

InControl 2

User Manual

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1. Introduction

1.1. What InControl 2 Is

InControl 2 is Peplink's cloud service for managing Peplink and Pepwave devices from one website. Routers, access points and switches are managed from a single sign in rather than device by device.

InControl 2 provides:

- **Configuration of many devices at once.** Settings, firmware and policies are applied to a whole group, or only to devices with selected tags. Automatic roll back can return a device to its previous configuration if it loses contact with InControl 2 after a change. See 13 Settings (Group Level) and 8 Network Settings.
- **A single view of all devices.** Device status, WAN state, usage, clients and events are shown together. For example, devices with a priority 1 WAN down can be listed across every group from one device list. See Organization Settings, 9.2 Device Management (Organization Level).
- **Remote access.** Remote Web Admin opens a device's own settings page through InControl 2, including devices behind carrier NAT. See 16.5 Remote Web Admin.
- **Alerts.** Notification profiles send e-mail, Pushover or webhook alerts for all devices in a group or only those with selected tags, with a silence period for quiet hours. See Settings (Group Level), 13.7 Notifications.
- **Cellular and Starlink data cost control.** SIMs or Starlinks are pooled against a quota, with alerts as usage builds and throttling or blocking of user traffic once the quota is exceeded. See 4 Organization Reports.
- **An audit trail.** The Operation Log records each administrator action with the page, the old value and the new value, and each sign in with the role, sign-in method and source address. See Settings (Organization Level), 9.7 Operation Log (Organization Level).
- **Role based access and bulk provisioning.** Roles range from full administrator to viewers who see dashboards only, for the whole organization or for a single group. Devices are added from a CSV list of serial numbers and names, tagged on arrival, into new groups that copy an existing group's settings. See 9 Settings (Organization Level) and 13 Settings (Group Level).

1.2. What It Covers

Peplink describes InControl 2 in five areas. The table shows where each area is covered in this manual.

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Area	What it means for you	Where in this manual
Zero Touch Configuration	Send settings and firmware to many devices at once, including SSIDs, firewall rules and policies	13 Settings (Group Level), 8 Network Settings, 7 Wi-Fi AP
SD-WAN Provisioning	Build SpeedFusion VPN links between sites with a guided setup	5 SpeedFusion VPN
GPS Fleet Management	See devices on a map, with vehicle speed and route history	Device Level Management, 14.1.13 The Location Map (route playback, GPX export), Group Dashboard, 10.1.6 The Map
Network Troubleshooting	Alerts, bandwidth and WAN quality charts, event logs and Remote Web Admin	13.7 Notifications, 11.11 Event Log (Group Level), 11.2 Device Reports (Group Level), 15.6 WAN Quality Reports, 15.9 Event Log (Device Level), 16 Device Level Tools
Mobile App	Monitor your organizations from a phone, with push notifications	Not covered, apart from the Mobile App Notifications note in Settings (Group Level), 13.7.7 Mobile App Notifications. This manual covers the website only

1.3. Before You Start

A device appears in InControl 2 only when the following requirements are met:

You need	Details
A Peplink ID	The account used to sign in. See 2.3.1 Creating a Peplink ID
An organization	A new Peplink ID is prompted to create one first. See 2.5 Creating an Organization

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You need	Details
A web browser	Any current mainstream browser. No software is installed
A supported device	Peplink Enterprise Routers, Enterprise Mobility, Mobile Routers, Multi-Orbit Routers, Enterprise Branch Routers, Cellular Modems & Adapters, and Wi-Fi & PoE Switch products, plus FusionHub (Solo, Essential and Pro). Each product page confirms support for that model
Warranty or subscription	The device must be under warranty or covered by a subscription. A device whose SKU ends in `-PRM` must have an active PrimeCare or PrimeCare+ plan, which includes InControl 2 access
Network access	The device must be able to reach the internet on **TCP port 5246** and **UDP port 5246**, and resolve names and set its clock

Both ports must be open, outbound from the device. A firewall that only allows normal web traffic (TCP ports 80 and 443) blocks InControl 2. TCP port 5246 is also the port used by Remote Web Admin and InTouch. If UDP port 5246 is blocked, the device shows as offline. No inbound port needs to be opened at the site.

The device also needs outbound **DNS** (UDP and TCP 53), to resolve Peplink host names, and **NTP** (UDP 123). The connection to InControl 2 is secured with certificates, and a device with an incorrect clock cannot validate them. Peplink publishes its cloud server addresses as the Peplink Cloud Service Public IP Address List, also available as ip_addresses.json. These addresses change as the service scales. Where the firewall supports it, allow outbound traffic to `*.peplink.com` by domain instead.

When warranty or subscription lapses, the device continues to route traffic and its local Web Admin remains available, but InControl 2 no longer manages it:

- The device shows as offline in InControl 2, even while it has internet access.
- Remote Web Admin through InControl 2 fails, for example with `Connection timeout`.

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- Renewal restores management once the device can reach InControl 2 again. Current expiry dates are shown on `Organization > Organization Settings > Subscriptions and Licenses` (9.9 Subscriptions and Licenses).

For devices released after this manual was written, see the current supported model list on the InControl 2 product page and the InControl 2 service page.

1.4. Cloud or Appliance

InControl 2 is available in two forms:

Form	Where it runs	Best for
InControl 2 cloud	Hosted by Peplink on Amazon Web Services in the United States	Most customers. No installation or maintenance
InControl 2 Virtual Appliance (ICVA)	On your own server	Organizations that must keep their data on their own systems

This manual covers the cloud service. The appliance has separate updates and setup, and some of its figures, such as data retention, differ. Peplink publishes a separate InControl 2 Appliance Setup Guide for ICVA.

1.5. Which Version This Manual Describes

This manual describes **InControl 2 version 2.14**. The version in use is shown at the bottom of every page.

This is version 1.0 of the manual, published November 2026.

1.6. How to Use This Manual

The chapters follow the layout of InControl 2. Every setting belongs to one of three levels: the **organization**, the **groups** inside it, and the **devices** inside each group. The chapters broadly run from organization to group to device. Use the table below to locate a chapter.

For day-to-day operational tasks, see 17 Common Tasks. It lists common tasks with the screen to use for each, and a troubleshooting procedure for an offline site.

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#	Chapter	What it covers
2	Getting Started	Signing in, your first organization, group and device
3	Organization Dashboard	The overview of your whole organization
4	Organization Reports	Reports across every group
5	SpeedFusion VPN	SpeedFusion profiles and status, at all three levels
6	eSIM and SIM Management	eSIM profiles, SIM pools and data plans
7	Wi-Fi AP	SSIDs and radio settings, at all three levels
8	Network Settings	WAN, firewall, outbound policy and other group network settings
9	Settings (Organization Level)	Users and roles, the Operation Log (audit trail), firmware policy, subscriptions and organization-wide settings
10	Group Dashboard	The overview of one group
11	Reports	Reports for one group
12	Clients	Connected clients, for a group or a device
13	Settings (Group Level)	Device lists and bulk actions, notifications (alerts), report e-mailing, firmware policy, Bulk Configurator and every other group setting
14	Device Level Management	One device's details and settings
15	Device Reports	Reports for one device

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#	Chapter	What it covers
16	Device Level Tools	Remote Web Admin, Web CLI and other tools for one device
17	Common Tasks	A task index, a troubleshooting flow for a site that is offline, a checklist for changes to many devices and a glossary

SpeedFusion VPN and Wi-Fi AP appear at all three levels, so each is covered in a single chapter.

Conventions:

- Menu paths follow one pattern. The first word is the level: **Organization**, **Group** or **Device**. Next is the item on the menu bar, then the entry in its dropdown. For example, `Group > Settings > Notifications` means: open the group, select **Settings** on the menu bar, then **Notifications** in its dropdown. The three levels are explained in 2.1 How InControl 2 Is Organized.
- Buttons and fields use the exact names shown on screen.

What this manual does not cover: the InControl 2 API, the mobile app, and the ICVA appliance. The manual is written for organization administrators of the cloud service, and screens are shown as an organization administrator sees them. Role permissions are described under Administration in Settings (Organization Level) (9.8.1 Administration) and in Settings (Group Level) (13.17.2 Administration), but screens are not shown for each role.

About the screenshots: organization, device and user names, serial numbers, SIM and Starlink identifiers, MAC addresses and organization codes in the screenshots are placeholders, and public IP addresses are masked as `xxx.xxx.xxx.xxx`. The same name refers to the same device in every screenshot.

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2. Getting Started

This chapter covers access to InControl 2, the Peplink ID account, the organization list, and the three levels of the interface. Later chapters assume familiarity with the terms organization, group and device.

2.1. How InControl 2 Is Organized

InControl 2 has three levels. The top bar shows the current level, above the breadcrumb.



The top bar at each level. From the top: Organization Level, Group Level and Device Level, each followed by its breadcrumb.

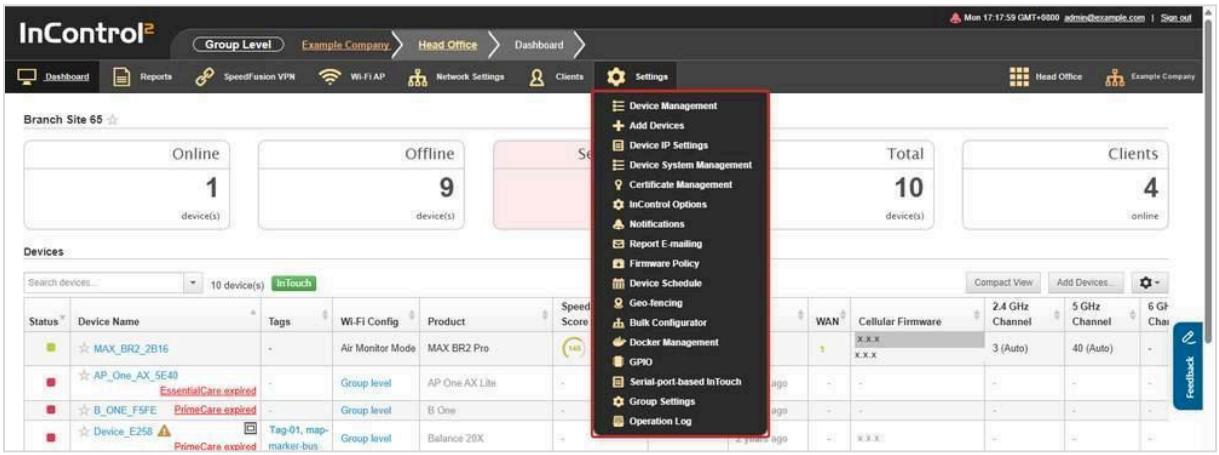
Level	Top bar reads	What it holds
Organization	`Organization Level`	Groups, organization-wide settings, and every device the organization owns
Group	`Group Level`	Devices, and the settings that apply to all of them
Device	`Device Level`	One device, its own details, reports and tools

The breadcrumb beside the level name shows the navigation path, for example organization, then group, then device.

How menu paths are written in this manual. The first word of a path is the level: **Organization**, **Group** or **Device**. The second is the item on the menu bar, and the third is the entry in that item's dropdown. For example, `Group > Settings > Notifications` means: open the group, select **Settings** on the menu bar, then **Notifications** in its dropdown.

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The dropdown opens when the pointer rests on the menu bar item.



Group > Settings with its dropdown open, outlined in red. Device Management, Add Devices and Notifications are among its entries, and Operation Log is the last.

The same menu bar item lists different entries at each level. At device level, **Settings** holds the tools for one device.



Device > Settings with its dropdown open, outlined in red, on an online router: Remote Web Admin, InTouch, Web CLI, Firmware Management, Certificate Management and Device Tools.

Note the following:

- **The same report exists at more than one level, and shows different data.** Device Reports at group level covers every device in the group. Device Reports at device level covers one device, and offers fewer date ranges.
- **A setting made at group level applies to every device in that group.** Some settings appear again at device level, where they apply to that device only.

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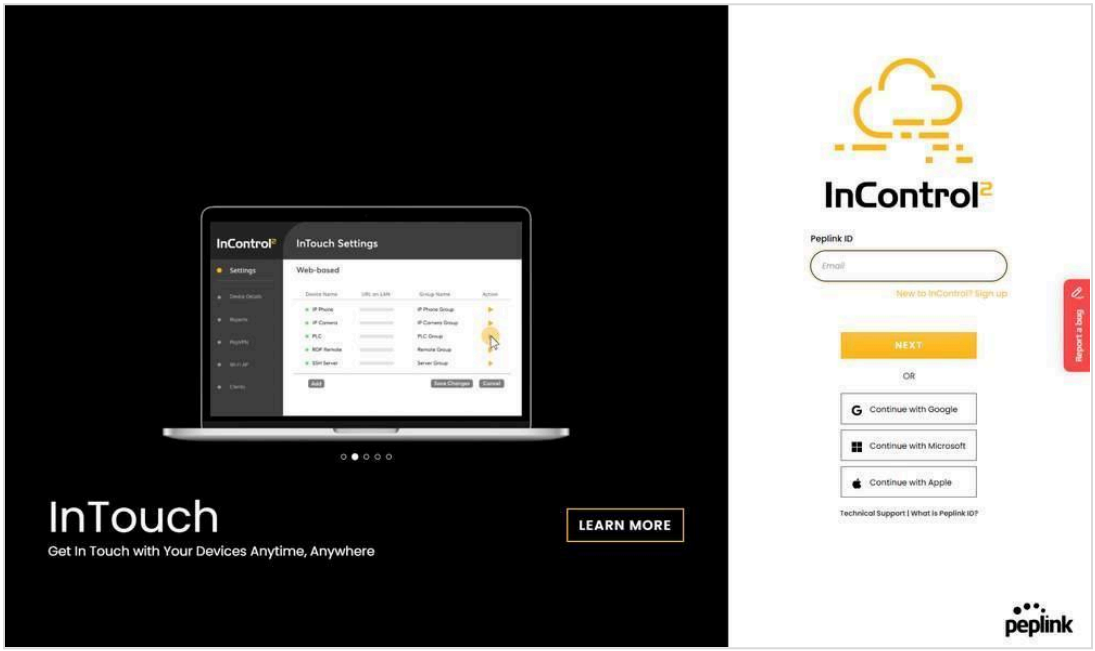
Where this manual covers each level

Level	Chapters
Organization	Organization Dashboard, Organization Reports, Settings (Organization Level)
Group	Group Dashboard, Reports, Network Settings, SpeedFusion VPN, Wi-Fi AP, Clients, Settings (Group Level)
Device	Device Level Management, Device Level Tools, Device Reports

2.2. Signing In

To access InControl 2, sign in with your Peplink ID or with a Google, Microsoft or Apple account.

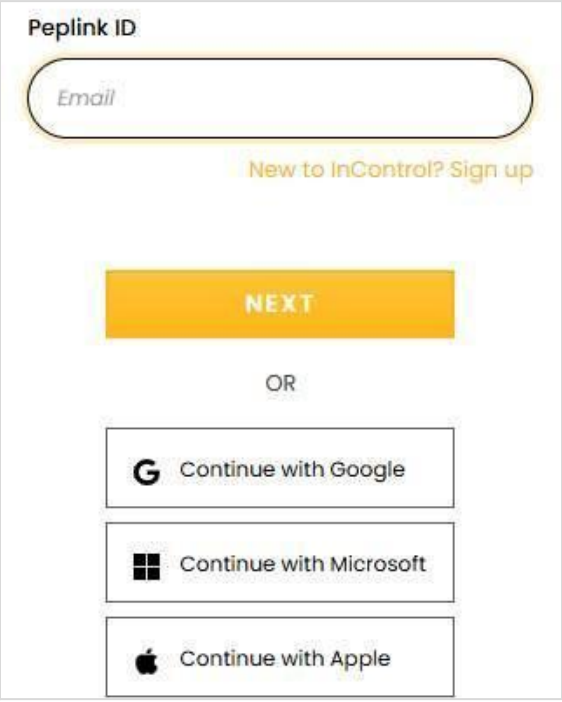
InControl 2 is located at `incontrol2.peplink.com`. Sign in is handled by Peplink ID at a separate address, `peplinkid.peplink.com`, so the address bar changes when the sign-in page opens. Opening any InControl 2 address while signed out redirects to this page.



The sign in page. The account controls are in the right hand panel. The left hand panel is a product carousel and is not used to sign in.

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2.2.1. Controls



The Peplink ID box with the Sign up link beneath it, NEXT, and the three Continue with buttons below the OR separator.

Control	What it does
`Peplink ID`	Takes the e-mail address of your Peplink ID. If the browser already holds a Peplink ID session, the page shows `Sign in as a different user` in place of the empty address field
`NEXT`	Continues with the address entered
`New to InControl? Sign up`	Opens the Peplink ID registration form. See 2.3 If You Do Not Have a Peplink ID Yet
`Continue with Google`	Signs in with a Google account instead of a Peplink ID password. The three `Continue with` options are federated sign in through the selected identity provider, and are placed below an `OR` separator

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Control	What it does
`Continue with Microsoft`	Signs in with a Microsoft account
`Continue with Apple`	Signs in with an Apple account
`Technical Support`	Opens the Peplink support ticket form at `ticket.peplink.com`
`What is Peplink ID?`	Opens the Peplink forum article explaining what a Peplink ID is

2.2.2. If You Cannot Sign In or Reach Your Organization

What you see	Cause and fix
A page reading **Access Denied** and `The page you requested does not exist or you do not have right to access.`, after signing in, after being added to an organization, or on one page only	Usually stale data in the browser. Sign out of InControl 2 and sign in again. If that does not clear it, clear the browser cache and the cookies for `peplink.com`, open a private window, or try another browser. If it persists, ask an administrator of the organization to check that your user is listed, is not suspended and has a role
`Your account has been temporarily disabled. Please contact your system administrator for more information or try again later.`	This usually follows several failed sign-in attempts, which lock the account for a while. Wait at least one hour, then sign in again. Use **Forgot Password** if you are unsure of the password. If it persists after a few hours, open a ticket with Peplink Support and give the address you sign in with
Signed in, but your organization or a device is not listed	You may be signed in with a different Peplink ID. For example, **Continue with Apple** with Apple's **Hide My Email** turned on creates a Peplink ID under a relay address rather than your own. Sign in the same way again to reach what that account holds

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What you see	Cause and fix
Added to an organization, but it does not appear	The administrator must add the exact e-mail address of your Peplink ID. If that address has no Peplink ID yet, register one with it (2.3.1 Creating a Peplink ID). After an administrator changes your role, sign out and sign in again

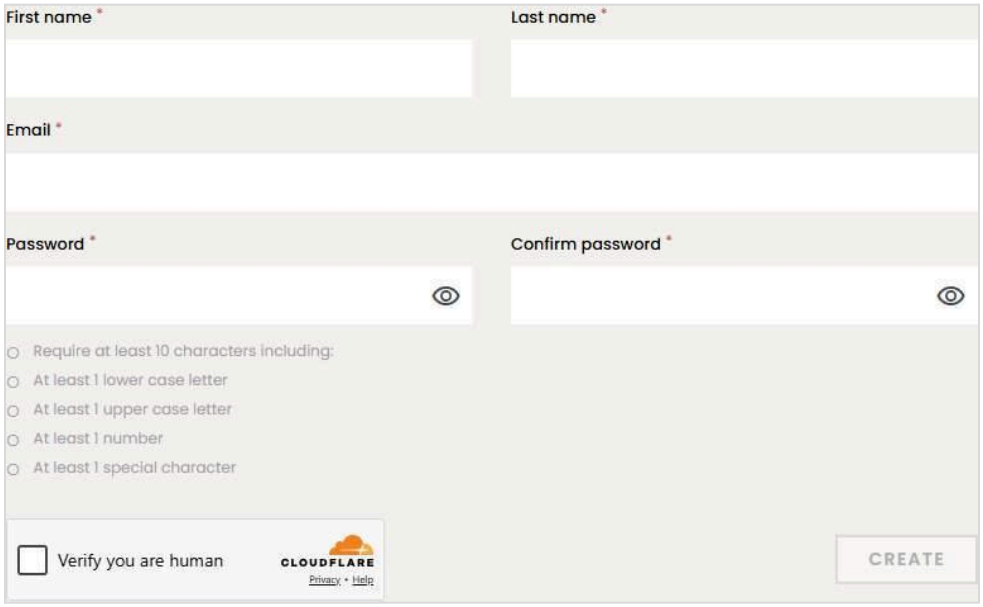
Only an administrator of the organization can add you to it or change your role. If the organization has no administrator left, open a ticket with Peplink Support.

2.3. If You Do Not Have a Peplink ID Yet

Follow this procedure to create an InControl 2 account.

2.3.1. Creating a Peplink ID

An InControl 2 account is a Peplink ID. The registration form is reached from `New to InControl? Sign up` on the sign-in page. A Peplink ID can also be created at peplinkid.peplink.com.



The Create Peplink ID form. Enter your first name, last name, e-mail address and password, then confirm the password. The password requirements are shown below the Password field and are checked as you type.

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Fields

All five fields are marked required with an asterisk.

Field	Notes
`First name`	
`Last name`	
`Email`	Becomes your Peplink ID
`Password`	Must meet the rules below. A visibility control shows or hides the entry
`Confirm password`	Must match. Also has a visibility control

Password rules

The requirements are listed under the `Password` field:

- At least 10 characters
- At least 1 lower-case letter
- At least 1 upper-case letter
- At least 1 number
- At least 1 special character

Controls

Control	What it does
`Verify you are human`	A Cloudflare verification check below the password rules. It must pass before the form can be submitted. If the check fails, the details entered are kept. Complete the check and click `CREATE` again
`CREATE`	Submits the form and creates the Peplink ID. It is greyed out until the verification check passes
`Sign in`	Returns to the sign-in page
`FAQ`	Opens the Peplink ID FAQ

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The form footer contains `Terms & Conditions`, `Privacy Policy` and `Contact Us`.

2.3.2. Verifying Your E-mail Address

Clicking `CREATE` does not complete the registration. Peplink ID sends a verification e-mail, and the account cannot be used until the link in it is opened.

The page you land on

`CREATE` opens a Peplink ID page headed `Check your inbox`, which states:

> *If that email is registered with us, you will receive a link to complete your setup or sign in.*

The page is the same whether or not the address already has a Peplink ID. The e-mail that follows differs:

- **A new address** receives `Verify Email Address for Peplink ID`, described below.
- **An address that already has a Peplink ID** receives `Your Peplink ID account already exists`, with a **Go to login** link and a **Reset your password** link. Use these links instead of registering again.

If no e-mail arrives:

- Check the spam or junk folder.
- Check the address entered.
- Try again from another browser or a private window.
- If it still does not arrive, open a ticket with Peplink Support from the `Technical Support` link on the sign-in page.

A password reset e-mail is not sent to an unverified account. Verify the address first.

Control	What it does
`BACK TO INCONTROL`	Returns to InControl 2. While the account is unverified and signed out, this opens the sign-in page

The page footer links to Terms & Conditions, Privacy Policy and Contact Us.

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The e-mail

Item	Value
From	`Peplink ID <noreply@peplink.com>`
Subject	`Verify Email Address for Peplink ID`
Link	`Confirm email address`
Validity	**The link expires in 5 days**, as stated in the e-mail

The body asks the recipient to click the link to verify the address and finish creating the Peplink ID, and to ignore the message if it was not requested.

2.4. My Organizations and Groups

This screen lists every organization you can access, and is where new organizations are created. Its search box finds a device, SIM or user across all of them. It opens after sign in when the account has access to more than one organization or group. An account with access to a single organization or group opens that organization's or group's overview directly, and **an account with access to no organization** is taken to Create Organization instead. See 2.6 Your First Organization below.

Where to find it

`incontrol2.peplink.com/r/user/organizations`, or `My Organizations` in the top bar of any user level screen.



The organization list. Each row is one organization, with its Org Code on the right and a gear at the end of the row. A group granted without its whole organization is listed under that organization.

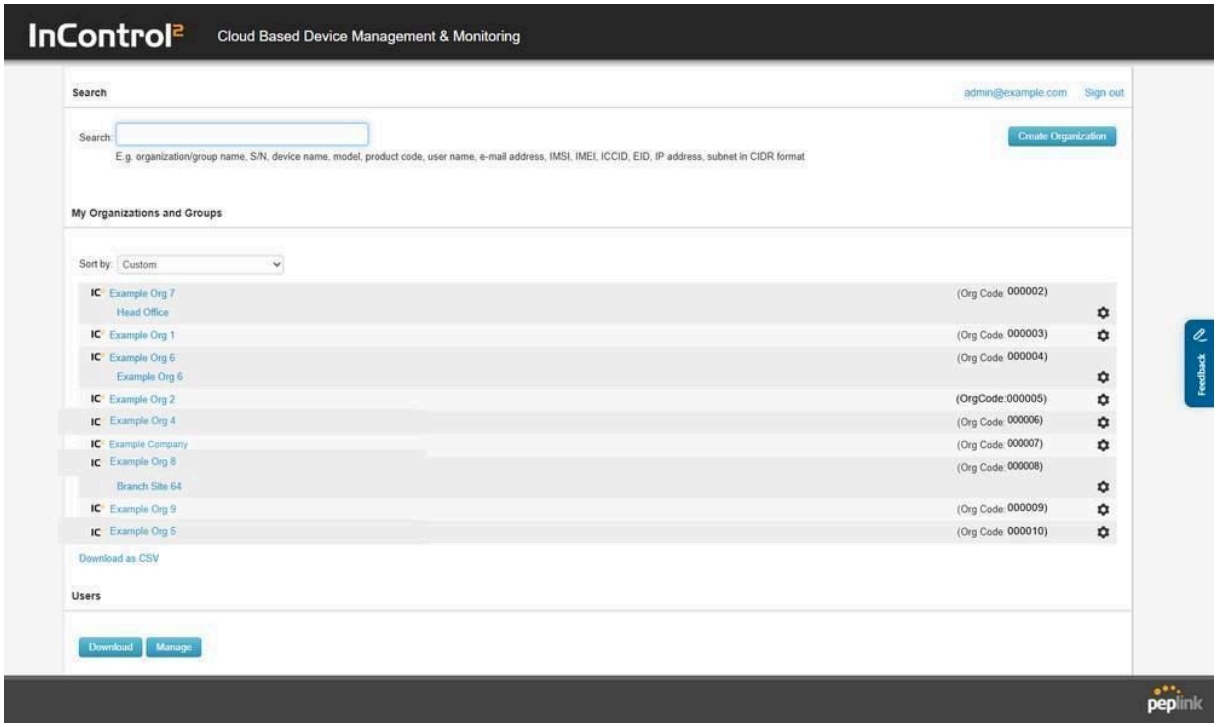
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2.4.1. What This Screen Shows

Item	What it shows
Organization name	Links to that organization. The icon to its left is the organization's own icon. The address shown in the browser address bar changes when an organization is opened. This is expected
Nested group name	Appears under an organization when your access is to that group rather than to the whole organization. Links directly to the group
`(Org Code: ...)`	The organization's code
Gear	Opens a menu with one item, `Remove`, which removes the user from the organization

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2.4.2. Controls



Search and its hint at the top, Create Organization on the right, Sort by above the list, Download as CSV below it, and the Users panel with Download and Manage at the foot.

