

Managed Wi-Fi Access Points

Service Description

Conterra will deploy a trusted network, and a guest network (2 SSID's).

Conterra will not perform Wi-Fi availability monitoring and cannot assist with individual wireless client connectivity issues. Monitoring of Wi-Fi Clients and AP's can be performed by customer by accessing the Managed Services Portal.

Customer can change Wi-Fi Policies via the Managed Services Portal. The following defines what is considered to be a Wi-Fi policy change:

- Modification of an SSID
- Modification of a pre-shared key
- Rogue AP suppression
- Broadcast channel modification

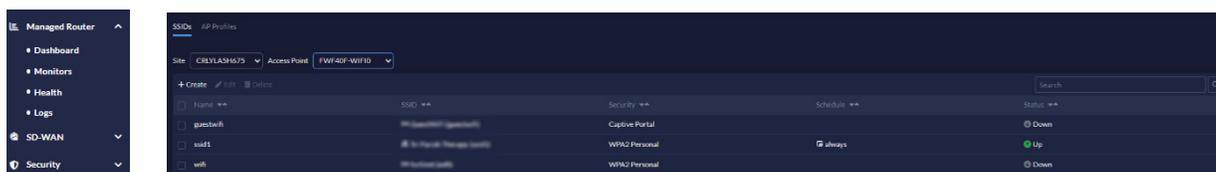
Any change request that varies from the default configuration or Wi-Fi change policy listed above may be completed by Conterra on a time and materials basis. Conterra reserves the right to determine, within its reasonable discretion, whether a change falls within the scope of the Customer's service.

Managed Services Portal User Guide

Customer-assigned Administrators can make changes to their Managed Wi-Fi environment to support the change definitions identified in the Service Description.

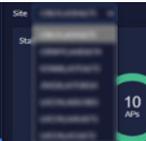
Modification of an SSID

Navigate to **Managed Wi-Fi Configuration** in your Managed Services Portal account.



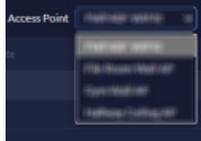
To Change Sites

Use the carrot button to view available sites and select the applicable one.



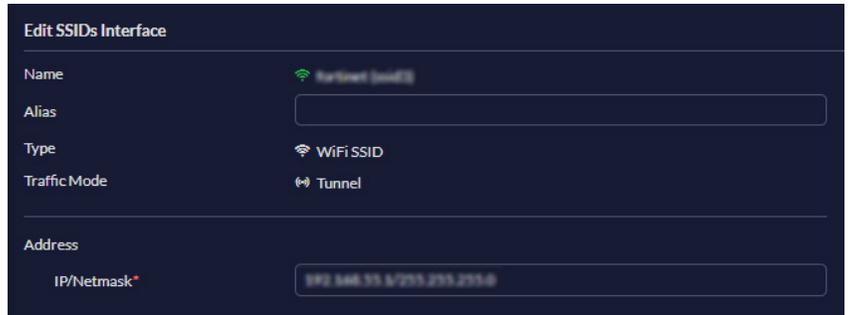
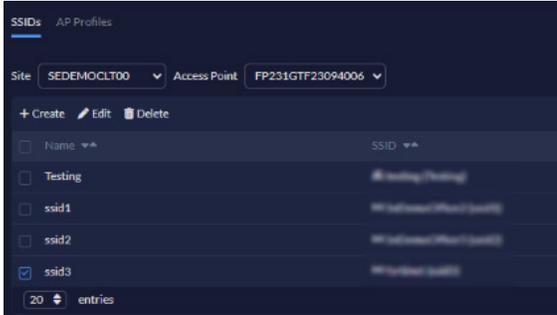
To Change Access Points

Use the carrot button to view the available access points and select the applicable one.



