

# Cloudpath Enrollment System Sponsored Guest Access Configuration Guide, 5.6

Supporting Cloudpath Software Release 5.6

# Copyright, Trademark and Proprietary Rights Information

© 2019 CommScope, Inc. All rights reserved.

No part of this content may be reproduced in any form or by any means or used to make any derivative work (such as translation, transformation, or adaptation) without written permission from CommScope, Inc. and/or its affiliates ("CommScope"). CommScope reserves the right to revise or change this content from time to time without obligation on the part of CommScope to provide notification of such revision or change.

## Export Restrictions

These products and associated technical data (in print or electronic form) may be subject to export control laws of the United States of America. It is your responsibility to determine the applicable regulations and to comply with them. The following notice is applicable for all products or technology subject to export control:

*These items are controlled by the U.S. Government and authorized for export only to the country of ultimate destination for use by the ultimate consignee or end-user(s) herein identified. They may not be resold, transferred, or otherwise disposed of, to any other country or to any person other than the authorized ultimate consignee or end-user(s), either in their original form or after being incorporated into other items, without first obtaining approval from the U.S. government or as otherwise authorized by U.S. law and regulations.*

## Disclaimer

THIS CONTENT AND ASSOCIATED PRODUCTS OR SERVICES ("MATERIALS"), ARE PROVIDED "AS IS" AND WITHOUT WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED. TO THE FULLEST EXTENT PERMISSIBLE PURSUANT TO APPLICABLE LAW, COMMScope DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, FREEDOM FROM COMPUTER VIRUS, AND WARRANTIES ARISING FROM COURSE OF DEALING OR COURSE OF PERFORMANCE. CommScope does not represent or warrant that the functions described or contained in the Materials will be uninterrupted or error-free, that defects will be corrected, or are free of viruses or other harmful components. CommScope does not make any warranties or representations regarding the use of the Materials in terms of their completeness, correctness, accuracy, adequacy, usefulness, timeliness, reliability or otherwise. As a condition of your use of the Materials, you warrant to CommScope that you will not make use thereof for any purpose that is unlawful or prohibited by their associated terms of use.

## Limitation of Liability

IN NO EVENT SHALL COMMScope, COMMScope AFFILIATES, OR THEIR OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, SUPPLIERS, LICENSORS AND THIRD PARTY PARTNERS, BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, PUNITIVE, INCIDENTAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES, OR ANY DAMAGES WHATSOEVER, EVEN IF COMMScope HAS BEEN PREVIOUSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, WHETHER IN AN ACTION UNDER CONTRACT, TORT, OR ANY OTHER THEORY ARISING FROM YOUR ACCESS TO, OR USE OF, THE MATERIALS. Because some jurisdictions do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of liability for consequential or incidental damages, some of the above limitations may not apply to you.

## Trademarks

ARRIS, the ARRIS logo, CommScope, Ruckus, Ruckus Wireless, Ruckus Networks, Ruckus logo, the Big Dog design, BeamFlex, ChannelFly, Edgelron, FastIron, HyperEdge, ICX, IronPoint, OPENG, SmartCell, Unleashed, Xclaim, and ZoneFlex are trademarks of CommScope, Inc. and/or its affiliates. Wi-Fi Alliance, Wi-Fi, the Wi-Fi logo, Wi-Fi Certified, the Wi-Fi CERTIFIED logo, Wi-Fi Protected Access, the Wi-Fi Protected Setup logo, Wi-Fi Protected Setup, Wi-Fi Multimedia and WPA2 and WMM are trademarks or registered trademarks of Wi-Fi Alliance. All other trademarks are the property of their respective owners.

# Contents

---

<b>Overview</b> .....	<b>4</b>
<b>Example Use Case - Generated Voucher Lists</b> .....	<b>4</b>
<b>Example Use Case - Request Network Access</b> .....	<b>5</b>
<b>Sponsorship Process</b> .....	<b>5</b>
Sponsor Experience - Generated Voucher Lists.....	6
Sponsor Experience - Request Network Access.....	8
<b>Guest User Experience</b> .....	<b>10</b>
Guest User Experience - Generated Voucher Lists.....	10
Guest User Experience - Request Network Access.....	11
<b>Prerequisites</b> .....	<b>12</b>
Authentication Server Setup.....	12
<b>Configuring Cloudpath</b> .....	<b>13</b>
Authentication Server Configuration.....	13
Adding a Voucher Prompt to the Enrollment Workflow.....	14
Adding a Request for Access Prompt.....	18
Adding Vouchers to a Voucher List.....	20
Adding Sponsors to a Voucher List.....	23
<b>Sponsorship Portal</b> .....	<b>26</b>
How to Customize the Sponsorship Portal.....	27
How to Log in to the Sponsorship Portal.....	27
Managing Vouchers from the Sponsorship Portal.....	29
Managing Guest User Devices.....	34
Managing Sponsors.....	35

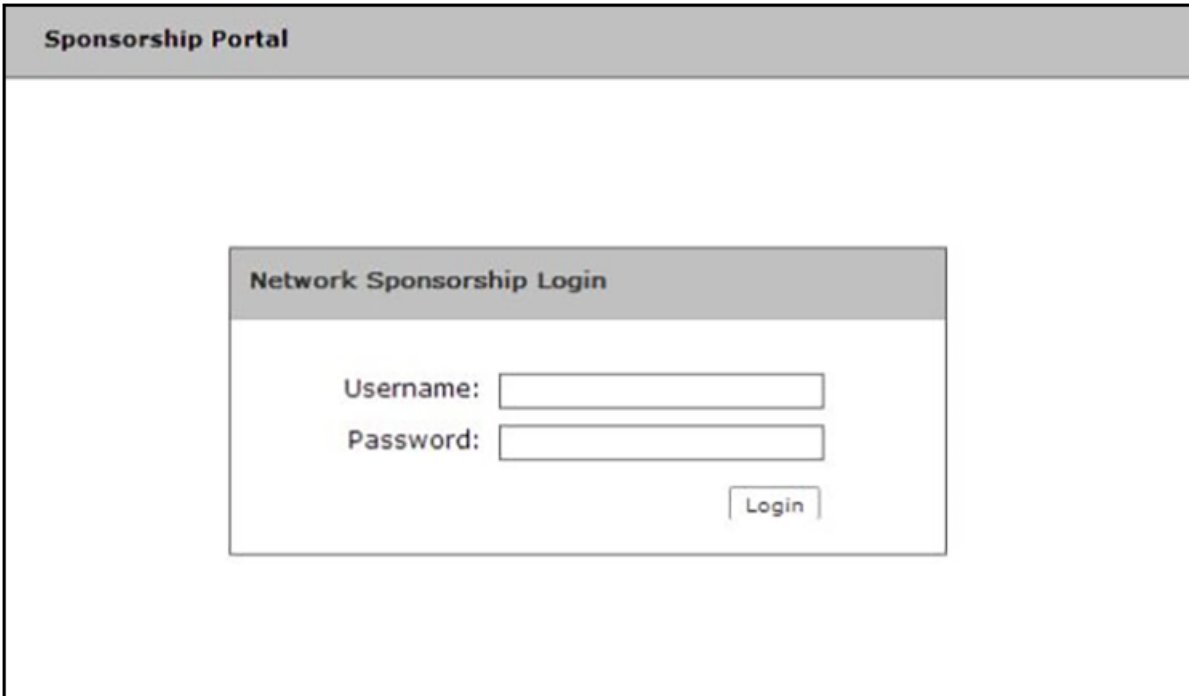
## Overview

Sponsored guest access allows authorized employees to grant network access to third-parties. It is most commonly used to provide secure wireless network access to corporate visitors and partners, and is typically time-restricted. By distributing authorization to employees, third-parties are able to quickly gain access without IT involvement and with appropriate traceability.

## Example Use Case - Generated Voucher Lists

During the setup of the Cloudpath Enrollment System (ES), the network administrator specifies that visitors may gain network access if they are sponsored. The network administrator specifies that anyone belonging to the Wireless Sponsors group within Active Directory is allowed to sponsor a guest. Along with this, the network administrator specifies that access is valid for three days.

**FIGURE 1** Cloudpath Sponsorship Login Page



The image shows a screenshot of a web portal. At the top, there is a grey header bar with the text "Sponsorship Portal". Below this, the main content area is white. In the center, there is a smaller grey header bar with the text "Network Sponsorship Login". Underneath this, there are two input fields: "Username:" followed by a text box, and "Password:" followed by a text box. To the right of the password field is a button labeled "Login".

Prior to the guest's arrival, the sponsor accesses the sponsorship portal. After authenticating with the Active Directory server, the sponsor can specify details about the guest user, including name, email address, and the reason for sponsorship. After doing so, a unique voucher is generated for the guest user.

A voucher is a one-time password (OTP) and is useful for controlling access to an enrollment process separate from, or in addition to, user credentials. The system may automatically email the guest user or the sponsor can communicate the voucher manually.

Upon arrival, the guest user accesses the onboarding wireless network. The guest user is redirected to the Cloudpath system. The guest user completes the workflow specified by the network administrator, including specifying the voucher. Once authorized, the guest user is issued a certificate and moved to the secure wireless network.

## Example Use Case - Request Network Access

While the Generated Vouchers use case requires the sponsor to pre-sponsor a user by generating a voucher ahead of time, the Request Network Access use case allows the user to enter their information on a webpage during the enrollment process, and request access. The user is held in a pending state until the sponsor accepts or rejects the request. The request may go to a static user (like a receptionist), to a sponsor selected from a list by the user, or to a sponsor entered by the user.

In this use case, Cloudpath is set up with a Request Access workflow plug-in, which allows the on- demand access to occur. This enrollment step allows the user to request access to the network as part of the enrollment process. It is not necessary to create a voucher list ahead of time.

**FIGURE 2** Review Access Request

**Review Access Request** Reject Approve

The access request was submitted with the following information:

**Status:** Awaiting approval.

**Name:** Test User

**Company:** Cloudpath

**Email:**

**User's Reason:** Test

**Access Days (Approval Only):**

---

**Reason**

**Reason For Admins:**

**Reason For User:**

Upon arrival, the guest user accesses the onboarding wireless network. The guest user is redirected to the Cloudpath system. The guest user completes the workflow specified by the network administrator, and when the guest encounters the request access step, they fill in the required information and this information is sent to an approved sponsor. The sponsor can approve the access request, which allows the user to continue with the enrollment process. Once authorized, the guest user is issued a certificate and moved to the secure wireless network.