Control	What it does
`Search:`	Searches across organizations and their contents
`Create Organization`	Opens the Create Organization form. See 2.5 Creating an Organization
`Sort by:`	Reorders the list. Six options, listed below
`Download as CSV`	Downloads the organization list as a CSV file
`Download` (Users panel)	Downloads the user list as a CSV file, for example for periodic access reviews
`Manage` (Users panel)	Opens User Management. Its tooltip reads `User Management`

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2.4.3. What the Search Covers

The hint under the search box lists the searchable items:

> *E.g. organization/group name, S/N, device name, model, product code, user name, e-mail address, IMSI, IMEI, ICCID, EID, IP address, subnet in CIDR format*

A serial number, ICCID, IP address or subnet in CIDR form, for example `10.20.0.0/16`, can be searched across every accessible organization at once.

2.4.4. Sort by Options

`Custom` is the default.

Option	Orders by
`Custom`	A user-defined order
`Organization name`	Name
`Organization creation date`	When the organization was created
`Date of access availability`	When your access to it began
`Number of active devices`	Active device count
`Number of devices`	Total device count

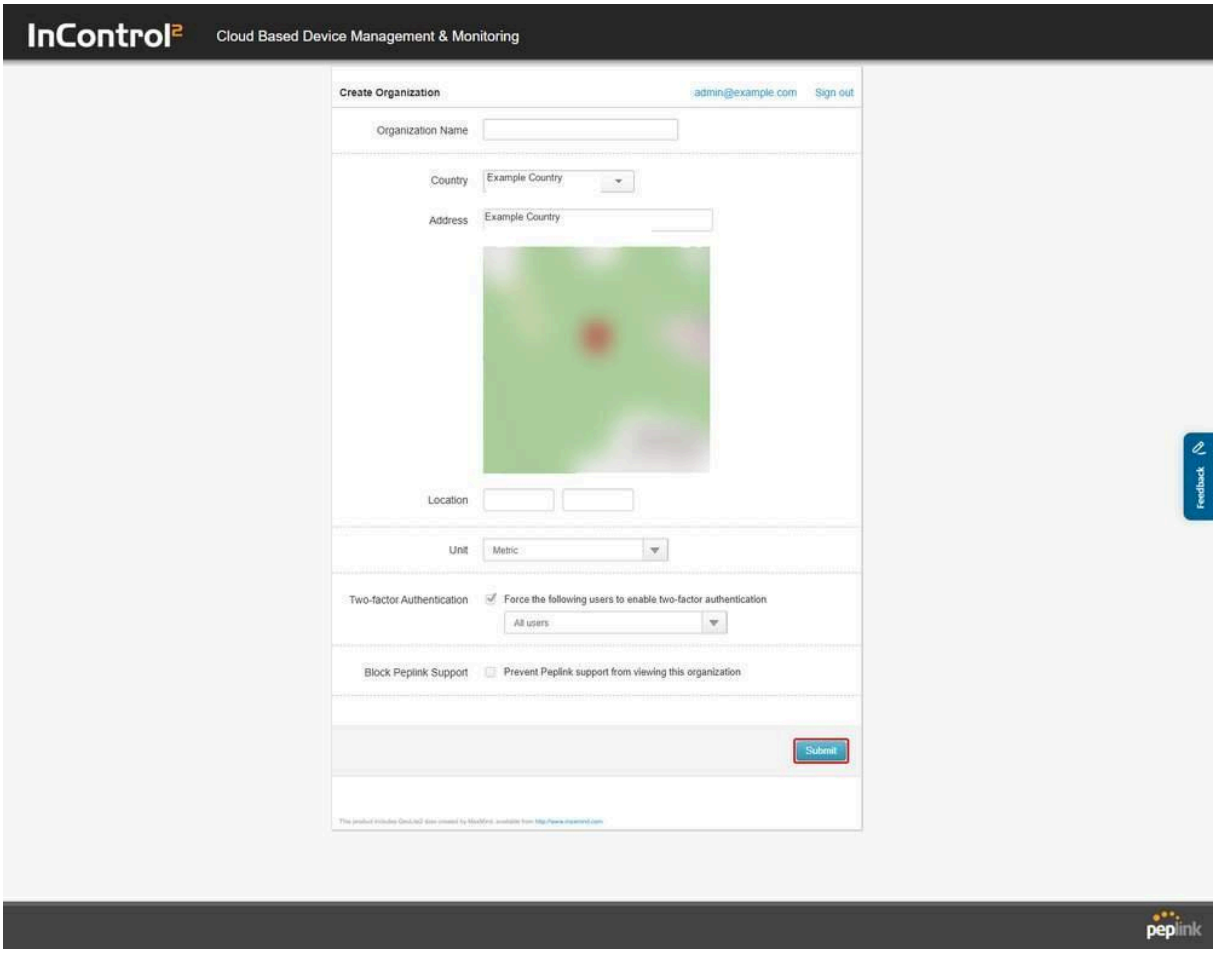
2.5. Creating an Organization

An organization is the top-level container. Create one before adding any device.

Where to find it

`My Organizations and Groups > Create Organization`

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The Create Organization form, with Submit outlined in red at the foot. Organization Name is empty, Country, Address and Location are pre-filled from your location, Unit is set to Metric, and Two-factor Authentication is ticked for All users.

2.5.1. Fields

Field	Default	Notes
`Organization Name`	Empty	
`Country`	Pre-selected from your location	A full country list

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Field	Default	Notes
Address	Pre-filled from your location	Free text, with a map below it. The Location values are entered separately and, as the field tooltip states, may not correspond to the address
Location	Pre-filled from your location	Two fields, latitude then longitude
Unit	Metric	Metric, Imperial, Nautical metric, Nautical imperial
Two-factor Authentication	**Ticked**	Force the following users to enable two-factor authentication, with a list of the users it applies to
Block Peplink Support	Clear	Prevent Peplink support from viewing this organization. Leave it clear to allow Peplink to assist with a support case

The pre-filled Country, Address and Location are derived from your network location. The page credits GeoLite2 data from MaxMind.

2.5.2. Who Two-factor Authentication Is Forced On

The list below the checkbox sets the scope. All users is the default.

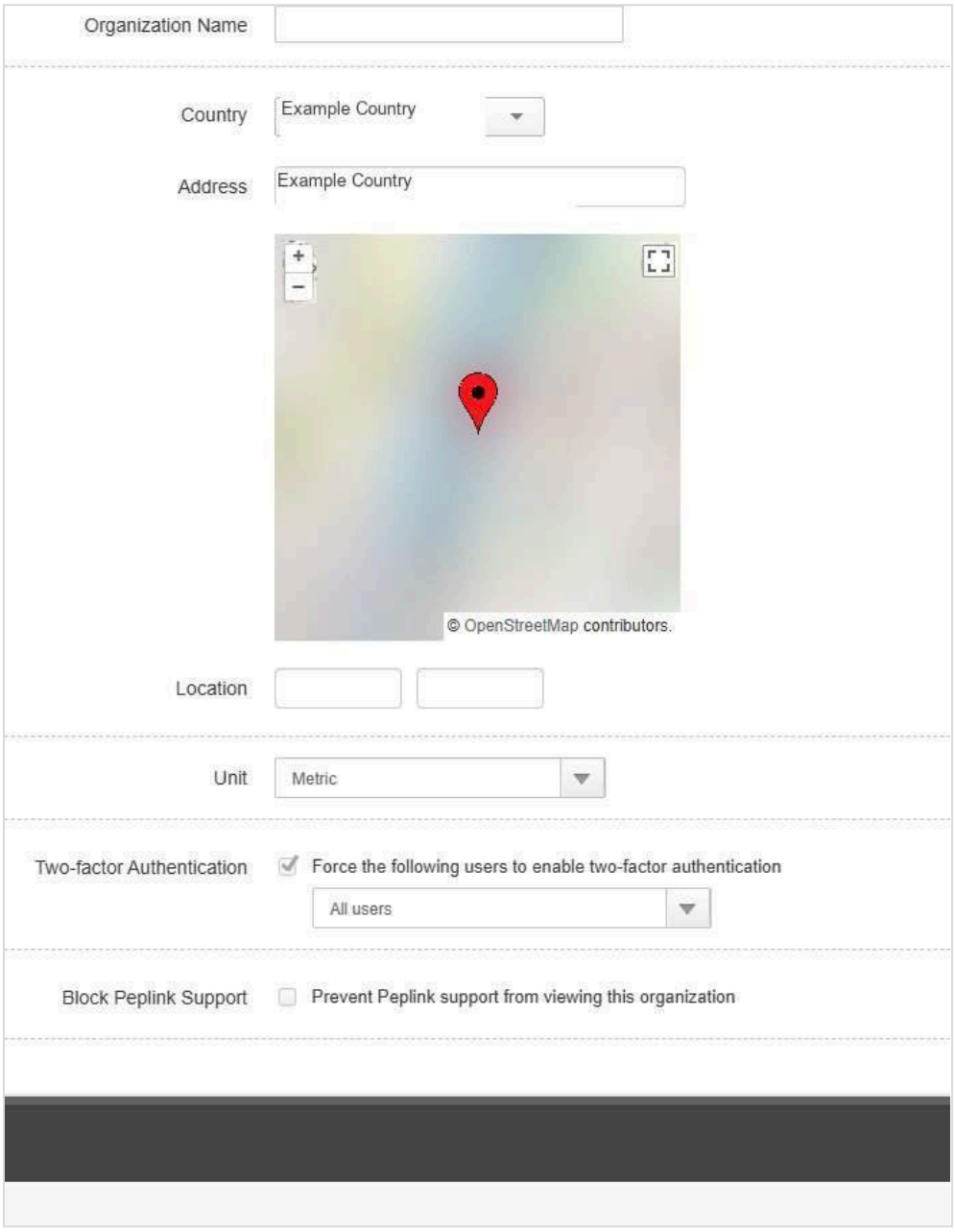
Option	Applies to
All users	Everyone with access to the organization
All administrators	Organization administrators
All super organization administrators	Super organization administrators only

> ***Caution:*** *Two-factor authentication is on by default for all users, including the creator. See 2.6 Your First Organization before clicking Submit.*

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2.5.3. The Map

The OpenStreetMap map between `Address` and `Location` shows the position the address resolved to.



The map sits between Address and Location, with the zoom buttons at its top left and the full screen icon at its top right.

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Control	What it does
+	Zoom in
−	Zoom out
Full-screen icon	Toggle full screen. Its tooltip reads `Toggle full-screen`

2.5.4. Before Pressing Submit

Confirm the following before clicking `Submit`:

- Which users must use two-factor authentication.
- Whether Peplink support may view the organization (`Block Peplink Support`).
- The `Unit`, which sets speed and distance units for the whole organization.

2.6. Your First Organization

A new account has access to no organization, so InControl 2 does not show the organization list. The first sign in opens Create Organization, and remains there until an organization exists. The form is described in 2.5 Creating an Organization.

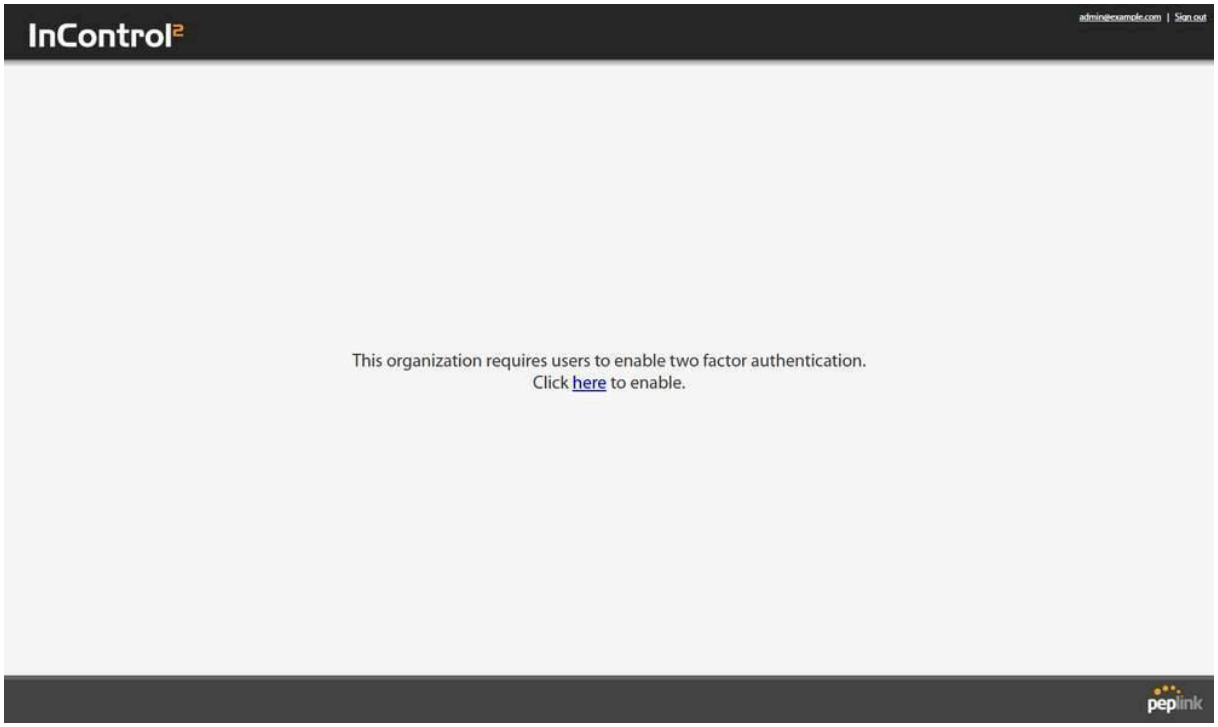
2.6.1. What Happens After Submit

`Submit` shows `Creating organization... please wait`, then opens the new organization.

With the form's defaults, the organization requires two-factor authentication, so instead of the Overview the organization shows this message:

> *This organization requires users to enable two factor authentication. Click here to enable.*

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The page a new organization shows its creator when the Create Organization defaults are kept. The page has no navigation. The only working controls are the account link, Sign out, and here.

The restriction applies to the organization, not to the account. My Organizations and Groups, your profile and Create Organization remain available, and the organization appears in the list. Only opening the organization is blocked.

2.6.2. Why, and What to Do About It

The new organization requires two-factor authentication for all users, and two factor authentication is not yet enabled on your account.

To access the organization, enable two-factor authentication on your Peplink ID:

1. Click `here` on the page. The Peplink ID account console opens in a new tab, at `peplinkid.peplink.com/profile`.
2. In the SECURITY section, set up an authenticator application on your phone.
3. Return to InControl 2 and open the organization again.

The `Two Factor Authentication` row of your InControl 2 profile shows the current state, and its `Change` link opens the same Peplink ID page.

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To avoid this step, do one of the following:

When	What to do
Before creating the organization	Enable `Two Factor Authentication` on your own account first, on the profile screen
On the creation form	Untick `Two-factor Authentication`, or narrow it from `All users` to a group that does not include you. It can be turned on afterwards from the Security section of `Organization > Organization Settings` (9.8.2 Security)

2.7. Your First Group

A new organization requires a group before any other task.

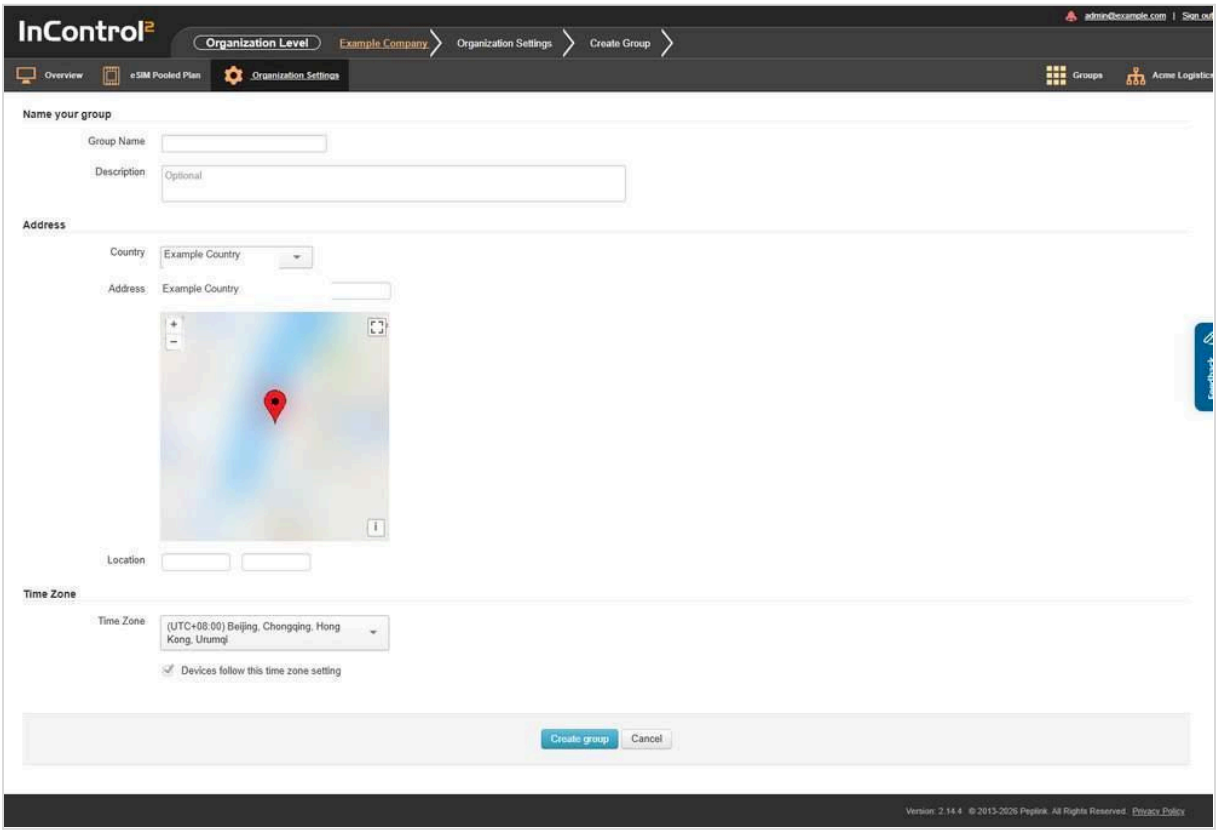
This form is headed `Name your group`. It does not offer Settings Cloning, which is described under Create Group in Settings (Organization Level) (9.3 Create Group).

In an organization with no groups, InControl 2 opens Create Group until a group exists.

Where to find it

`Organization > Organization Settings > Create Group`, or open the organization.

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Create Group in a new organization, headed Name your group. The menu on the left holds only Overview, eSIM Pooled Plan and Organization Settings.

2.7.1. Fields

Field	Default	Notes
`Group Name`	Empty	Required
`Description`	Empty	Marked `Optional`
`Address`	Pre-filled from your location	With a map and a `Country` list, as on Create Organization
`Time Zone`	Pre-filled	`Devices follow this time zone setting` is **ticked**, so devices added to the group use the group's time zone instead of their own

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The Time Zone list is pre-filled, and Devices follow this time zone setting is ticked.

Control	What it does
`Create group`	Creates the group and opens Add Devices at group level
`Cancel`	Abandons the form

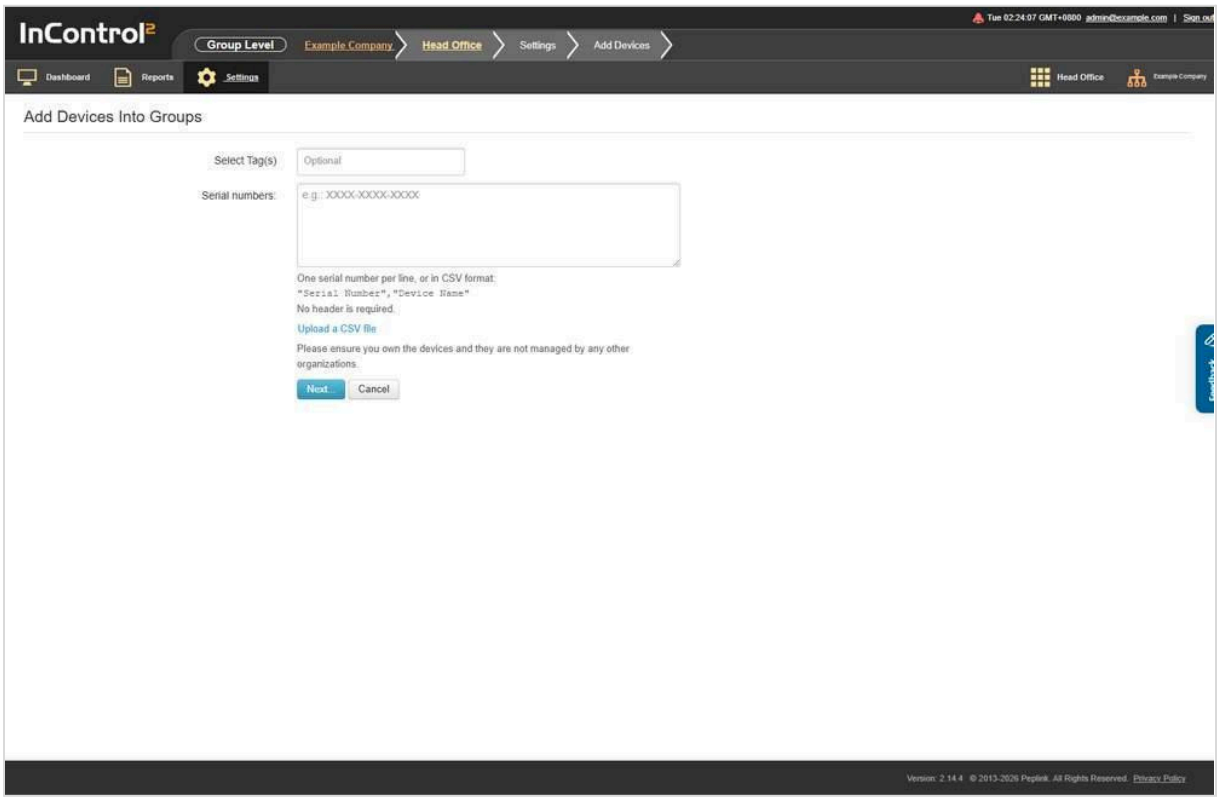
2.8. Adding Your First Device

A new group has no devices, so InControl 2 opens Add Devices when the group is created. This group-level version adds devices to the current group. Organization level has its own `Add Devices`, which adds devices to a selected group (see 9.1 Add Devices (Organization Level)). If a device remains offline after it is added, check the prerequisites in Introduction, Before you start (1.3 Before You Start): warranty or subscription, supported firmware, and outbound TCP 5246 and UDP 5246 from the site.

Where to find it

`Group > Settings > Add Devices`

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Add Devices, headed Add Devices Into Groups. Serial numbers are entered one per line or uploaded as CSV.

Item	What it does
Select Tag(s)	Tags to apply to the devices being added
Serial numbers:	One serial number per line, or CSV
Upload a CSV file	Adds serial numbers from a file
Next...	Continues
Cancel	Abandons the form

The CSV file format is described under Add Devices in Settings (Organization Level), 9.1 Add Devices (Organization Level).

> ***Caution:*** *The screen states: Please ensure you own the devices and they are not managed by any other organizations. A device belongs to one organization at a time. Adding a serial number that another organization already manages does not move the device.*

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2.8.1. If a Serial Number Cannot Be Added

Next... checks every serial number entered. Serial numbers that cannot be added are listed on a screen that replaces the form.



The result of Next... with an unknown serial number. The table shows the serial number and the message S/N not found, with Copy above serial numbers and Back below it.

Item	What it shows or does
`The following devices cannot be added:`	Heads the list
`Serial Number`	Each serial number that was refused
`Message`	The reason, for example `S/N not found`
`Copy above serial numbers`	Copies the listed serial numbers
`Back`	Returns to the form

The figure shows `Organization > Organization Settings > Add Devices`, which uses the same `Next...` check.

Message	What it means	What to do
`S/N not found`	The serial number is not recognised	Check it against the label on the device, click `Back` and enter it again. If it matches the label, open a ticket with Peplink Support with the serial number
`Device already belongs to another organization (What should I do?)`	Another InControl 2 organization holds the device. **What should I do?** is a link	See 2.8.2 If the Device Belongs to Another Organization

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Message	What it means	What to do
`Device already belongs to the organization "<name>"`	The same case, with the holding organization named and linked	Open that organization, or ask its administrator, and remove the device there (2.8.3 Releasing a Device You No Longer Own)
`Failed to verify`	The Peplink ID is temporarily restricted from adding devices after repeated attempts	Open a ticket with Peplink Support and give the Peplink ID you sign in with and the serial numbers. If a device is held by another organization, see 2.8.2 If the Device Belongs to Another Organization

2.8.2. If the Device Belongs to Another Organization

A device belongs to one organization at a time. For privacy and security reasons, Peplink cannot remove a device from an organization. This applies to every device.

The device must be removed by the organization that holds it.

1. Ask the holder (seller, reseller, installer or former administrator) to remove the device from their organization. See 2.8.3 Releasing a Device You No Longer Own.
2. Once it is removed, add it again.

While another organization holds the device, it keeps working and its local Web Admin stays available. Once released, InControl 2 manages it only while it has warranty or an active care plan (1.3 Before You Start).

2.8.3. Releasing a Device You No Longer Own

Before selling, returning or handing over a device, release it so the next owner can add it:

1. Open the group that holds the device and go to `Group > Settings > Device Management`.
2. Download any reports you need to keep. Removing a device clears all data InControl 2 has collected from it.
3. Tick the device, open `Actions` and choose `Remove...`. See 13.1.6 The Actions Menu.

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4. In the form, choose whether InControl 2 managed settings on the device should be **removed** or **retained**, then click **OK**. The default is **retained**.
5. Factory reset the device to clear your configuration from it.

The removal is recorded in the Operation Log as `Removed: <serial number>`, followed by whether InControl 2 managed settings were removed from the device.

Once removed, the new owner can add the device to their own organization.

