



Ursalink DeviceHub

User Guide

V1.6

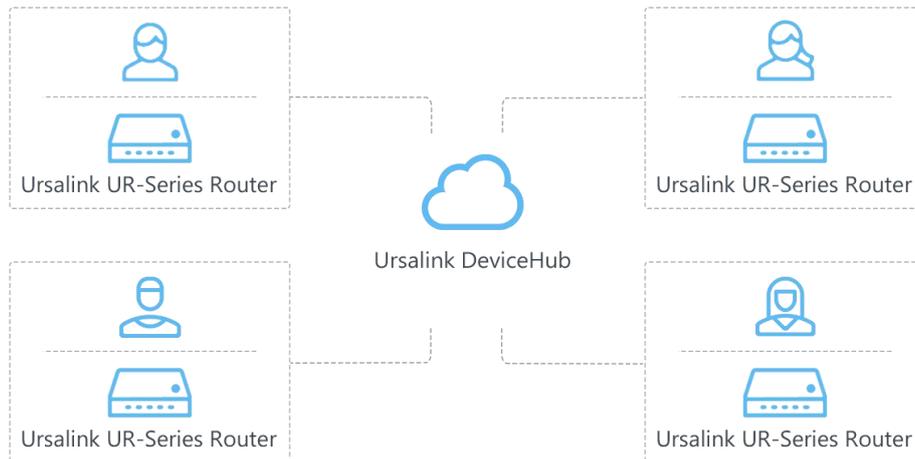
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Introduction

Ursalink DeviceHub provides a high-efficiency, low maintenance solution to easily deploy Ursalink Router Series across multiple locations, reducing complexity and increasing productivity.



About This Guide

This guide teaches you how to connect Ursalink Routers to the Ursalink DeviceHub, and how to manage the routers on the Ursalink DeviceHub.

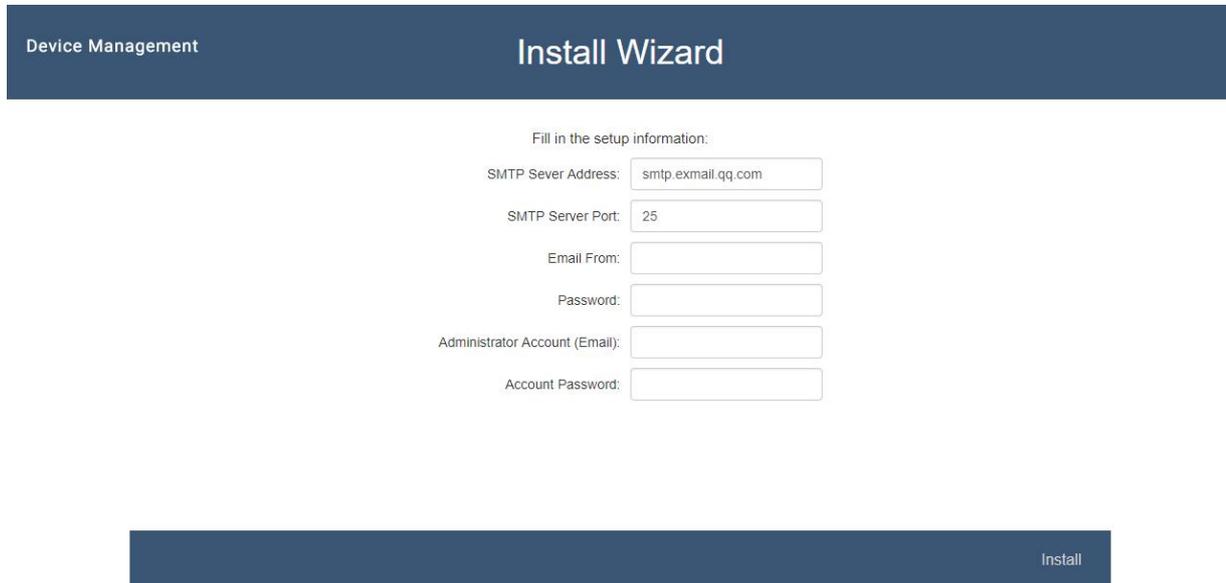
This guide is intended for the following users:

- Distributors
- Network Planners
- Network administrators responsible for network configuration and maintenance

Getting Started

Registration and Login

After the DeviceHub is installed successfully, complete the “Install Wizard”.



Device Management

Install Wizard

Fill in the setup information:

SMTP Sever Address:

SMTP Server Port:

Email From:

Password:

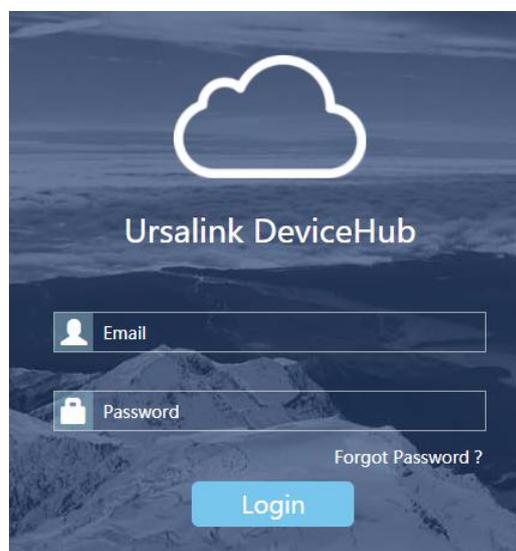
Administrator Account (Email):

Account Password:

Install

- **SMTP Server Address:** set the SMTP server address for email service.
- **SMTP Server Port:** set the SMTP server port for email service.
- **Email From:** set an available email account to implement email service such as alarm email.
- **Password:** fill in the password of the email account.
- **Administrator Account (Email):** set an email address as the administrator account.
- **Account Password:** set the password of the administrator account.