## Sponsorship Process

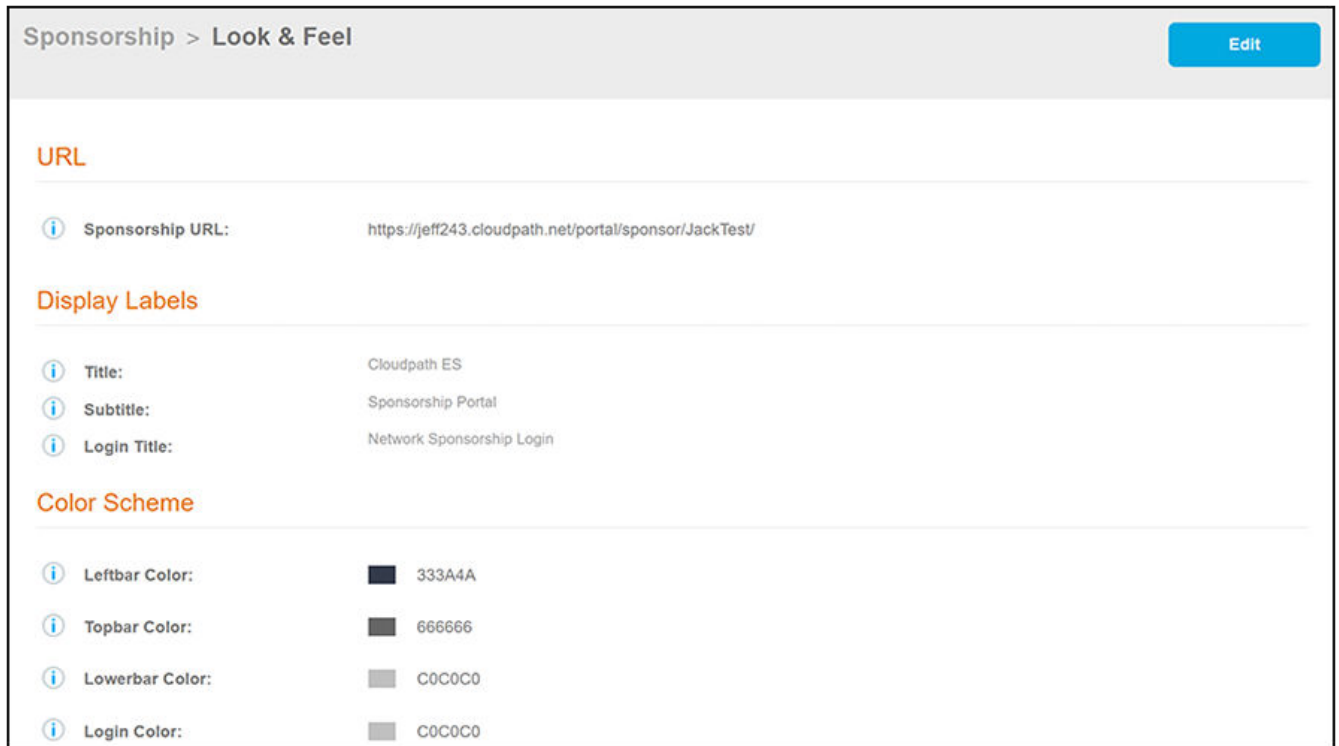
## Sponsor Experience - Generated Voucher Lists

An administrator gives an employee permission to sponsor guest users by placing them in a Sponsor group in the corporate authentication server (AD or LDAP).

1. When a visitor arrives, the employee sponsor checks the visitor in.
2. To provide a guest user with network access, the sponsor must log in to the Sponsorship portal to create a voucher for the guest user.

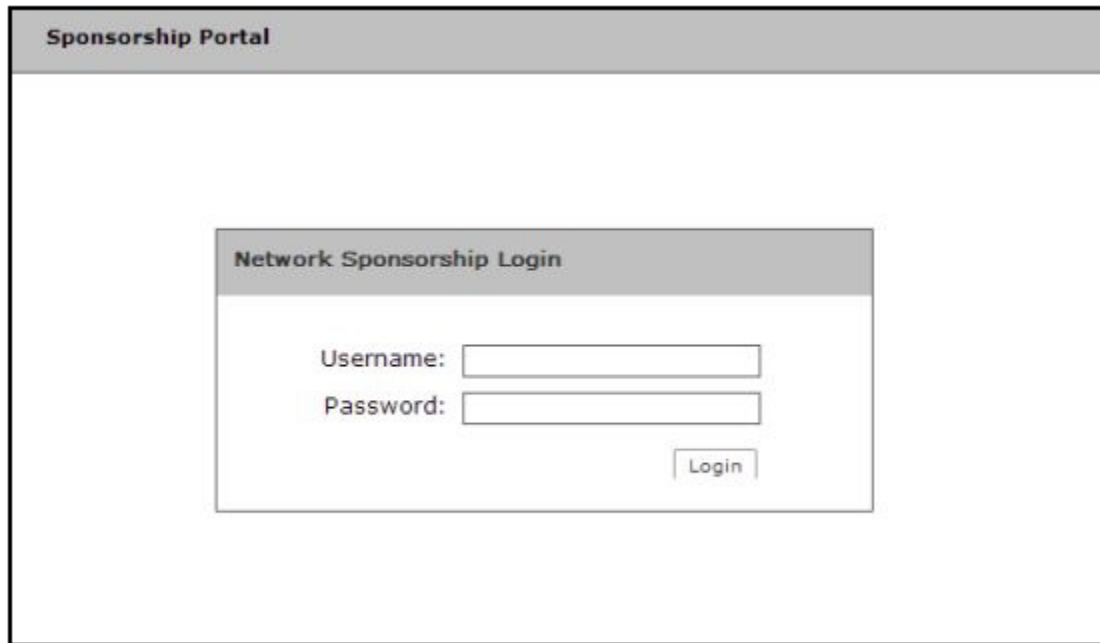
Sponsors can access the Sponsorship login portal from **Sponsorship > Look & Feel**:

**FIGURE 3** Sponsorship Look and Feel Page - Sponsorship URL



3. After sponsor credentials are checked against the corporate authentication server, the sponsorship portal **Welcome page** appears.

**FIGURE 4** Sponsorship Portal Welcome Page



The image shows a screenshot of a web portal. At the top, there is a grey header bar with the text "Sponsorship Portal". Below this, the main content area is white. In the center, there is a smaller grey header bar with the text "Network Sponsorship Login". Below this header, there are two input fields: "Username:" followed by a text box, and "Password:" followed by a text box. To the right of the password field is a "Login" button.

4. The sponsor clicks the **Create Voucher** button to create a voucher for the guest user.

**FIGURE 5** Create Voucher for Guest User



The screenshot shows a web form titled "Create Voucher" with a "Save" button in the top right corner. The form contains several fields and checkboxes:

- Name:** A text input field.
- Company:** A text input field.
- Email:** A text input field.
- Email Voucher To User?:** A checked checkbox.
- Phone Number:** A dropdown menu set to "United State" and a text input field.
- SMS Voucher To User?:** A checked checkbox.
- Redeem Voucher By:** A text input field containing the value "20130729".
- Reason:** A large text area for providing a reason.

**NOTE**

The entry fields displayed on the **Create Voucher** page are configured when you create the voucher list. See Adding a Voucher Prompt to the Enrollment Workflow.

The sponsorship portal can be used to create vouchers, view voucher usage, and with the correct permissions, manage vouchers and sponsors. When finished, the sponsor must log out of the sponsorship portal.

## Sponsor Experience - Request Network Access

1. A sponsor receives an email notification that indicates they are approved for granting network access to guest users.

**FIGURE 6** Email to Sponsor





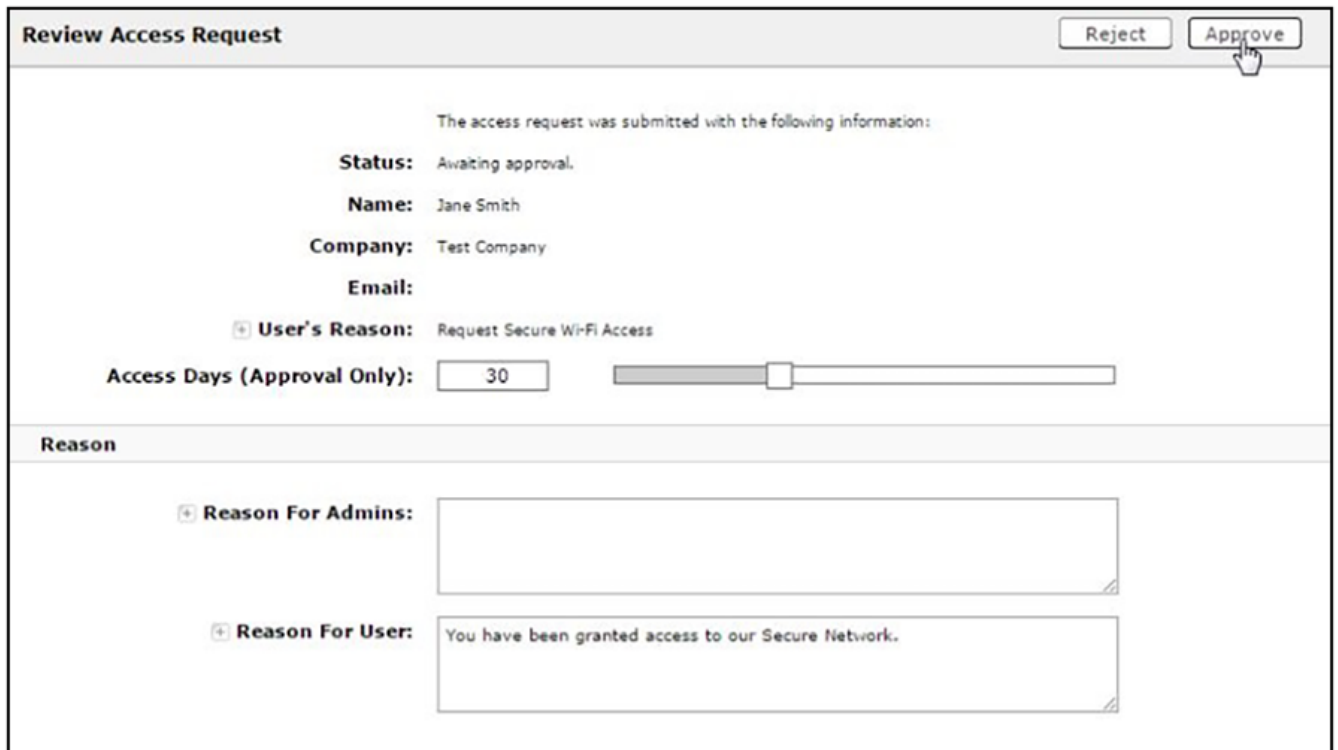
- The sponsor receives an email from the guest user requesting access. This messaging is configurable.

**FIGURE 7** Email from System



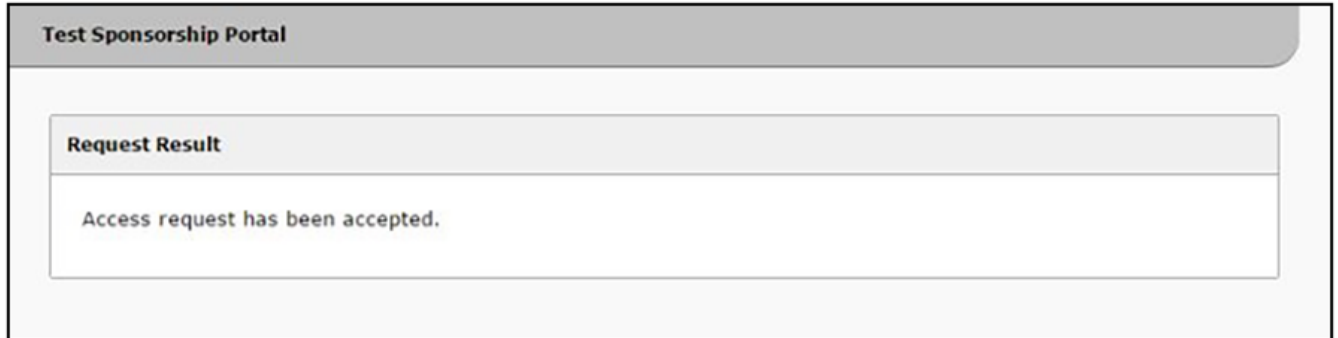
- The sponsor clicks the **Review** button to review the request and respond to the user.