2.8.4. Adding Many Devices

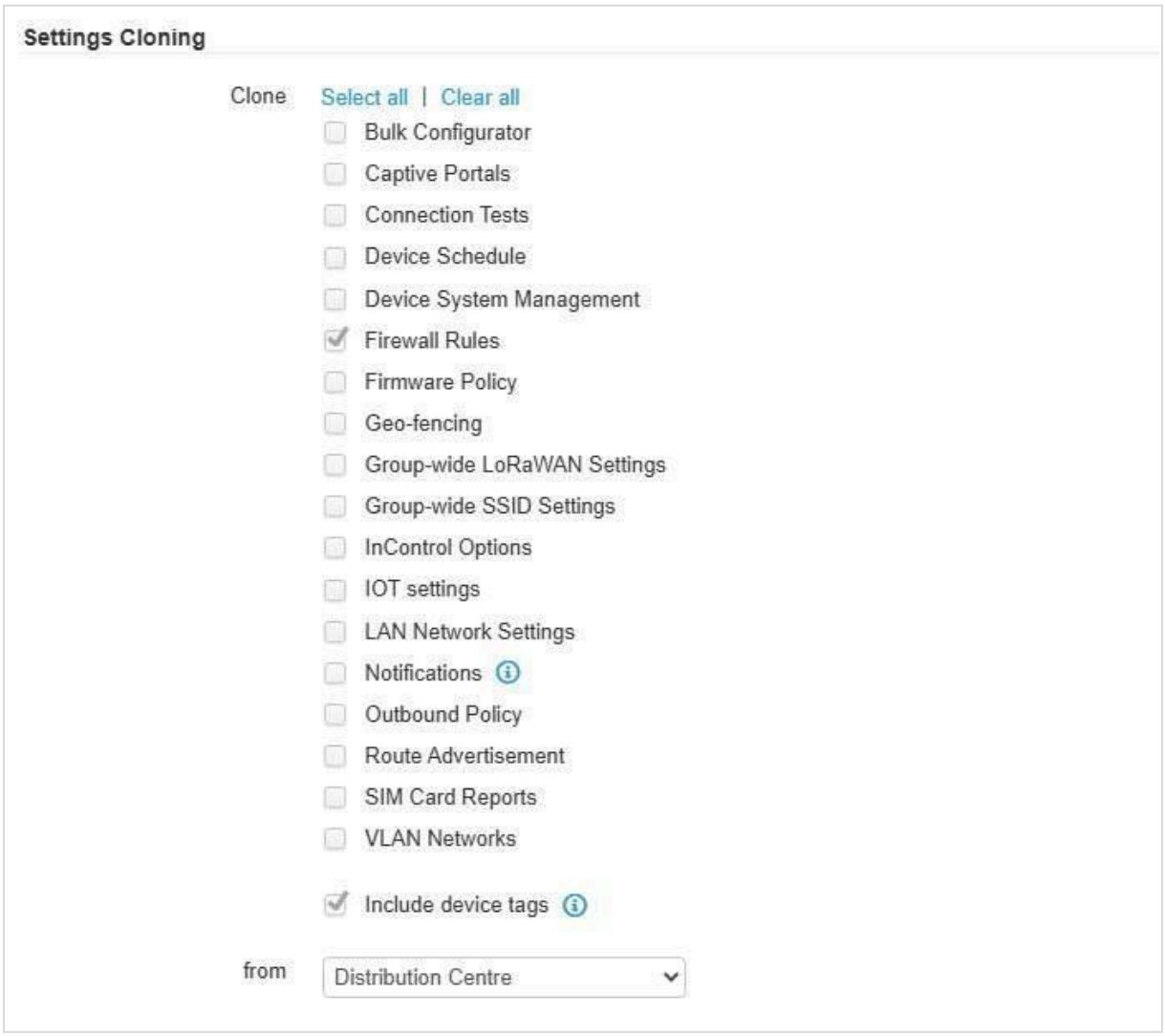
- Prepare a CSV with one line per device in the form `"Serial Number","Device Name"`. No header row is needed. Devices are named as they are added.
- Select tags in `Select Tag(s)` before clicking `Next...`. Tags later scope notification profiles (`Devices Notify for ...`), firewall and VLAN profiles, and Cell ID location lookup to a subset of devices.



Select Group and Select Tag(s) sit above the Serial numbers box. The CSV format is stated under the box, above Upload a CSV file.

- Each pass adds devices to one group. To add devices to several groups, use `Organization > Organization Settings > Add Devices` once per group. See 9.1 Add Devices (Organization Level).
- To give a new group the same settings as an existing group, create it from `Organization > Organization Settings > Create Group` and tick the settings to clone. See Settings (Organization Level), 9.3.2 Settings Cloning.

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Tick the settings to copy in the Clone list, then check that the from dropdown below it names the template group.

2.9. What a New Organization Looks Like

In a new organization, most screens are empty and the menus show fewer options than the screenshots in this manual. Additional menu options appear as devices and settings are added. No features are hidden or restricted by licensing.

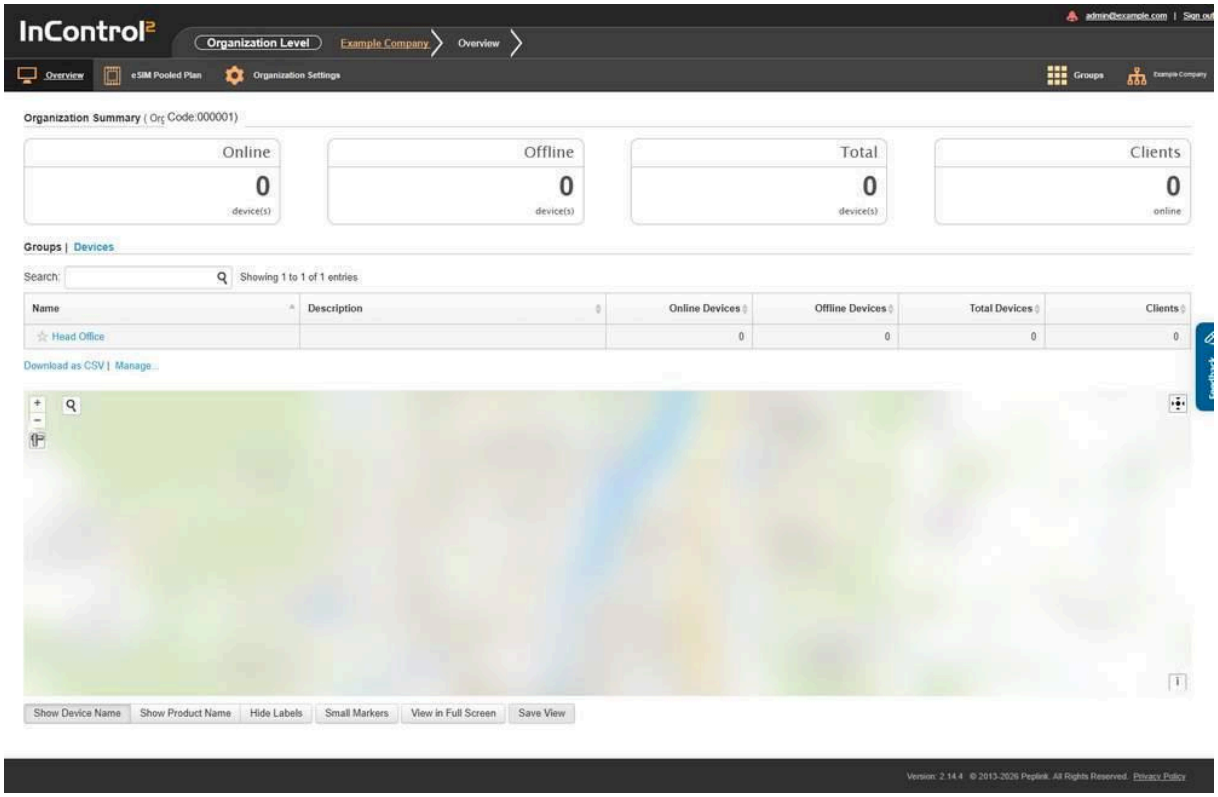
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Stage	Organization menu holds
No groups	`Overview`, `eSIM Pooled Plan`, `Organization Settings`
A group, no devices	the above plus `Add Devices`, `Device Management`, `Create Group`, `Group Management`, `Report E-mailing`, `Operation Log`, `Subscriptions and Licenses`
Devices online	the above plus `Reports`, `SpeedFusion VPN`, `Wi-Fi AP`, `Network Settings`, `SIM Card Reports`, `Starlink Data Pools`

Group level behaves the same way. With no devices it offers `Dashboard`, `Reports` and `Settings` only.

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2.9.1. What the Empty Screens Say



The Overview of a new organization. Online, Offline, Total and Clients all read 0, and the Groups grid lists the one group with zero devices.

Screen	What it shows before any device is added
Organization Overview	`Online 0`, `Offline 0`, `Total 0`, `Clients 0 online`, and the Groups grid listing your group with zeros across it
Group Management	The group and `No. of Devices 0`
Device Management, organization	`This organization contains no devices. Click here to add devices.`
Group Dashboard	`This group contains no devices. Click here to add devices.`

In each case `here` links to Add Devices.

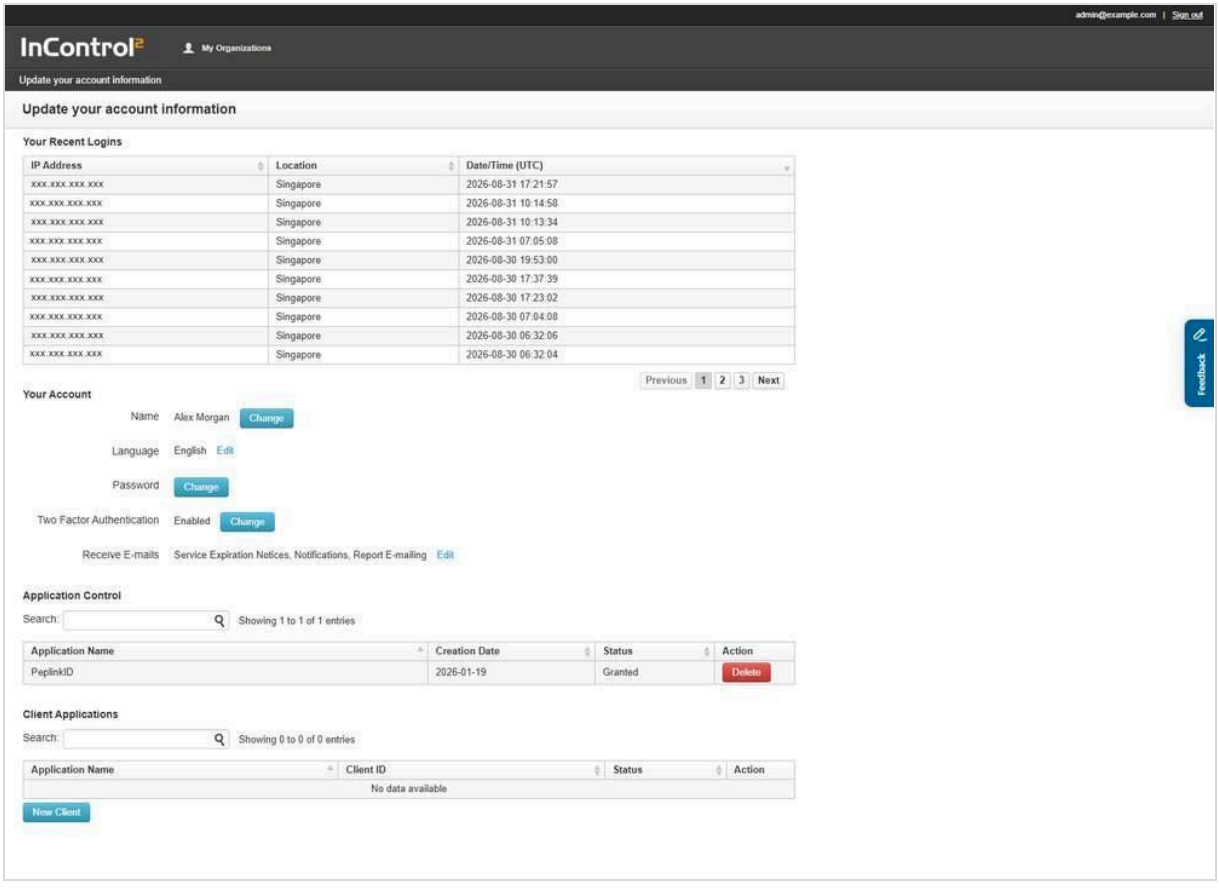
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2.10. Your Profile

This screen shows your Peplink ID settings, your recent sign-in history and the applications authorized for your account. It also sets which e-mails InControl 2 sends you.

Where to find it

Click your e-mail address in the top bar of any user level screen.



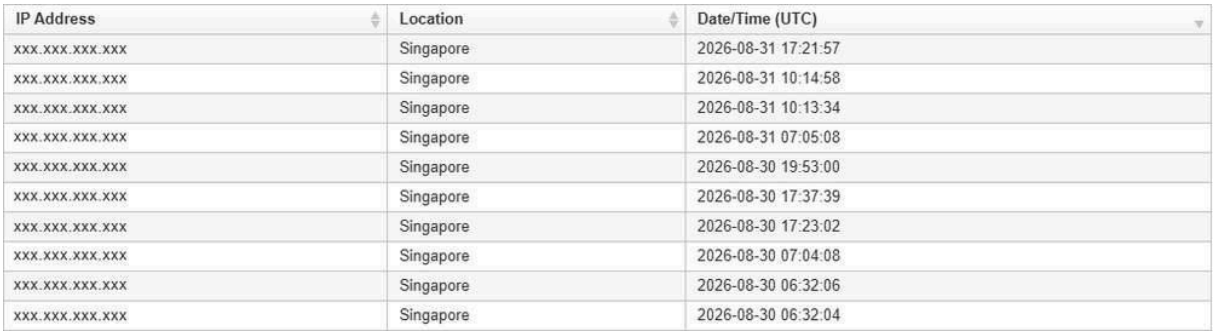
The profile screen. Your Recent Logins is at the top, the account settings in the middle, and the two application tables at the bottom.

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2.10.1. What This Screen Shows

Section	What it shows
Your Recent Logins	Where and when your account was signed in
Your Account	The Peplink ID settings you can change
Application Control	Applications you have granted access to your account
Client Applications	API clients you created for the InControl 2 API

2.10.2. Your Recent Logins



IP Address	Location	Date/Time (UTC)
xxx.xxx.xxx.xxx	Singapore	2026-08-31 17:21:57
xxx.xxx.xxx.xxx	Singapore	2026-08-31 10:14:58
xxx.xxx.xxx.xxx	Singapore	2026-08-31 10:13:34
xxx.xxx.xxx.xxx	Singapore	2026-08-31 07:05:08
xxx.xxx.xxx.xxx	Singapore	2026-08-30 19:53:00
xxx.xxx.xxx.xxx	Singapore	2026-08-30 17:37:39
xxx.xxx.xxx.xxx	Singapore	2026-08-30 17:23:02
xxx.xxx.xxx.xxx	Singapore	2026-08-30 07:04:08
xxx.xxx.xxx.xxx	Singapore	2026-08-30 06:32:06
xxx.xxx.xxx.xxx	Singapore	2026-08-30 06:32:04

Each row gives the source IP address, the place it resolved to, and the date and time in UTC.

Column	What it shows
`IP Address`	The address the sign in came from
`Location`	The place that address resolved to
`Date/Time (UTC)`	When it happened. **UTC, not your local time**

The table is paged, and every column can be sorted. Most other InControl 2 timestamps use the group's time zone, and the organization level Operation Log has a selectable time zone. Do not compare them directly with these UTC times.

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2.10.3. Your Account



Each row has its own Change or Edit control. Two Factor Authentication shows its current state, here Enabled, and Receive E-mails lists the enabled categories.

Row	Control	What it does
`Name`	`Change`	Changes the name on the account
`Language`	`Edit`	Changes the interface language
`Password`	`Change`	Changes the Peplink ID password
`Two Factor Authentication`	`Change`	Turns two-factor authentication on or off for your own account. The row shows the current state
`Receive E-mails`	`Edit`	Selects which e-mails InControl 2 sends you

`Receive E-mails` lists the enabled categories. The three available categories are `Service Expiration Notices`, `Notifications` and `Report E-mailing`. If alert e-mails set up under `Group > Settings > Notifications` (13.7 Notifications) are not received, check this row.

2.10.4. Application Control

Applications that hold access to your account.

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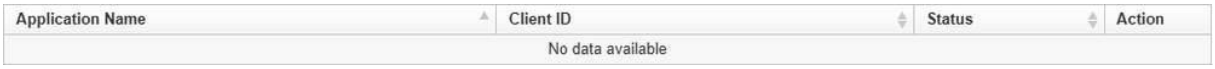
One granted application, PeplinkID, with Delete in the Action column.

Column	What it shows
`Application Name`	The application
`Creation Date`	When access was granted
`Status`	Whether access is granted
`Action`	`Delete`, which withdraws that application's access

Sign in through Peplink ID is listed here as a granted application.

2.10.5. Client Applications

API clients registered for your account. The table is empty until a client is created.



The Client Applications table. Each API client you create is listed here, under the columns described below.

Column	What it shows
`Application Name`	The client
`Client ID`	The identifier the client authenticates with
`Status`	Whether the client is active
`Action`	Per client actions

`New Client` creates a client.

2.11. User Management

User Management adds one user to several organizations at once, instead of adding the same person in each organization's Administration list. To manage users and their roles in one

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organization, use the Administration section of `Organization > Organization Settings` instead (see 9.8.1 Administration).

Where to find it

`My Organizations and Groups > Manage`, in the Users panel.

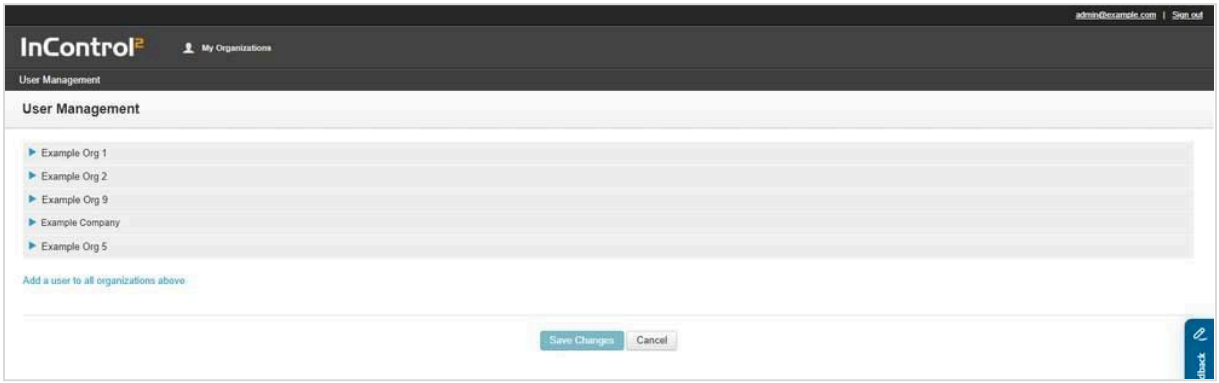


User Management. The organizations listed are the ones you administer, and the control below them adds a user to all of them together.

2.11.1. What This Screen Shows

- The organizations you can administer, listed by name. This list is shorter than My Organizations and Groups, which also includes organizations where you hold group level access.
- `Add a user to all organizations above`, which adds one user across all of them.

2.11.2. Controls



Add a user to all organizations above sits under the organization list, with Save Changes and Cancel below it.

Control	What it does
`Add a user to all organizations above`	Adds a user to every listed organization
`Save Changes`	Commits the change

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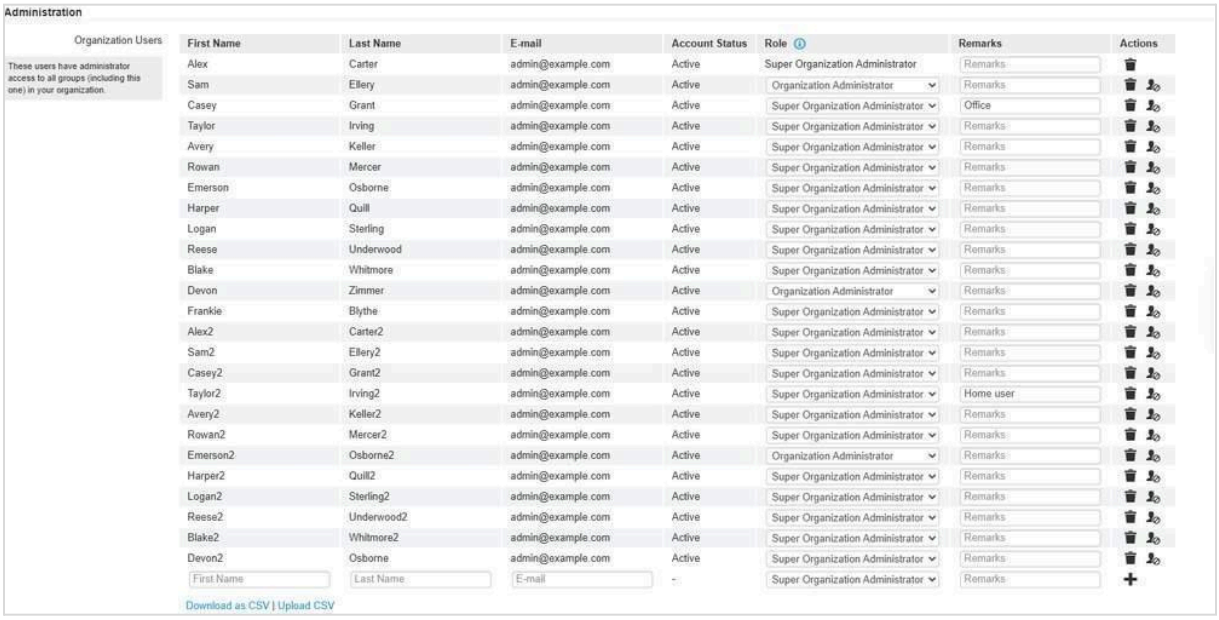
Control	What it does
`Cancel`	Discards it

Caution: *One save adds the user to every organization listed. Check the list before clicking* `Save Changes`*.*

2.12. Before Handing the Organization to an Operations Team

Complete this checklist once the first devices are online.

- Add users with the narrowest role required. See Administration in Settings (Organization Level) (9.8.1 Administration) and in Settings (Group Level) (13.17.2 Administration).

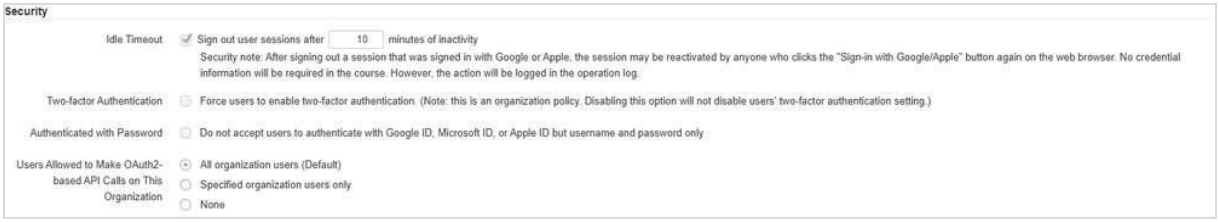


Each user row has its own Role dropdown. Select the narrowest role, and use the empty row at the foot to add a user.

- Turn on notifications for each group. See Settings (Group Level), 13.7 Notifications.
- Set up report e-mailing. See Settings (Group Level), 13.8 Report E-mailing (Group Level).
- Decide the firmware policy. See Settings (Organization Level), 9.6 Firmware Policy (Organization Level).

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- Review the Security section of `Organization > Organization Settings` (9.8.2 Security): Idle Timeout, Two-factor Authentication, Authenticated with Password and API access.



Idle Timeout, Two-factor Authentication and Authenticated with Password, with the OAuth2 API setting below them.

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3. Organization Dashboard

The Organization Dashboard is the entry point to an organization. Its single screen, Overview, shows the organization totals, a grid of every group with its online and offline device counts, and a map of every device. All figures on this screen are organization-wide and cover all groups, not only the group last opened.

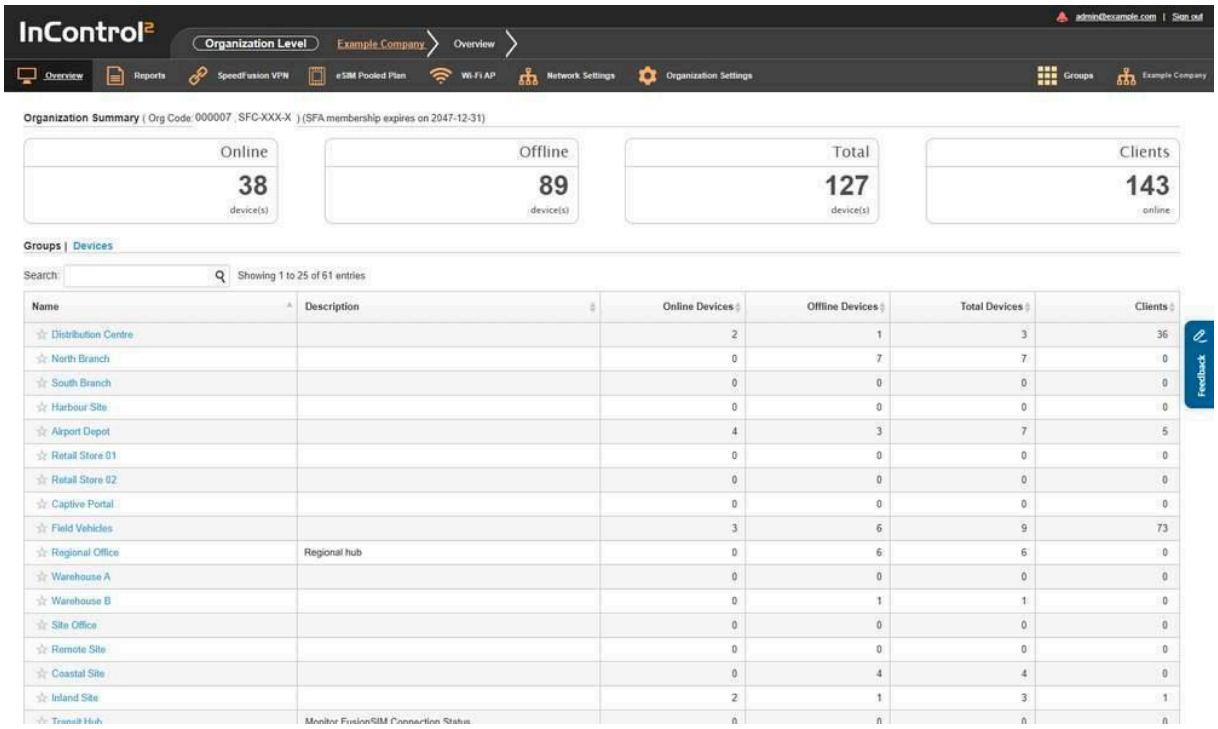
3.1. Overview

Use this screen to see how many devices are offline and which groups they belong to.