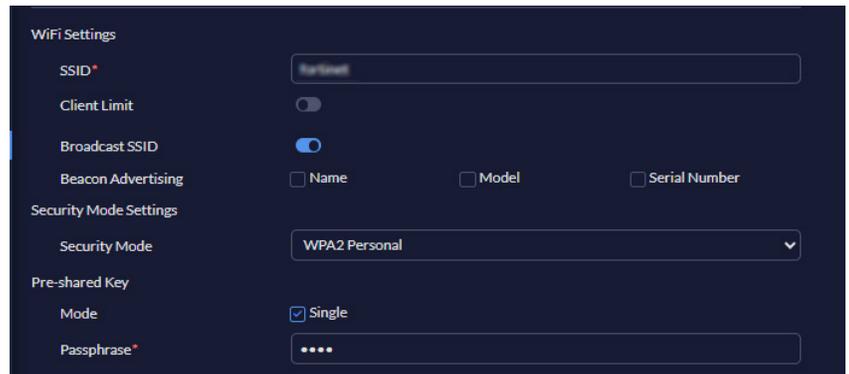
Wi-Fi Change Management Guide

Select the applicable SSID and then select **Edit**  on the Edit SSIDs Interface screen.



Scroll to the bottom section to view:

- SSID name can be changed here by overriding the existing SSID.
- Select **Save** at the bottom of the screen.



IMPORTANT – To Implement the SSID Name changes you must select the **Install**  at the top right of the screen. Failure to implement will result in the changes not being implemented.

Modification of a pre-shared key

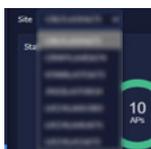
Navigate to **Managed Wi-Fi Configuration** in your Managed Services Portal account.

Select **SSIDs** to view all available SSID's for the selected site.



To Change Sites

Use the carrot button to view available sites and select the applicable one.



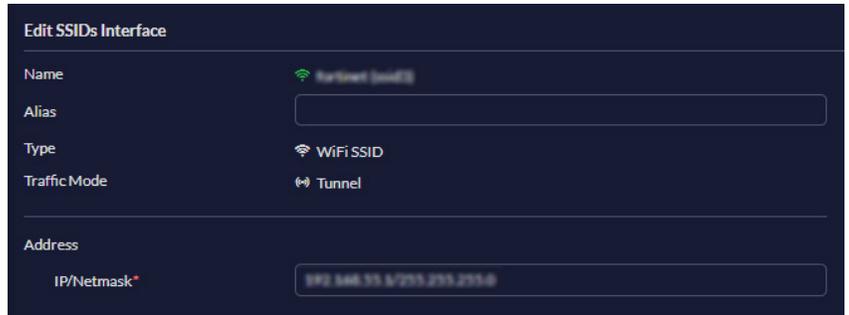
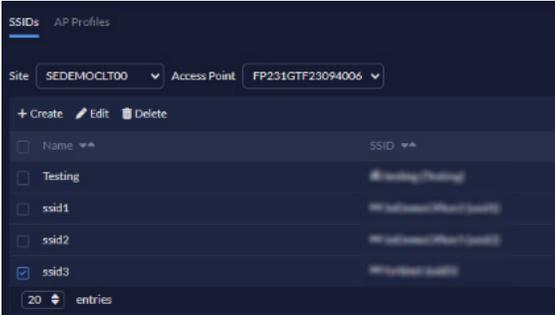
To Change Access Points

Use the carrot button to view the available access points and select the applicable one.



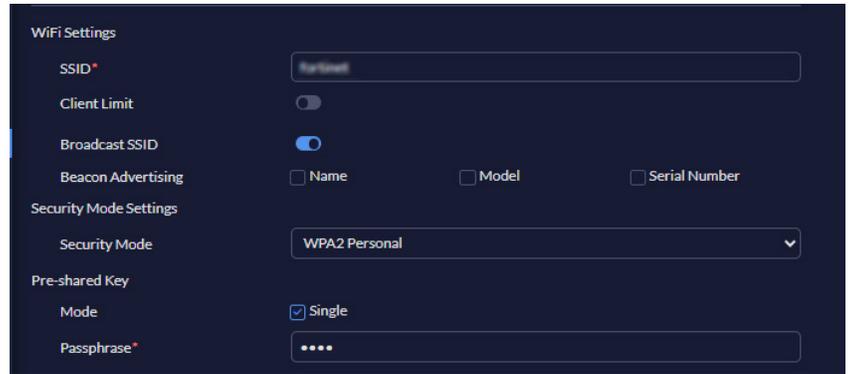
Wi-Fi Change Management Guide

Select the applicable SSID and then select **Edit**  on the Edit SSIDs Interface screen.