**FIGURE 8** Sponsor Approves Guest Access



4. Sponsor receives confirmation that access has been accepted.

**FIGURE 9** Access Accepted Confirmation



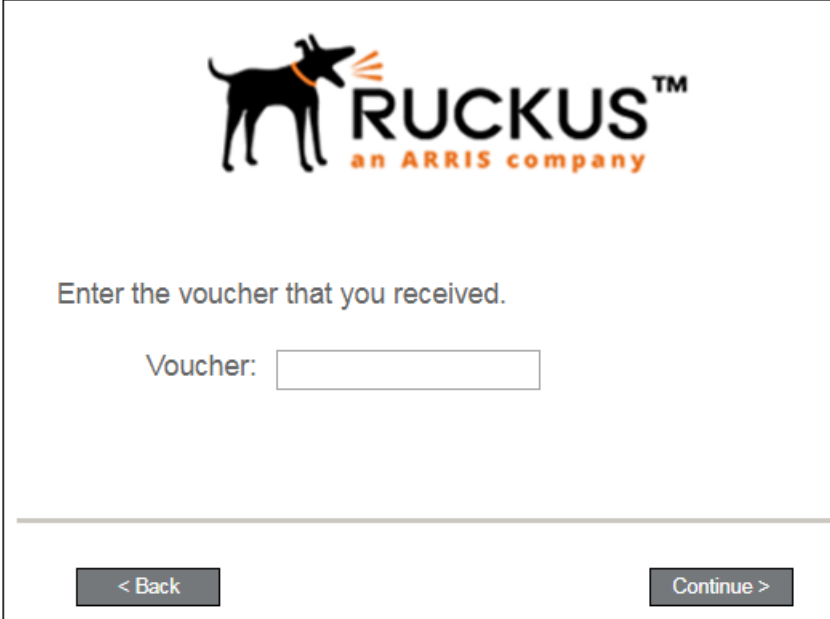
## Guest User Experience

### Guest User Experience - Generated Voucher Lists

1. The guest user receives the voucher from the sponsor (by email, SMS, or manual delivery), accesses the onboarding wireless network, and is redirected to the Cloudpath system.

2. As part of the enrollment process, the visitor is prompted for the voucher code.

**FIGURE 10** Voucher Prompt for Guest User



The screenshot shows a web interface for Ruckus, an ARRIS company. At the top is the Ruckus logo, which features a black silhouette of a dog with an orange collar and three orange lines above its head, followed by the text "RUCKUS™" in black and "an ARRIS company" in orange below it. Below the logo, the text "Enter the voucher that you received." is displayed. Underneath this text is a label "Voucher:" followed by a rectangular input field. At the bottom of the screen, there are two buttons: "< Back" on the left and "Continue >" on the right.

3. The guest user enters the voucher code provided by the sponsor and continues with the enrollment process to gain access to the secure network.

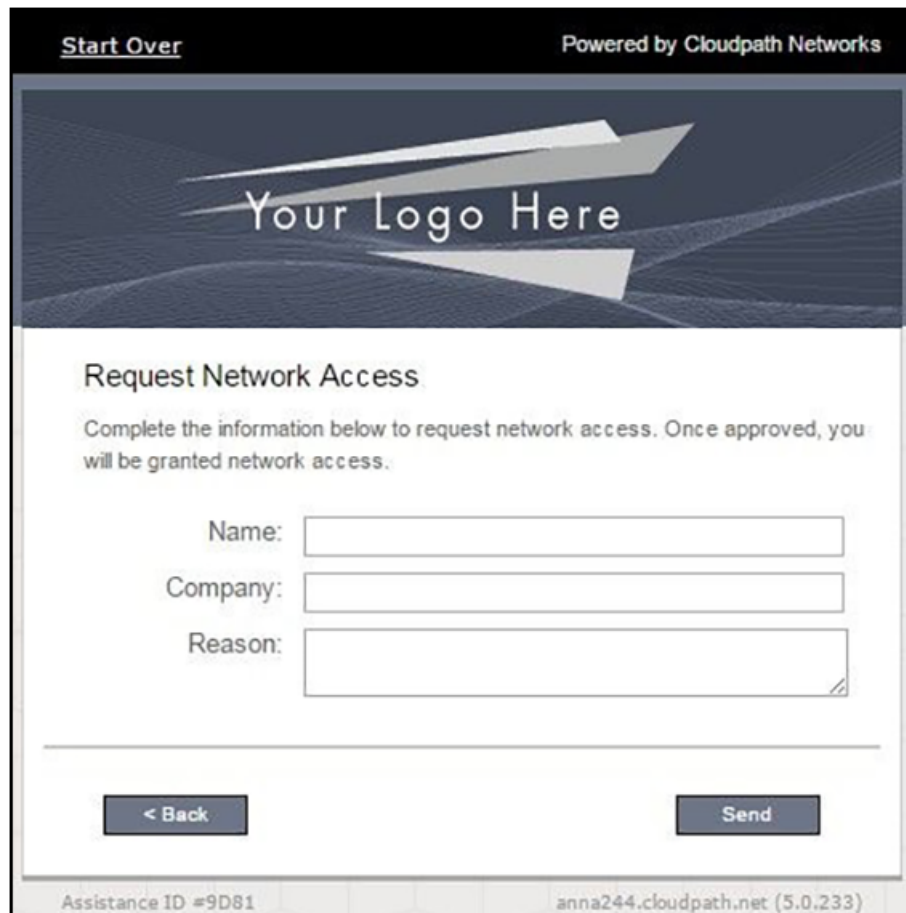
## Guest User Experience - Request Network Access

1. The guest user comes within range of the onboarding SSID.
  - If you have a captive portal configured, the guest is redirected to the Cloudpath system to enroll their device for the secure SSID.
  - If no captive portal is configured, an enrollment URL is provided to the guest.

## Prerequisites

2. As part of the enrollment process, the guest is prompted to request access to the secure network in a screen like the one shown below.

**FIGURE 11** Enrollment Process Request Access Form



The screenshot shows a web interface for requesting network access. At the top, there is a black bar with the text "Start Over" on the left and "Powered by Cloudpath Networks" on the right. Below this is a dark blue banner with the text "Your Logo Here" in white. The main content area is white and contains the following elements:

- Request Network Access**: The title of the form.
- Complete the information below to request network access. Once approved, you will be granted network access.**: A brief instruction.
- Name:** A text input field.
- Company:** A text input field.
- Reason:** A larger text input field.
- < Back**: A button on the left.
- Send**: A button on the right.

At the bottom of the form, there is a footer with the text "Assistance ID #9D81" on the left and "anna244.cloudpath.net (5.0.233)" on the right.

3. The user enters the required information and clicks **Send**.  
A screen showing status as "Pending" might now be presented to the user.
4. If the access is approved, the user continues with the enrollment process.
5. The next screen that is presented depends on how the user's network is set up.

## Prerequisites

### Authentication Server Setup

To configure the sponsored access feature, the network administrator must set up a sponsor group in the Corporate AD or LDAP server for employees that can be authorized as sponsors. For example, create a group named **Manager** or **Wireless Sponsors**.

This group name is used in Cloudpath when configuring which users are able to log into the sponsorship portal and sponsor guest users.

## Configuring Cloudpath

This section describes how to configure the Active Directory or LDAP server for sponsorship, add a voucher or request for access prompt to the enrollment workflow, and how to add vouchers and sponsors to the voucher list.

### NOTE

Administrators configure sponsors, the sponsorship portal, vouchers, and voucher lists from the Cloudpath Administrator user interface. Sponsors invite guest users and create vouchers from the sponsorship portal. See “Sponsorship Portal” for more information.

## Authentication Server Configuration

You must set up your Active Directory or LDAP server to support sponsorship.

How to Configure the Authentication Server for Sponsorship:

1. From the ES Admin UI, go to **Configuration > Authentication Servers**.

2. On the **Authentication Servers** page, edit the AD or LDAP server you will be using to authenticate sponsors and guest users.

**FIGURE 12** Configure AD Server for Sponsorship Logins

**Add Authentication Server** < Back    Next >

**Connect to Active Directory**  
Select this option to enable end-users to authenticate via Active Directory.

**Default AD Domain:** test.sample.local

**AD Host:** ldaps://192.168.4.2 \*

**AD DN:** dc=test,dc=sample,dc=local \*

**AD Username Attribute:** SAM Account Name

**Verify Account Status On Each Authentication**

**Perform Status Check:**

**Additional Logins**

**Use For Admin Logins:**

**Use For Sponsor Logins:**

**Test Authentication**

**Run Authentication Test?:**

**Connect to LDAP**  
Select this option to enable end-users to authenticate via LDAP (or LDAPs).

**Connect to RADIUS**  
Select this option to enable end-users to authenticate via RADIUS using PAP.

3. Select the **User For Sponsor Logins** box, to allow sponsors to log into the sponsorship portal using credentials from this authentication server.

## Adding a Voucher Prompt to the Enrollment Workflow

This section describes how to add a step in the enrollment workflow to prompt a guest user for a voucher or one-time password. Use this configuration if you plan to use generated voucher lists.

1. From the ES Admin UI, go to **Configuration > Enrollment** and create an enrollment workflow for guest users.

2. Add an enrollment step that prompts guest users to **Authenticate using a voucher from a sponsor** by clicking on the button of that name:

**FIGURE 13** List of Plugin Buttons

Which Type Of Step Should Be Added?
<p><b>Display an Acceptable Use Policy (AUP)</b> Displays a message to the user and requires that they signal their acceptance. This is normally used for an acceptable use policy (AUP) or end-user license agreement (EULA).</p>
<p><b>Authenticate to a traditional authentication server</b> Prompts the user to authenticate to an Active Directory server, and LDAP server, RADIUS or a SAML server.</p>
<p><b>Ask the user to name their device</b> Prompts the user to provide a name for the device, with the option to reuse or delete previously enrolled devices. This may suggest that old devices be removed or may limit the maximum number of concurrent devices.</p>
<p><b>Ask the user about concurrent certificates</b> Prompts the user with information about previously issued certificates that are still valid. This may suggest that old certificates be removed or may limit the maximum number of concurrent certificates.</p>
<p><b>Split users into different branches</b> Creates a branch or fork in the enrollment process. This can occur (1) visually by having the user make a selection or (2) it can occur automatically based on criteria associated with each option. For example, a user that selects "Guest" may be sent through a different process than a user that selects to enroll as an "Employee". Likewise, an Android device may be presented a different enrollment sequence than a Windows device.</p>
<p><b>Authenticate to a third-party</b> Prompts the user to authenticate via a variety of third-party sources. This includes internal OAuth servers as well as public OAuth servers, such as Facebook, LinkedIn, and Google.</p>
<p><b>Authenticate using a voucher from a sponsor</b> Prompts the user to enter a voucher previously received from a sponsor. The sponsor generates the voucher via the Sponsor Portal, typically before the user arrives onsite.</p>
<p><b>Perform out-of-band verification</b> Sends the user a code via email or SMS to validate their identity.</p>
<p><b>Request access from a sponsor online</b> Prompts the user for a sponsor's email address and then notifies the sponsor. The sponsor can accept or reject the request via the Sponsor Portal.</p>
<p><b>Request access from a sponsor offline</b> Prompts the user to enter the required information for network access request approval from a sponsor. The sponsor can accept or reject the request and send a verification code to the user via user's Email/SMS.</p>
<p><b>Register device for MAC-based authentication</b> Registers the MAC address of the device for MAC authentication by RADIUS. This is used for two primary use cases: (1) to authenticate the device on the current SSID via the WLAN captive portal or (2) to register a device, such as a gaming device, for a PSK-based SSID. In both cases, the MAC address will be captured and the device will be permitted access for a configurable period of time.</p>
<p><b>Display a message</b> Displays a message to the user along with a single button to continue.</p>
<p><b>Redirect the user</b> Redirects the user to a specified external URL. This may be used to authenticate the user to the captive portal of the onboarded SSID.</p>
<p><b>Prompt the user for information</b> Displays a prompt screen with customizable data entry fields.</p>
<p><b>Authenticate via a shared passphrase</b> Prompts the user for a passphrase and verifies if is correct. A shared passphrase is useful for controlling access to an enrollment process separate from, or in addition to, user credentials.</p>
<p><b>Generate a Ruckus DPSK</b> Generates a DPSK, either via DPSK pools for use in Ruckus WLAN controllers as "External DPSK" or via a Ruckus WLAN controller.</p>
<p><b>Send a notification</b> Generates a notification about the enrollment. Notification types include email, SMS, REST API, syslog and more. This step is invisible to the end-user.</p>
<p><b>Charge user for service</b> Directs the user to pay for service via a third party payment service. This includes PayPal.</p>