After finishing the information setup, click “Install” button and you will be redirected to the login page. And you will be able to log in with the account (Email) and password.



Ursalink DeviceHub

Email

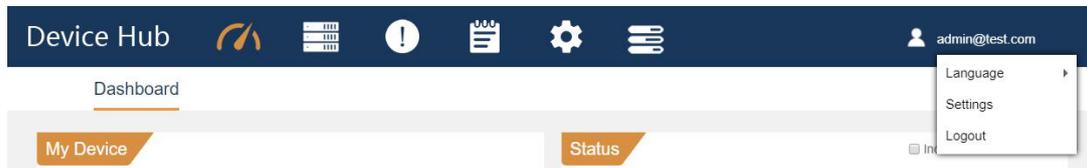
Password

[Forgot Password ?](#)

Login

Account Options

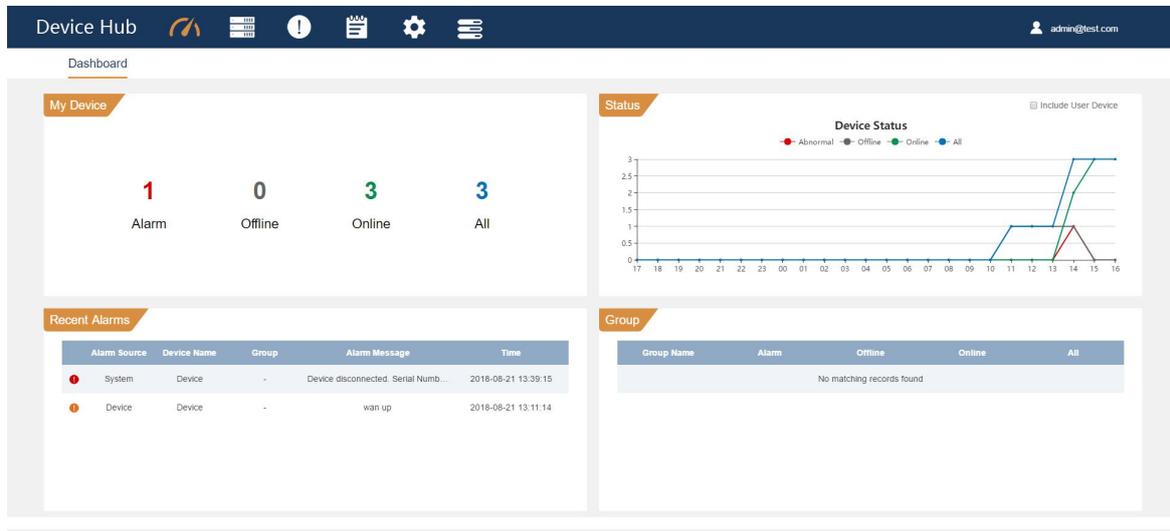
After logging in, click the account at the right-upper corner, and a dialog box will pop up.



- **Language:** change the Web language.
- **Settings:** edit the account settings.
- **Logout:** click to log out the Ursalink DeviceHub.

Web Configuration Panel

There are 6 main sections on the Web configuration panel.



- **Dashboard**
View my devices, recent alarms, device status, and device groups.
- **Device**
Manage devices.
- **Alarm**
Check device alarms, configure alarm settings, and manage the alarms.
- **Operation Log**
Check operation log related to the concurrent account.
- **Settings**
Edit account settings and manage users.
- **Task**
Check task status for your devices.

Quick Start Instruction

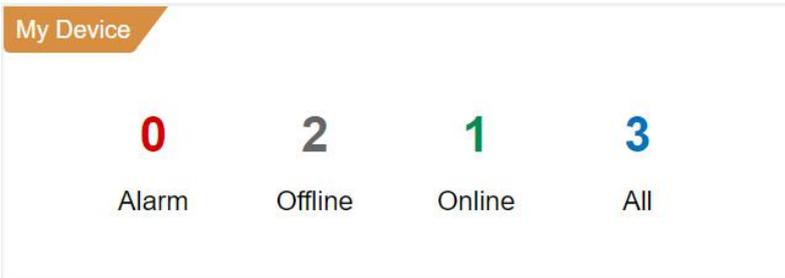
1. Register a Ursalink device management account and log in.
2. Add “Devices” to manage your Ursalink routers.
3. Add users, specify the roles types and send activation email to the users. The users can log in Ursalink DeviceHub using their accounts and add devices to the platform.
4. Manage User devices.

Dashboard

On the dashboard, you can check your devices status, devices’ recent alarms, and your device groups.

◆ My Device

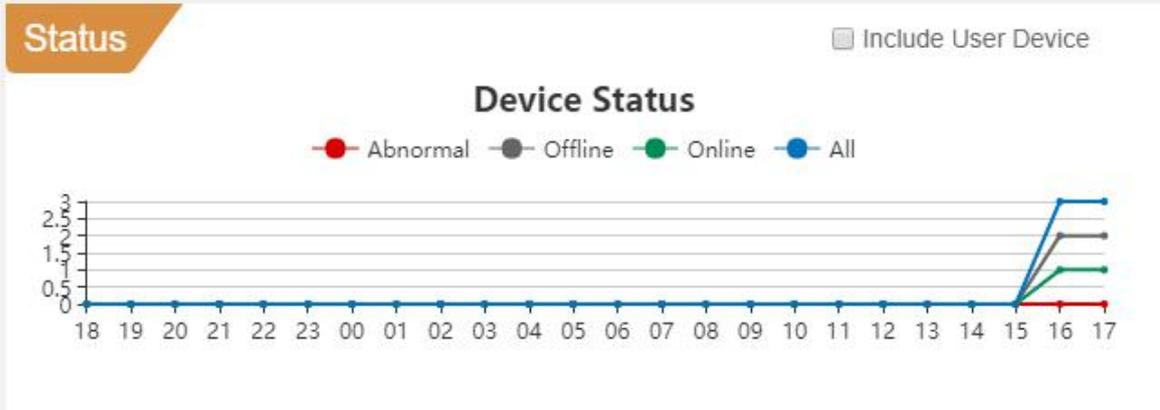
Display the number of major alarm devices, offline devices, online devices, and total devices.