Scroll to the bottom section to view:

- Pre-shared key pass phrase can be changed here by overriding the existing passphrase
- Select **Save** at the bottom of the screen

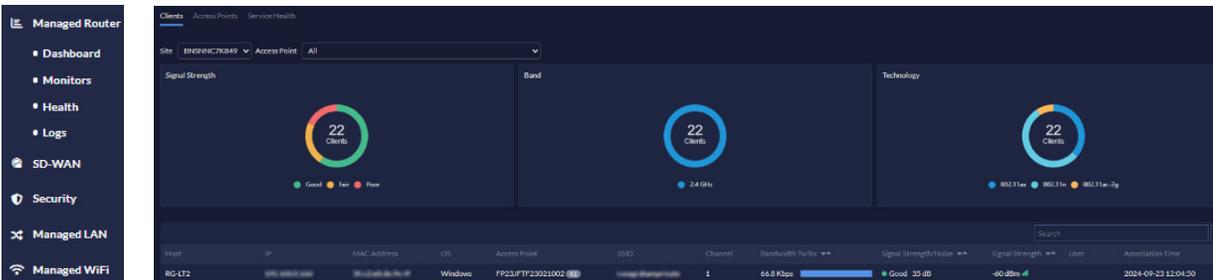


IMPORTANT – To implement the SSID name change you must select the **Install**  at the top right of the screen. Failure to implement will result in the changes not being implemented.

Client Suppression

Navigate to **Managed Wi-Fi Monitoring** in your Managed Services Portal account.

Select **Clients** to view all access points at selected location.



To Change Sites

Use the carrot button to view available sites and select the applicable one.



To Change Access Points

Use the carrot button to view the available access points and select the applicable one.



Select the Client you are interested in.

In the window, select **Disassociate**

Disassociate

Host	IP	MAC Address	OS	Access Point
RG-LT2	192.168.0.144	30x2-88-dc-9c-4f	Windows	FP23JFTF23021002 R1
4a:d1:9f:61:a1:61	192.168.0.82	4a:d1:9f:61:a1:61	iOS	FP23JFTF23021002 R1
d2:25:2c:dd:de:f9	192.168.0.154	d2:25:2c:dd:de:f9	iOS	FP23JFTF23021002 R1
f2:b4:bf:ed:ae:7d	192.168.0.190	f2:b4:bf:ed:ae:7d	iOS	FP23JFTF23027304 R1
Hunters-iPad	192.168.0.130	4a:d1:9f:61:a1:61	iOS	FP23JFTF23021002 R1
cc:6a:10:2f:d8:50	192.168.0.25	cc:6a:10:2f:d8:50		FP23JFTF23027304 R1
RoseGraPodtouch	192.168.0.17	08:f4:ad:54:82:80	iOS	FP23JFTF23021002 R1
RG-LT1	192.168.0.111	30x2-88-dc-9c-4f	Windows	FP23JFTF23021002 R1
26:48:bfb1-27-fb	192.168.0.18	26:48:bfb1-27-fb		FP23JFTF23021002 R1

Client - Hunters-iPad

MAC Address: 4a:d1:9f:61:a1:61
 SSID: [redacted]
 Access Point: FP23JFTF23021002
 Channel: 1
 Association Time: 2024-09-21 15:48:54
 IP Address: 192.168.0.130
 VLAN: 600
 MIMO: 2x2
 Status: ✔ Signal Strength/Noise ✔ Signal Strength ✔ Band