3. Create a new voucher list for guest users.

**FIGURE 14** Create Voucher List

**Create Voucher List** [Cancel] [Back] [Next >]

**Reference Information**

Name:  \*

Description:

API ID: OrgList-58048FC1-6AFA-4EED-89A7-87D8988A201A

**Format**

Length:

Characters:

Default Validity Length:

Default Days of Access:

Maximum Days of Access:

Require Username Match:

**Notification**

Email Subject:

Email Body:

SMS Subject:

SMS Body:

**Sponsorship**

Allow by LDAP Group:

Allow by LDAP Username:

Allow by LDAP Username DN:

Maximum Certificates:

Default Permissions:  Add/Edit/Delete Sponsors In Group  
 Manage Devices Enrolled By Sponsor  
 Manage Devices Enrolled By All  
 Allow Bulk Creation

New Sponsor Email Subject:

New Sponsor Email Template:

**Fields Displayed To Sponsor**

Name Field:

Company Field:

Email Field:

SMS Field:

Reason Field:

Redeem By Field:

Days of Access Field:

**Initial Vouchers**

Initial Voucher #1:

Initial Voucher #2:

Initial Voucher #3:

Initial Voucher #4:

Initial Voucher #5:



4. In the **Sponsorship** section, enter the appropriate information in the following fields:

- **Format** - In addition to defining the voucher format, determine if you want to enable **Require Username Match**.

**NOTE**

**Require Username Match** means that the user must authenticate with a username that matches the name specified in the voucher provided by the sponsor. This allows the voucher to be locked to a particular user.

- **LDAP Group Regex** - Defines which groups within LDAP are allowed to be sponsors. For example, if you enter **Wireless Sponsors**, this means that anyone in the **Wireless Sponsors AD** group can sponsor a guest user. **LDAP Username** defines which usernames within LDAP are allowed to be sponsors; **LDAP Username DN** defines which username DNs are allowed to be sponsors.
- **Maximum Certificates** - Maximum number of vouchers that a sponsor is allowed to create and allocate for a particular voucher list.
- **Default Permissions** - The permissions to be used for sponsors authenticated using the **Sponsorship AD Group Regex**.
  - **Add/Edit/Delete Sponsors In Group** - If checked, the sponsor can add, edit, and delete other sponsors within the group.
  - **Manage Devices Enrolled By Sponsor** - If checked, the sponsor can review and revoke devices enrolled via vouchers issued by that sponsor.
  - **Manage Devices Enrolled By All** - If checked, the sponsor can review and revoke devices enrolled via vouchers issued by any sponsor (within the Voucher List).
- **New Sponsor Email Subject** - When a new sponsor is added, an email is sent to the sponsor with this subject.
- **New Sponsor Email Template** - When a new sponsor is added, an email is sent to the sponsor with this message.

5. In the **Fields Displayed to Sponsor** section, select **Do not show**, **Show**, or **Show and require entry** to specify the information to be shown when a sponsor creates a voucher list for guest access.

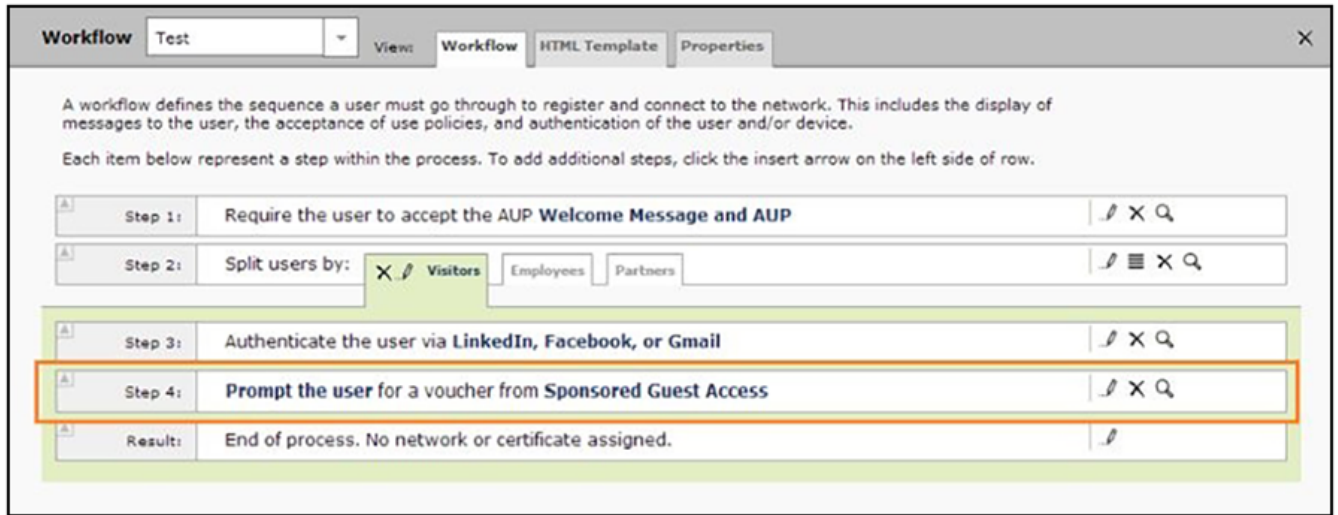
**NOTE**

If a field is listed as **Do Not Show**, that field does not appear in the voucher list.

6. If needed, create one or more **Initial vouchers**.

7. Create a webpage that will prompt the user to enter their voucher and **Save**. The voucher prompt is saved in the workflow.

**FIGURE 15** Cloudpath Workflow



**NOTE**

Sponsored access can be combined with additional options, such as authentication via Facebook, LinkedIn, or Google. When combined, the social media provides the authentication while the voucher provides the authorization. This method provides additional identity information and reduces the risk of the voucher being intercepted or misused.

## Adding a Request for Access Prompt

This section describes how to create a workflow plug-in that allows guests to request access via sponsorship upon arrival. Use this configuration if you want users to request immediate access from sponsors.

While the voucher list workflow plug-in requires the sponsor to pre-sponsor the guest, the request for access workflow plug-in allows the guest to enter their information on a webpage and then request access. The guest is held in a pending state until the sponsor accepts or rejects the request. The request may go to a static user (like a receptionist), to a sponsor selected from a list by the guest, or to a sponsor that is entered by the guest upon arrival.

How to Add a Request for Access Prompt to the Workflow

1. From the ES Admin UI, go to **Configuration > Enrollment** and create an enrollment workflow for guest users.

2. Add an enrollment step that prompts guest users to **Request Access From a Sponsor**.

**FIGURE 16** Create Access Request

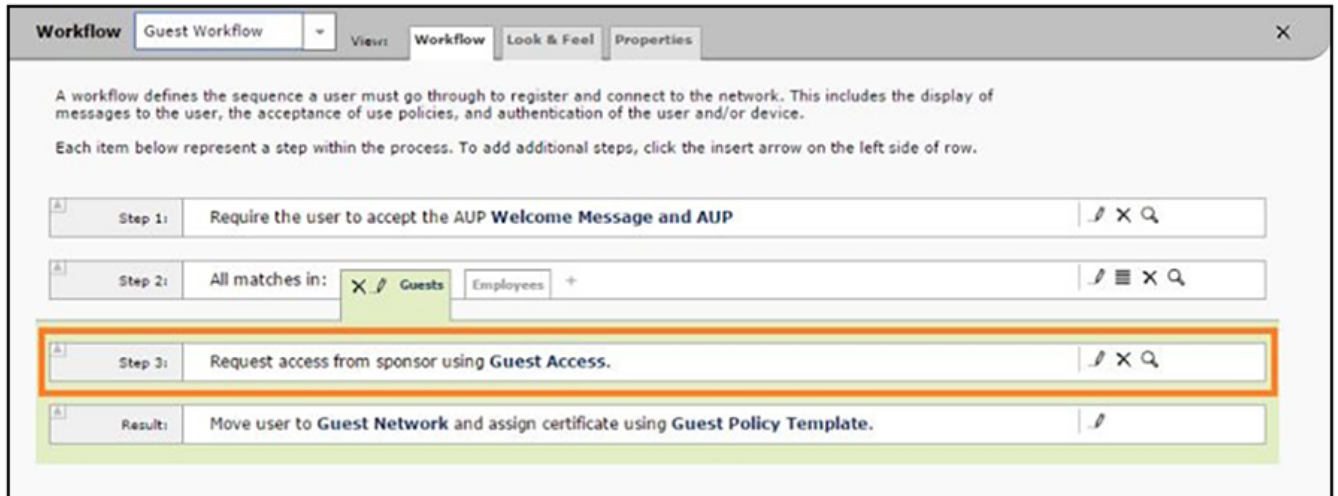
The screenshot shows the 'Create Access Request' configuration page. It includes the following sections and fields:

- Reference Information:** Name (Text Access Request), Description (text area).
- Sponsors:** Sponsors (Static dropdown), Default Sponsor Email (fox\_receptionist@company.com), Default Days of Access (30).
- Sponsor Email Template:** Sponsor Email Subject (Wi-Fi Access Requested - \${NAME}), Sponsor Email Message (HTML template).
- Fields Visible To User:** Name Field (Show and require entry), Company Field (Show), Email Field (Do not show), Phone Field (Do not show), Reason Field (Show).
- Fields Visible To Sponsor:** Sponsor Reason Field (Show), Days of Access Field (Show), Maximum Days of Access (30).
- User Webpage Information:** Page Source (Standard Template), Title (Request Network Access), Initial Message (Complete the information below to request network access...), Waiting Message (The sponsor has been notified...), Submit Button Label (Send).
- User Error Messages:** Unknown Sponsor Error (The sponsor specified is not valid), Request Rejected Error (The request has been rejected...), Request Expired Error (The request has expired).

3. For **Sponsors**, enter the email address for a dedicated contact, create a drop-down list of sponsors, or allow the guest to enter the email address of a sponsor.
4. The **Sponsor Email Template** is the information sent to the sponsor when a guest is requesting access. Use the default sponsor email template or create a custom email subject and message.
5. Specify the fields to display to the guest user.
6. Specify the fields to display to the sponsor receiving the access request.
7. The **User Webpage** Information is the prompt that displays to the guest during the enrollment process. Use the default guest prompt, enter your own messaging, or upload a custom HTML file.
8. The **User Error Messages** display to the guest user if there is an issue with the access request.

9. Click **Save**.

**FIGURE 17** Request for Access Workflow



The workflow now includes the step for requesting guest access.