◆ Status

The graph shows your device number according to the time (0-24 hours).

- **Red** line shows new abnormal device number in the past hours. If there are major alarms on the device, the device will be considered as an abnormal device.
- **Gray** line shows the concurrent offline device number.
- **Green** line shows concurrent online device number.
- **Blue** line shows concurrent total device number.



If you check the option “Include User Device”, the graph will show both your device number and your users’ device number.

◆ Recent Alarms

Display the recent alarms for your devices. This page shows at most 10 alarms. For more alarm information, click  on top of the screen.



Alarm Source	Device Na...	Group	Alarm Message	Time
	System	Device	-	Device disconnected. Seria... 2017-12-0

◆ Group

Display the created device groups and the device number in the groups.



Group Name	Alarm	Offline	Online	All
Group 1	0	0	1	1

Settings

Click  on top of the screen to manage your account settings and manage users.

General Settings

- **My Information**

Check your account role and edit your account name.

- **Notification**

Check the option “Send alarm to email”, and fill in the recipients’ or your email address. If an alarm occurs on your device, you will receive the notification email.

General User Security

My Information

Name	admin@test.com
Email	admin@test.com
Role	Admin
Managing/Max Manageable	1/Unlimited

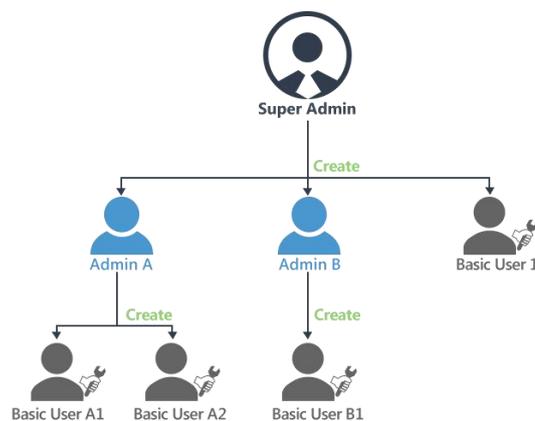
Notification

Send alarm to email

Email Address	admin@test.com
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User Management

As an Super Admin, you can add Ursalink device management accounts for your Admin or add Basic User for the router installers and technical supports.



-  Super Admins can create Admin users and Basic Users.
-  Admins can create Basic Users.
-  Basic Users have task-based permission, no permission to create users, usually for a technical support or installer.

Role \ Permission	Super Admin	Admin	Basic User
Dashboard	√	√	√
Manage My Device	√	√	√
Manage User Device	√	√	×
Alarm Settings	√	√	√
Operation Logs	√	√	√
Create Admins	√	×	×
Create Basic Users	√	√	×

Adding New User

- 1. Click "Add" to add a new user.
- 2. Fill in the user's email address and other information.
- 3. Specify the user role.
- 4. Click "Save and send activation email", the system will send an activation email to the user's email address.

Add User ✕

Username	<input type="text"/>	Company	<input type="text"/>
Role	<input type="text" value="Reseller"/>	Mobile	<input type="text"/>
Email	<input type="text"/>	Manageable Devices	<input type="text"/>

- 5. After the new user finishes registration, he/she can log in Ursalink DeviceHub to add and manage devices.

Email	<input type="text"/>
Name	user
Password	<input type="password"/>
Password strength: Strong 	
Retype Password	<input type="password"/>

[Save](#)

Editing User

Click  to edit the user information. If the user account is not activated, you can click “send activation email” with new activation link to the user again.

×**Edit User**

Nickname	user	Company	Ursalink
Role	Basic	Mobile	
Email	user@ursalink.com	Manageable Devices	100

[Save](#) [Cancel](#)

Deleting User

Click  to delete a user. If the user has device(s) in his device list, you cannot delete the user. Before deleting the user, you need to transfer the device(s) managing authority to other user’s first.

[How to transfer device managing authority?](#)

Security Settings

On the Security page, you can change your login password. We recommend that you set a robust password with lower cases, upper cases and numbers.

Reset Password

Old Password

New Password

Password strength: Strong

Retype New Password

Device Management

Click  on top of the screen to manage your devices and users' devices.

My Device

On "My Device" page, you can **add/delete/upgrade/provisioning** devices, edit and change the devices' administrator.

My Device Device Group User Device

Add **Delete** **Upgrade** **Provisioning** Search  

Status	Device Name	Device Group	Serial Number	Hardware	Firmware	Model	Part Number	Expire in	Operation
	Device	-	621580609667	V1.0	55.2.0.7-beta03	UR55	L00E-S1122	N/A	   
	Device	-	621480490745	V1.0	52.2.0.7	UR52	L00E-S1122	N/A	   
	Device	-	987654321012	V1.1	2.2.0.7-beta03	LTE-ROUTER-72		N/A	   

- The device is connected to DeviceHub.
 - There is an alarm on the device; click the icon to check the alarm information.
 - The device is unavailable.
- If the device becomes offline, you can't access the device even if you click  . And the icon will turn ● from ● in 10 minutes.

Searching Device

You can search for device you want to operate by Device Name, Device Group, Serial Number, MAC address or Model.

Search   

- Enter relevant information in the search field, click  to search device from the device list.
- Click  to refresh the device list.
- Click  to choose which items to display.

Adding Device

There are two ways to add routers to Ursalink DeviceHub. Choose either of them to add devices according to your circumstance.