The device and client counts on this screen cover the whole organization. The equivalent counts on a group Dashboard cover that group only.

Where to find it

`Organization > Overview`



The Overview screen. The Organization Summary panel is above the Groups grid, and the map fills the lower part of the page.

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3.1.1. What This Screen Shows

Section	What it shows
Organization Summary	Organization identifiers and the device and client totals
Groups | Devices	A grid of the organization's groups, with a link to the device list
Map	The organization's devices plotted geographically

3.1.2. Organization Summary

The panel heading shows the organization's identifiers, followed by the totals.



The four totals in the Organization Summary panel. Online, Offline and Total count devices. Clients counts the clients online.

Item	What it shows
Org Code	The organization's code, shown in the panel heading
SFA membership	The expiry date of the organization's SFA membership, shown in the panel heading. Not shown in every organization
Online	Number of devices currently online
Offline	Number of devices currently offline
Total	Number of devices in the organization
Clients	Number of clients currently online across the organization

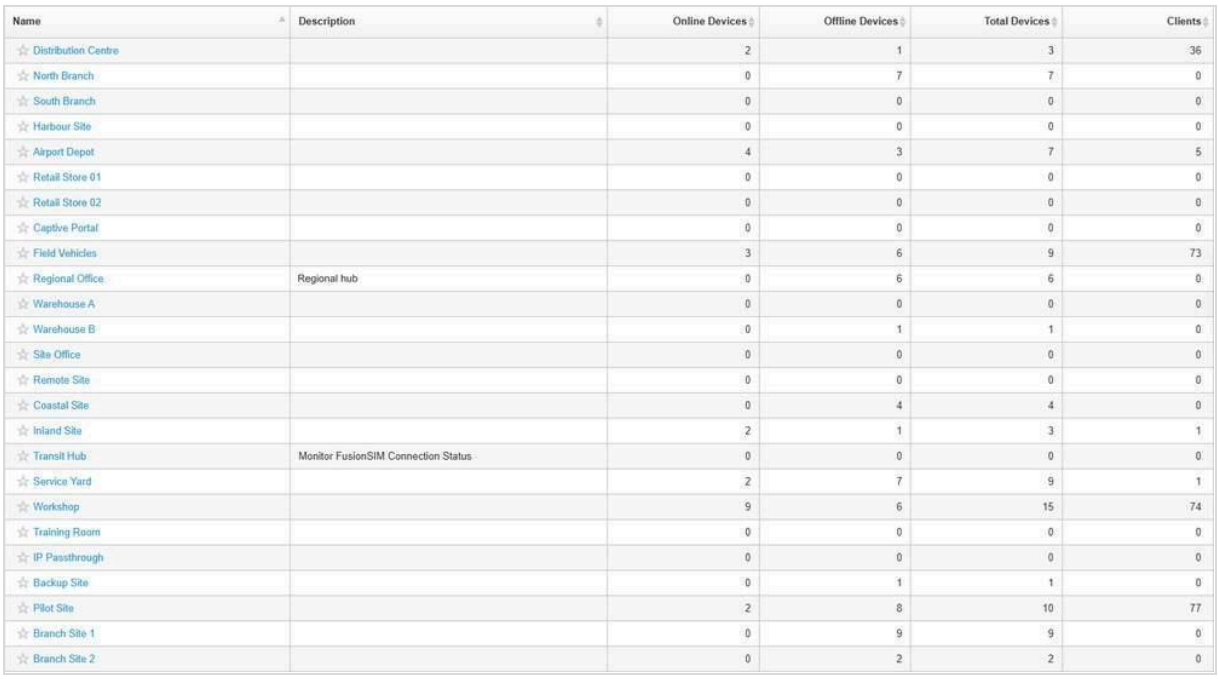
To see which devices are offline, click **Devices** in the **Groups | Devices** heading. This opens `Organization > Organization Settings > Device Management`, which lists every device in the

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organization with its **Status** and condition flags. See Settings (Organization Level), 9.2 Device Management (Organization Level).

3.1.3. The Groups Grid

Each row is one group in the organization. The Name cell links to the group.



Name	Description	Online Devices	Offline Devices	Total Devices	Clients
Distribution Centre		2	1	3	36
North Branch		0	7	7	0
South Branch		0	0	0	0
Harbour Site		0	0	0	0
Airport Depot		4	3	7	5
Retail Store 01		0	0	0	0
Retail Store 02		0	0	0	0
Captive Portal		0	0	0	0
Field Vehicles		3	6	9	73
Regional Office	Regional hub	0	6	6	0
Warehouse A		0	0	0	0
Warehouse B		0	1	1	0
Site Office		0	0	0	0
Remote Site		0	0	0	0
Coastal Site		0	4	4	0
Inland Site		2	1	3	1
Transit Hub	Monitor FusionSIM Connection Status	0	0	0	0
Service Yard		2	7	9	1
Workshop		9	6	15	74
Training Room		0	0	0	0
IP Passthrough		0	0	0	0
Backup Site		0	1	1	0
Pilot Site		2	8	10	77
Branch Site 1		0	9	9	0
Branch Site 2		0	2	2	0

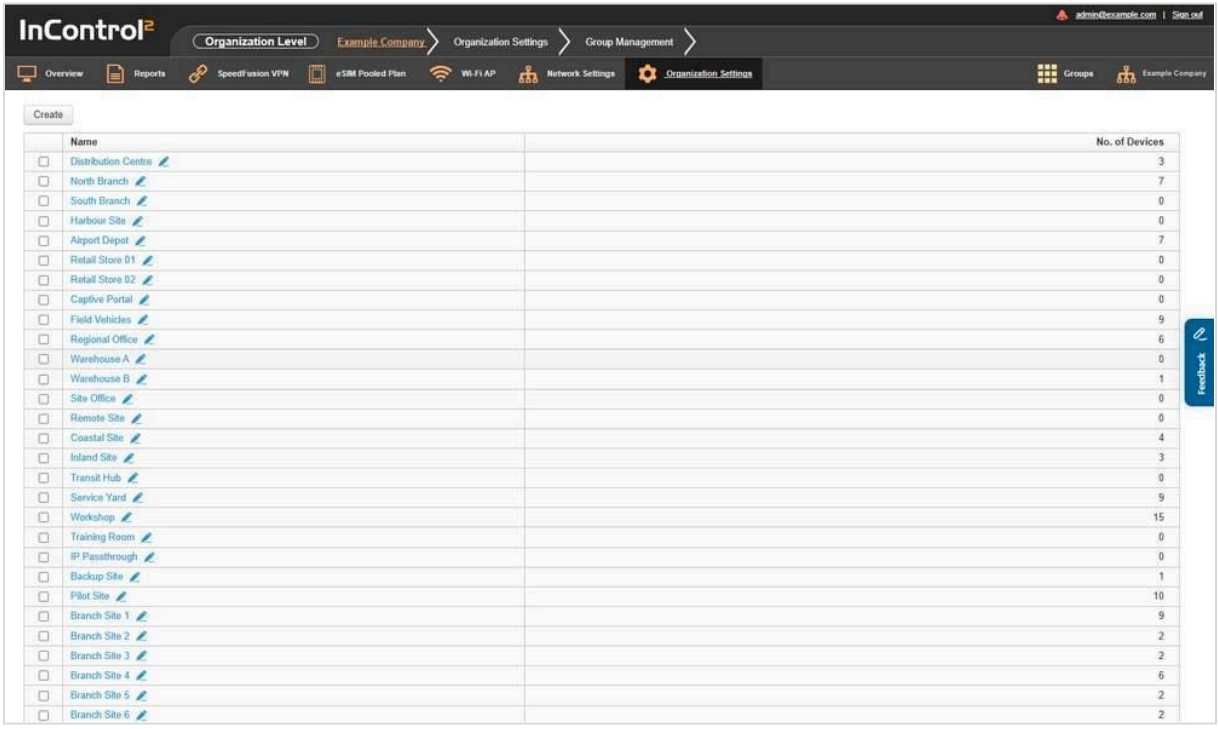
The Groups grid. Each group name is a link with a star beside it. The Description column shows free text where a description is set.

Column	What it shows
Name	The group name. Links to the group
Description	The free text description set for the group
Online Devices	Devices in the group currently online
Offline Devices	Devices in the group currently offline
Total Devices	Devices in the group
Clients	Clients currently online in the group

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The grid is paged. It shows the range displayed, for example **Showing 1 to 25 of 61 entries**, with **Previous** and **Next**.

Download as CSV and **Manage...** are below the grid. **Manage...** opens `Organization > Organization Settings > Group Management`, which lists the same groups with their device counts and provides **Create** to add a group. See Settings (Organization Level), 9.4 Group Management.



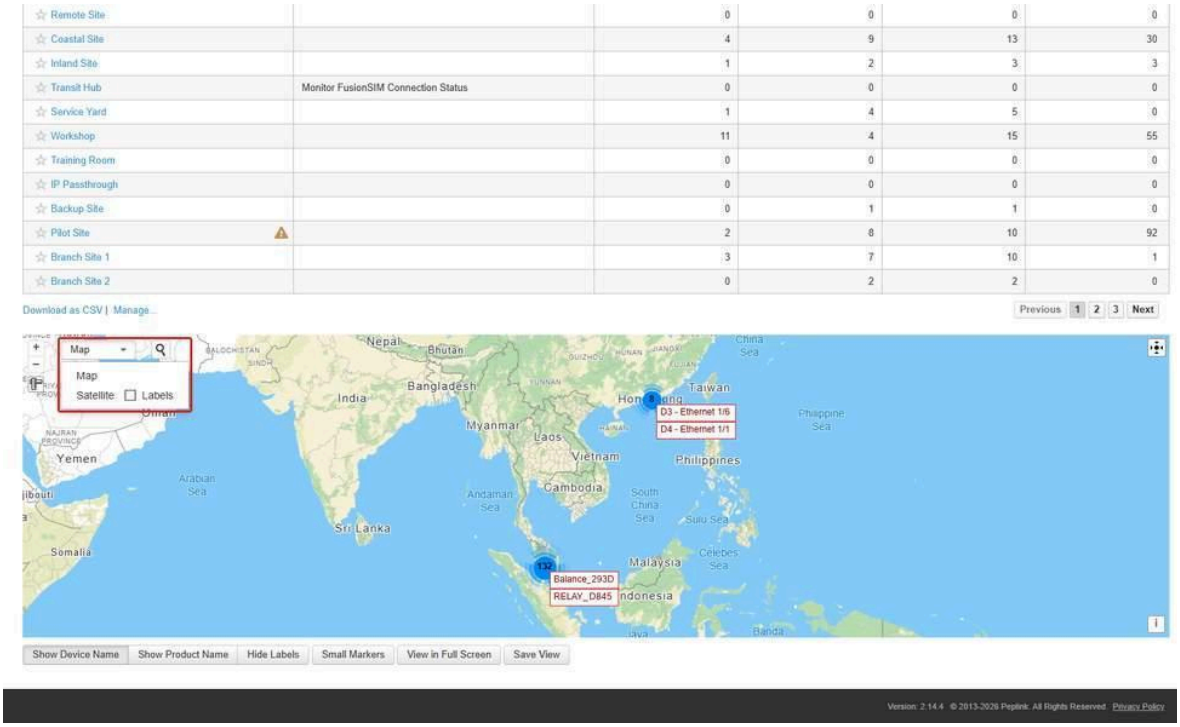
Group Management, opened from Manage.... The breadcrumb changes to Organization Settings > Group Management. Each group name has a pencil icon for renaming, and Create is above the list.

3.1.4. The Map

The map is below the grid and has its own controls.

Map, at the top left of the map, selects the base layer. It shows the layer in use and opens a short list. This chooser is not shown in every organization.

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Map opens a list with two entries, Map and Satellite, and a Labels checkbox on the Satellite row. The chooser and its list are outlined in red. The label buttons and Save View are below the map.

Entry	Effect
Map	The drawn map. This is the default layer
Satellite	Satellite imagery
Labels	A checkbox on the **Satellite** row. Draws labels on the map

Satellite imagery comes from the source set under **Map** in `Organization > Organization Settings` (9.8.8 Map), where **Satellite** offers Google Maps or None.

A marker can show a past location. If a marker's tooltip reads **This marker indicates the device's location in the past**, the marker shows where the device was earlier, which is not necessarily its current location.

Online and offline devices can use different marker images, set under **Custom Map Markers** in `Organization > Organization Settings`, Map. This makes offline devices easier to identify on the map. See 9.8.8 Map.

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Marker labels (**Show Device Name**, **Show Product Name**, **Hide Labels**), zoom, attributions and the distance measuring tool work as on the group Dashboard map, which also has the **Map** base layer chooser. See *The map* in Group Dashboard (10.1.6 The Map). This map plots every device in the organization. The group Dashboard map plots the devices in one group only.

3.1.5. Controls on This Screen

Control	What it does
Search:	Filters the grid
Devices	Opens the organization's device list. See Settings (Organization Level), 9.2 Device Management (Organization Level), for its columns, condition flags and bulk actions
Download as CSV	Exports the grid with each group's online, offline and total device counts
Manage...	Opens `Organization > Organization Settings > Group Management`. See 9.4 Group Management
Map	Selects the map's base layer. Offers **Map** and **Satellite**, with a **Labels** checkbox
Zoom in	Zooms the map in. Drawn as **+**
Zoom out	Zooms the map out. Drawn as **–**
Attributions	Shows the map's data attributions. Drawn as **i**
Small Markers	Draws the map markers at a smaller size
View in Full Screen	Shows the map full screen
Save View	Saves the current map view

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4. Organization Reports

Organization Reports controls cellular and Starlink data costs across every group. SIMs or Starlinks are grouped into pools that match carrier or Starlink plans. Each pool can send usage alerts by e-mail, Pushover or webhook, and can optionally throttle or stop user traffic once the quota is exceeded. Both screens, SIM Card Reports and Starlink Data Pools, also list every SIM and every Starlink in the organization, with CSV export. The same two screens exist at group level, where they cover one group only. The organization level versions described here cover every group in the organization.

Usage, Internet Availability and Device Availability per device are reported at group level, under `Group > Reports > Device Reports`. See 11.2 Device Reports (Group Level). Scheduled report e-mails are set under `Group > Settings > Report E-mailing`, which offers five report types (see 13.8 Report E-mailing (Group Level)). Organization-level Report E-mailing offers Usage Reports only (see 9.5 Report E-mailing (Organization Level)).

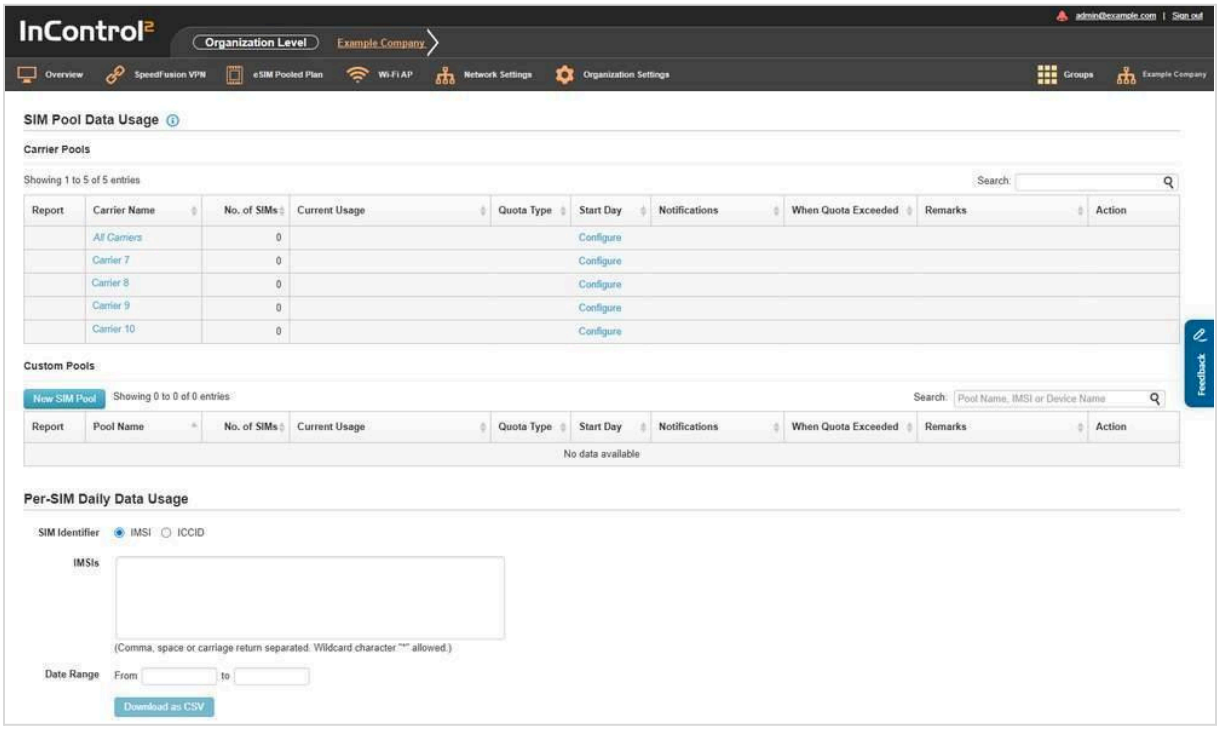
4.1. SIM Card Reports (Organization Level)

SIM Card Reports tracks cellular data usage against carrier and custom SIM pools across the whole organization, and lists the SIM cards installed in its devices. It shows how close each SIM pool is to its quota and the details of each SIM. The group level SIM Card Reports screen is described in the Reports chapter (see 11.5 SIM Card Reports (Group Level)). Its pool dialog resets on the group's time zone, not on GMT+0. For Peplink eSIM data, automatic top ups are set under Peplink eSIM Pooled Plan in Settings (Organization Level) (9.8.3 Peplink eSIM Pooled Plan). See also 6 eSIM and SIM Management.

Where to find it

`Organization > Reports > SIM Card Reports`

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The SIM Card Reports screen. Carrier Pools are generated by the system. Custom Pools are user defined.

4.1.1. What This Screen Shows

Section	What it shows
SIM Pool Data Usage	The page heading covering the two pool tables
Carrier Pools	One row per carrier detected in the organization, plus an All Carriers row
Custom Pools	User-defined pools
Per-SIM Daily Data Usage	A CSV export tool for daily usage of selected SIMs
Devices and SIM Cards	The SIM inventory per device

4.1.2. What a SIM Pool Is

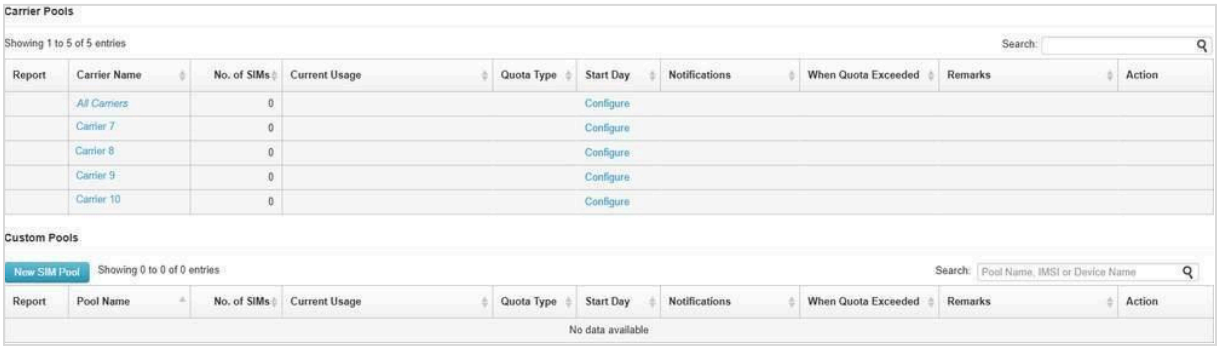
The **SIM Pool Data Usage** heading has an information icon. Its tooltip states that:

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- A SIM pool profile monitors the total data usage of a collection of SIM cards in billing cycles.
- SIM cards are specified by their IMSI identifier.
- The same IMSI may be specified in more than one SIM pool.
- Carrier Pools are generated by the system, one for every carrier and one for all carriers, and their IMSIs are maintained automatically.
- Custom Pools are defined and maintained by the user.

Because an IMSI can belong to more than one pool, the same traffic can be counted against several pools. Pool totals are therefore not additive.

4.1.3. Carrier Pools and Custom Pools



The Carrier Pools table. Rows with no quota set have Configure as their only action.

Both tables use the same columns, except that the second column names the carrier in one table and the pool in the other.

Column	What it shows
Report	Link to the pool's usage report
Carrier Name / Pool Name	The detected carrier, or the name given to the pool
No. of SIMs	Number of SIMs counted in the pool
Current Usage	Data used in the current quota period
Quota Type	The quota period set for the pool
Start Day	The day of the month the quota period starts
Notifications	Notification channels enabled for the pool

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Column	What it shows
When Quota Exceeded	The action taken once the quota is exceeded
Remarks	Free text for the pool
Action	Per row actions. Carrier pool rows offer **Configure**

Notes:

- Carrier pools are listed even when no quota is set. Current Usage, Quota Type, Start Day, Notifications and When Quota Exceeded are then blank and the only action is **Configure**.
- The Carrier Pools table is paged and states the range shown, in the form **Showing 1 to 10 of N entries**.
- An empty Custom Pools table shows **No data available**.
- Carrier Pools cover every carrier detected across the organization. The table is therefore longer than in any one group, and a **No. of SIMs** of zero on a row is normal.
- Carrier rows are listed even when the organization has no cellular device.

4.1.4. Per-SIM Daily Data Usage



The export tool. Select an identifier type, list the SIMs, set a date range, then download.

This section produces a CSV file rather than an on-screen table. It can be used to reconcile a carrier invoice, or to find which SIM in a pool that exceeded its quota used the data. A wildcard such as `310260*` covers every SIM whose IMSI starts with that prefix.

Field	Notes
SIM Identifier	**IMSI** or **ICCID**. The default is **IMSI**

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Field	Notes
IMSIs	The identifiers to report on. The screen states they may be comma, space or carriage return separated, and that the wildcard character * is allowed
Date Range	A **From** and a **to** field

Download as CSV for this section is disabled until identifiers are entered.

4.1.5. Devices and SIM Cards



The SIM inventory table. Each cellular device in the organization adds its SIMs here under the ten columns shown. The device count is beside the Search field.

This table, and its **Download as CSV**, give the ICCID, IMSI, phone number (MTN), APN and band of each SIM.

Rows are grouped under a heading naming the group and the device, with one row per SIM slot beneath it. Both names in the heading are links. Hover over the device name to see its status in words, for example **Online** or **Offline**.

Column	What it shows
WAN	The cellular WAN the slot belongs to, for example Cellular 1
SIM Slot	The physical slot, for example A or B. eSIM rows are named instead, and an active slot is marked **(Active)**
Carrier	The carrier the SIM is registered to, with its country
IMSI	The IMSI of the SIM
ICCID	The ICCID of the SIM

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Column	What it shows
MTN	The mobile telephone number recorded for the SIM
APN	The APN in use
Primary Band	The primary band reported
Secondary Band	The secondary band reported
Remarks	Free text for the SIM

Above the table, the screen states how many cellular devices are covered, in the form **N cellular device(s)**. An organization with none shows **0 cellular device(s)** with **No data available** in the table. The table is paged, with **Previous** and **Next** below it.

Slot names include the physical slots, **Peplink eSIM** and **BYO eSIM A**, so a device can list more slots than it has physical trays.

4.1.6. Controls on This Screen

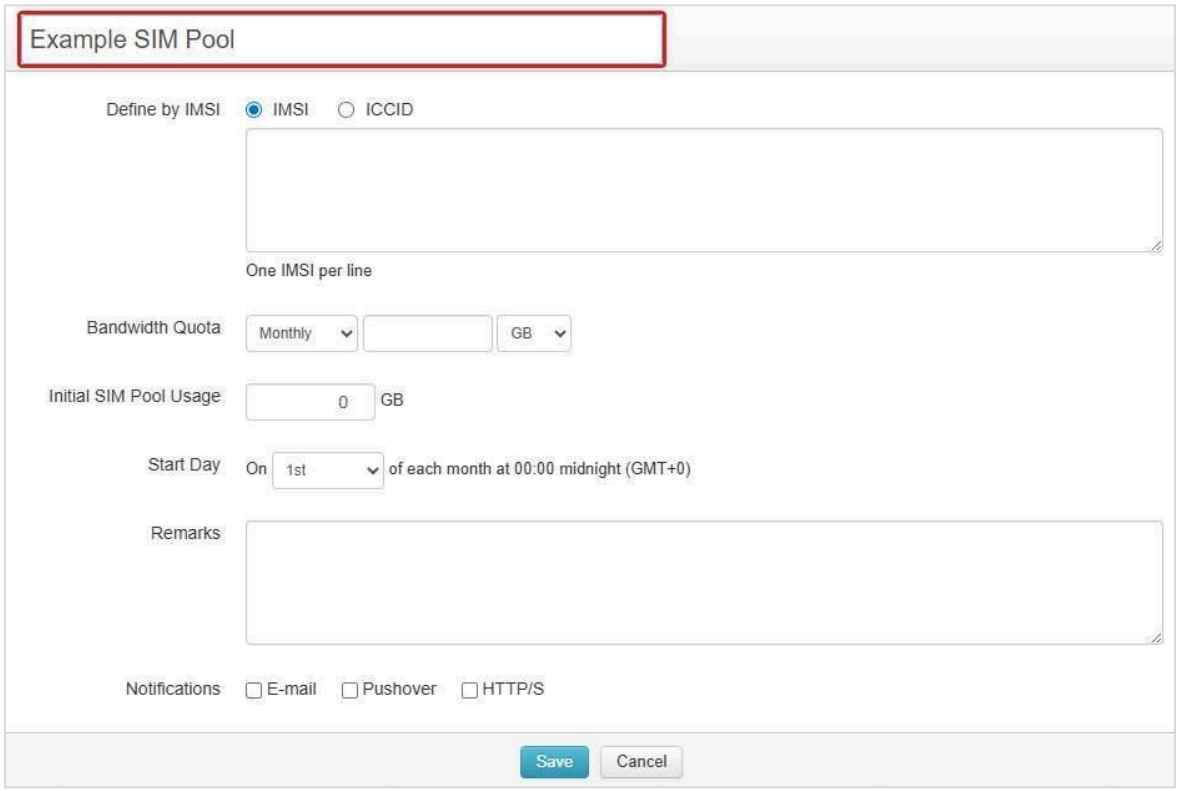
Control	What it does
Search:	Filters the Carrier Pools table
New SIM Pool	Opens the pool dialog described below
Pool Name, IMSI or Device Name	Filters the Custom Pools table by pool name, IMSI or device name
IMSI / ICCID	Selects the identifier for the Per-SIM Daily Data Usage export
Configure	Opens the settings for a carrier pool row
Download as CSV	Exports the section above it. Per-SIM Daily Data Usage and Devices and SIM Cards each have their own

4.1.7. Creating a Custom SIM Pool

To create a custom pool, name the pool, list the SIMs by IMSI or ICCID, set the quota and **Start Day**, tick the alert channels, and select the action taken when the quota is exceeded.