## Adding Vouchers to a Voucher List

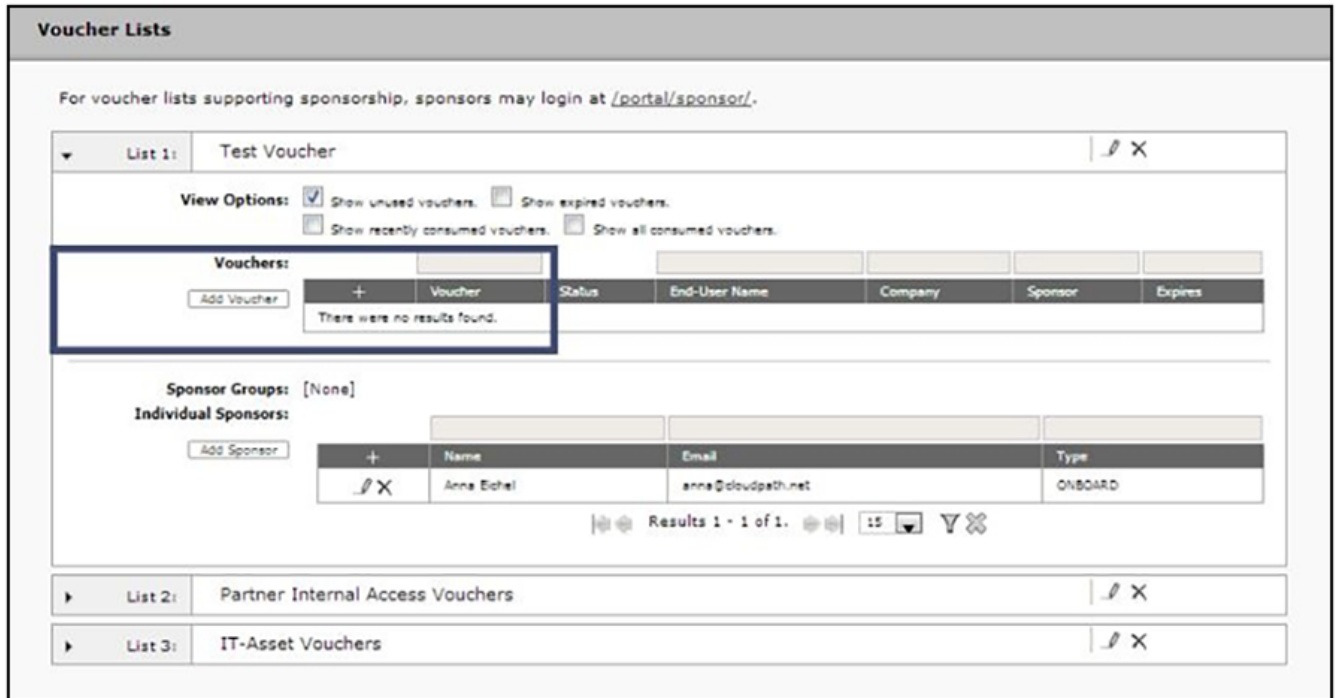
This section describes how to populate a voucher list. You can add a single voucher or upload multiple vouchers from a CSV file.

### Voucher Lists

1. From the ES Admin UI, go to **Sponsorship > Vouchers** to view the voucher lists. (Alternately, you access the **Voucher List** page by double-clicking the **Voucher List** link in the enrollment workflow.)

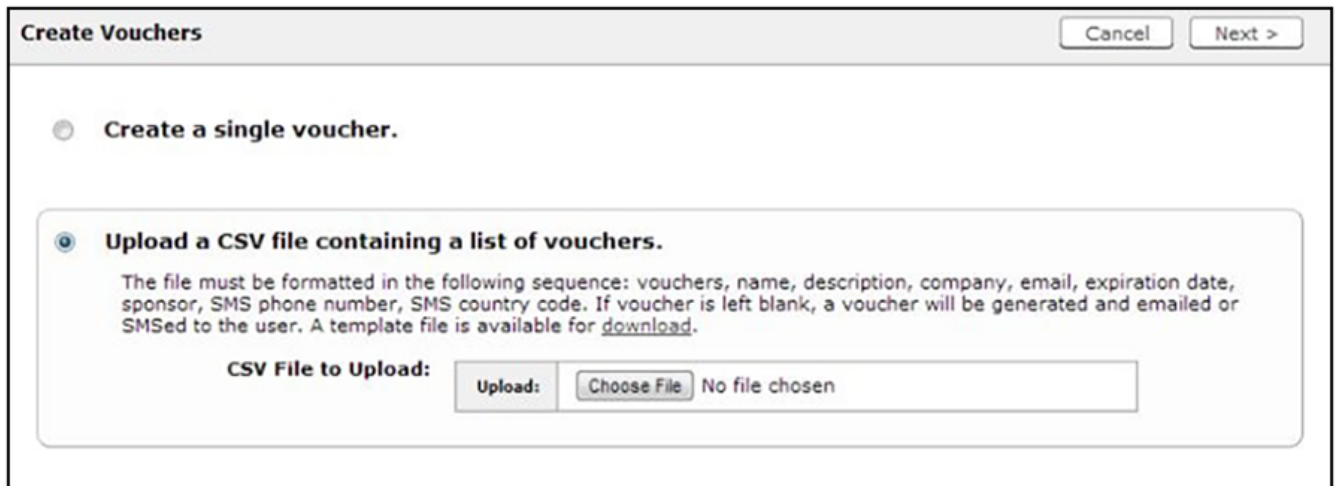
- Expand the voucher list.

**FIGURE 18** Voucher List



- Click **Add Vouchers** to create a single voucher or upload a list of vouchers. The **Create Vouchers** page opens.

**FIGURE 19** Create Vouchers



## How to Add a Single Voucher to a Voucher List

1. On the **Create Vouchers** page, select **Create a single voucher**.

FIGURE 20 ES Admin UI - Create Single Voucher

The screenshot shows a 'Modify Voucher' form with the following fields and values:

- Voucher:** zyop
- Name:** (empty)
- Company:** (empty)
- Email:** (empty)
- Email Voucher To User?:**
- Phone Number:** United State (dropdown), (empty text field)
- SMS Voucher To User?:**
- Reason:** (empty text area)
- Redeem Voucher By:** 20130729

2. On the **Modify Voucher** page, enter the guest user information in the fields, as described below, and **Save**. Only the Voucher field is required.

- **Voucher** - This field is pre-populated, but can be changed.
- **Name** - Guest user name.

### NOTE

If **Require Username Match** has been specified in the voucher list, the guest must authenticate with a username that matches the name specified in the voucher provided by the sponsor. This allows the voucher to be locked to a particular user.

- **Company** - Guest user company.
- **Email** - Guest user email address.
- **Email Voucher to User?** - Checked by default. If checked and email is entered, voucher is sent to guest user by email.
- **Phone Number** - Select country and enter guest user phone number.
- **SMS Voucher to User?** - Checked by default. If this is checked and Phone Number is entered, voucher is sent to guest user by SMS.
- **Reason** - The reason the guest user is provided access.
- **Redeem Voucher By** - The date after which the voucher may longer be redeemed.

### NOTE

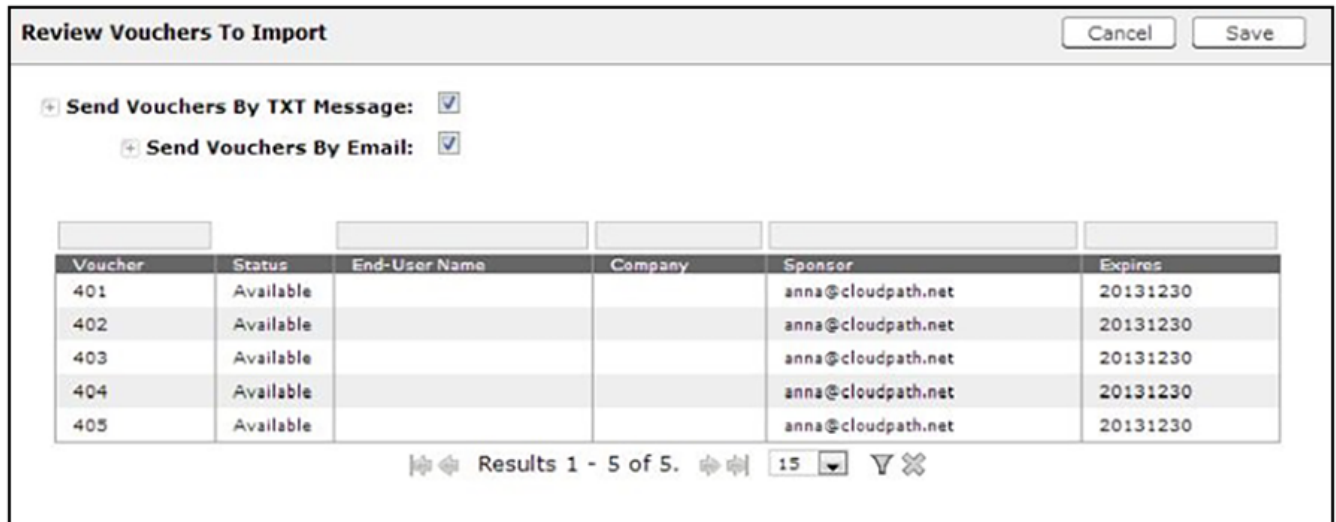
Email and SMS notifications are stored on the Notifications tab on the Cloudpath Admin UI Dashboard.

## How to Add Multiple Vouchers to a Voucher List

If you are using a comma-separated value (CSV) file to upload multiple vouchers, the information must be formatted according to the instructions on the **Create Vouchers** page. A template file is available for download.

1. On the **Create Vouchers** page, select **Upload a CSV file containing a list of vouchers**.
2. Click **Choose File** to navigate to the CSV file to upload and click **Next**.

**FIGURE 21** Review Vouchers to Import



3. Verify the vouchers to import and specify if voucher should be sent to user by email or SMS, and **Save**.
  - **Send vouchers by TXT messages** - If checked, the voucher is sent to the user by TXT, if a phone number is specified in the CSV file.
  - **Send vouchers by Email** - If checked, the voucher is sent to the user by email, if an email address is specified in the CSV file.

The **Voucher Lists** page shows which vouchers have been used, the expiration dates, and any guest user details that were entered when the sponsor created the voucher, or contained in the CSV file.

### NOTE

The voucher field must be listed as **Show** in the voucher list to see it on the voucher table. For example, if **Days of Access** is set to **Do Not Show** on the voucher list, and your spreadsheet includes **Days of Access**, they do not appear in the voucher table. You must change the setting to **Show** in the voucher list. See Adding a Voucher Prompt to the Enrollment Workflow for more information.

## Adding Sponsors to a Voucher List

Administrators can add sponsors to a voucher list. Sponsors can create vouchers and invite guest users to join the secure network.

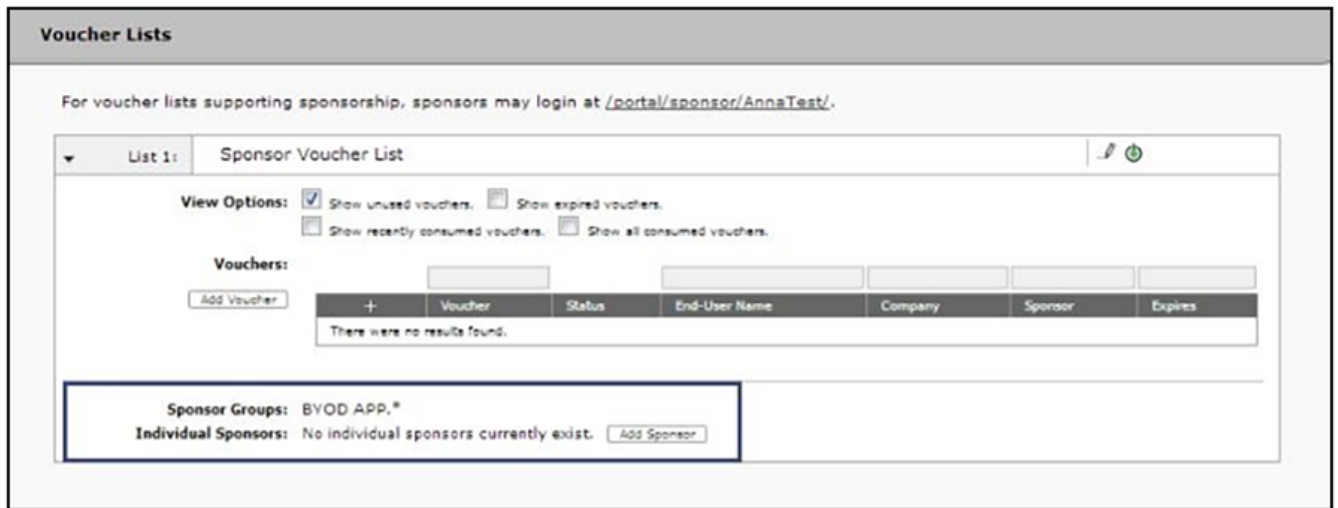
Cloudpath supports Onboard and External sponsors. Onboard sponsors are created locally on the ES Admin UI. External sponsors can log into the Sponsorship Portal if they match a username or group name specified in the Authentication server.