- [Connecting to Ursalink DeviceHub via ID](#)
- [Connecting to Ursalink DeviceHub via Authentication Code](#)

Connecting to Ursalink DeviceHub via ID

You can add your device to DeviceHub directly by ID authentication.

1. Log in Web GUI. After logging in, go to “System > Device Management”, and you will see the device management settings.

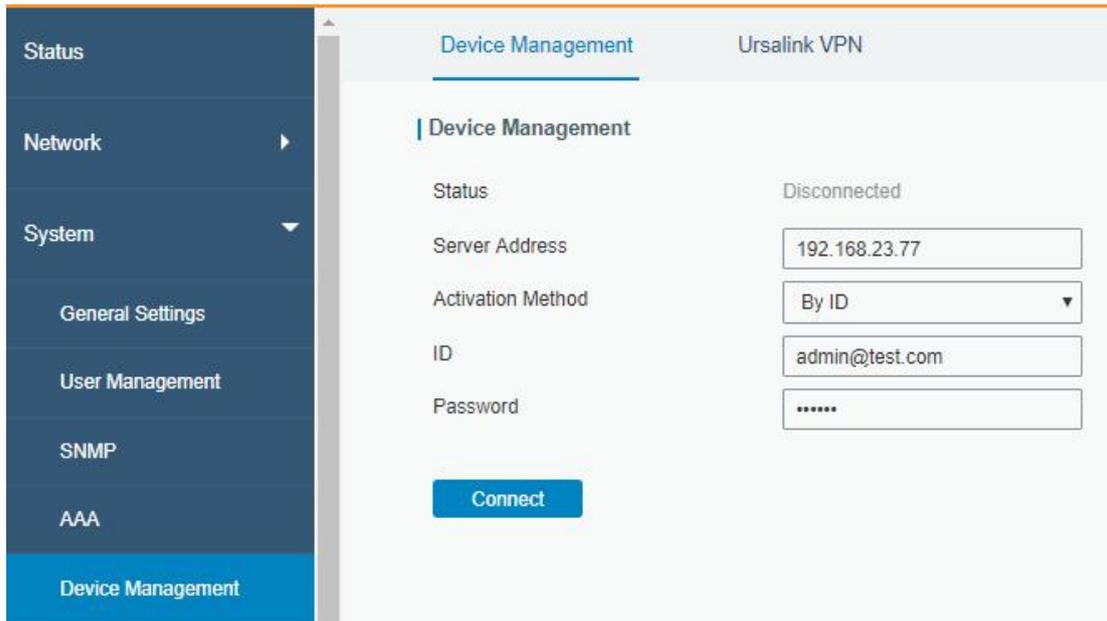
The screenshot displays the 'Device Management' configuration page in the Ursalink VPN web interface. The left-hand navigation menu includes 'Status', 'Network', 'System', 'General Settings', 'User Management', 'SNMP', 'AAA', and 'Device Management'. The main content area is titled 'Device Management' and shows the following configuration details:

- Status: Disconnected
- Server Address: 192.168.23.77
- Activation Method: By Authentication Code
- Authentication Code: (empty field)

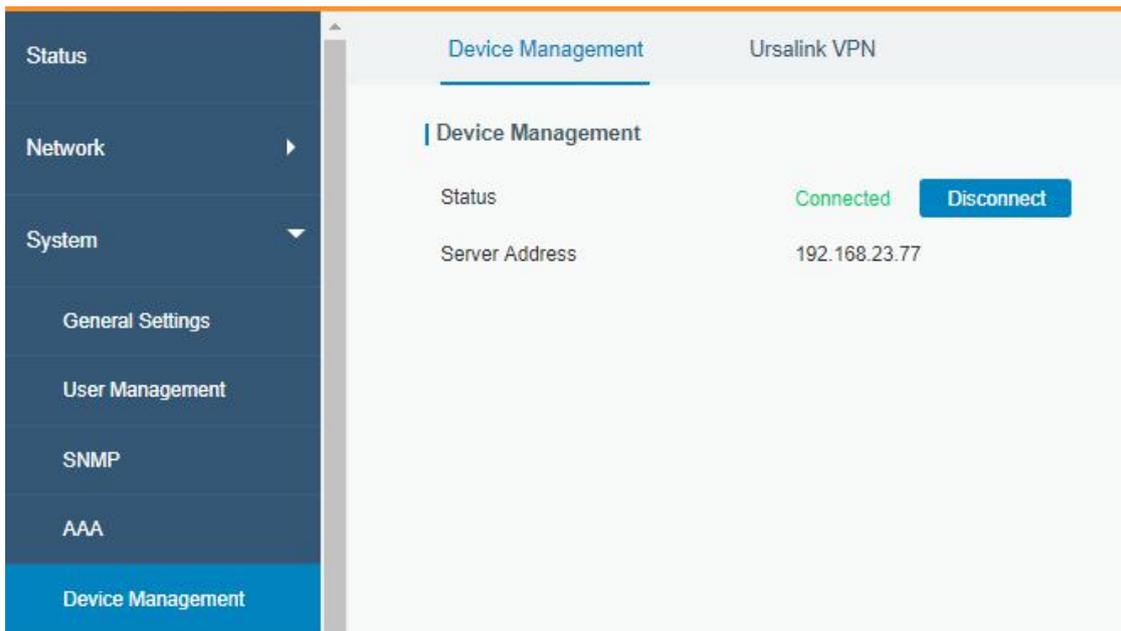
A blue 'Connect' button is positioned below the 'Authentication Code' field.

- **Server Address:** IP address or domain of the DeviceHub server, e.g. 220.82.63.79.
2. Choose “Activation Method” as “By ID”, and fill in your DeviceHub ID and password.
 - **ID & Password:** the registered DeviceHub account (email) and password.

