Currently Active	
	2 Issued In Last 30 Days	
	2 Issued In Last 60 Days	
	2 Issued In Last 90 Days	
	2 Issued in Last Year	
AD/LDAP Users:	1 Total	
Email Count:	2 This Year	
Statistics:	Users, Authentications, Certificates, MAC Registrations, Notifications	
License Server		
License Server:	https://bvt.cloudpath.net	
Link Established:	Yes, since 20170324 1047 MDT Advanced	
Customer GUID:	{ef61219dd6993e2bb68afcdf9ddf019e39a9e433}	
System Identifier:	(000000-115030E4-BF8D-389B-C7EA-4FE942A30ABC-2134023F-F668-BA8F-C237)	
Notices		
Open Source Notices:	This product contains components covered by various open source licenses. These licenses, including the software components, are available at	
	http://www.cloudpath.net/opensource	
	This product includes software developed by the Apache Software Foundation (http://www.apache.org/).	
Patent Notice:	Protected by one or more of the following patents: 9,032,0499, 9,003,507, 9,137,234, 9,137,235, 8,843,741, and 9,037,849. Contact support for additional	1
	patents	
Copyright Notice:	Copyright 2012-2017 Ruckus Networks	

### **How To Find Your Current Cloudpath Version**

The Cloudpath version is displayed in two locations.

1. Go to Administration > System Services, Web Server service.

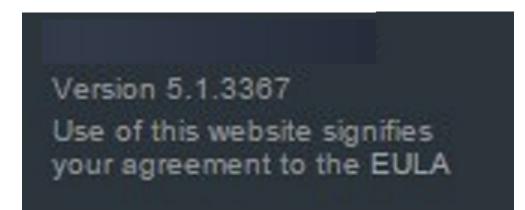
The current build is listed in the **Version** field.

FIGURE 18 Current Cloudpath Version System Services

~	Service:	Web Server
		ver Status:  Running (4958) URL: anna43.cloudpath.net ng HTTPS: Yes, ports 80 and 443. Disable
		Ports: 80 and 443
		Version: 5.1.3367
		Actions: Restart Www Restart App

2. The Cloudpath version is displayed in the lower left corner of the Admin UI, and it is visible on all pages.

FIGURE 19 Current Cloudpath Version Lower Left



# **Additional Documentation**

You can find more information in the Cloudpath configuration guides, located on the left-menu **Support** tab of the Cloudpath Admin UI.



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