## How to Add Onboard Sponsors

An onboard sponsor is created locally on the ES Voucher list.

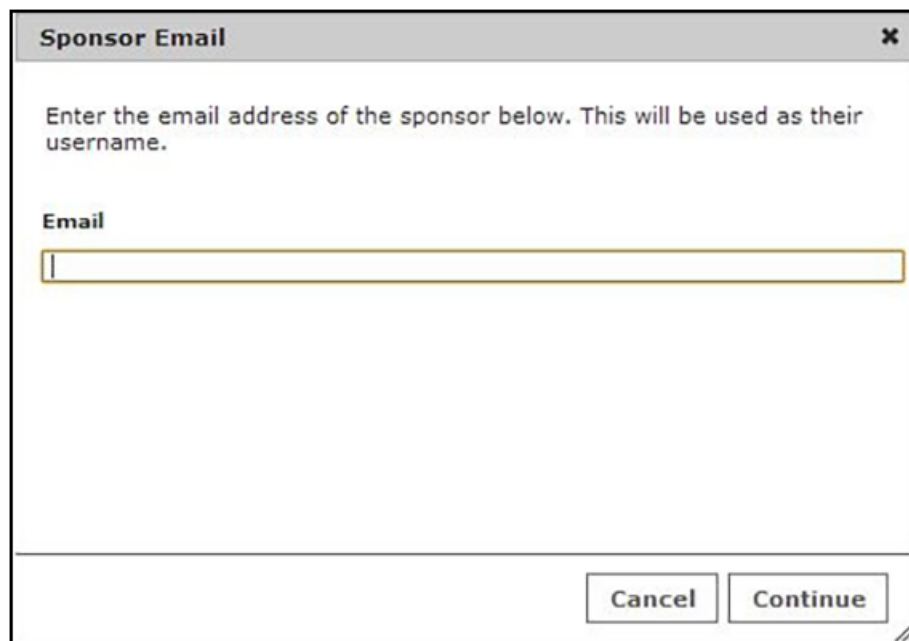
1. From the ES Admin UI, go to **Sponsorship > Vouchers** to view the voucher list to be used for sponsors. (Alternatively, you access the **Voucher List** page by double-clicking the voucher list link in the enrollment workflow.)

FIGURE 22 Voucher List - Add Sponsor



2. In the **Sponsor Group** section, click **Add Sponsors**. The **Sponsor Email** pop-up appears.

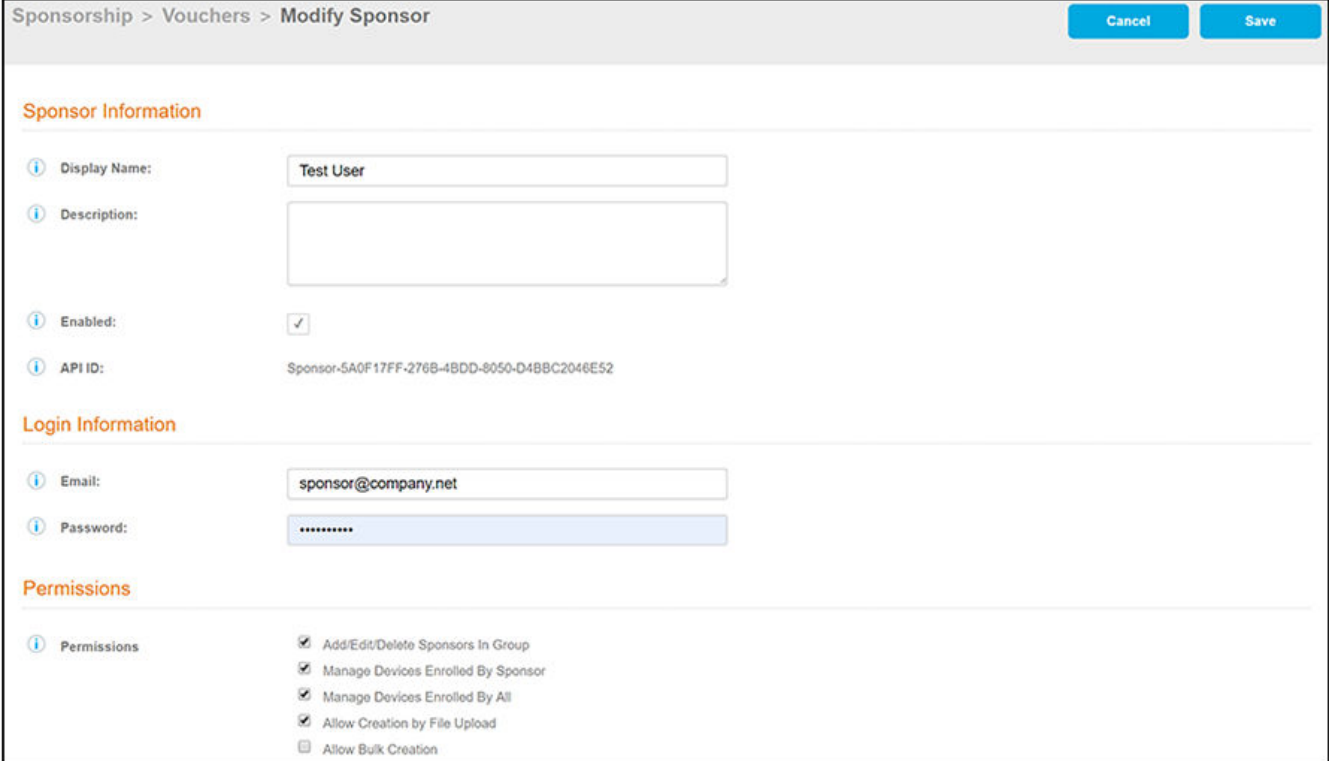
FIGURE 23 Sponsor Email





3. Enter the email address of the sponsor for this voucher list and click Continue. The email address becomes their **Name**.

**FIGURE 24** ES Admin UI - Modify Sponsor



Sponsorship > Vouchers > Modify Sponsor

Cancel Save

### Sponsor Information

Display Name: Test User

Description:

Enabled:

API ID: Sponsor-5A0F17FF-276B-4BDD-8050-D4BBC2048E52

### Login Information

Email: sponsor@company.net

Password: .....

### Permissions

Permissions

- Add/Edit/Delete Sponsors In Group
- Manage Devices Enrolled By Sponsor
- Manage Devices Enrolled By All
- Allow Creation by File Upload
- Allow Bulk Creation

4. On the **Modify Sponsor** page, enter the sponsor **Name**, **Description**, and **Enable** the sponsor.
5. In the **Login Information** section, enter the sponsor's **Email** address and **Password**.

**NOTE**

The sponsor is prompted to change their password during the first login.

6. In the **Permissions** section, check the box for the appropriate sponsor permissions.
  - **Add/Edit/Delete Sponsors In Group** - If checked, the sponsor can add, edit, and delete other sponsors within the group.
  - **Manage Devices Enrolled By Sponsor** - If checked, the sponsor can review and revoke devices enrolled via vouchers issued by that sponsor.
  - **Manage Devices Enrolled By All** - If checked, the sponsor can review and revoke devices enrolled via vouchers issued by any sponsor (within the Voucher List).
  - **Allow Creation by File Upload** - If checked, the sponsor can create multiple vouchers at the same time through a file upload.
  - **Allow Bulk Creation** - If checked, the sponsor can create vouchers in bulk by importing a spreadsheet of vouchers. A default template is provided.

- Save the sponsor information. The sponsor information is displayed in the lower part of the voucher list.

**FIGURE 25** ES Admin UI - Voucher Lists

The screenshot displays the 'Voucher Lists' interface. At the top, it indicates the login path for sponsors: `/portal/sponsor/AnnaTest/`. The main section is titled 'List 1: Sponsor Voucher List'. Below this, there are 'View Options' with checkboxes for 'Show unused vouchers', 'Show expired vouchers', 'Show recently consumed vouchers', and 'Show all consumed vouchers'. The 'Vouchers' section contains a table with the following data:

	Voucher	Status	End-User Name	Company	Sponsor	Expires
	sygf	Available				20130730
	ktkz	Available				20130730
	khtv	Available				20130730
	wizp	Available	ll		anna@cloudpath.net	20130729
	yndp	Available	kl		anna@cloudpath.net	20130729

Below the table, it shows 'Results 1 - 5 of 5' with pagination controls. The 'Sponsor Groups' section is titled 'BYOD APP,®' and contains a table for 'Individual Sponsors':

	Name	Email	Type
	anna@cloudpath.net	anna@cloudpath.net	ONBOARD
	test@company.net	test@company.net	ONBOARD

Below this table, it shows 'Results 1 - 2 of 2' with pagination controls.

## External Sponsors

An external sponsor uses AD or LDAP credentials to log into the Sponsorship Portal. An external sponsor can create voucher, invite users to join the secure network, and if the voucher list permissions allow, they can manage other sponsors and enrolled devices. To set up sponsor permissions for a voucher list, see [Adding Sponsors to a Voucher List](#) on page 23 .

If you want to allow sponsors to log in to the Sponsorship Portal using AD or LDAP credentials, the authentication server must be configured with the specified username or group name filter. To configure group filters for an authentication server, see [Authentication Server Configuration](#) on page 13.

# Sponsorship Portal

From the sponsorship portal, a sponsor can invite guest users to join the network by creating one or multiple vouchers, view outstanding, consumed, expired, and revoked vouchers, and manage devices, and sponsor accounts in your AD or LDAP group.

Use the Sponsorship Portal if guests access is managed using voucher lists.

**NOTE**

Only sponsors with manage permissions can manage sponsor accounts in the AD or LDAP group. Sponsor permissions are set per voucher list. See “[Adding Sponsors to a Voucher List](#) on page 23.

## How to Customize the Sponsorship Portal

You can customize the labeling, images, and colors for the sponsorship portal.

1. From the ES Admin UI, go to **Sponsorship > Look & Feel**. The sponsorship portal **System Setup** page displays the titles and colors for the sponsorship portal.
2. Click **Edit** to customize the sponsorship portal.

**FIGURE 26** Customize Sponsorship Portal

The screenshot shows the 'Sponsorship Portal' configuration window. It has a title bar with 'Cancel' and 'Save' buttons. The main content is organized into sections:

- Page Source:** A dropdown menu set to 'Standard Template'.
- Title:** A text input field containing 'XpressConnect Enrollment System'.
- Subtitle:** A text input field containing 'Sponsorship Portal'.
- Welcome Message:** A text area containing the text: 'Welcome to the XpressConnect Enrollment System. To invite users to join the wireless network, click <b>Create Voucher</b> above.'
- Look & Feel:** A section with five color configuration options, each with a 'Reset' and 'Default' link:
  - Login Title:** Text input field containing 'Network Sponsorship Login'.
  - Leftbar Color:** Color picker set to '333A4A'.
  - Topbar Color:** Color picker set to '666666'.
  - Lowerbar Color:** Color picker set to 'C0C0C0'.
  - Login Color:** Color picker set to 'C0C0C0'.
- Logo File:** A section with a text box containing the instruction: 'The logo file to use in the upper-left corner. The image size should be 180 x 84 pixels.' Below it is a 'Logo File:' label and a 'Choose File...' button, with the text 'No file chosen' next to it.