For example:



3. Click "Connect". If the ID and password are correct, the status will show "Connected". Now, the router is connected to the Ursalink DeviceHub.



4. You can see the connected router appears on the My Device list of the DeviceHub, and the status shows "Connected".

My Device Device Group User Device

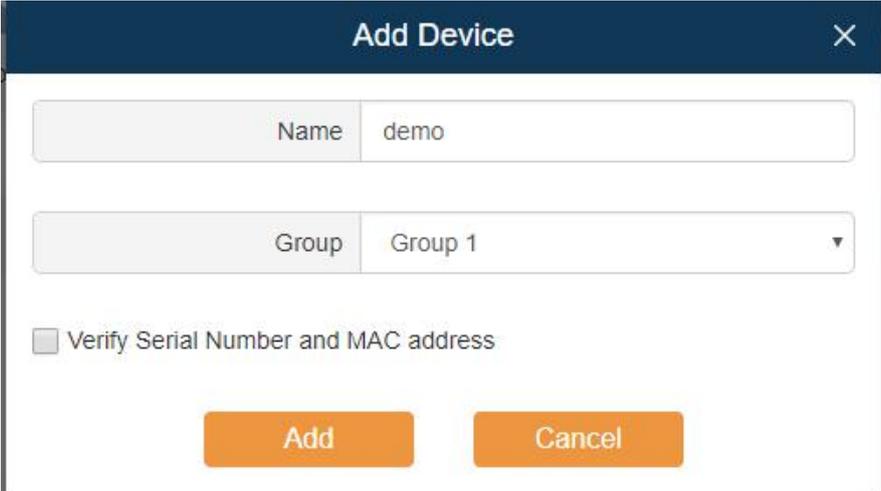
Add Delete Upgrade Provisioning Search <input type="text"/>										
Status	Device Name	Device Group	Serial Number	Hardware	Firmware	Model	Part Number	Expire In	Operation	
●	Device	-	621580609667	V1.0	55.2.0.7-beta03	UR55	L00E-S1122	N/A	🔍 🔄 👤 🗑️	
●	Device	-	621480490746	V1.0	52.2.0.7	UR52	L00E-S1122	N/A	🔍 🔄 👤 🗑️	
●	Device	-	987654321012	V1.1	2.2.0.7-beta03	LTE-ROUTER-72		N/A	🔍 🔄 👤 🗑️	

Connecting to Ursalink DeviceHub via Authentication Code

Device's operator can connect the device to Ursalink DeviceHub via authentication code assigned by the DeviceHub users.

For the DeviceHub Users

1. Click "Add", enter a name to help yourself identify the router, and then click "Add".



2. Verify Serial Number and MAC address.
 - **Check the option:** you need to fill in the router's Serial Number and MAC address. The generated authentication code is only applicable for the specific router.
 - **Uncheck the option:** any router can connect to the DeviceHub via the randomly generated authentication code. Once the router is connected to the DeviceHub, the router's Serial Number and MAC address will be automatically filled in.
3. Click "Add", and the system will generate an authentication code.



4. Send the code to the operator's email or copy the code and send it to the operator.

For the device's operator

5. Log in the router's Web GUI. After logging in, go to "System > Device Management", and you will see the device management settings.

The screenshot shows the 'Device Management' configuration page in the router's Web GUI. The left sidebar is dark blue with 'Device Management' highlighted in a lighter blue. The main content area has a light blue header with 'Device Management' and 'Ursalink VPN'. Below the header, the 'Device Management' section is titled. The settings are as follows:

Status	Disconnected
Server Address	<input type="text" value="192.168.23.77"/>
Activation Method	<input type="text" value="By Authentication Code"/>
Authentication Code	<input type="text"/>

A blue 'Connect' button is located below the authentication code field.

6. Fill in the "Server Address".

Set "Activation Method" as "By Authentication Code", and fill authentication code in the blank.

- **Authentication Code:** code generated from the DeviceHub.

For example:

This screenshot is similar to the previous one, but the 'Authentication Code' field is now filled with the example code: 'MzE1Mzc4YWYwMGQ3NTA4N'.

Status	Disconnected
Server Address	<input type="text" value="192.168.23.77"/>
Activation Method	<input type="text" value="By Authentication Code"/>
Authentication Code	<input type="text" value="MzE1Mzc4YWYwMGQ3NTA4N"/>

A blue 'Connect' button is located below the authentication code field.

7. Click “Connect”. If the code is correct, the status will show “Connected”.

The screenshot shows the Device Management interface for a device named "Ursalink VPN". The status is "Connected" and the server address is "192.168.23.77". A "Disconnect" button is present. Below the main content is a table with columns for Status, Device Name, Device Group, Serial Number, Model, Expire In, and Operation. The table contains one row for the device "Device" with serial number "621173959666" and model "UR72".

