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.
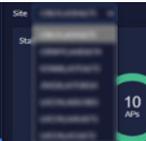
Modification of an SSID
Navigate to **Managed Wi-Fi Configuration** in your Managed Services Portal account.
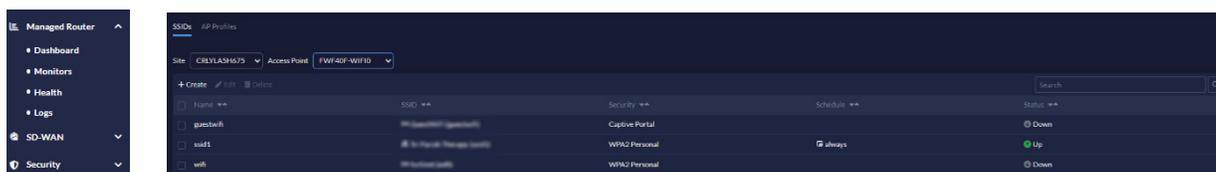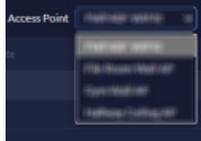

To Change Sites
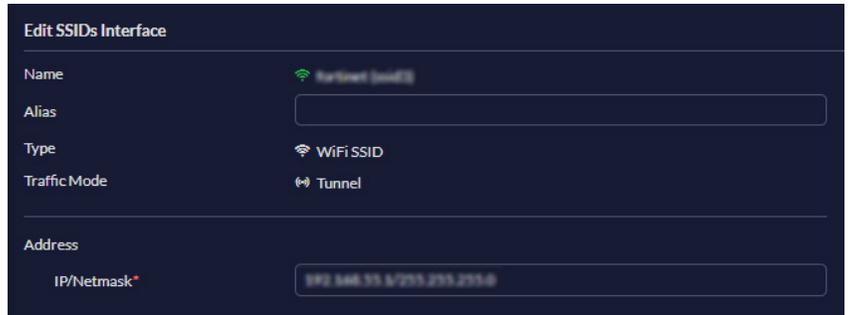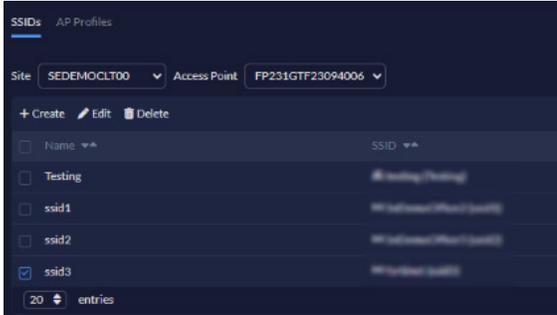Use the carrot button to view available sites and select the applicable one.

To Change Access Points
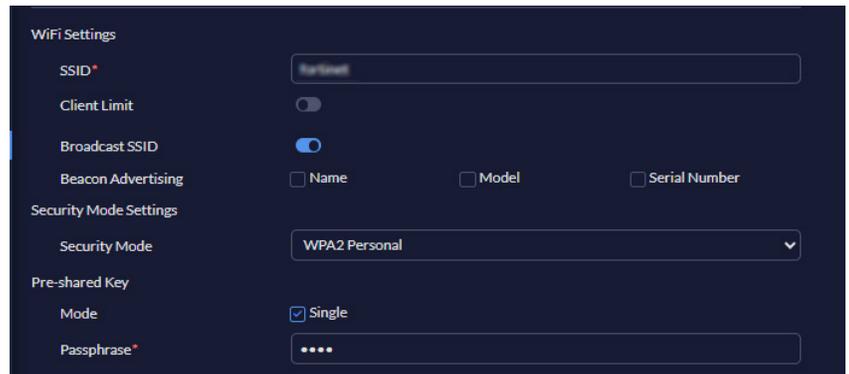Use the carrot button to view the available access points and select the applicable one.