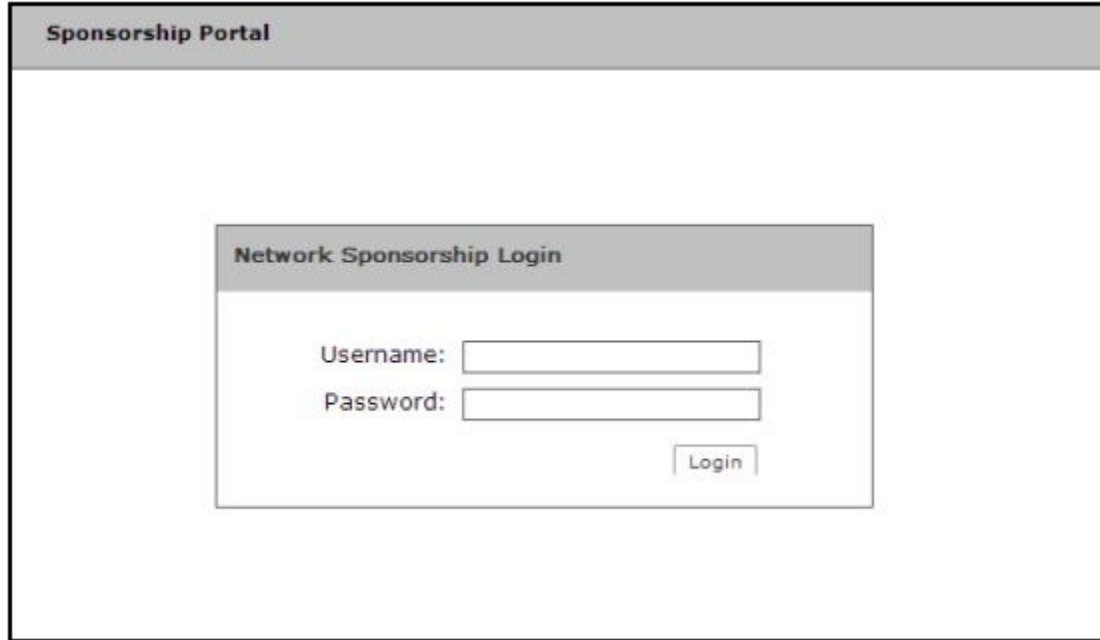
3. Modify titles and colors as needed.
4. To import a customized logo file to display in the upper-left corner of the sponsorship portal, the image size should be 180 x 84 pixels.
5. **Save** the customizations.

## How to Log in to the Sponsorship Portal

1. Sponsors can access the sponsorship portal by entering the sponsorship URL `https://<SponsorshipLoginIPAddress>/portal/sponsor/`

2. The portal login page opens.

**FIGURE 27** Sponsorship Portal Login



The screenshot shows a web browser window with a grey header bar containing the text "Sponsorship Portal". Below the header is a white content area. In the center of the content area is a grey-bordered box with a grey header bar that says "Network Sponsorship Login". Inside this box, there are two text input fields: "Username:" followed by a text box, and "Password:" followed by a text box. Below the password field is a "Login" button.

3. Sponsors enter the **Username** and **Password** that was sent when the voucher list was created. See [Adding Sponsors to a Voucher List](#) on page 23.
4. The first time a sponsor logs in, the password must be changed.

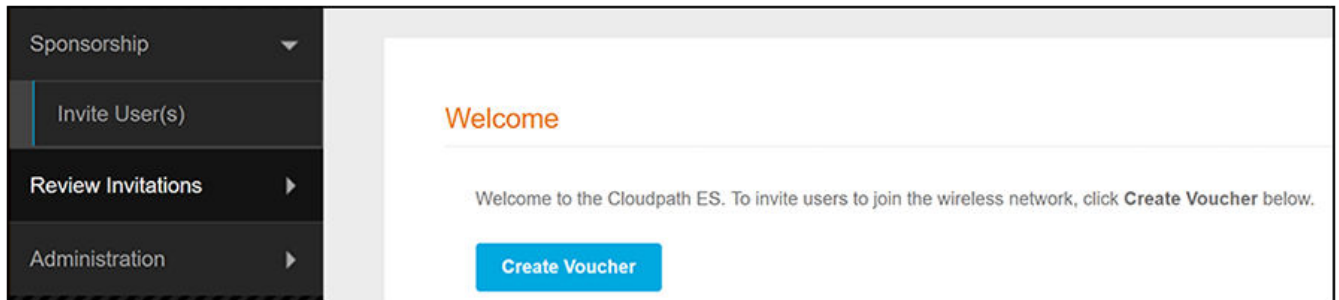
**FIGURE 28** Sponsorship Portal - Change Password



The screenshot shows a web browser window with a grey header bar containing the text "Sponsorship Portal". Below the header is a white content area. In the center of the content area is a grey-bordered box with a grey header bar that says "Change Password". In the top right corner of this box is a "Next >" button. Below the header bar, the text "Enter a new password below." is displayed. Underneath, there are two text input fields: "New Password:" followed by a text box, and "Confirm Password:" followed by a text box.

5. After the password updates, the Sponsorship Portal opens. The left menu includes tabs for **Sponsorship** operations and **Administration** operations.

**FIGURE 29** Sponsorship Portal Left Menu



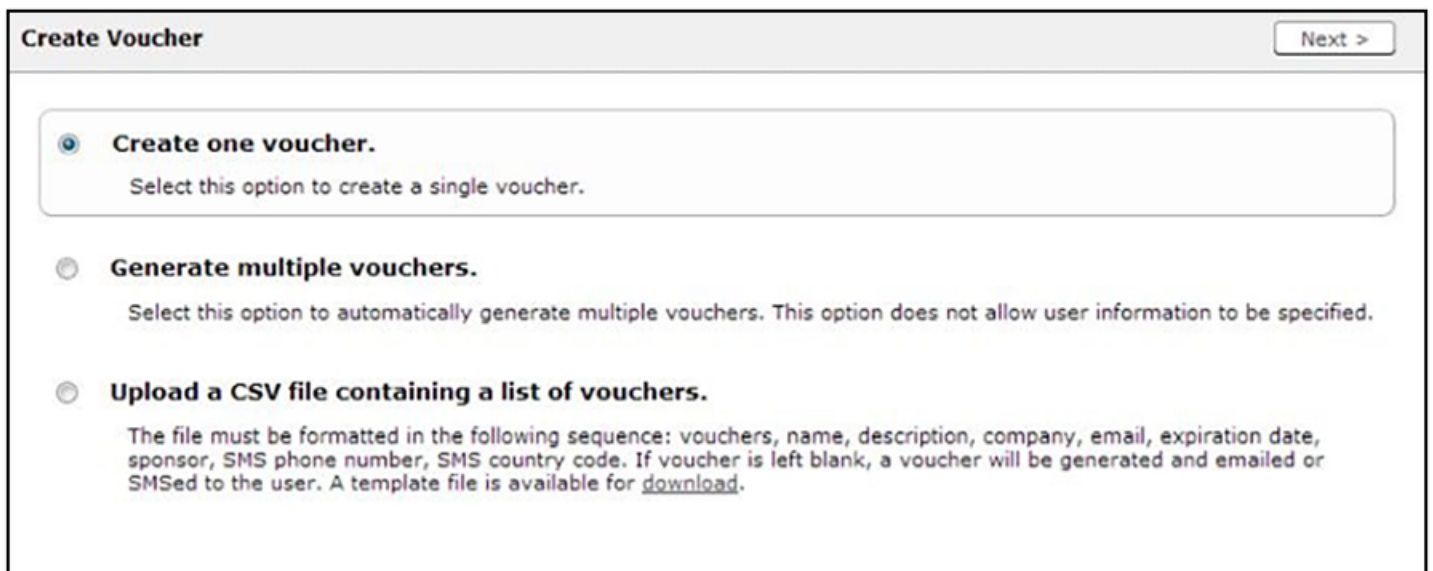
- **Sponsorship** tab
  - **Invite User** - Allows sponsors to create a new voucher that will enable a guest user to enroll their device.
  - **Review Invitations** - Allows sponsors to view outstanding, consumed, expired, and revoked invitations.
- **Administration** tab
  - **Sponsors** - If permissions allow, sponsors can add, change, or remove other sponsor.

## Managing Vouchers from the Sponsorship Portal

Sponsors can manage voucher lists and sponsored guest access invitations from the sponsorship portal.

From the Sponsorship UI, select **Invite Users**. The **Create Voucher** page opens.

**FIGURE 30** Create Voucher Selection Page

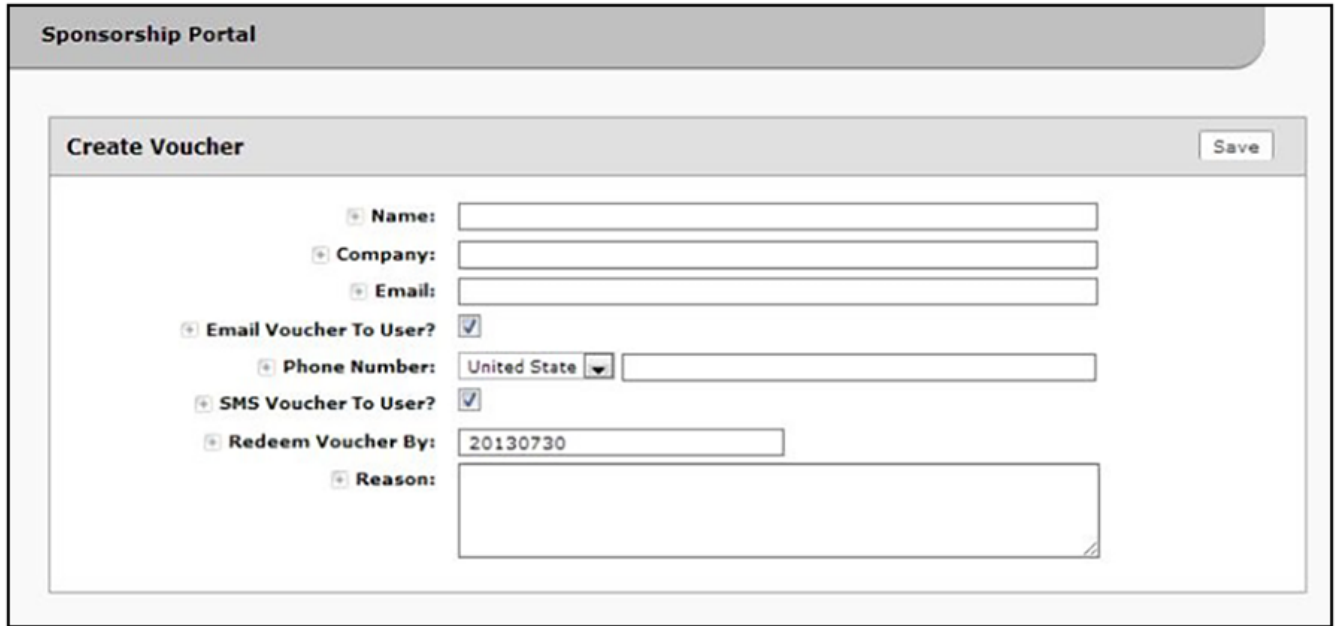


You can create a single voucher, allow ES to generate multiple vouchers, or upload a list of vouchers from a CSV file.