Disassociate

Traffic Details

Date/Time	Source	Destination IP	Service	Application	Action
No data available					

10 entries

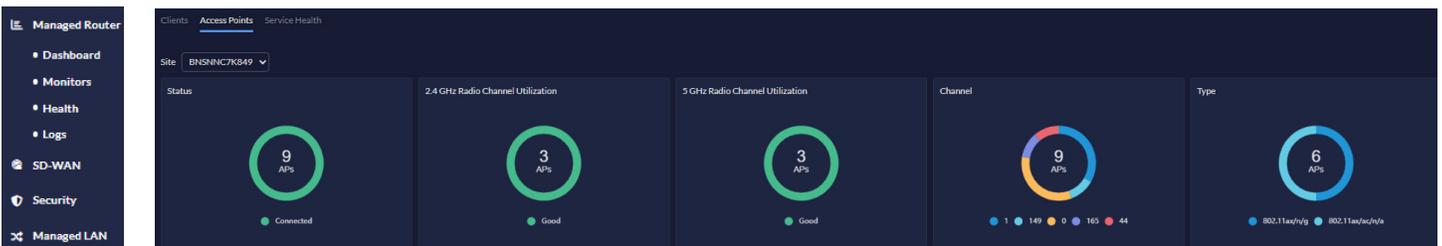
Close

This action will temporarily disconnect the device from the AP (Access Point), disassociating it from the network. However, this disassociation is not permanent — the user can reconnect by providing the correct credentials for your SSID, at which point the device will be accepted.

Rogue AP Suppression

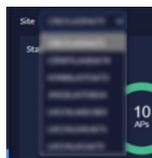
Navigate to **Managed Wi-Fi Monitoring** in your Managed Services Portal account.

Select **Access Points** to view all access points at the selected location.



To Change Sites

Use the carrot button to view available sites and select the applicable one.



Wi-Fi Change Management Guide

Select the Access Point in question in **Monitor Mode**.

Access Point	Connect Via	SSIDs	Band	Type	Mode
FP23JFTF23021002 R1	192.168.38.28	msngrhampprivate, msngrhamppublic	2.4 GHz	802.11ax/n/g	AP
FP23JFTF23027304 R1	192.168.38.27	msngrhampprivate, msngrhamppublic	2.4 GHz	802.11ax/n/g	AP
FP23JFTF23021153 R1	192.168.38.29	msngrhampprivate, msngrhamppublic	2.4 GHz	802.11ax/n/g	AP
FP23JFTF23021002 R2	192.168.38.28	All Tunnel Mode SSIDs	5 GHz	802.11ax/ac/n/a	AP
FP23JFTF23021002 R3	192.168.38.28				Monitor
FP23JFTF23021153 R2	192.168.38.29	All Tunnel Mode SSIDs	5 GHz	802.11ax/ac/n/a	AP
FP23JFTF23021153 R3	192.168.38.29				Monitor
FP23JFTF23027304 R2	192.168.38.27	All Tunnel Mode SSIDs	5 GHz	802.11ax/ac/n/a	AP
FP23JFTF23027304 R3	192.168.38.27				Monitor

A list of all interfering AP's will be displayed.

- Identify the channel on which the interfering APs are broadcasting.

To remedy, modify your broadcast channels to channels not being used by rogue interfering APs.

In the example to the right, SSID **SpectrumSetup-1D** is broadcasting on Channel 1. If this SSID is interfering with your SSID, change your channel configuration to exclude channel 1 (see Broadcast Modification).