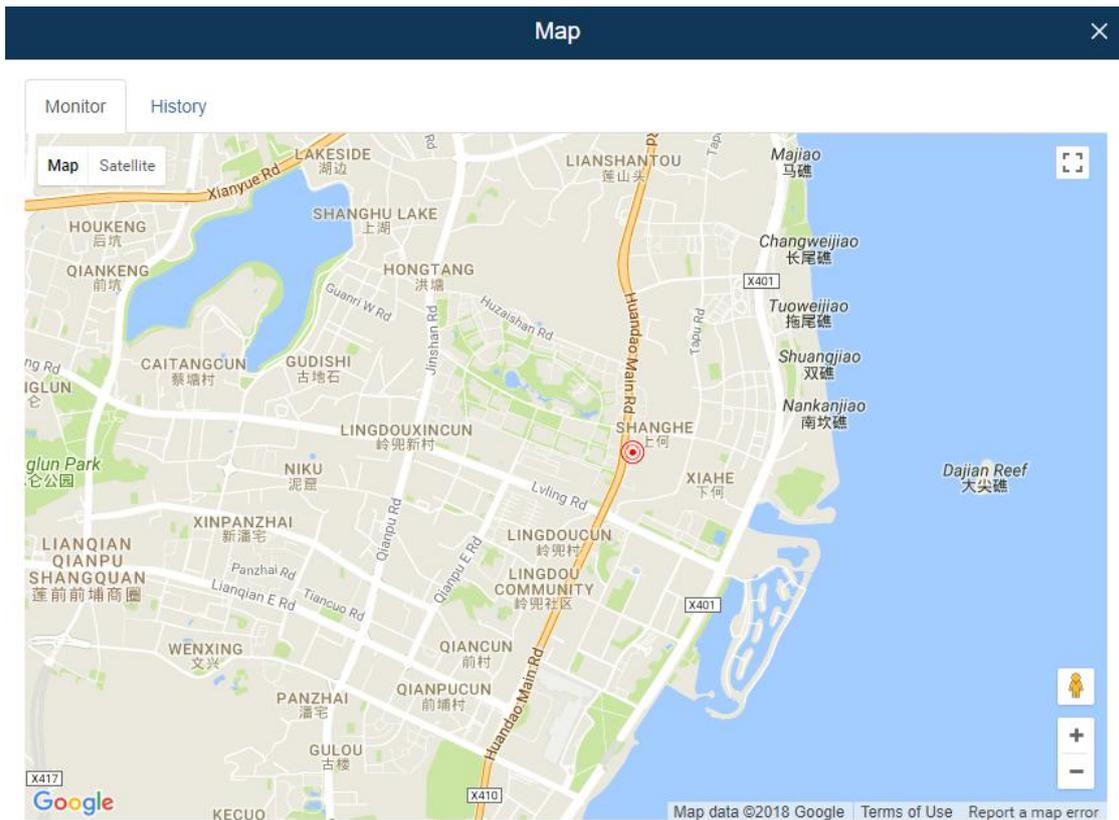
Status	Device Name	Device Group	Serial Number	Model	Expire In	Operation
●	Device	-	621173959666	UR72	N/A	

Monitoring Device's Location

Before monitoring device's location, log in router's Web GUI, and go to “Industrial > GPS > GPS” to enable GPS function.

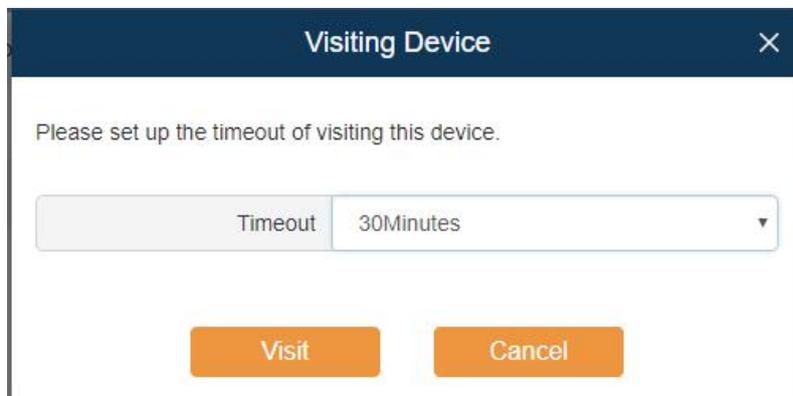
The screenshot shows the GPS configuration page. The "Enable" checkbox is checked, and a "Save" button is visible. The left sidebar shows the navigation menu with "GPS" selected.

Go to “My Device” on DeviceHub and click to monitor the router's location and historical route.



Visiting Device

1. Click  and select the timeout value from the drop-down menu, then click “Visit”.



2. The system will give you an address to access the device, click on the URL to access the device.



If SSH is enabled, the dialog box will display as below.



3. After you log in the router, you can view and manage configurations.

Editing Device

Click  to view and edit the device information. You can edit the device's name and assign the device to a group.

The 'Edit Device' dialog box displays the following information:

Name	demo	Date Registered	2017-12-01 16:07:38
Serial Number	[REDACTED]	Last Connected	2017-12-01 16:20:39
MAC Address	[REDACTED]	Add User	admin@test.com
Model	UR72	Group	Group 1
Firmware Version	2.1.0.2		
Uptime	06:19:14		

Buttons: Save, Cancel

Selecting Device Administrator

Click  to select the device administrator.

- If a user is selected, he/she can manage the device on the DeviceHub.
- If a user's management authority is removed, the device will be deleted automatically from his/her device management account.