Select the applicable SSID and then select **Edit** ✎ 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 ❶ at the top right of the screen. Failure to implement will result in the changes not being implemented.
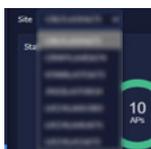
Modification of a pre-shared key

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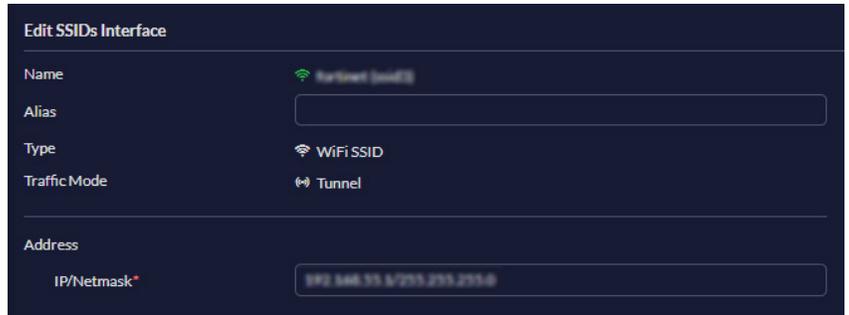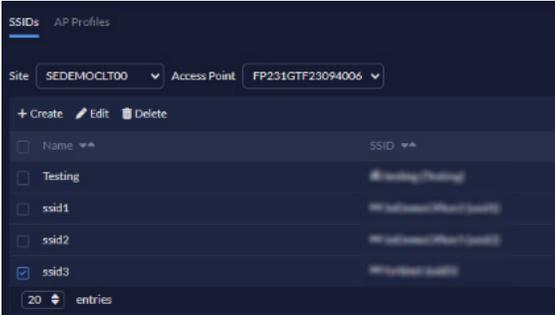Use the carrot button to view available sites and select the applicable one.

To Change Access Points
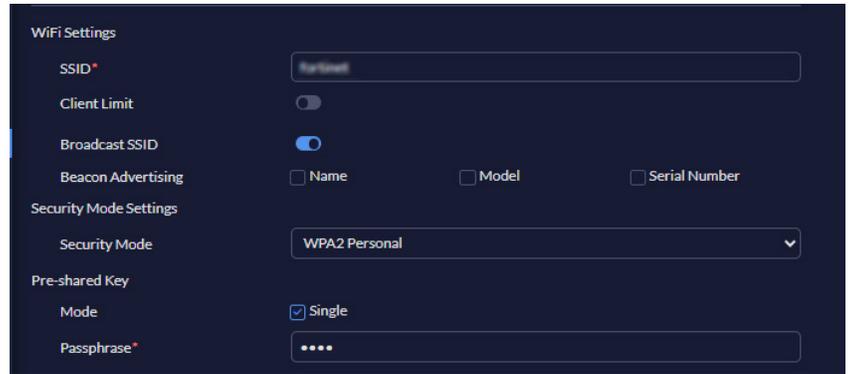Use the carrot button to view the available access points and select the applicable one.

Select the applicable SSID and then select **Edit** [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 1] 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.
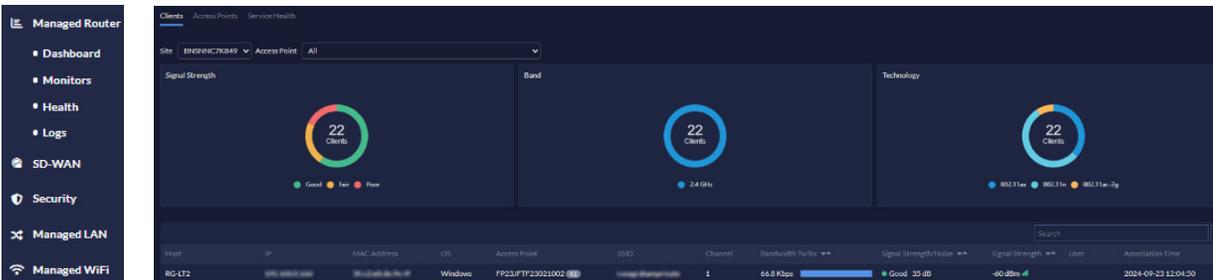
To Change Sites
Use the carrot button to view available sites and select the applicable one.