Access Point - FP23JFTF23021002 ✕

Base MAC Address: 38:c0:ea:63:0b:58

Status: ● Connected

Country: N/A

IPv4 Address: 192.168.38.28

Uptime: 1 m 23 d 22 hr 19 min 59 sec

Version: FP23JF-v7.0-build0034

Radio 3 - 12 Interfering SSIDs 0 Clients 0 Channel Utilization

Interfering SSIDs

SSID	AP BSSID	Channel	Signal
msngrhamppublic	38:c0:ea:67:0e:e1	1	-62 dBm
msngrhampprivate	38:c0:ea:67:0e:e0	1	-61 dBm
msngrhamppublic	38:c0:ea:64:0e:01	1	-81 dBm
msngrhampprivate	38:c0:ea:64:0e:00	1	-80 dBm
SpectrumSetup-1D	74:37:5f:c9:89:1f	1	-83 dBm
	76:fe:ce:27:2b:37	3	-87 dBm
	e6:37:5f:c9:89:1f	1	-81 dBm
	22:ef:bd:74:68:52	1	-80 dBm
	da:31:34:88:2c:42	1	-73 dBm
WIFI-Broadcast	74:fe:ce:37:2b:37	3	-90 dBm

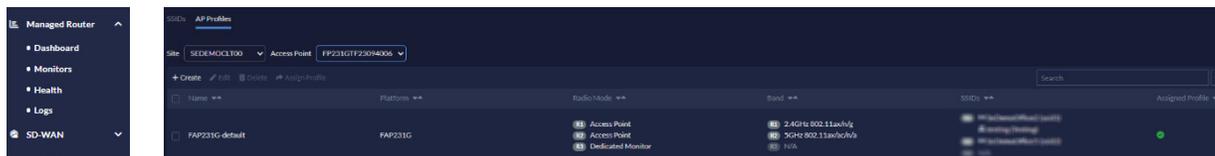
10 entries < 1 2 >

Close

Broadcast Channel Modification

Navigate to **Managed Wi-Fi Configuration** in your Managed Services Portal account.

Select **AP Profiles** to view all available profiles for the selected site.



To Change Sites

Use the carrot button to view available sites and select the applicable one.

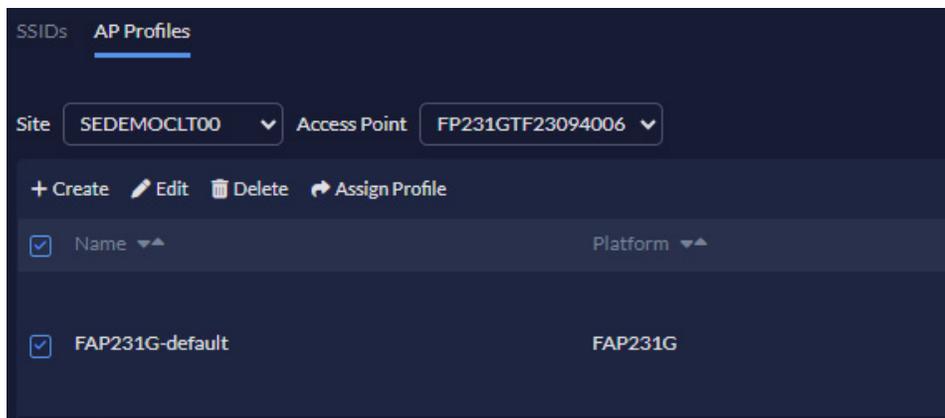


To Change Access Points

Use the carrot button to view the available access points and select the applicable one.



Select the applicable SSID and then select **Edit**



Wi-Fi Change Management Guide

Most APs have dual-band radios. Radio 1 will default to 2.4GHz and Radio 2 will default to 5GHz.

To change channels on 2.4GHz go to Radio 1 and select the channels you wish to broadcast on.

Important: Channel plan must remain as Custom

- Select **Save** at the bottom of the screen



Channel plan definitions:

- **Three Channels:** Automatically selects channels 1, 6, and 11.
- **Four Channels:** Automatically selects channels 1, 4, 8, and 11.
- **Custom:** Select custom channels.

To change channels on 5GHz go to Radio 2 and select the channels you wish to broadcast on.

- **Important:** Channel plan must remain as 20MHz. Any request to change this requires approval
- Select **Save** at the bottom of the screen.



IMPORTANT – To implement the SSID name change you must select the  at the top right of the screen. Failure to implement will result in the changes not being implemented.