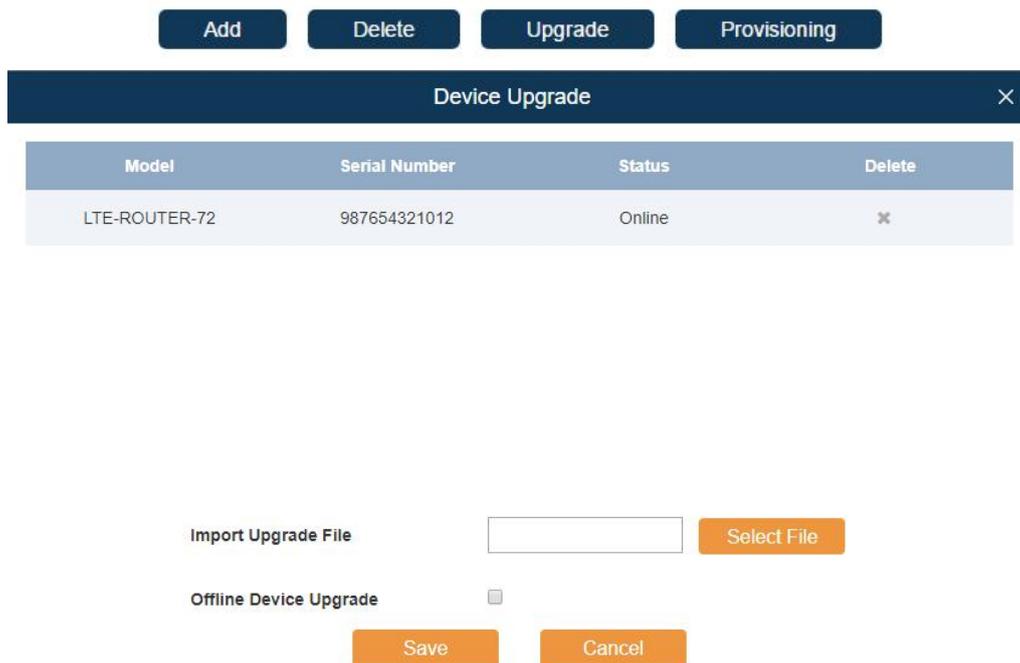
Deleting Device

Click to delete a device from the device management. If the device is still connected, you need to click and select “Force it Connection” to quit device connection first. Then click to delete the device.

Note:

- If the device is managed by multiple users, and you delete the device, the device will also be deleted from other users’ device management accounts.

Upgrading Device

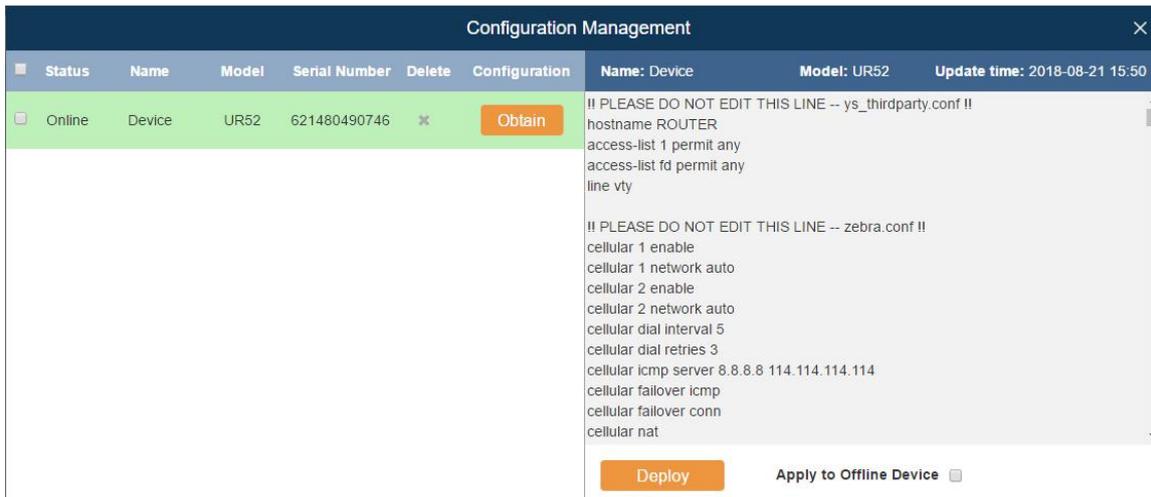


- Select the devices you want to upgrade, and the devices should be of the same model, firmware and hardware. Then click Upgrade and the Device Upgrade window will pop up. Click Select File to upload upgrading file. After the firmware is uploaded successfully, you can click Save to complete the upgrading. Just leave **Offline Device Upgrade** unchecked if no offline device upgrade is needed.
- You can view the task status by clicking .

Provisioning

You can search by Device Name, Device Group, Serial Number, MAC address or Model.

- Select the devices you want to synchronize their configuration (the model, firmware, hardware and part number should be the same). Then click **Provisioning**.
- The DeviceHub will obtain the configuration file from the first device you have selected by default. You can also obtain a device’s configuration by clicking **Obtain**. The configuration information will be shown in the right textbox, then you can modify the parameters.

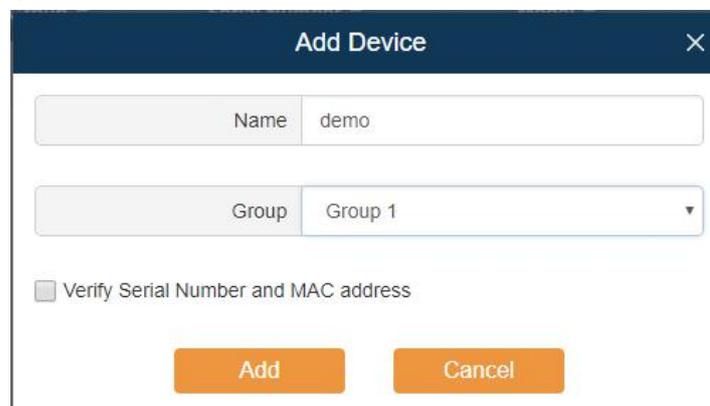


- After confirming the parameters of the configuration, you can click **Deploy** to send and apply the devices you have selected. If you don't want to deploy the off-line devices just leave the **Apply to Offline Device** unchecked.
- You can view the task status by clicking .

Device Group

You can group your devices by areas, device models or other purposes.

1. Click "Add" to add a device group.
2. Specify the group name, and then click "Add".



3. Click  to edit the device group.

Edit Device Group
✕

Save
Cancel

Add
Remove

	Device Name	Model	Serial Number	MAC Address
<input type="checkbox"/>	demo	UR72	621173959666	24:E1:24:0B:64:43

4. Click “Add” to add your device into the group.
5. Click “Save”.

User Device

On the “User Device” page, you can check all your users’ devices.