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New SIM Pool opens a dialog.



The New SIM Pool dialog. The box at the top, outlined in red and holding Example SIM Pool, is the Pool Name. Define by IMSI, Bandwidth Quota, Initial SIM Pool Usage, Start Day, Remarks and Notifications follow.

Field	Notes
Pool Name	The first box, in the dialog's header. This name is shown in the Custom Pools table
Define by	**IMSI** or **ICCID**
Identifier list	The SIMs in the pool. The dialog states one IMSI per line
Bandwidth Quota	Period, amount and unit
Initial SIM Pool Usage	A starting figure in GB, for a pool that already has usage against it
Start Day	The day of the month the quota period restarts

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Field	Notes
Remarks	Free text for the pool
Notifications	**E-mail**, **Pushover**, **HTTP/S**
When Bandwidth Quota Exceeded	**Stop Routing User Traffic**, **Bandwidth Throttling**

The dialog's dropdowns offer:

Dropdown	Options
Bandwidth Quota period	Daily, Weekly, Monthly, Yearly
Bandwidth Quota unit	MB, GB, TB
Start Day	1st, 2nd, 3rd, 4th, 5th, 6th, 7th, 8th, 9th, 10th, 11th, 12th, 13th, 14th, 15th, 16th, 17th, 18th, 19th, 20th, 21st, 22nd, 23rd, 24th, 25th, 26th, 27th, 28th, Last day

> ***Caution: Stop Routing User Traffic*** *stops user traffic once the quota is exceeded, and Device Management then flags the WAN with One or more WANs hit 100% usage and restricted to routing management traffic only. Select* ***Bandwidth Throttling*** *unless stopping user traffic at the cap is intended.*

Notes on the Start Day list:

- It ends on the 28th, so every selectable day exists in every month.
- **Last day** starts at 00:00 on the last day of each month. For a period that follows the calendar month, select **1st**.

HTTP/S sends usage alerts to an external system. **Subject for Usage Alerts** variables such as `${pool_name}` and `${usage_percentage}` make the e-mail subject easy to sort.

Subject for Usage Alerts sets the subject line of the usage alert. The field accepts variables, and the dialog lists the available ones:

- `${date_time}`
- `${group_name}`
- `${link}`
- `${n_sims}`

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- `${organization_name}`
- `${quota}`
- `${quota_mb}`
- `${start_day}`
- `${start_weekday}`
- `${start_month}`
- `${pool_name}`
- `${usage}`
- `${usage_mb}`
- `${usage_percentage}`

The list is the same on the organization level and group level dialogs, including `${group_name}`.

HTTP/S posts the alert to a specified URL. A test action beside the field reports **Sent** or **Failed**. The dialog states:

- An HTTP/S POST call is made to the specified URL for the events selected above.
- The POST data is an array of events in JSON format, each event carrying fields including `ts`, `device_name`, `device_id`, `client_name`, `client_mac`, `event_type`, `detail`, `longitude`, `latitude`, `gps_timestamp` and `sn`.
- On any error, for example an HTTP response code of 300 or above or a network timeout, the call is retried "at most five times every one minute".

Save and **Cancel** close the dialog.

4.1.8. When the Quota Period Resets

The reset time differs between the two levels.

Level	What the dialog states
Organization	The quota restarts **of each month at 00:00 midnight (GMT+0)**
Group	The quota restarts each month at 00:00 midnight in that group's time zone

As a result:

- An organization-level pool always resets on GMT+0, regardless of the time zone of the groups it covers.

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- A group-level pool resets on its own group's time zone.
- Two pools set to the same Start Day therefore reset at different times unless the group's time zone is GMT+0. Usage in the hours between the two resets counts towards the closing period of one pool and the opening period of the other, so the two totals can differ around the reset time.

4.2. Starlink Data Pools (Organization Level)

Starlink Data Pools applies pooled data quotas to the Starlinks attached to devices anywhere in the organization, and lists those Starlinks. The Starlink list also shows which Starlinks have restarted or run older software.

Peplink's knowledgebase article Starlink Data Pools states the following:

- Devices report Starlink usage to InControl 2 every 15 minutes, and reports and notifications can lag by an hour or more, so usage can exceed the quota before the action takes effect.
- The figures are an estimate. Because of protocol overhead and unit conversion, they can differ from the usage of Starlink bills.
- Pools require firmware 8.5.2 or later. **Bandwidth Throttling** requires 8.5.3 or later.
- Enter usage from before the devices were connected in **Initial Starlink Data Pool Usage**. The pool counts from when it is created.

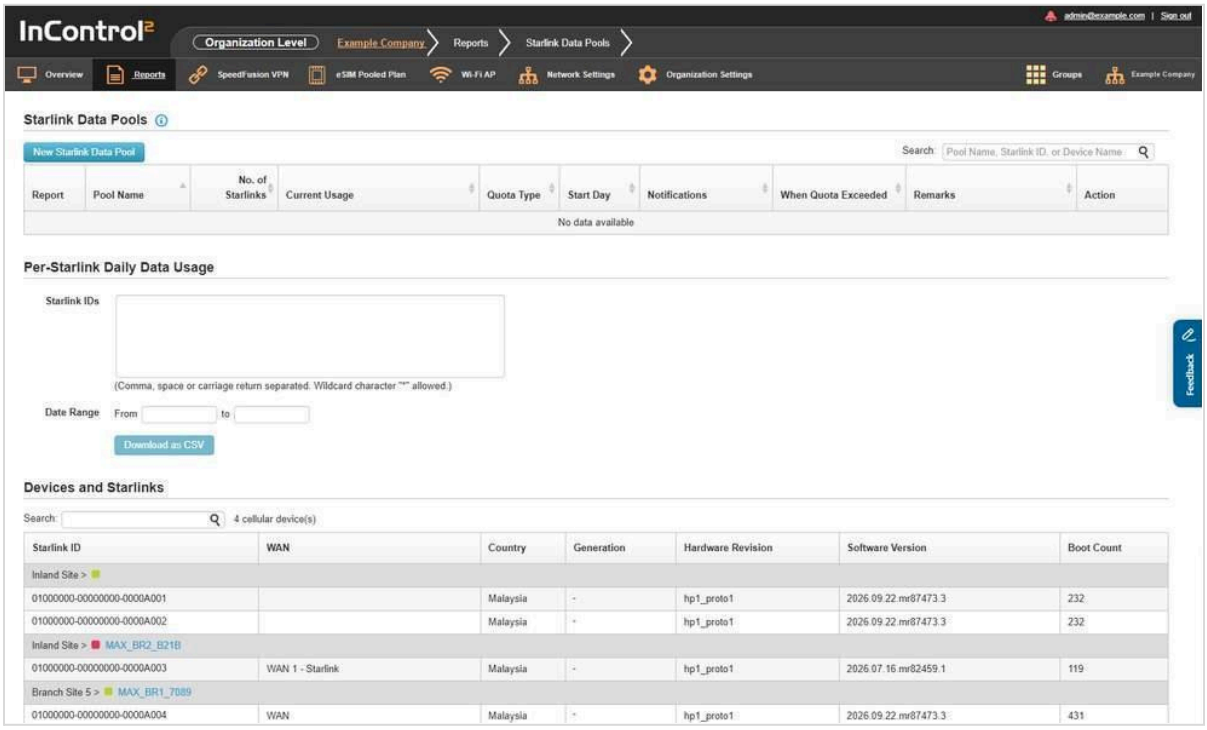
The group level Starlink Data Pools screen, including a pool row with its actions, is described in the Reports chapter. See 11.6 Starlink Data Pools (Group Level).

Where to find it

`Organization > Reports > Starlink Data Pools`

The screen opens with the **New Starlink Data Pool** form displayed over it. **Cancel** closes the form and shows the screen. Nothing is created until **Save** is clicked.

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The Starlink Data Pools screen with no pools defined. The Devices and Starlinks table at the bottom lists the Starlinks available to pool.

4.2.1. What a Starlink Data Pool Is

The **Starlink Data Pools** heading has an information icon. Its tooltip states that:

- A Starlink data pool profile tracks the overall data usage of a group of Starlinks during billing cycles.
- Each Starlink is identified by its Starlink ID.
- A Starlink ID can be associated with one or more data pools.

As with SIM pools, a Starlink in more than one pool has its traffic counted against each of them, so pool totals are not additive.

4.2.2. What This Screen Shows

Section	What it shows
Starlink Data Pools	The defined pools

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Section	What it shows
Per-Starlink Daily Data Usage	A CSV export tool for daily usage of selected Starlinks
Devices and Starlinks	The Starlink inventory per device

4.2.3. The Pool Table

Column	What it shows
Report	Link to the pool's usage report
Pool Name	The name given to the pool
No. of Starlinks	Number of Starlinks counted in the pool
Current Usage	Data used in the current quota period
Quota Type	The quota period set for the pool
Start Day	The day of the month the quota period starts
Notifications	Notification channels enabled for the pool
When Quota Exceeded	The action taken once the quota is exceeded
Remarks	Free text for the pool
Action	Per row actions

With no pools defined, the table shows **No data available**. For the same table with a pool defined, see *The pool table* in the Reports chapter (11.6.3 The Pool Table). With a pool defined:

- **Current Usage** is shown as a bar with the percentage used, and the amount used against the quota beside it.
- **Report** is an icon linking to the pool's usage report.
- **Action** has two icons: **Clone** (shown in its tooltip) and a waste bin.

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4.2.4. Per-Starlink Daily Data Usage

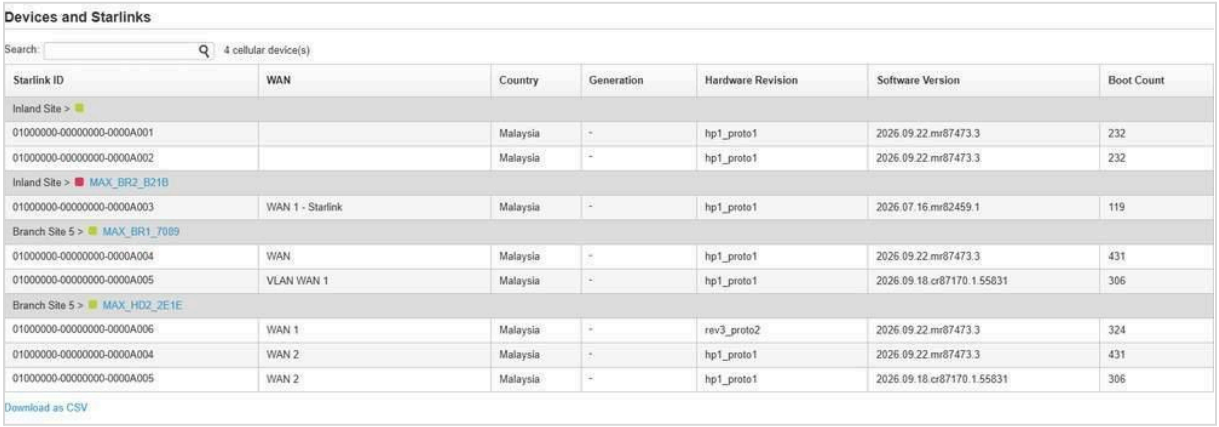


The export tool. List the Starlink IDs, set a date range, then download.

Field	Notes
Starlink IDs	The Starlinks to report on. The screen states they may be comma, space or carriage return separated, and that the wildcard character * is allowed
Date Range	A **From** and a **to** field

Download as CSV for this section is disabled until identifiers are entered.

4.2.5. Devices and Starlinks



The Starlink inventory, grouped under a group and device heading with one row per Starlink.

Rows are grouped under a heading naming the group and the device, with one row per Starlink beneath it.

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Column	What it shows
Starlink ID	The Starlink identifier
WAN	The device WAN the Starlink is listed against, for example `WAN 1`, `WAN 2` or `VLAN WAN 1`. Can be blank
Country	The country reported by the Starlink
Generation	The generation value reported by the Starlink. A dash means no value was reported
Hardware Revision	The hardware revision string reported by the Starlink
Software Version	The software version running on the Starlink. Compare it over time to identify Starlinks running older software. A Starlink with firmware waiting to install is also flagged on Device Management with *One or more Starlink terminal connected to this device has firmware pending to install.*
Boot Count	The number of boots reported by the Starlink. Compare it over time to identify Starlinks that have restarted. A dash means no value was reported

Because this screen covers the whole organization, the same Starlink ID can appear under more than one device, including devices in different groups, when the Starlink has connected to each. The group heading of each row block identifies the device. Each row shows what that device last reported.

4.2.6. Controls on This Screen

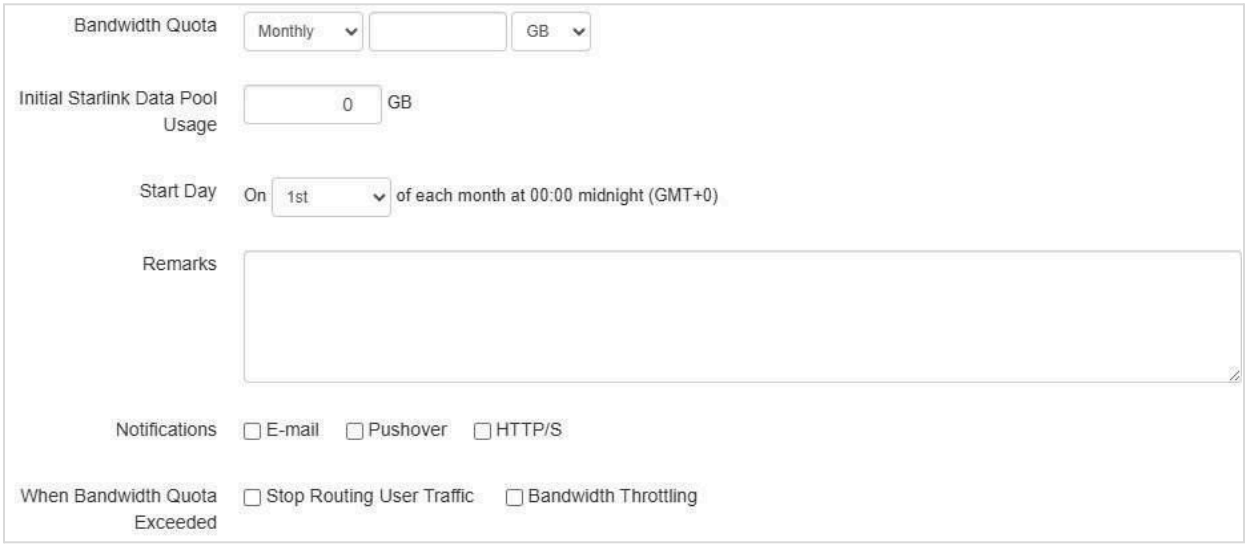
Control	What it does
New Starlink Data Pool	Opens the pool form described below
Pool Name, Starlink ID, or Device Name	Filters the pool table by pool name, Starlink ID or device name
Search:	Filters the Devices and Starlinks table

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Control	What it does
Download as CSV	Exports the section above it. Per-Starlink Daily Data Usage and Devices and Starlinks each have their own

4.2.7. Creating a Starlink Data Pool

New Starlink Data Pool opens a form with the same layout as the SIM pool dialog. At organization level, the form is already displayed when the screen opens.



The quota part of the form at organization level. Start Day states midnight (GMT+0).

Field	Notes
Pool Name	The name shown in the pool table
Starlink IDs	The Starlinks in the pool. The form states one ID per line
Bandwidth Quota	Period, amount and unit
Initial Starlink Data Pool Usage	A starting figure, for a pool that already has usage against it
Start Day	The day of the month the quota period restarts

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Field	Notes
Remarks	Free text for the pool
Notifications	**E-mail**, **Pushover**, **HTTP/S**
When Bandwidth Quota Exceeded	**Stop Routing User Traffic**, **Bandwidth Throttling**

The form's dropdowns offer:

Dropdown	Options
Bandwidth Quota period	Daily, Weekly, Monthly, Yearly
Bandwidth Quota unit	MB, GB, TB
Start Day	1st, 2nd, 3rd, 4th, 5th, 6th, 7th, 8th, 9th, 10th, 11th, 12th, 13th, 14th, 15th, 16th, 17th, 18th, 19th, 20th, 21st, 22nd, 23rd, 24th, 25th, 26th, 27th, 28th, Last day

> ***Caution: Stop Routing User Traffic*** *stops user traffic once the quota is exceeded, and Device Management then flags the WAN with One or more WANs hit 100% usage and restricted to routing management traffic only. Select* ***Bandwidth Throttling*** *unless stopping user traffic at the cap is intended.*

The form states that the quota restarts **of each month at 00:00 midnight (GMT+0)**, as on the SIM pool dialog. The group-level form states the reset in that group's time zone. An organization level Starlink pool therefore always resets on GMT+0, and a group level Starlink pool on its own group's time zone. For the effect on reported figures, see *When the quota period resets* under SIM Card Reports (4.1.8 When the Quota Period Resets).

The notification settings work as on the SIM pool dialog (see 4.1.7 Creating a Custom SIM Pool), with these points:

- **Subject for Usage Alerts** accepts `${date_time}`, `${group_name}`, `${link}`, `${n_starlinks}`, `${organization_name}`, `${quota}`, `${quota_mb}`, `${start_day}`, `${start_weekday}`, `${start_month}`, `${pool_name}`, `${usage}`, `${usage_mb}` and `${usage_percentage}`. The count variable is `${n_starlinks}` here, not `${n_sims}`.
- **HTTP/S** posts an array of events in JSON format to the specified URL, and has a test action that reports **Sent** or **Failed**. On any error, for example an HTTP response code of 300 or above or a network timeout, the call is retried "at most five times every one minute".

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Save is unavailable until the form holds enough information to define a pool. **Cancel** closes the form.

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5. SpeedFusion VPN

SpeedFusion VPN contains the screens that show live SpeedFusion status and the screens that hold SpeedFusion profile configuration. The menu appears at three levels, and each level offers different functions:

- Organization level holds the profile list and the profile wizard, and shows a map of the whole organization.
- Group level switches SpeedFusion VPN on for the group and shows the group's live status.
- Device-level lists the peers of one device in a table.

Screen names repeat across levels, so each section below states the level it applies to.

Two banners recur on these screens:

- At organization level, **SpeedFusion VPN is not enabled on all groups. System will only show devices available from SpeedFusion VPN enabled groups.**
- At the group level, **SpeedFusion VPN is not enabled on this group. Devices will not be available in organization-level profiles.**

Tunnel quality and outage history are reported outside this menu:

- `Device > Reports > SpeedFusion Score` rates each profile and lists InControl 2's suggestions. See 15.1 SpeedFusion Score.
- `Device > Reports > Connection Up/Down History`, **SpeedFusion VPN** tab, lists each time a tunnel went down and its monthly availability. See 15.12 Connection Up/Down History.
- The **SpeedFusion Score** column on the group Dashboard lists the score for every device in the group. See 10.1.3 The Devices Grid.

5.1. How SpeedFusion VPN Works

The settings on these screens rely on three concepts.

SpeedFusion needs both ends. It bonds several WAN connections into one virtual link between **two Peplink endpoints**: two devices, or a device and a FusionHub. The far end must be a SpeedFusion peer, so SpeedFusion does not accelerate a plain internet connection. A profile describes the tunnel between the endpoints, not the WANs themselves.

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A profile describes a tunnel, not a device setting. A profile defines which devices are peers and how the tunnel behaves, and InControl 2 pushes it to every device the profile selects. For this reason the profile list is at organization level, and the switch that lets a group take part is at group level. Devices in a group that is not enabled do not appear in organization-level profiles, as the two banners above state.

Each tunnel option addresses a different problem, and each has a cost. Review the table below before choosing a mode. An unsuitable mode can substantially increase data use and cost.

The problem	What to use	What it costs
One link does not carry enough bandwidth	**Bonding**, including Dynamic Weighted Bonding, which aggregates the links into one larger link	Links of very different latency do not bond well. **Max Latency Diff** manages this
Packet loss affects a real-time stream, such as video or voice	**Smoothing**, which sends the same packets over more than one link so that a loss on one link has no effect	Bandwidth. InControl 2 states the overhead as up to 100% for Normal, 200% for Medium and 300% for High. On a metered cellular or Starlink link the overhead counts as data used: Normal can double, and High can quadruple, the data the tunnel uses
A lossy link, satellite in particular, limits throughput	**SpeedFusion Boost**	Works only over a SpeedFusion connection, so both ends must be Peplink devices. Added in firmware 8.6.0, for all models
A link may fail entirely	**Hot failover**, where a standby link takes over	No aggregation while the primary link is healthy

SpeedFusion Boost compared with Smoothing.

- SpeedFusion Boost improves throughput on a link with constant packet loss, such as satellite.
- Smoothing reduces the effect of packet loss on real-time traffic, such as voice and video, at the cost of extra bandwidth.

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The number of peers a device can have is limited by the model and its subscription. The current figure is shown in two places:

- `Device > Device Details`, **Show All**, **SpeedFusion VPN Peers** (see 14.1.5 The Expanded Information View) shows the peers in use against the licence limit.
- The **Device** dropdown on the Hub Devices step of the profile wizard states the connections each hub has left, for example `2 connection(s) available`.

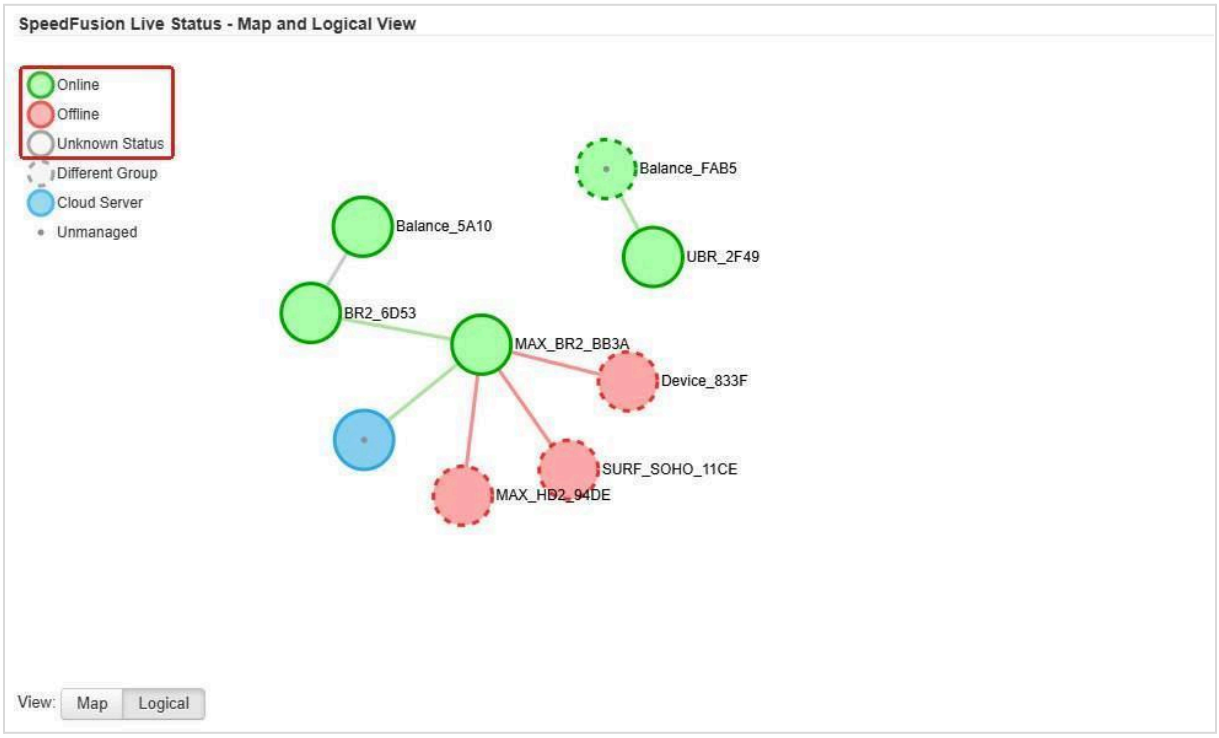
For the data quotas that tunnel overhead counts against on metered links, see *eSIM and SIM Management* (6 eSIM and SIM Management) and `Group > Reports > SIM Card Reports` (11.5 SIM Card Reports (Group Level)).

5.2. How to Check That a Tunnel Is Healthy

Use this procedure for a routine tunnel check, or when a tunnel is slow or has dropped.

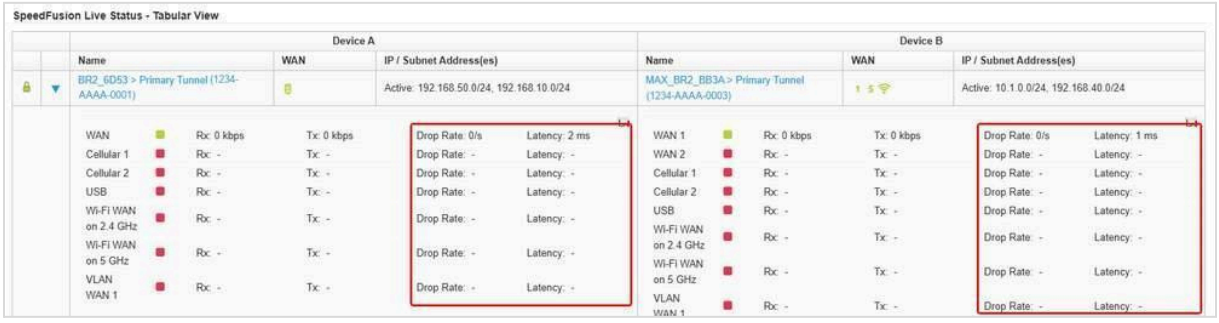
1. Open `Organization > SpeedFusion VPN > Live Status - Map and Logical View` (see 5.3 Live Status - Map and Logical View (Organization Level)) and select **Logical**. A red circle is an offline device and a grey circle is a device of unknown status.

