

Business Central™ 2.0: Wireless Manager Frequently Asked Questions

1. What is the difference between Business Central™ 2.0 and Wireless Manager?

Business Central is the NETGEAR® secure, cloud based IT service platform designed to provide small to mid-sized organizations with an affordable way to establish, provision and manage key IT networking services. Wireless Manager is a component of Business Central that allows customers to manage their entire WiFi network across multiple borders, cities, buildings and floors – anyplace, anytime.

2. Will Business Central Wireless Manager be offered as a license?

Yes, you can choose from 6 license options. Choose to manage increments of 1, 10 or 50 APs across 1 year or 3 years. Licenses are sold separately from Access Points.

3. What is the 90 days free trial period for the Wireless Manager?

Every cloud capable Access Point comes with a 90 days free trial period for the full service. For users that are interested in trialing the cloud platform, simply purchase a cloud capable NETGEAR ProSAFE Access Point and sign up for an account on Business Central at businesscentral.netgear.com. Once the AP is activated (automatically through communicating with the Business Central service), a user has 90 days to access the Business Central account. Users can manage the AP, explore the interface, change configurations, access monitoring statistics, etc. At the end of 90 days, a user's account is locked out. To regain access to the account, a user needs to purchase any of 6 available subscription licensing options.

4. If a license is not renewed, what happens at expiry?

Access Points continue to be active, but cannot be configured or managed from the Cloud, until a new license is added.

5. How do I know when licenses will expire?

Remaining license tokens and an expiry date is available inside every account. Business Central servers automatically send 30 day notice reminders in the last remaining month and a further 15 day grace period post expiry.

6. Which APs will be supported by Wireless Manager?

The following ProSAFE branded business grade Access Points will be supported by Wireless Manager: WAC720, WAC730, WNDAP660, WNDAP360, WNDAP350, WNAP320 and WNAP210v2.

ProSAFE WNDAP620, WN370 and WND930 are NOT currently supported by Wireless Manager.

7. Do I need to buy special cloud versions of the APs to use Wireless Manager?

Existing and new APs can be used with Business Central. Customers simply need to make sure they download cloud capable firmware for supported APs from support.netgear.com to be able to synchronize with Business Central.

8. Will Business Central Wireless Manager be delivered as a download from the Internet?

No. The actual application (Business Central) will be hosted in a datacenter run by Amazon. Users do not need to download any software, and will access the management platform application from a secure browser, located from anywhere in the world.

9. How many APs can be supported by a Business Central 2.0 Wireless Manager account?

Up to 200,000 APs can be supported using Wireless Manager.

10. If I choose to move to a hardware based Wireless Controller in the future, how easy is it to move APs off Business Central Wireless Manager?

This is very easy, but obviously, this should be done off business hours.

The user should first disconnect the wireless controllers, and then log in to each of the controller managed Access Point and convert to standalone Access Point (by downloading the cloud capable firmware from NETGEAR website). Factory reset the access point and then reconnects to the network. The access points will then automatically call home to the Business Central to be added into the customer account.

11. If an account admin is logged on, how long before the account is timed out as a result of inactivity for security reasons?

The inactivity time for session timeout is 15 minutes.

12. Would Business Central be sold as a service or a product SKU?

Business Central will be sold as a product SKU, and not as a service. However, the VAR can (if they choose) to sell additional services on top of the Business Central offering. Or alternatively, the VAR can deal directly with NETGEAR (by purchasing the SKU), and resell the service to the end user. But from NETGEAR's perspective, Business Central subscription SKU is no different than a product SKU. Starting in Business Central 2.0, the Multi-Tenancy feature will enable VARs to use a single account to manage multiple end user (customer) accounts.

13. Where do I get the firmware on the AP to be cloud managed?

During the initial transition period (where there may be units in the channel and distribution from earlier shipments), the customers should go to NETGEAR support to download the latest AP standalone firmware and upload on the AP. Factory reset the AP and it will be activated with cloud enabled firmware.

After the transition period, all cloud capable firmware will be shipped with cloud capable firmware on default.