- Select Users from the drop-down menu to check different users’ devices.
- Enter contents in the search field, click  to search device from the device list.
- Click  to choose which items to display.
- Click  to select the device administrator.

My Device
Device Group
User Device

User:

🔍
☰

Status	Model	Serial Number	MAC Address	Administrator
●	UR72	621173959666	24:E1:24:0B:64:43	

- The device is connected to Ursalink DeviceHub.
- The device is offline or not connected to Ursalink DeviceHub.

Alarm

Click  on top of the screen to check alarm information for your managed devices and set the alarm settings.

Alarm List

When something is wrong with your device, an alarm message will be sent to Ursalink DeviceHub. You can set the alarm events in Alarm Settings. You can search alarms by Alarm Level, Alarm Name, Time and device Serial Number.

The screenshot shows the 'Alarm List' page in the Device Hub interface. At the top, there's a navigation bar with 'Device Hub' and a user profile 'admin@test.com'. Below the navigation bar are two tabs: 'Alarm List' (active) and 'Alarm Settings'. The main content area has several filter fields: 'Alarm Level' (set to 'All'), 'Alarm Name' (set to 'All'), 'Time' (range from 2018-08-31 00:00 to 2018-08-31 23:59), and 'Serial Number' (empty). A 'Search' button is next to the Serial Number field. Below the filters is a table with columns: 'Time', 'Alarm Source', 'Device Name', 'Serial Number', 'Device Group', 'Alarm Name', and 'Alarm Message'. There are two rows of data, both showing 'WAN Down' alarms. A red dot icon is next to each row. Above the table is an 'Acknowledge' button. To the right of the table is a grid icon.

Time	Alarm Source	Device Name	Serial Number	Device Group	Alarm Name	Alarm Message
2018-08-24 13:13:46	Device	Device	621274843088	-	WAN Down	wan down
2018-08-24 10:19:41	Device	Device	621274843088	-	WAN Down	wan down

Acknowledging Alarm

When the alarm appears, the device status will be displayed ● (red alarm). You should check the alarm information and fix the relevant issues for your device, then acknowledge the alarm.

1. Check the abnormal device and solve the problem.
2. Select the solved event from alarm list.
3. Click “Acknowledge”.
4. Your device status will be changed to ● (green normal).

Note:

- If you don't solve the router's problem, and click “Acknowledge”, the device status will also turn to ● (green normal).
- If a device is managed by multiple users, all the users will receive the alarm information. If User A acknowledges the alarm, the device status on User B's side will not be affected, it is still ● (red alarm).

Alarm Settings

On the “Alarm Settings” page, you can set which events to be recorded as alarms. There are two alarm levels, Major and Minor.

By default, Major Alarms are enabled. When the problems pop up, the alarm will be recorded on your Ursalink device management account.

Alarm List Alarm Settings

	Record	Level
System		
Device Disconnected	<input checked="" type="checkbox"/>	Major
Device Deleted	<input checked="" type="checkbox"/>	Major
Device Removed	<input type="checkbox"/>	Minor
System User Lockout	<input type="checkbox"/>	Minor
Device		
Cellular Down	<input checked="" type="checkbox"/>	Major
Failed to send SMS	<input type="checkbox"/>	Major
VPN Down	<input checked="" type="checkbox"/>	Major
WAN Down	<input checked="" type="checkbox"/>	Major
Cellular Up	<input checked="" type="checkbox"/>	Minor
Text messages received	<input type="checkbox"/>	Minor
VPN Up	<input checked="" type="checkbox"/>	Minor
WAN Up	<input checked="" type="checkbox"/>	Minor

Operation Log

Click  on top of the screen to check operation logs for your account. On this page, you can check and search operation logs for Login, Logout, My Device, Remote Connection, Device Group, User Device, Alarm, General, User and Security executed by you and system administrator.

Device Hub  admin@test.com

Operation Log

Log Type: IP:

Time: Serial Number:

Time	Type	Serial Number	Operation	Operator	IP
2018-08-31 14:03:05	My Device	-	New device added. Device Name: ursalink, Serial Number:-	Me	192.168.24.251
2018-08-31 14:01:26	Remote Connection	987654321012	Device remote connection established. Device Name: Device, Serial...	Me	192.168.23.72

Task

Click  on top of the screen to check task status for your devices. On this page, you can check and search task for Upgrade, Configuration Obtaining and Configuration Deployment.



The screenshot shows the 'Device Hub' interface with a dark blue header. On the left, there are icons for refresh, a list, an alert, a calendar, a gear, and a hamburger menu. On the right, the user 'admin@test.com' is logged in. Below the header, there are 'Start' and 'Stop' buttons and a search bar containing the text 'complete'. The main content is a table with the following columns: Model, Serial Number, Status, Task Type, Task Status, Create Time, and Finish Time. The table contains seven rows of task data.

Model	Serial Number	Status	Task Type	Task Status	Create Time	Finish Time
UR52	621480490746	Online	Configuration Obtaining	Completed	2018-08-21 15:50:21	2018-08-21 15:50:26
LTE-ROUTER-72	987654321012	Online	Upgrade (2.2.0.7-beta01 -> 2.2.0.7-beta03)	Completed	2018-08-21 13:25:54	2018-08-21 13:34:24
UR55	621580609667	Online	Upgrade (55.2.0.7-beta01 -> 55.2.0.7-beta03)	Completed	2018-08-21 13:14:50	2018-08-21 13:20:06
UR55	621580609667	Online	Configuration Obtaining	Completed	2018-08-21 13:14:04	2018-08-21 13:14:06
UR55	621580609667	Online	Configuration Obtaining	Completed	2018-08-21 13:13:56	2018-08-21 13:13:57
UR52	621480490746	Online	Configuration Deployment(View Config)	Completed	2018-08-21 13:09:59	2018-08-21 13:10:15

-END-