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Step 1. *The legend in the top left corner of the Logical view, outlined in red: green is Online, red is Offline and grey is Unknown Status. The same circles are used at organization and group level.*

2. Open `Group > SpeedFusion VPN > Live Status - Tabular View` (see 5.5 Live Status - Tabular View (Group Level)) and expand the row for the tunnel. Compare **Drop Rate** and **Latency** for each WAN at both ends. A WAN with values well above the others is the likely cause.



Step 2. *Drop Rate and Latency per WAN in the expanded row, outlined in red for Device A on the left and Device B on the right. A dash means there is no current reading for that WAN.*

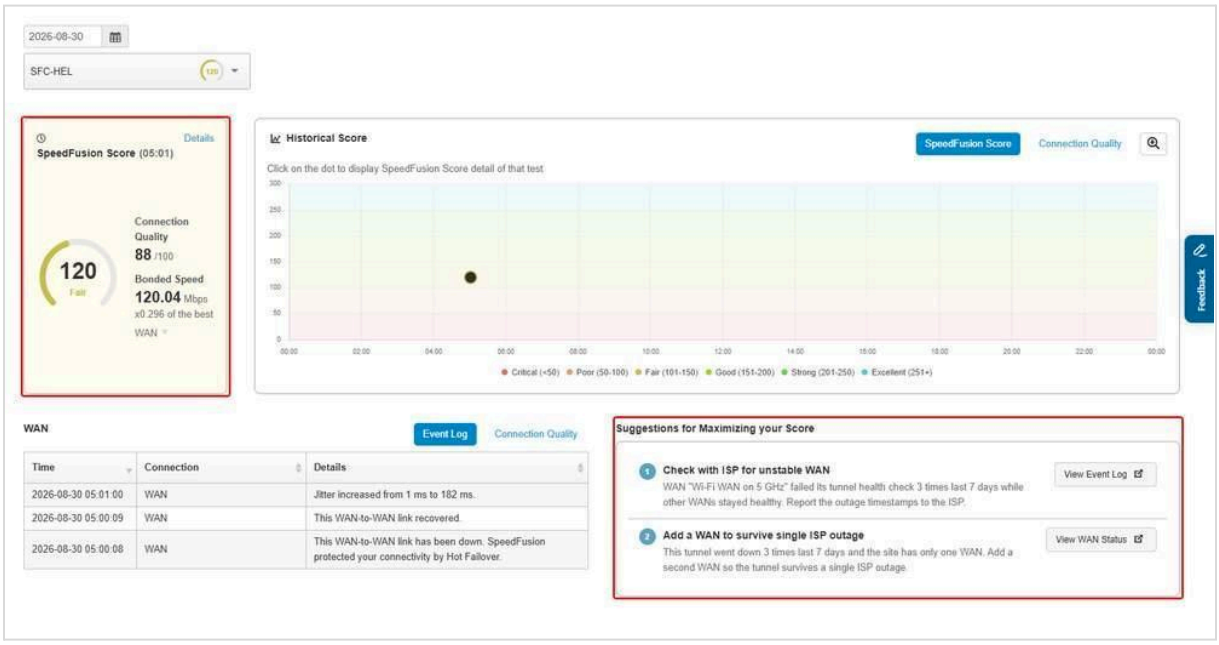
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3. Hover over the lock icon on the row. **Link insecure (data encryption not enabled)** means the tunnel carries traffic unencrypted.



__Step 3.__ The lock icon at the start of each row, outlined in red. Hover over it to read Link secure (256-bit AES encrypted) or Link insecure (data encryption not enabled).

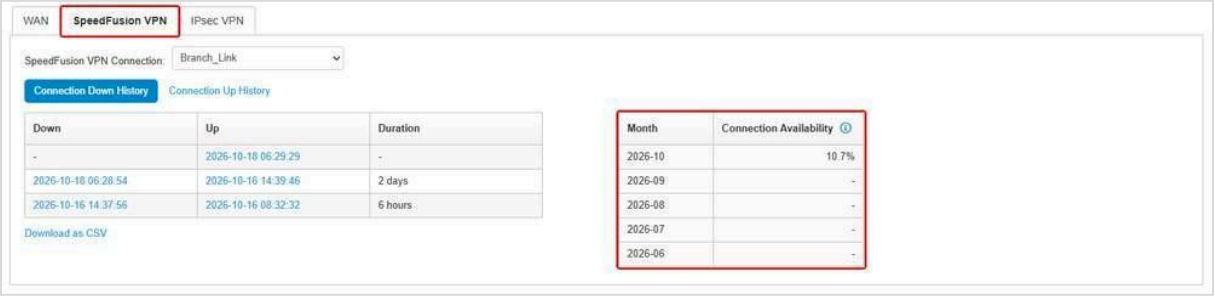
4. Open `Device > Reports > SpeedFusion Score` (see 15.1 SpeedFusion Score) for the rating, the **Bonded Speed** multiple and InControl 2's suggestions.



__Step 4.__ The score panel on the left, with the rating word, Connection Quality and the Bonded Speed multiple, and Suggestions for Maximizing your Score on the right, both outlined in red.

5. Open `Device > Reports > Connection Up/Down History`, **SpeedFusion VPN** tab, for each time the tunnel went down and its monthly availability. See 15.12 Connection Up/Down History.

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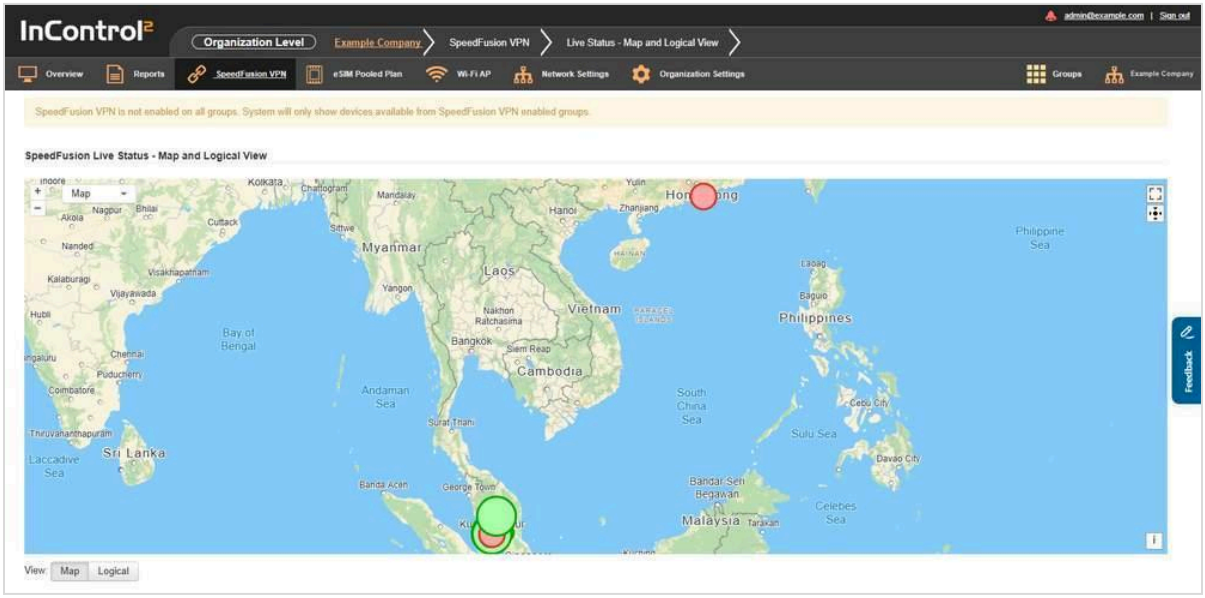
Step 5. *The SpeedFusion VPN tab, outlined in red, with each down and up time on the left and the monthly Connection Availability table, outlined in red, on the right.*

5.3. Live Status - Map and Logical View (Organization Level)

This view shows tunnel state across every SpeedFusion VPN enabled group, drawn as a map or a logical diagram. For tunnel history, see *Connection Up/Down History* (**SpeedFusion VPN** tab, 15.12 Connection Up/Down History) and *SpeedFusion Score* (15.1 SpeedFusion Score) in Device Reports.

Where to find it

`Organization > SpeedFusion VPN > Live Status - Map and Logical View`



The organization level live status view. The banner above the panel states that only devices in SpeedFusion VPN enabled groups are shown.

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5.3.1. What This Screen Shows

- A single panel headed **SpeedFusion Live Status - Map and Logical View**.
- A view selector reading **View: Map Logical**, which draws the panel either as a map or as a logical diagram.
- The banner **SpeedFusion VPN is not enabled on all groups. System will only show devices available from SpeedFusion VPN enabled groups.** Groups that are not enabled contribute no devices to this view. A site missing from the view may belong to a group that is not enabled rather than being offline.
- A legend in the top left corner reading **Online**, **Offline**, **Unknown Status**, **Cloud Server** and **Unmanaged**. The group-level version of this view (see 5.6 Live Status - Map and Logical View (Group Level)) is shown populated and explains each entry.

5.3.2. Controls on This Screen

Control	What it does
Map	Switches the panel to the map view. It places the same devices as markers on the map, with a line between linked devices
Logical	Switches the panel to the logical view. With profiles enabled, it draws every device in an enabled profile as a circle labelled with its name, and joins two devices with a line where they share a SpeedFusion link. A red circle is an offline device
Zoom in	Zooms the map in. Rendered as **+**
Zoom out	Zooms the map out. Rendered as **–**
Attributions	Shows the map attributions. Rendered as **i**
Toggle full-screen	Expands the panel to full screen

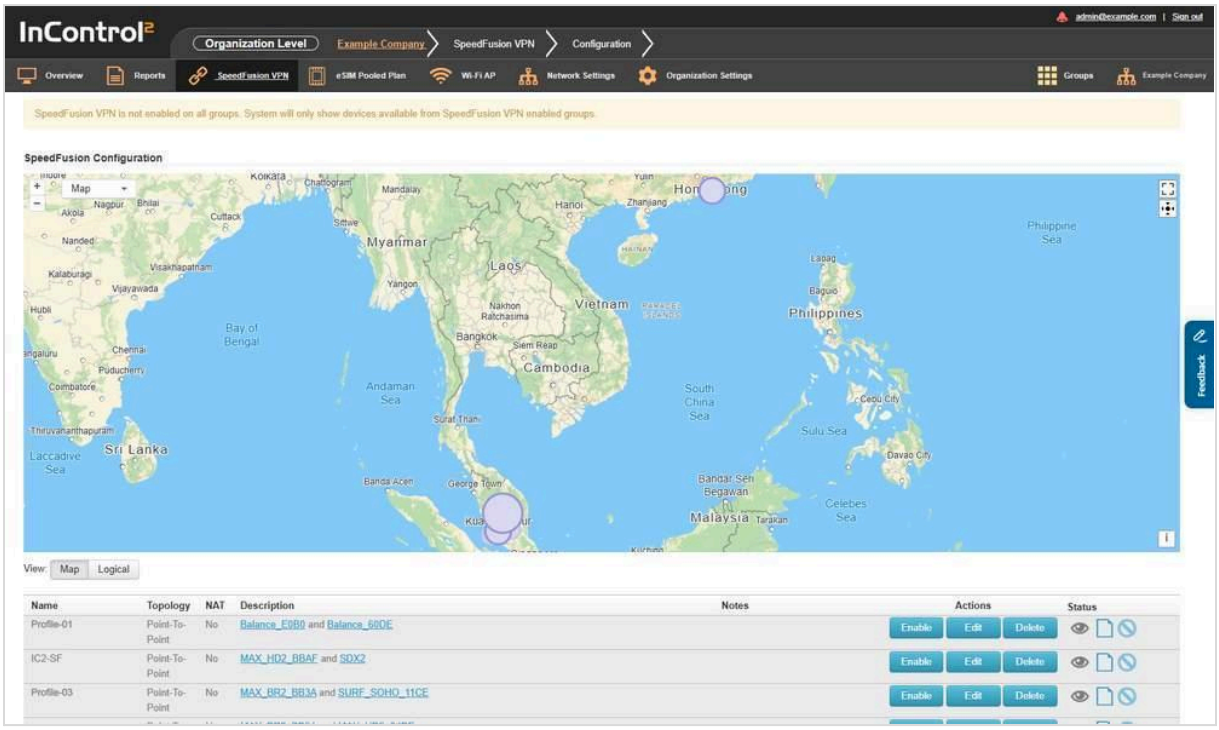
5.4. Configuration (Organization Level)

Use this screen to create, review or change the SpeedFusion profiles that build tunnels between sites, from the profile list and its wizard.

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Where to find it

`Organization > SpeedFusion VPN > Configuration`



The profile list. Each row carries its own Enable or Disable, Edit and Delete actions, and Add Profile is below the list.

5.4.1. What This Screen Shows

The page carries the same map and logical panel as the live status screen, with the **SpeedFusion Configuration** grid below it.

Column	What it shows
Name	The profile name, for example `Profile-01`
Topology	The topology chosen for the profile, for example Point-To-Point
NAT	Whether NAT is applied, shown as Yes or No

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Column	What it shows
Description	The devices in the profile, written as `<device> and <device>`. Each device name links to that device's overview page
Notes	Free text stored with the profile
Actions	Per row actions for that profile
Status	Indicator icons reporting the state of that profile

5.4.2. Reading the Status Column

The Status column shows indicator icons rather than text. Hover over an icon to read what it reports. There are four indicators, and a profile can show more than one at a time.



Rows offering Enable show a third Status icon, a crossed circle. The Profile-06 row offers Disable and shows two icons.

Indicator reads	What it tells you
Profile visible on map/logical view	The profile is drawn on the map and logical views
Profile hidden from map/logical view	The profile is not drawn on either view. A profile shows either this indicator or the one above
Profile contains no changes.	The profile has no edits waiting to be saved
Profile is disabled	The profile is not currently enabled

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The Actions column matches the last indicator. A profile showing **Profile is disabled** offers **Enable** as its row action, and an enabled profile offers **Disable**. To check whether a profile is enabled, hover over the Status indicators or read the row action.

5.4.3. Controls on This Screen

Control	What it does
Enable	Row action. Present on profiles that are not currently enabled
Disable	Row action. Present on profiles that are currently enabled
Edit	Opens the profile wizard for that row, starting at **Peer Devices**
Delete	Removes that profile
Add Profile	Opens the profile wizard for a new profile, starting at **Topology**
Save Changes	Commits pending changes to the profile list. Disabled until a change is made
Cancel	Discards pending changes
Map, Logical, Zoom in, Zoom out, Attributions, Toggle full-screen	The map panel controls, as described for the organization level live status screen. See 5.3 Live Status - Map and Logical View (Organization Level)

Save Changes and **Cancel** are below the grid and apply to the whole list. Row actions alone do not commit changes.

> ***Caution: Disable** and **Delete** act on every device in the profile at once, which on a Star profile is the hub and every endpoint. They take effect when **Save Changes** is clicked, so check the changed row before saving. After **Delete**, the row shows **Undelete** until **Save Changes** is clicked.*

5.4.4. Adding a Profile

Add Profile opens a wizard that starts at **Topology**.

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- A Star profile then asks for **Hub Devices**, **End Point Devices** and **Profile Options**.
- A Point-To-Point profile asks for **Peer Devices** and **Profile Options**.
- Both end at **Profile Summary**.
- **Finish** adds the profile to the list on screen only. Nothing is saved or sent to devices until **Save Changes** below the list is clicked. Leaving the page first discards the profile.
- Only devices from groups with SpeedFusion VPN enabled are listed.

> ***Caution:*** *Saving a profile puts the SpeedFusion VPN settings of every device in it under InControl 2. SpeedFusion VPN profiles configured locally on those devices are replaced, and traffic that used them, including any Outbound Policy rule that sends traffic to them, stops working. Before saving, check each device's own SpeedFusion VPN profiles, and note its latest configuration backup (14.1.6 Configuration Backups) so that the device can be restored to it.*

The first step carries only **Cancel** and **Next**.



Step one of the wizard asks only for a topology. Cancel and Next are the only buttons.

The first step is headed **Topology** and reads **Please choose the topology you want to create:**. It offers three choices:

- Star
- Fully Meshed
- Point-To-Point

Button	What it does
Next	Moves to the following step of the wizard
Cancel	Closes the wizard without creating a profile

Select a topology and click **Next** to continue to the remaining steps.

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The Add Profile wizard carries the same peer device filters and advanced settings as the Edit wizard. Both are described under **Editing a profile** and **Advanced settings** below.

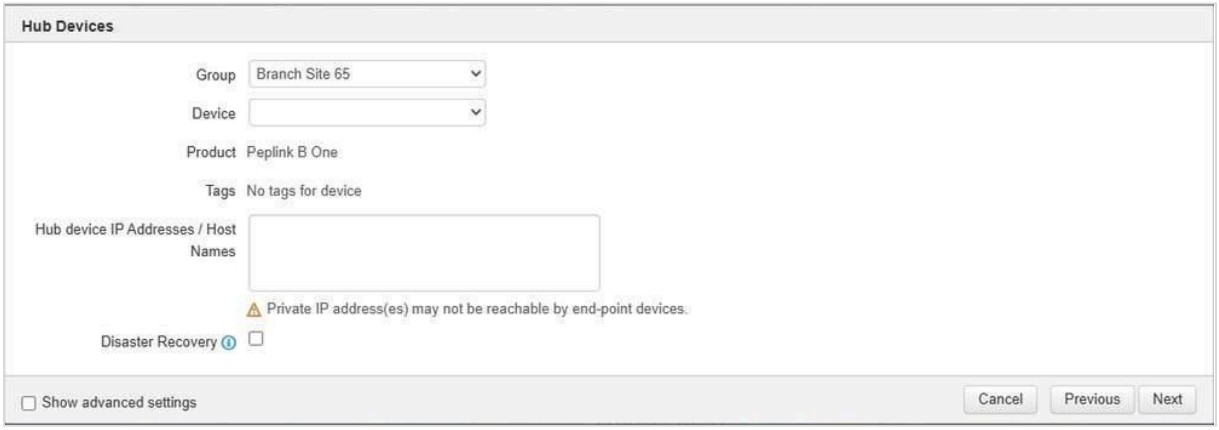
The steps after Topology

The steps that follow depend on the topology chosen.

Topology	Steps in order
Star	Topology > Hub Devices > End Point Devices > Profile Options > Profile Summary
Point-To-Point	Topology > Peer Devices > Profile Options > Profile Summary. There is no hub step

- Each step after Topology carries **Cancel**, **Previous** and **Next**, with a **Show advanced settings** checkbox at the bottom left.
- On **Profile Summary**, **Finish** replaces **Next**. **Finish** adds the profile to the list; **Save Changes** saves it.

Star, step two, Hub Devices



Step two names the hub. Group and Device are dropdowns, Product and Tags report the chosen device, and the address box carries a warning about private addresses.

Field	What it holds
Group	A dropdown for the group from which the hub device is selected

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Field	What it holds
Device	A dropdown for the hub device. Each entry shows the device name and its available connections, for example `MAX_BR1_D7FC: 2 connection(s) available`
Product	The product model of the chosen device. Read only
Tags	The tags on the chosen device, or **No tags for device**
Hub device IP Addresses / Host Names	Free text for the addresses or host names on which the hub is reached. It is filled in with the hub's addresses once a device is chosen. The step can report **Invalid server selected** or **This field is required.** for this field
Disaster Recovery	A checkbox. Creates a second, lower priority set of SpeedFusion VPN tunnels between each endpoint and the secondary hub. Each endpoint is then required to use two SpeedFusion VPN licenses

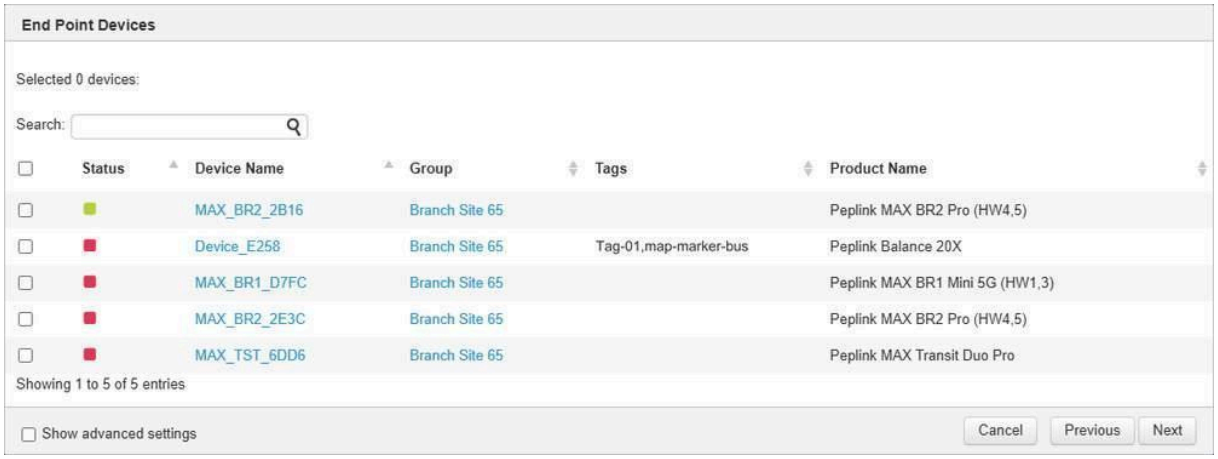
Notes on this step:

- The **Device** dropdown states the connections available on each device, so the hub's remaining capacity is visible when choosing it. Where the chosen group holds no suitable device, the list reads **No device can act as a hub**.
- Below the address box the step can show the warning **Private IP address(es) may not be reachable by end-point devices.** Enter addresses that the end point devices can reach.

Show advanced settings at the foot of this step reveals **DNS Resolver 1**, **DNS Resolver 2** and **Use Them Primarily**.

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Star, step three, End Point Devices



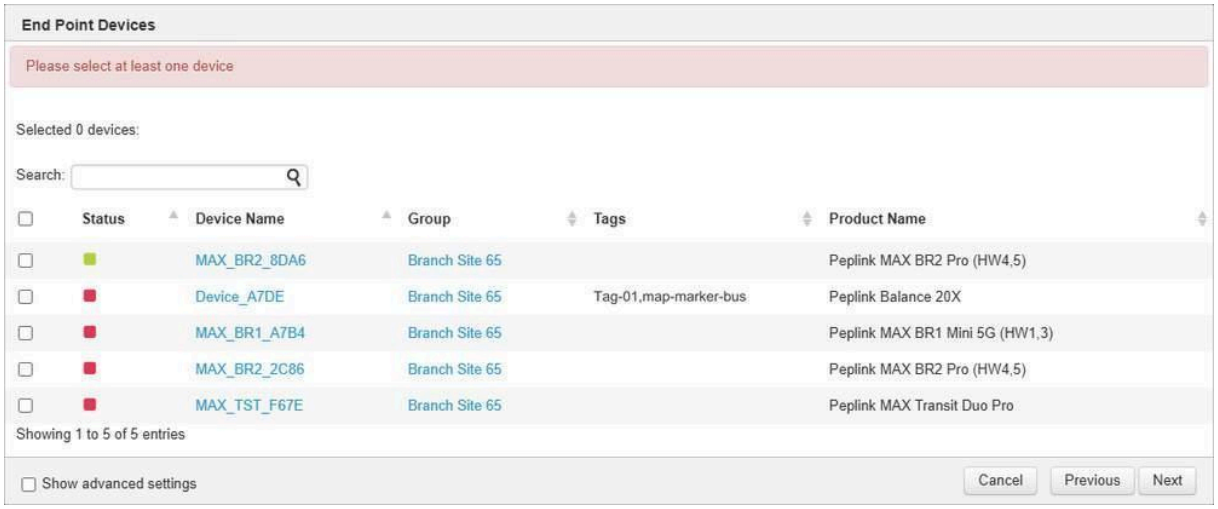
Step three selects the endpoints. The selection summary reads Selected 0 devices until rows are ticked, and each row carries a status square.

- A selection summary in the form **Selected 0 devices:**, which counts the rows ticked below it.
- A **Search:** box above the device table.
- A device table with a tick box column and the columns **Status**, **Device Name**, **Group**, **Tags** and **Product Name**, with a count line below it.
- **Show advanced settings** at the foot of the step. On this step it reveals **Add Device** and **Device Filters**.

Status is shown as a coloured square, green or red, rather than text.

At least one endpoint must be ticked. Clicking **Next** with nothing ticked shows **Please select at least one device** at the top of the step.

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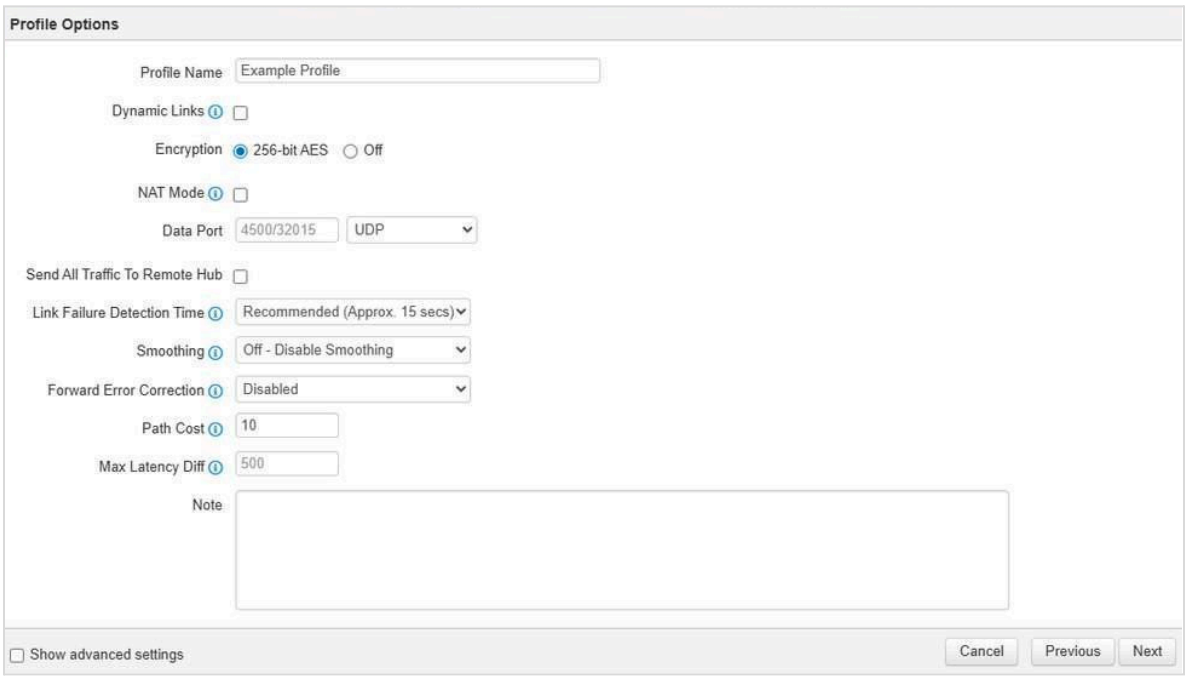


The same step after clicking Next with no device ticked. The message Please select at least one device appears above the selection summary.