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]

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.
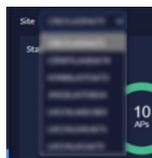
Rogue AP Suppression

Navigate to **Managed Wi-Fi Monitoring** in your Managed Services Portal account.
Select **Access Points** to view all access points at the selected location.
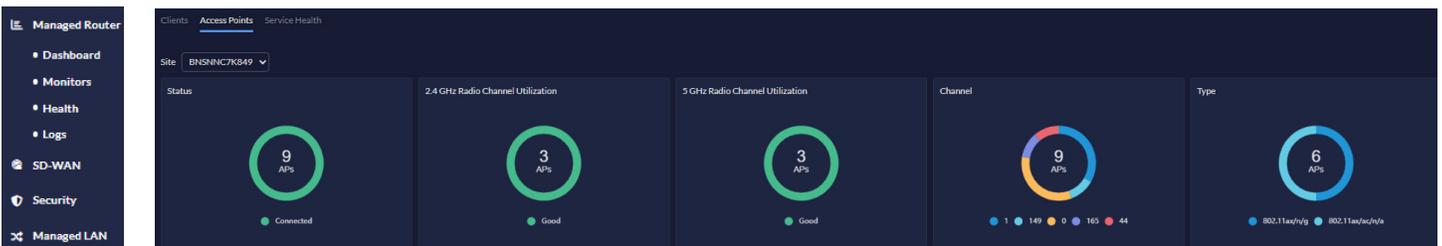
To Change Sites
Use the carrot button to view available sites and select the applicable one.

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

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).*
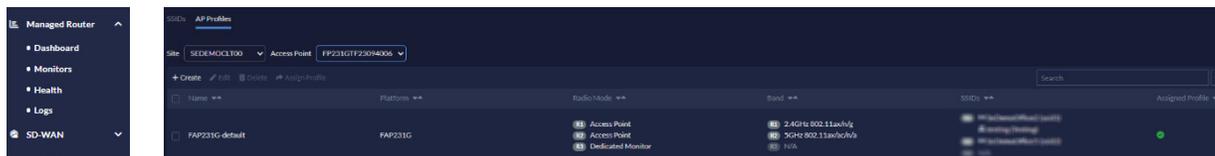
Broadcast Channel Modification

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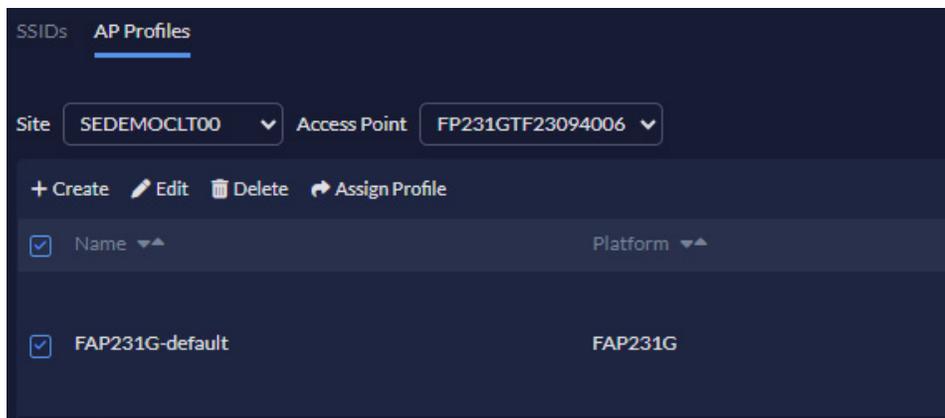Use the carrot button to view available sites and select the applicable one.

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**

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 [⬇ Install ❶] at the top right of the screen. Failure to implement will result in the changes not being implemented.