14. What kind of personal data will be required from the customer to download Wireless Manager?

When the user purchases the subscription (one of the 6 SKU's mentioned above), the user simply provides an email address to a NETGEAR authorized VAR, and the VAR will provide this email address to an Authorized Distributor as part of the purchase order. The Distributor then will make the request to NETGEAR LMS system (license management system). The LMS will automatically generate the license key for the user to enter into his account. This license key will be sent to the email address that the user used to make the purchase. If the user has never signed up to an account before, they will follow through with the account signup process. The information needed for account sign up is exactly the same as what a user will provide as part of the sign up process to create a MyNetgear.com account. Business Central and MyNetgear.com use a common single-sign-on authorization process.

15. On purchasing a license key, when will a customer receive the license?

Our License Management System generates license 5 times a day. On receipt of licensing orders from distribution, license keys will be emailed to end users within 24 hours.

16. Who can sign up for a Business Central 2.0 Wireless Manager Account?

End users can register for an account and manage it by themselves. Alternatively, Business Central can be purchased as a managed service from authorized NETGEAR partners. For a NETGEAR partner to manage multiple end user accounts, it is recommended for the partner to leverage the multi-tenancy feature in Business Central 2.0 to manage multiple customers with a single log in account.

17. What is the frequency of the AP communication to Business Central?

The AP communicates to the Business Central on regular frequency. The initial communication is created using an exponential back-off algorithm to avoid unnecessary and excessive traffic over the network.

Initially, the AP will start to communicate with the Business Central upon boot-up, automatically. The initial communication will be initiated by the AP with 3 consecutive messages via HTTPS tunneled to the

Business Central to inform Business Central about the AP's availability to be added to the network. If the AP cannot find the Business Central within this first attempt, it will try again in 4 more seconds (22 seconds). If the Business Central does not respond, the AP will back off to 8 seconds, before trying to communicate again in 16 seconds, and so forth.

18. Does Business Central Wireless Manager support 802.1x RADIUS Authentication?

Yes. Business Central cloud managed AP's support authentication via RADIUS. During the 802.1X authentication process, the AP acts as the Authenticator (i.e., RADIUS client) that directly interacts with the RADIUS Authentication Server. The authentication packets will be passed along between the AP and the configured RADIUS Server. The RADIUS Server can be inside the corporate firewall or on the Internet. Business Central basically configures the Radius setting on the Access Points, and the wireless client will be authenticated to the configured Radius servers. To configure the RADIUS server, the IT administrator should go to the RADIUS server profile at the location level such that all APs in that location will share the same RADIUS server settings.

19. Where can I purchase Wireless Manager Licenses?

Licenses are available exclusively through our indirect channel. End users should contact a local authorized NETGEAR reseller who can offer advice and guidance on available options.

20. What is license co-termination and how does it work?

Co-terminations ensures you have a given single expiry date for your service, regardless of the number of APs you have deployed. Business Central automatically adjusts expiration times whenever you adjust your network through adding or removing APs.

21. Can I control guest access with a pre-approved access code?

Yes, you can set up free and fee based access for given time durations of your choosing from a drop down menu. Business Central Wireless Manager does not include a billing solution, so money will need to be debited manually with a process of your choosing, e.g. cash, debit or credit card over the counter.

22. If I have an account in Business Central 1.0, can I still use the same account for Business Central 2.0?

Yes – NETGEAR will assist you to migrate your content to Business Central 2.0. Please send a request to support.netgear.com for live assistance.

23. Is the AP cloud image the same between WAC720 and WAC730?

Yes.

24. How is the license accounted for in the Multi-Tenancy situation?

The license is applied on tenant level. From the manager account level, the manager will be able to see how many licenses are available for each tenant. The license must be applied to each tenant, and cannot be shared between tenants.

25. What happens if a Manager account want to terminate a Tenant account

Prior to terminating the tenant account, the manager should ensure that there are no unused license in the account. If there are unused license in the tenant account, Manager should keep the account open (do not delete the account or keep a location available in the account). If there are no unused license in the tenant account, Manager can simply terminate the tenant account.