Once at least one endpoint is ticked, the summary lists the chosen names, for example **Selected 2 devices:** followed by two device names, and **Next** moves to **Profile Options**.

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Star, step four, Profile Options



Profile Options for a Star profile, with Example Profile as the name. Encryption is set to 256-bit AES, Data Port reads 4500/32015 with UDP, and Path Cost reads 10.

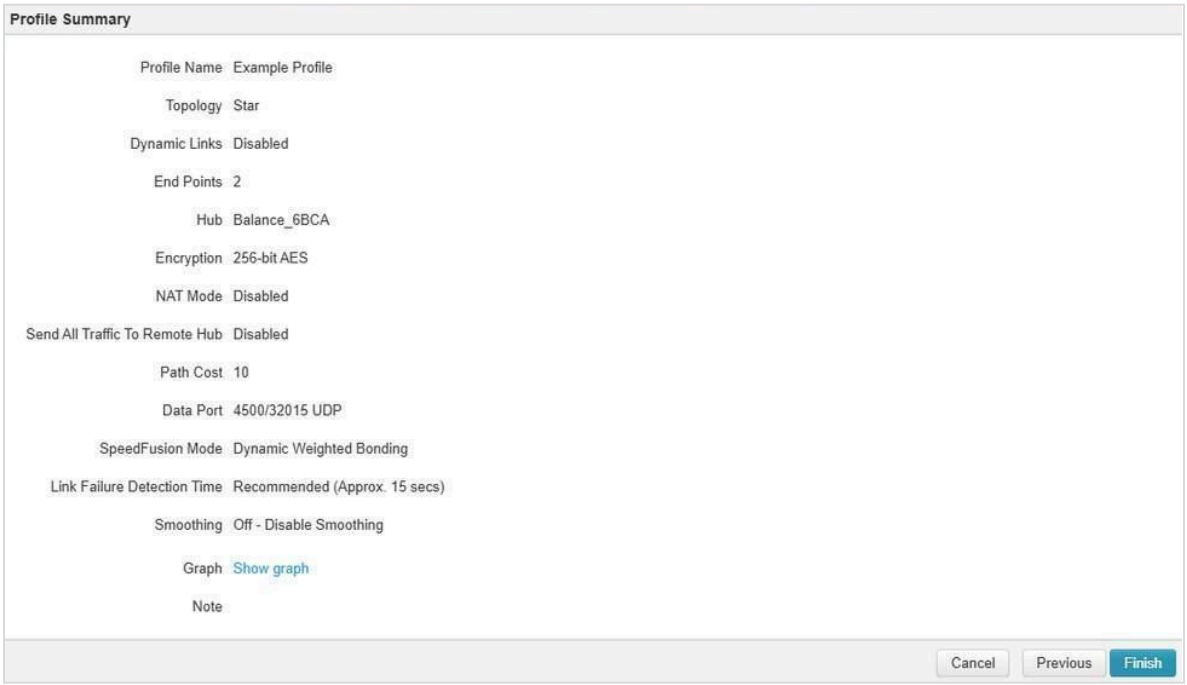
Field	Type and options
Profile Name	Text. The name under which the profile is listed
Dynamic Links	Checkbox
Encryption	**256-bit AES** or **Off**. The step opens with 256-bit AES selected
NAT Mode	Checkbox
Data Port	Port, shown as 4500/32015, and a protocol list: **UDP**, **TCP**, **TCP (exposed headers)**
Send All Traffic To Remote Hub	Checkbox
Link Failure Detection Time	**Recommended (Approx. 15 secs)**, **Fast (Approx. 6 secs)**, **Faster (Approx. 2 secs)**, **Extreme (Approx. 1 sec)**

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Field	Type and options
Smoothing	**Off - Disable Smoothing**, then **Normal**, **Medium** and **High**, which state overheads of up to 100%, 200% and 300%, and **Maximum**, which is uncapped
Forward Error Correction	**Disabled**, **Adaptive**, **Low**, **High**
Path Cost	Number, 10 by default
Max Latency Diff	Number, shown as 500
Note	Free text

These settings, and the further settings that **Show advanced settings** reveals on this step, are described under **Advanced settings** below.

Star, step five, Profile Summary



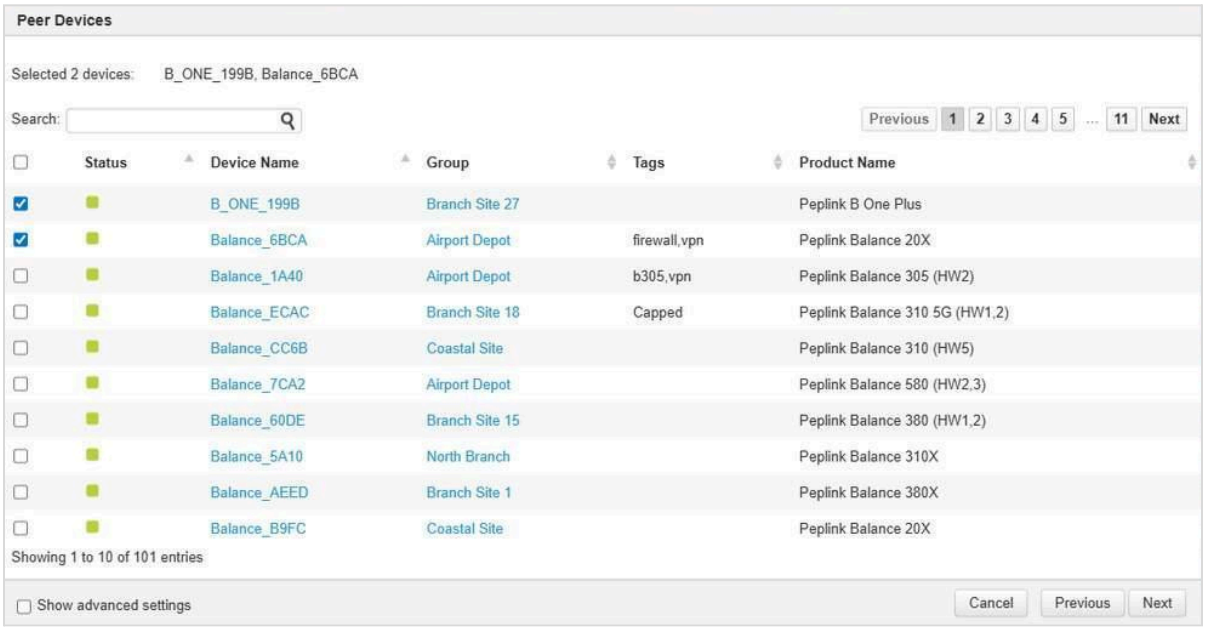
Profile Summary for a Star profile. It lists the choices made, including Topology Star, End Points 2 and the Hub, with SpeedFusion Mode reading Dynamic Weighted Bonding. Finish is at the bottom right in place of Next.

The summary lists **Profile Name**, **Topology**, **Dynamic Links**, **End Points**, **Hub**, **Encryption**, **NAT Mode**, **Send All Traffic To Remote Hub**, **Path Cost**, **Data Port**, **SpeedFusion Mode**,

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Link Failure Detection Time, **Smoothing**, **Graph** and **Note**. **SpeedFusion Mode** reads **Dynamic Weighted Bonding**, and **Graph** carries a **Show graph** link. Review each row, then click **Finish** to add the profile to the list, or **Previous** to change a step. Then click **Save Changes** to save the profile and send it to the devices.

Point-To-Point, step two, Peer Devices

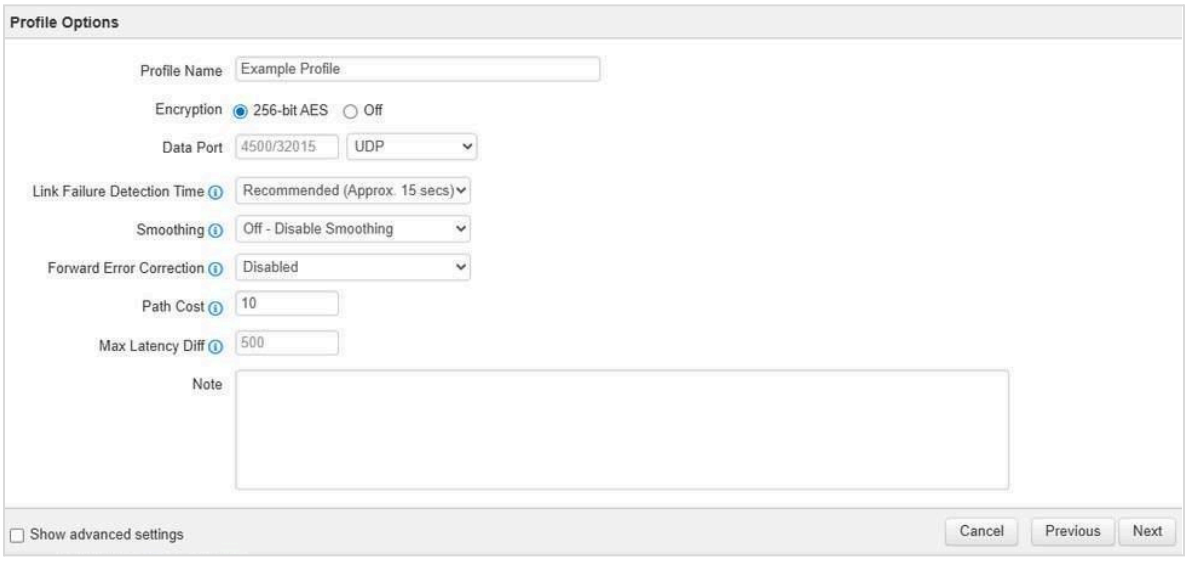


Peer Devices for a Point-To-Point profile, with two devices ticked. The selection summary above the table names both, and the table is paged.

- A selection summary in the form **Selected 2 devices:** followed by the chosen names.
- A **Search:** box, and a paged device table with a tick box per row and the columns **Status**, **Device Name**, **Group**, **Tags** and **Product Name**.
- **Please select at least one device** appears if **Next** is clicked with nothing ticked.

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Point-To-Point, step three, Profile Options



Profile Options for a Point-To-Point profile. The list is shorter than the Star version: Dynamic Links, NAT Mode and Send All Traffic To Remote Hub are absent.

The fields are those of the Star **Profile Options** step without **Dynamic Links**, **NAT Mode** and **Send All Traffic To Remote Hub**.

Point-To-Point, step four, Profile Summary

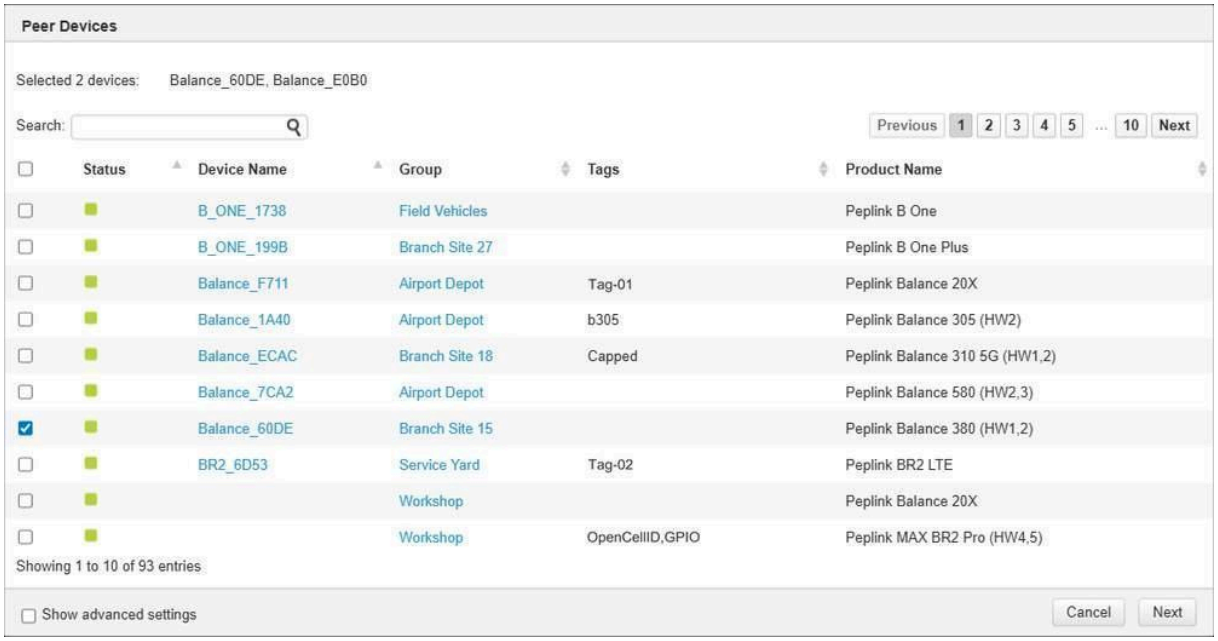
The summary carries the same rows as the Star summary, except **Hub**, **NAT Mode** and **Send All Traffic To Remote Hub**. **Topology** reads **Point-To-Point**. Click **Finish**, then **Save Changes**.

- Step numbers are used in this manual only. In the wizard, each panel heading names the step.

5.4.5. Editing a Profile

Edit opens the same multi step wizard at the **Peer Devices** step. This step carries **Cancel** and **Next**.

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The Edit wizard opens on Peer Devices. The selection summary is above the table and Show advanced settings is below it.

The step shows:

- A selection summary in the form **Selected 2 devices: <device>, <device>**.
- A **Search:** box above the device table.
- A paged device table, for example **Showing 1 to 10 of 93 entries** with pagination reading **Previous 1 2 3 4 5 … 10 Next**.
- A **Show advanced settings** control below the table.

The device table carries five columns:

Column	What it shows
Status	Per-device status indicator
Device Name	The device name
Group	The group the device belongs to, for example Airport Depot
Tags	Tags applied to the device. May be empty
Product Name	The product model, for example Peplink Balance 305 (HW2)

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In addition to **Search:**, the step offers filters that widen or narrow the device list. InControl 2 describes each as follows.

Filter	What it does
Limit to Network	Shows only devices belonging to the selected network
SpeedFusion VPN Disabled Networks	Shows devices from networks where SpeedFusion VPN has not been enabled. By default the device table lists only devices from groups where SpeedFusion VPN is enabled, as the page banner states. This filter widens the list
HA Slave Devices	Shows High-Availability (HA) Slave devices
Config Suspended Networks	Shows devices from networks that have configuration disabled
All Licenses Used	Shows devices where the license limit has been reached
Unreported Licenses	Shows devices where the license status has not been previously reported, for example new devices that have not yet been online
Access Point Devices	Shows Access Point devices
FusionHub Devices	Shows FusionHub devices
Unmanaged Devices	Shows Unmanaged devices

Control	What it does
Search:	Filters the device table
Previous, 1 to 10, Next	Move through the pages of the device table
Show advanced settings	A checkbox at the foot of this step. The profile's advanced settings are revealed by **Show advanced settings** on the **Profile Options** step. See **Advanced settings** below
Next	Moves to the following step of the wizard

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Control	What it does
Cancel	Closes the wizard without saving

Adjust the selection and click **Next** to continue.

The steps after Peer Devices

Edit commits changes in the same way as Add Profile:

Action	Effect
Next and **Previous**	Move between steps. Nothing is saved
Cancel, at any step	Discards the edit. The profile is unchanged
Finish	Shows the edited profile in the list. Nothing is saved yet, and **Save Changes** becomes available
Save Changes	Saves the edit and sends it to the devices in the profile. The Operation Log records the change at this point

An edit can be abandoned without sending it to devices until **Save Changes** is clicked: click **Cancel** below the list, or leave the page. Because the profile is already in use, check the edited row in the list before saving.

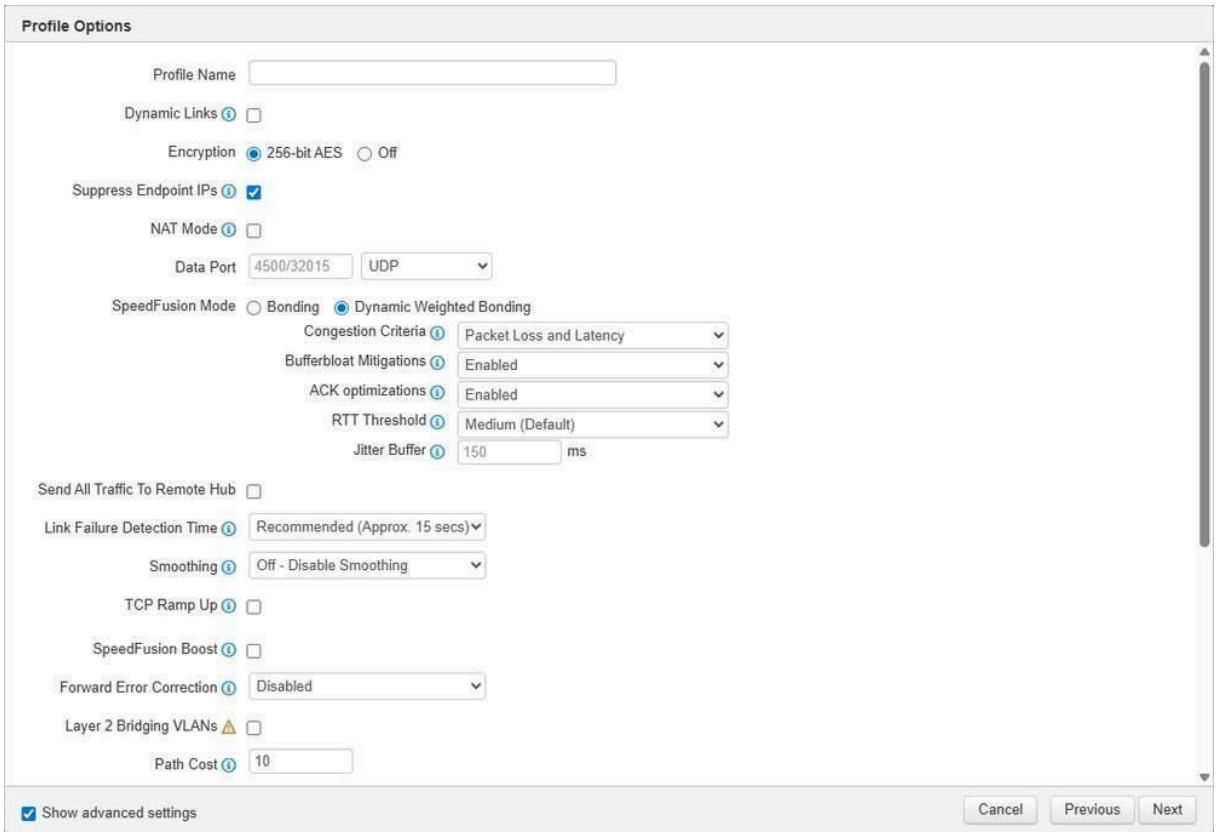
Notes:

- **Profile Name** and **Note** are set on the **Profile Options** step.
- **NAT Mode** is among the advanced settings described below.
- After saving an edit, the result is shown on `Group > SpeedFusion VPN > Live Status - Tabular View` (5.5 Live Status - Tabular View (Group Level)) for each group in the profile, and in the **SpeedFusion** category of the device's Event Log (15.9 Event Log (Device Level)).

5.4.6. Advanced Settings

These settings tune how a profile's tunnels behave. The **Add Profile** and **Edit** wizards carry the same set. In the **Add Profile** wizard they are on the **Profile Options** step. The packet loss options trade bandwidth for resilience, for example Smoothing at up to 100% to 300% overhead.

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The Profile Options step with Show advanced settings ticked. SpeedFusion Mode is below Data Port, with the Dynamic Weighted Bonding sub settings beneath it.

Show advanced settings appears at the foot of more than one step. On each step it reveals that step's own extra controls:

Step	What Show advanced settings reveals
Profile Options	**SpeedFusion Mode** and the other advanced settings described below
Hub Devices	**DNS Resolver 1**, **DNS Resolver 2** and **Use Them Primarily**
End Point Devices	**Add Device** and **Device Filters**

It does not appear on the **Topology** step. In the **Edit** wizard it also appears at the foot of **Peer Devices**. To reach the settings below, tick **Show advanced settings** on the **Profile Options** step.

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Link health and bandwidth

Control	What it does
SpeedFusion Mode	Selects the SpeedFusion mode for the profile. Dynamic Weighted Bonding is one of the modes, and its sub settings are listed below
Link Failure Detection Time	Sets the maximum time a link can remain idle before a health check packet is sent to ensure connectivity. Options are **Recommended (Approx. 15 secs)**, **Fast (Approx. 6 secs)**, **Faster (Approx. 2 secs)** and **Extreme (Approx. 1 sec)**. Shorter detection times increase the frequency of health checks and incur a higher maximum bandwidth overhead. **Fast** therefore adds data use on metered links
Max Latency Diff	The maximum allowable difference in round trip time, in milliseconds, between the highest and lowest latency connections. Connections exceeding the limit are not used for data transfer until latency improves. Per link limits are set in the Advanced Link Settings dialog
Upload Bandwidth Limit kbps	Maximum bandwidth for all links in the profile. The value can be modified per link in the Advanced Link Settings dialog
Path Cost	Base OSPF cost used to determine the best route through the network. **Default: 10**. Cost metrics for individual links are adjusted in the Advanced Link Settings
Use Packet DF flag	When enabled, SpeedFusion VPN is required to copy the DF (Don't Fragment) flag of the encapsulated packets. **Default: disabled**

Dynamic Weighted Bonding sub settings

These are inside the **SpeedFusion Mode** block. The tooltip of each states its default behaviour.

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Control	What its tooltip states
Congestion Criteria	By default Dynamic Weighted Bonding considers both packet loss and latency as indicators of a congestion event
Bufferbloat Mitigations	By default Dynamic Weighted Bonding tries to mitigate bufferbloat by reducing TCP throughput when the WAN is congested. This may reduce overall bandwidth
ACK optimizations	By default Dynamic Weighted Bonding forwards TCP ACK packets to a remote peer immediately. This consumes bandwidth but improves TCP performance
RTT Threshold	Latency generally rises as links become more congested. Set to **Low**, Dynamic Weighted Bonding treats the link as congested more aggressively. Set to **High**, it allows latency to rise further before treating the link as congested
Jitter Buffer	By default Dynamic Weighted Bonding has a jitter buffer of 150ms, with a range of 0 to 500ms. The buffer may improve TCP performance. The setting is ignored while the Receive Buffer is active

Packet loss mitigation

Each of these trades bandwidth for resilience. InControl 2 states the overhead where an option has one.

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Control	What it does
Smoothing	Prevents packet loss without incurring any latency penalty, at the cost of a substantial bandwidth overhead. Suited to streaming applications where the average bitrate requirement is much lower than the WAN's available bandwidth. Options are **Off**, which disables smoothing, **Normal**, **Medium**, **High** and **Maximum**. Expected overhead is up to 100% for Normal, up to 200% for Medium and up to 300% for High. The overhead of Maximum depends on the number of connected, active tunnels
Forward Error Correction	Recovers lost packets by using extra bandwidth for redundant data. Options are **Disabled**, **Adaptive**, **Low** and **High**. Low has an overhead of 13.3% and High an overhead of 26.7%, both requiring SpeedFusion VPN version 8.0.0 or higher. Adaptive adjusts dynamically with up to 20% overhead for each WAN to WAN link independently and requires SpeedFusion VPN version 9.2.2 or higher. If the peer runs a lower version, Adaptive defaults to Low
TCP Ramp Up	Applies Normal Smoothing for a short period on every new TCP connection, to prevent packet loss during TCP Slow Start
TCP Traffic Optimization	Attempts to improve TCP throughput on connections with packet loss or high latency. InControl 2 notes that the feature **is currently under development and performance may vary**
SpeedFusion Boost	Attempts to improve throughput on connections with packet loss or high latency

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Hub, endpoint and peer identity

Control	What it does
Suppress Endpoint IPs	Removes endpoint IP addresses from the hub site configuration. This prevents unnecessary configuration updates on the hub site, and the link disconnections that go with them, whenever an endpoint IP address changes. InControl 2 recommends enabling this option unless the network requires that SpeedFusion VPN connections be initiated from the hub site. Where connections must start at the hub, configuration update frequency can instead be reduced by enabling dynamic DNS addressing on the associated endpoints. Changing the option causes all existing connections in the profile to disconnect and reconnect once
Disaster Recovery	Creates a second, lower priority set of SpeedFusion VPN tunnels between each endpoint and the secondary hub. Each endpoint is then required to use two SpeedFusion VPN licenses
Dynamic Links Trigger	Enables individual links in the profile whenever both devices at the ends of a link carry a preselected trigger tag. Commonly used with the geofencing options. Between endpoints it allows devices to mesh based on specific geographic areas. Where a hub is involved, both the hub and the endpoint device need the tag, which allows hubs to service specific geographic areas
Remote IP Address / Host Names (Optional)	Optional remote IP addresses or host names. If this field is left empty, the same field on the remote unit must be filled

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Control	What it does
Allow Shared Remote ID	Allows multiple devices to connect using the same Remote ID and PSK combination. Peer connections are allocated on a first come, first served basis, so connections using a shared Remote ID may consume connections allocated through InControl 2
SpeedFusion VPN Handshake Port	Sets the port used for the SpeedFusion VPN handshake

Caution: *Changing* ***Suppress Endpoint IPs*** *disconnects and reconnects every connection in the profile once, which on a Star profile is every endpoint linked to the hub. Schedule the change for a maintenance window.*

NAT Mode and Layer 2 Bridging

These two options are mutually exclusive. InControl 2 states that **NAT Mode and Layer 2 Bridging options cannot both be active at the same time.**

Control	What it does
NAT Mode	Applies NAT to the profile. A **Hub VLAN** and a **Slave VLAN** are selected with it. Cannot be active while Layer 2 Bridging is active
Layer 2 Bridging	Bridges the selected VLANs at layer 2. Cannot be active while NAT Mode is active
VLANs	The VLANs carried by the bridge. When bridging between the untagged LAN and selected VLAN IDs is active, packets from the remote untagged VLAN are redirected to this VLAN ID, in the range 1 to 4094
Remote Network Isolation	Enabled or disabled for the bridge, and set per device rather than per profile. The site IP address override choices are grouped with it and are described below. Where two profiles on the same device differ, Enabled takes precedence over Disabled

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Control	What it does
Spanning Tree Protocol	Enabled or disabled for the bridge, and set per device rather than per profile. Where two profiles on the same device differ, Enabled takes precedence over Disabled

The Layer 2 Bridging settings apply per device rather than per profile. InControl 2 warns that they are common to all SpeedFusion VPN Layer 2 bridges on each device and cause issues if set differently in multiple profiles. Where profiles differ, the following precedence applies:

Setting	Precedence
Remote Network Isolation	Enabled > Disabled
Spanning Tree Protocol	Enabled > Disabled
Site IP Address	Do Not Override > By DHCP > As None

Further constraints on Layer 2 Bridging:

- Site IP Address settings are unavailable for FusionHub devices and are always treated as **Do Not Override**.
- The setting cannot currently be used when multiple tunnels are configured between a single pair of devices.