## How to Create a Single Voucher

1. On the **Create Vouchers** page, select **Create one voucher**.

**FIGURE 31** Sponsorship Portal - Create Voucher



The screenshot shows the 'Sponsorship Portal' interface with a 'Create Voucher' form. The form is titled 'Create Voucher' and has a 'Save' button in the top right corner. The form fields are as follows:

- Name:** Text input field.
- Company:** Text input field.
- Email:** Text input field.
- Email Voucher To User?** Checkmark
- Phone Number:** Text input field with a dropdown menu set to 'United State'.
- SMS Voucher To User?** Checkmark
- Redeem Voucher By:** Text input field containing '20130730'.
- Reason:** Text area.

2. Enter the guest user information and **Save**.

- **Name** - Guest user name.

**NOTE**

If **Require Username Match** has been specified in the voucher list, the guest must authenticate with a username that matches the name specified in the voucher provided by the sponsor. This allows the voucher to be locked to a particular user.

- **Company** - Guest user company.
- **Email** - Guest user email address.
- **Email Voucher to User?** - Checked by default. If checked and Email is entered, a voucher is sent to guest user by email.
- **Phone Number** - Select country and enter guest user phone number.
- **SMS Voucher to User?** - Checked by default. If checked and Phone Number is entered, a voucher is sent to guest user by SMS.

**NOTE**

Voucher notifications sent by Email or SMS are stored on the **Notifications** tab on the ES Admin UI Dashboard.

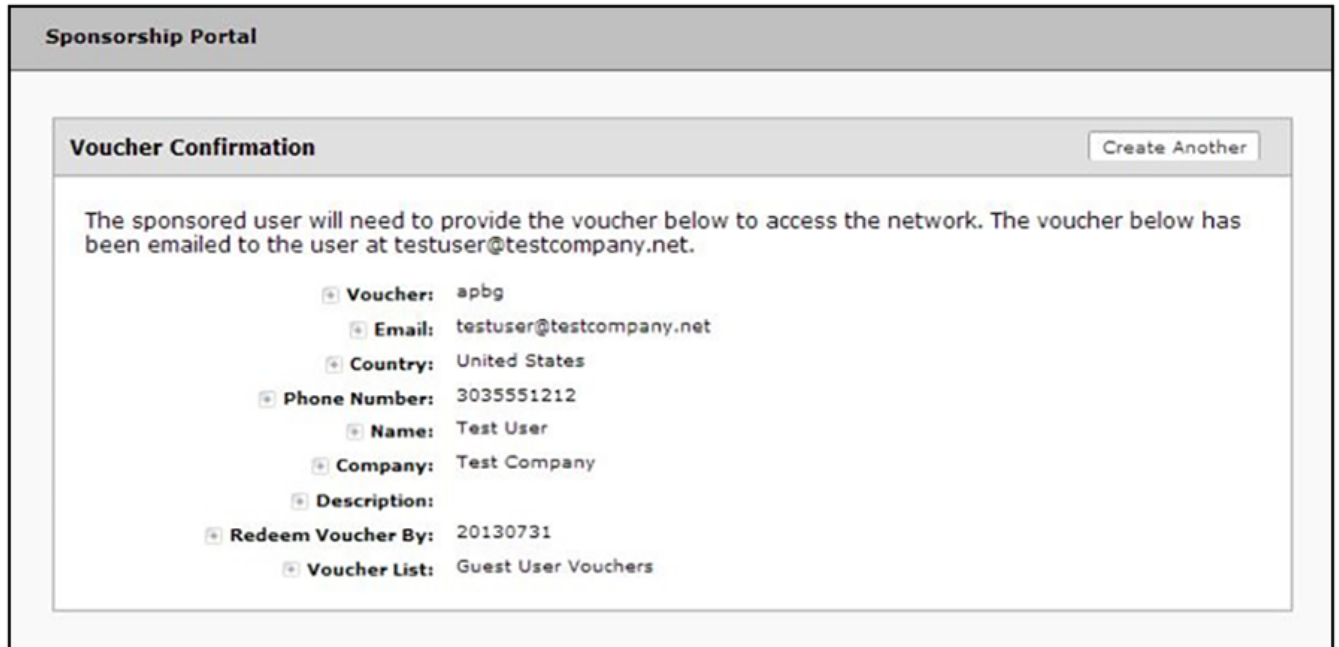
- **Redeem Voucher By** - The date after which the voucher may no longer be redeemed.
- **Reason** - The reason the guest user is provided access.

**NOTE**

When you create a single voucher, a voucher is automatically generated according to the format specified when you created the voucher list. See [Adding a Voucher Prompt to the Enrollment Workflow](#) on page 14.

Details are displayed on the **Voucher Confirmation** page.

FIGURE 32 Voucher Confirmation



### **How to Generate Multiple Vouchers**

You can have ES generate voucher for you. The automatically generated vouchers contain only the one-time password and expiration date, and are in the format specified in the voucher list. The generated vouchers can be downloaded as a CSV or TXT file.

1. On the **Create Vouchers** page, select **Generate multiple vouchers**.



2. Enter the number of vouchers to create.

**FIGURE 33** ES-Generated Vouchers

**Auto-Generated Vouchers** Done

**Result:** 10 vouchers have been auto-generated.

**Download:**

**Vouchers:**

Voucher	Expiration Date
xcqn	20131230
pojy	20131230
cviz	20131230
cirz	20131230
lepu	20131230
rics	20131230
hqlo	20131230
dyid	20131230
njrs	20131230
hjsa	20131230

3. Click **Done**.

The auto-generated vouchers are added to the voucher list.

### ***How to Upload a List of Vouchers from a CSV file***

Uploading a CSV file on the Sponsorship Portal is the same process as uploading a CSV file from the ES Admin UI.

If you are using a comma-separated value (CSV) file to upload multiple vouchers, the information must be formatted according to the instructions on the **Create Vouchers** page. A template file is available for download.

1. On the **Create Vouchers** page, select **Upload a CSV file containing a list of vouchers**.

2. Click **Choose File** to navigate to the CSV file to upload, and click **Next**.

**FIGURE 34** Review Vouchers to Import

Voucher	Status	End-User Name	Company	Sponsor	Expires
401	Available			anna@cloudpath.net	20131230
402	Available			anna@cloudpath.net	20131230
403	Available			anna@cloudpath.net	20131230
404	Available			anna@cloudpath.net	20131230
405	Available			anna@cloudpath.net	20131230

3. Verify the vouchers to import and specify if voucher should be sent to user by email or SMS, and **Save**.
  - **Send vouchers by TXT messages** - If checked, the voucher is sent to the user by TXT, if a phone number is specified in the CSV file.
  - **Send vouchers by Email** - If checked, the voucher is sent to the user by email, if an email address is specified in the CSV file.
4. The **Voucher Lists** page shows which vouchers have been used, the expiration dates, and any guest user details that were entered when the sponsor created the voucher, or contained in the CSV file.

**NOTE**

The voucher field must be listed as **Show** in the voucher list to see it on the voucher table. For example, if **Days of Access** is set to **Do Not Show** on the voucher list, and your spreadsheet includes **Days of Access**, they do not appear in the voucher table. You must change the setting to **Show** in the voucher list. See [Adding a Voucher Prompt to the Enrollment Workflow](#) on page 14 for more information.

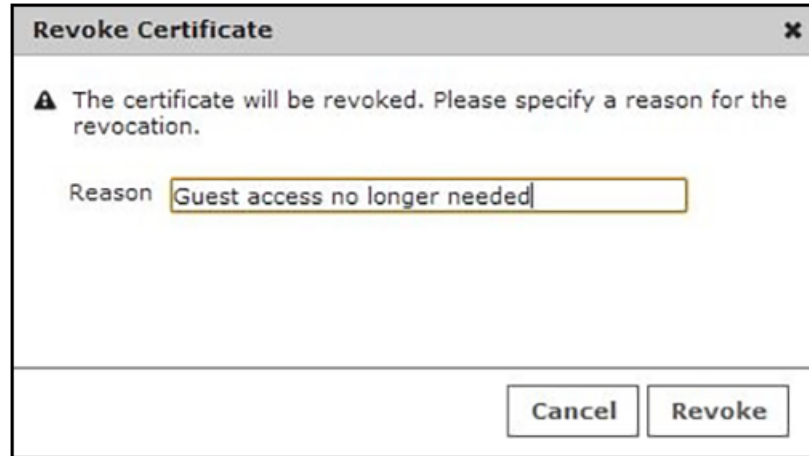
## Managing Guest User Devices

With the correct permissions, sponsors can manage devices that have enrolled under their own sponsorship, or enrolled under any other sponsor. See [Adding Sponsors to a Voucher List](#) on page 23 for more information about setting Sponsor permissions.

1. From the Sponsorship UI, select **Sponsorship > Review Invitations**.
2. Select the appropriate link to view outstanding, consumed, expired, and revoked voucher invitations.
3. To revoke a voucher, use the **delete** icon.

- On the **Revoke Certificate** pop-up, list the reason for revocation and click **Revoke**. The voucher is not longer usable.

**FIGURE 35** Revoke Certificate



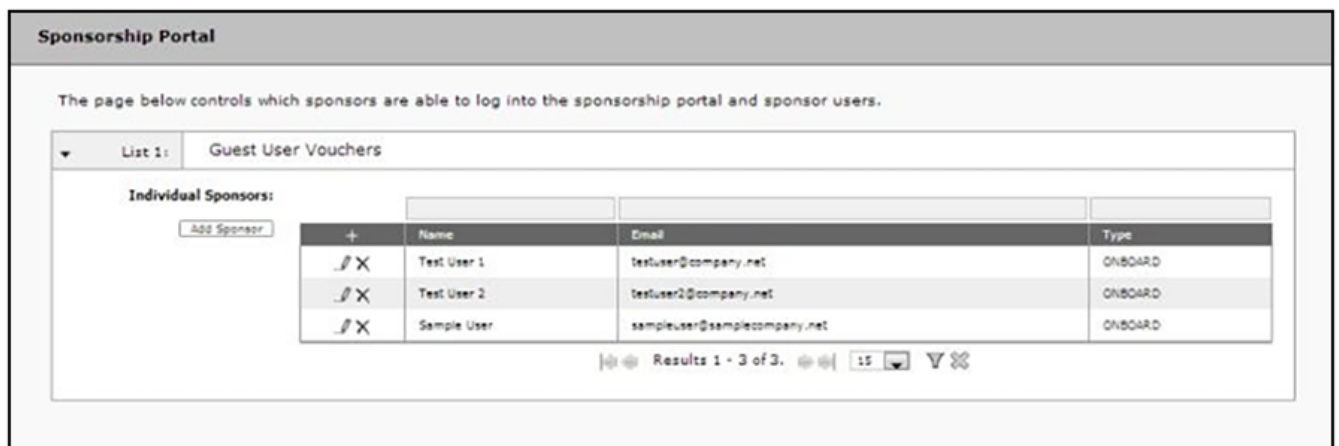
## Managing Sponsors

With the correct permissions, you can manage sponsors in your Active Directory or LDAP Group. Permissions are set when sponsors are added to the voucher list using the Cloudpath Administrator user interface. See [Adding Sponsors to a Voucher List](#) on page 23.

- From the Sponsorship UI, select **Administration > Sponsors**.

The tables show which sponsors are able to log onto the sponsorship portal and sponsor guest users using each voucher list.

**FIGURE 36** Sponsors per Voucher List



2. From this page, eligible sponsors can add or delete other sponsors, edit sponsor login information, or modify sponsor permissions within their AD or LDAP group.

For details on configuring an authentication server for sponsors, see [Authentication Server Configuration](#) on page 13.



© 2019 CommScope, Inc. All rights reserved.  
Ruckus Wireless, Inc., a wholly owned subsidiary of CommScope, Inc.  
350 West Java Dr., Sunnyvale, CA 94089 USA  
[www.ruckuswireless.com](http://www.ruckuswireless.com)