Site IP Address override

The site IP address choices determine whether the LAN addressing at each end is retained when the layer 2 tunnel comes up.

Choice or scope	What it does
Do not override	The LAN IP address and local DHCP server remain unchanged after the Layer 2 SpeedFusion VPN is up
Override, applied to the hub	The hub site will not act as a router on the untagged LAN and most layer 3 routing functions cease to work. Applied to the hub device or devices only

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Choice or scope	What it does
Override, applied to the endpoints	The endpoints will not act as routers on their untagged LANs and most layer 3 routing functions cease to work. Applied to all selected endpoints, except FusionHub devices
Static hub IP address	Statically configures the hub IP address. Where multiple profiles set a static IP, the highest priority value is used

> ***Caution:*** *The two Override choices stop the hub, or every selected endpoint, acting as a router on its untagged LAN, and most layer 3 routing functions at those sites cease to work. Apply them in a maintenance window.*

5.5. Live Status - Tabular View (Group Level)

This view shows each link in the group and the state of every WAN at both ends. It is populated once the group is enabled on `Group > SpeedFusion VPN > Configuration` (5.7 Configuration (Group Level)) and a profile that includes its devices is enabled at `Organization > SpeedFusion VPN > Configuration` (5.4 Configuration (Organization Level)). For tunnel history, see *Connection Up/Down History* (**SpeedFusion VPN** tab, 15.12 Connection Up/Down History) and *SpeedFusion Score* (15.1 SpeedFusion Score) in Device Reports.

Where to find it

`Group > SpeedFusion VPN > Live Status - Tabular View`

5.5.1. What This Screen Shows

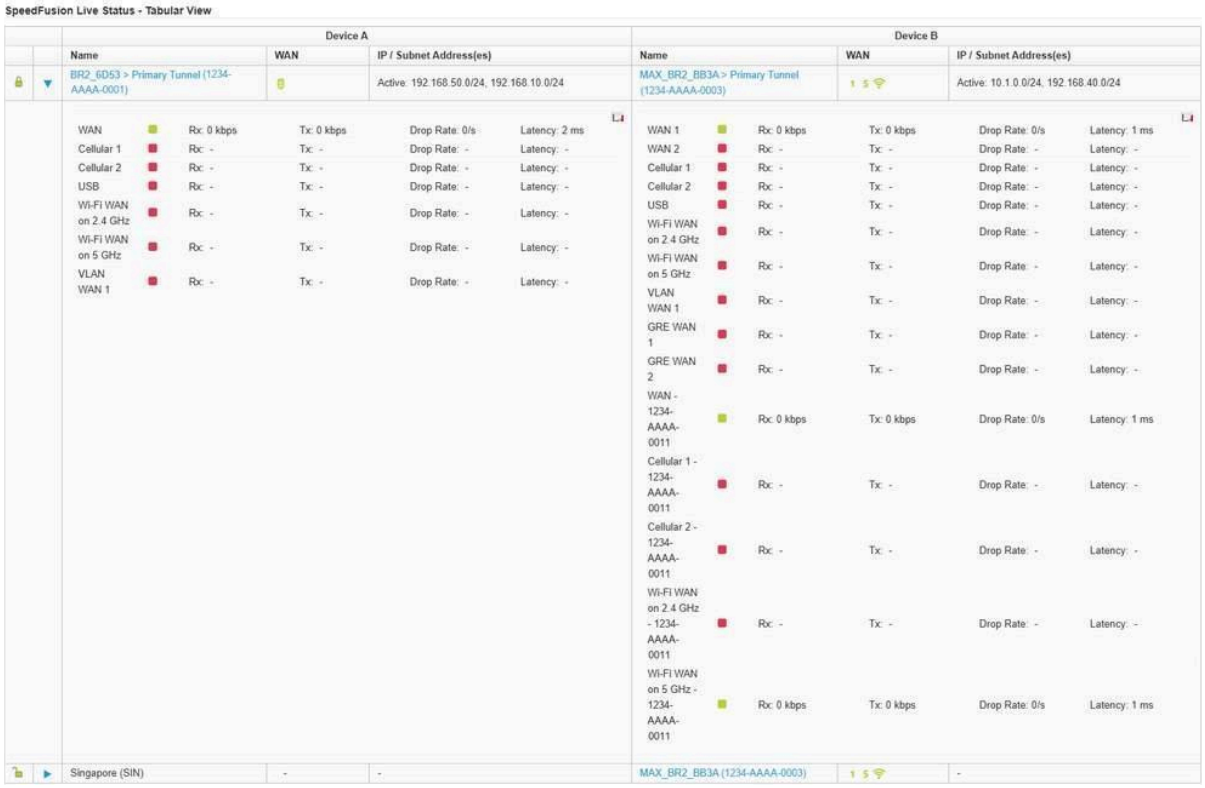
- With no profile enabled, the page shows only the message **No SpeedFusion VPN profile enabled.**
- The screen has no controls of its own.

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5.5.2. With a Profile Enabled



The group level tabular view with two links. Each row pairs Device A with Device B. The second row is a SpeedFusion Connect link to Singapore (SIN), so it has no WAN or networks on the Device A side.



The first row expanded. Each end lists every WAN on that device with a status dot and its current Rx, Tx, Drop Rate and Latency.

The page shows a grid headed **SpeedFusion Live Status - Tabular View**. Each row is one SpeedFusion link, with its two ends side-by-side under **Device A** and **Device B**.

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Column	What it shows
Lock icon	Whether the link is encrypted. Hovering shows **Link secure (256-bit AES encrypted)** or **Link insecure (data encryption not enabled)**. To confirm that every link in the group is encrypted, check this column for **Link insecure (data encryption not enabled)**
Arrow	Expands the row to show the WANs at both ends
Name	The device name, the tunnel name and the serial number, for example `BR2_6D53 > Primary Tunnel (1234-AAAA-0001)`. Hovering shows the link name. A SpeedFusion Connect location appears by name, for example Singapore (SIN)
WAN	One icon per connected WAN on that device. Hovering an icon shows the WAN status, WAN Type, IP Address, Subnet Mask, Connection Method, Routing Mode, Default Gateway, DNS Servers, MTU and Health Check Method. A Wi-Fi WAN also shows its SSID, BSSID, band and signal
IP / Subnet Address(es)	The remote networks that end reaches through the link, for example `Active: 10.1.0.0/24, 192.168.40.0/24`. A dash means none are listed

Expanding a row opens a panel under each end. It lists every WAN on that device with a status dot and its current **Rx**, **Tx**, **Drop Rate** and **Latency**. A dash means there is no current reading for that WAN.

Use this panel to identify which link in a bonded tunnel is causing a problem. Compare **Drop Rate** and **Latency** across the WANs at each end, then open `Device > Reports > WAN Quality Reports` for that WAN to see when it degraded. See 15.6 WAN Quality Reports.

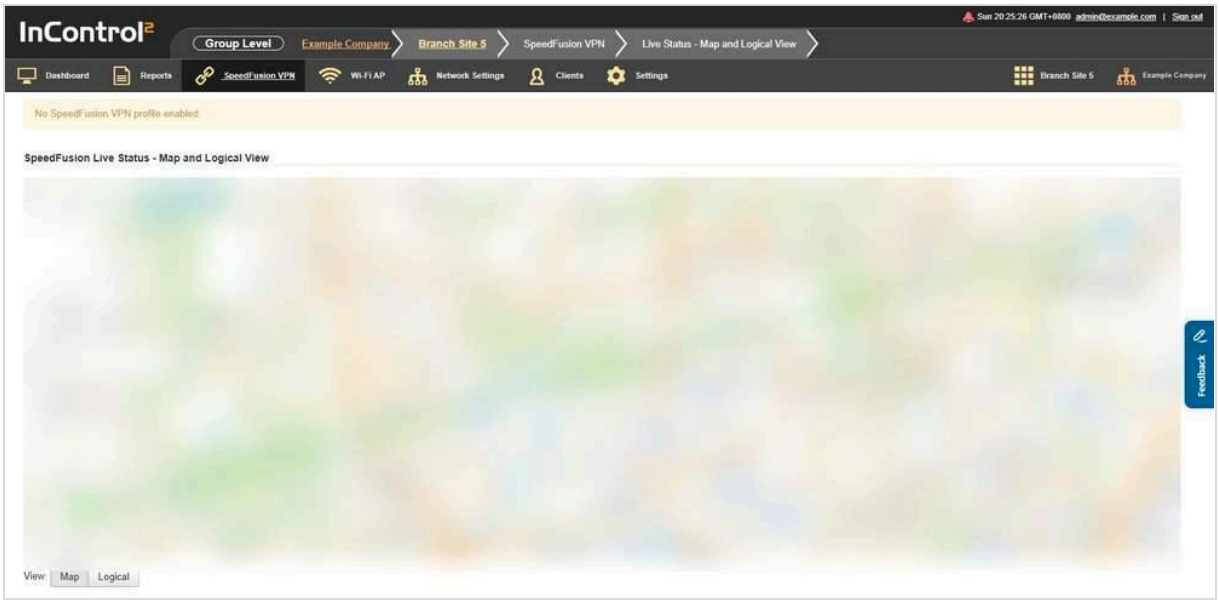
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5.6. Live Status - Map and Logical View (Group Level)

This view shows tunnel state for one group's devices and the sites they link to, drawn as a map or a logical diagram. The controls match the organization level version of this screen, but this view covers the selected group only.

Where to find it

`Group > SpeedFusion VPN > Live Status - Map and Logical View`



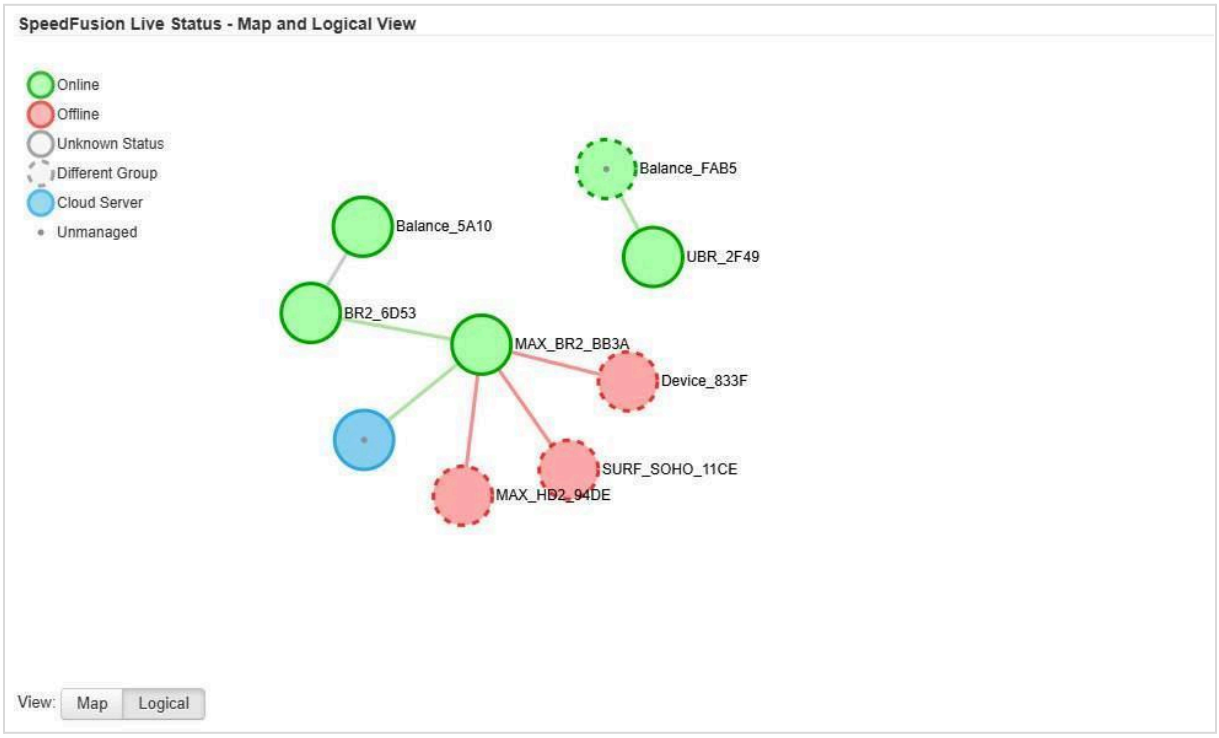
The group level map and logical view. The message No SpeedFusion VPN profile enabled is above the panel.

5.6.1. What This Screen Shows

- The message **No SpeedFusion VPN profile enabled.** above the panel.
- A panel headed **SpeedFusion Live Status - Map and Logical View** with the view selector **View: Map Logical**.

With a profile enabled, **Logical** draws each device as a circle labelled with its name, joined by a line to each device it shares a SpeedFusion link with.

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The logical view with profiles enabled. Each circle is a device, lines join linked devices, and the legend in the top left corner explains the circle styles. Dashed circles belong to other groups.

Legend entry	Drawn as
Online	Green circle
Offline	Red circle
Unknown Status	Grey circle
Different Group	Dashed outline
Cloud Server	Blue circle
Unmanaged	A dot in the centre of the circle

Devices in other groups that share a link with this group's devices are included, drawn with a dashed outline.

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5.6.2. Controls on This Screen

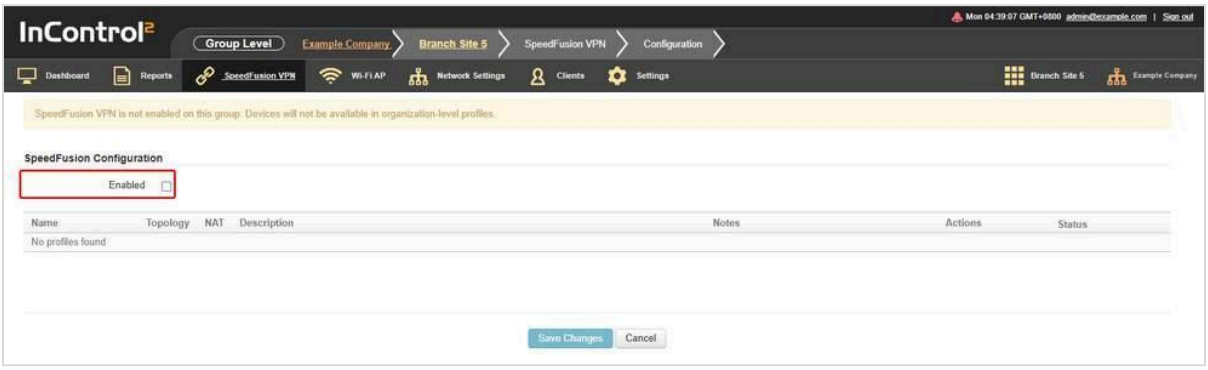
Control	What it does
Map	Switches the panel to the map view. It places the same devices as markers at their locations, with a line between linked devices
Logical	Switches the panel to the logical view
Zoom in	Zooms the map in. Rendered as **+**
Zoom out	Zooms the map out. Rendered as **–**
Attributions	Shows the map attributions. Rendered as **i**
Toggle full-screen	Expands the panel to full screen

5.7. Configuration (Group Level)

Use this screen to let a group's devices take part in organization level SpeedFusion profiles, and to list the profiles that apply to the group.

Where to find it

`Group > SpeedFusion VPN > Configuration`



The group level Configuration screen. The Enabled checkbox, outlined in red, is above the grid, and the grid reads No profiles found.

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A group with SpeedFusion VPN enabled. The Enabled checkbox, outlined in red, is ticked, the Logical view draws the two peers, and the grid lists one profile with Disable, Edit and Delete buttons and an Add Profile button below it.

5.7.1. What This Screen Shows

- While the group is not enabled, the banner **SpeedFusion VPN is not enabled on this group. Devices will not be available in organization-level profiles.**, and no **Add Profile** button.
- An **Enabled** checkbox above the grid.
- A **SpeedFusion Configuration** grid with the same columns as the organization level list: Name, Topology, NAT, Description, Notes, Actions, Status.
- An empty grid reads **No profiles found**.
- Once the group is enabled, the banner is removed, an **Advanced Settings** link appears beside **Enabled**, a `View: Map | Logical` panel appears above the grid, each profile row carries **Disable**, **Edit** and **Delete**, and **Add Profile** appears below the grid.

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5.7.2. Controls on This Screen

Control	What it does
Enabled	Switches SpeedFusion VPN on for this group. The checkbox carries the message **Please remove any cross-group profile at organization level before changing this setting**, so remove those profiles at organization level first
Save Changes	Commits the change. Disabled until a change is made
Cancel	Discards the change

> ***Caution:*** *Clearing* ***Enabled*** *makes the group's devices unavailable to organization level profiles. This affects every tunnel those devices take part in. Moving a device to another group can also affect its tunnels: the* `Move to...` *form in Settings (Group Level) (13.1.7 What Each Entry Opens) warns that a move may lift some group level SpeedFusion VPN profiles to organization level.*

5.8. Live Status - Tabular View (Device Level)

This view lists every peer the device links to and the WAN carrying each link. It is the only SpeedFusion VPN screen at device level. Configuration is at organization level and group level, both described above (5.4 Configuration (Organization Level), 5.7 Configuration (Group Level)). For this device's tunnel history, see *Connection Up/Down History* (**SpeedFusion VPN** tab, 15.12 Connection Up/Down History) and *SpeedFusion Score* (15.1 SpeedFusion Score) in Device Reports. For a SpeedFusion Connect location, remaining data quota and expiry are on `Device > Device Details` under **SpeedFusion Connect** (14.1.10 Status). To top up several devices at once, use `Top Up SFC Usage Plan...` in the **Actions** menu of `Group > Settings > Device Management` (13.1.7 What Each Entry Opens).

Where to find it

`Device > SpeedFusion VPN > Live Status - Tabular View`

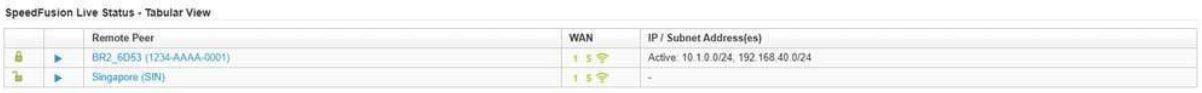
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The device level tabular view. Each row is one remote peer, with the WAN used and the addresses reached through it.

5.8.1. What This Screen Shows

A single grid headed **SpeedFusion Live Status - Tabular View**.



The device level tabular view with two peers, another router and a SpeedFusion Connect location. WAN shows this device's connected WANs as icons.

Column	What it shows
Remote Peer	The peer at the far end, for example Singapore (SIN)
WAN	The WAN connection carrying the link to that peer. One icon per connected WAN on this device, for example WAN 1, WAN 5 and a Wi-Fi WAN. Hovering an icon shows that WAN's status and settings, as at group level
IP / Subnet Address(es)	The addresses or subnets reached through that peer, for example `Active: 10.1.0.0/24, 192.168.40.0/24`. A SpeedFusion Connect location reads a dash

As at group level, the lock icon at the start of each row reports encryption on hover, and the arrow expands the row.

The screen has no controls of its own.

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6. eSIM and SIM Management

This chapter covers every SIM task in InControl 2, at organization, group and device level. It starts with a short guide to each task, linked to the section that documents it in full, and then documents the organization level eSIM Pooled Plan screen. That screen reports the state of the organization's Peplink eSIM data pooled plan, lists the ICCIDs drawing on it, and keeps a history of every movement of data between the pool and individual eSIMs. InControl 2's help text describes the pooled plan as a "family data plan" that lets you share Peplink eSIM data among multiple devices. The allowance belongs to the pool, not to each eSIM separately.

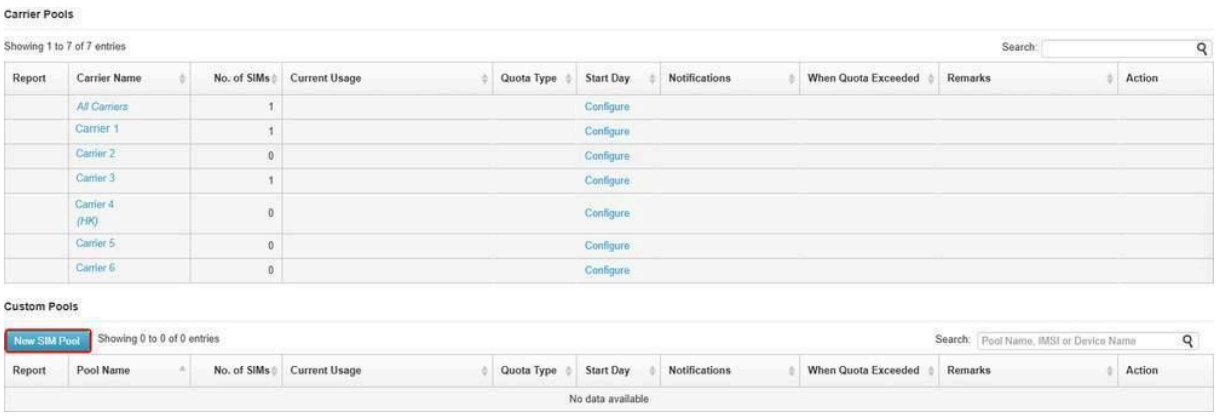
6.1. SIM Tasks at a Glance

Each SIM task in InControl 2 in brief, with a link to the full section.

6.1.1. Cap SIM Data and Get Alerts

Use this when a set of SIMs shares a carrier plan and needs a quota, usage alerts, and an action once the quota is exceeded.

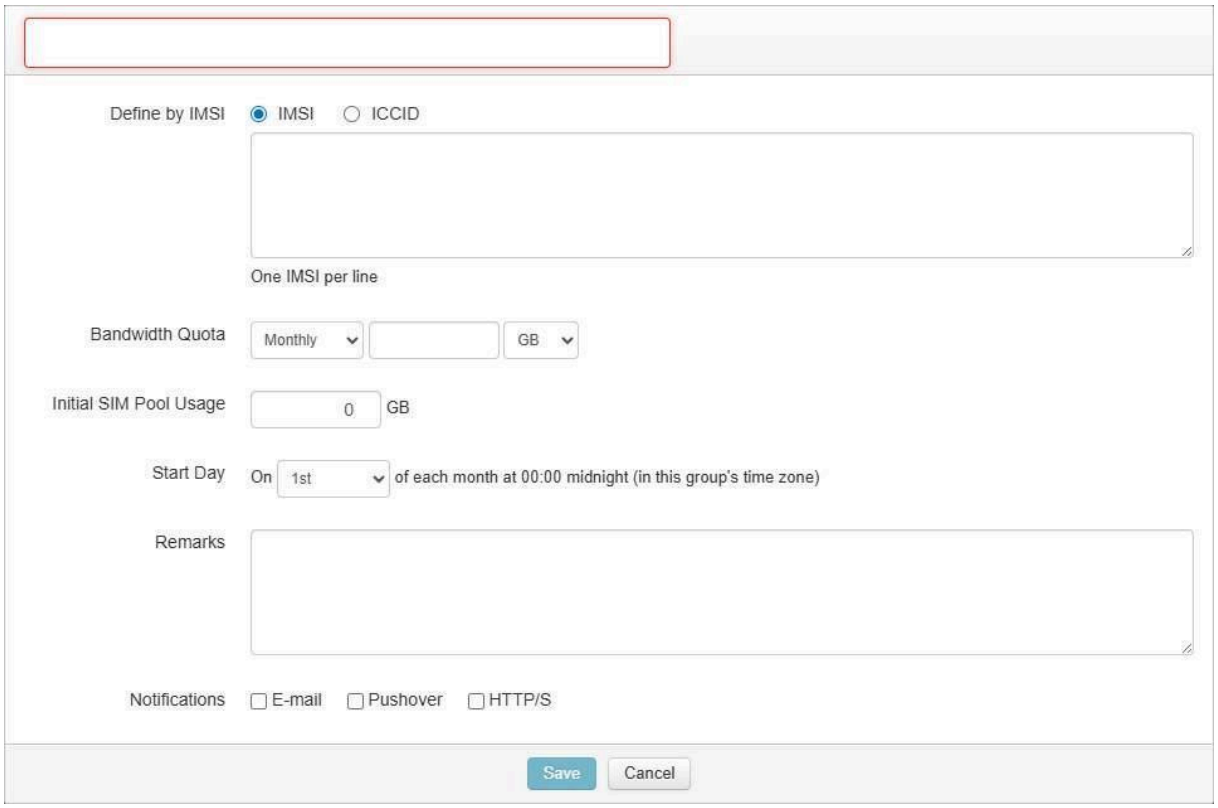
1. Open `Group > Reports > SIM Card Reports` for one group, or `Organization > Reports > SIM Card Reports` for every group.
2. Click **New SIM Pool**.



Step 2. *New SIM Pool, outlined in red, at the head of the Custom Pools table, below Carrier Pools.*

3. Enter **Pool Name**, select **Define by** (**IMSI** or **ICCID**), list the SIMs, and set **Bandwidth Quota** and **Start Day**.

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Step 3. *The New SIM Pool dialog. Pool Name, outlined in red, is at the top, followed by Define by, the identifier list, Bandwidth Quota and Start Day, with Notifications at the foot.*

4. Tick the **Notifications** to send (**E-mail**, **Pushover**, **HTTP/S**), select the action under **When Bandwidth Quota Exceeded**, and click **Save**.

- **Carrier Pools** are created automatically, one per carrier plus **All Carriers**. **Configure** on a carrier row opens the settings for that pool.
- A group-level pool resets at midnight in that group's time zone. An organization-level pool resets at midnight GMT+0.

Caution: Stop Routing User Traffic *stops user traffic once the pool's quota is exceeded, and one pool can hold SIMs across many devices. Check the SIMs in the pool and the quota before saving, and select* ***Bandwidth Throttling*** *where loss of service is not acceptable.* ***Bandwidth Throttling*** *requires firmware 8.5.3 or newer on every device in the pool. On earlier firmware it falls back to* ***Stop Routing User Traffic****, so check the firmware first.*

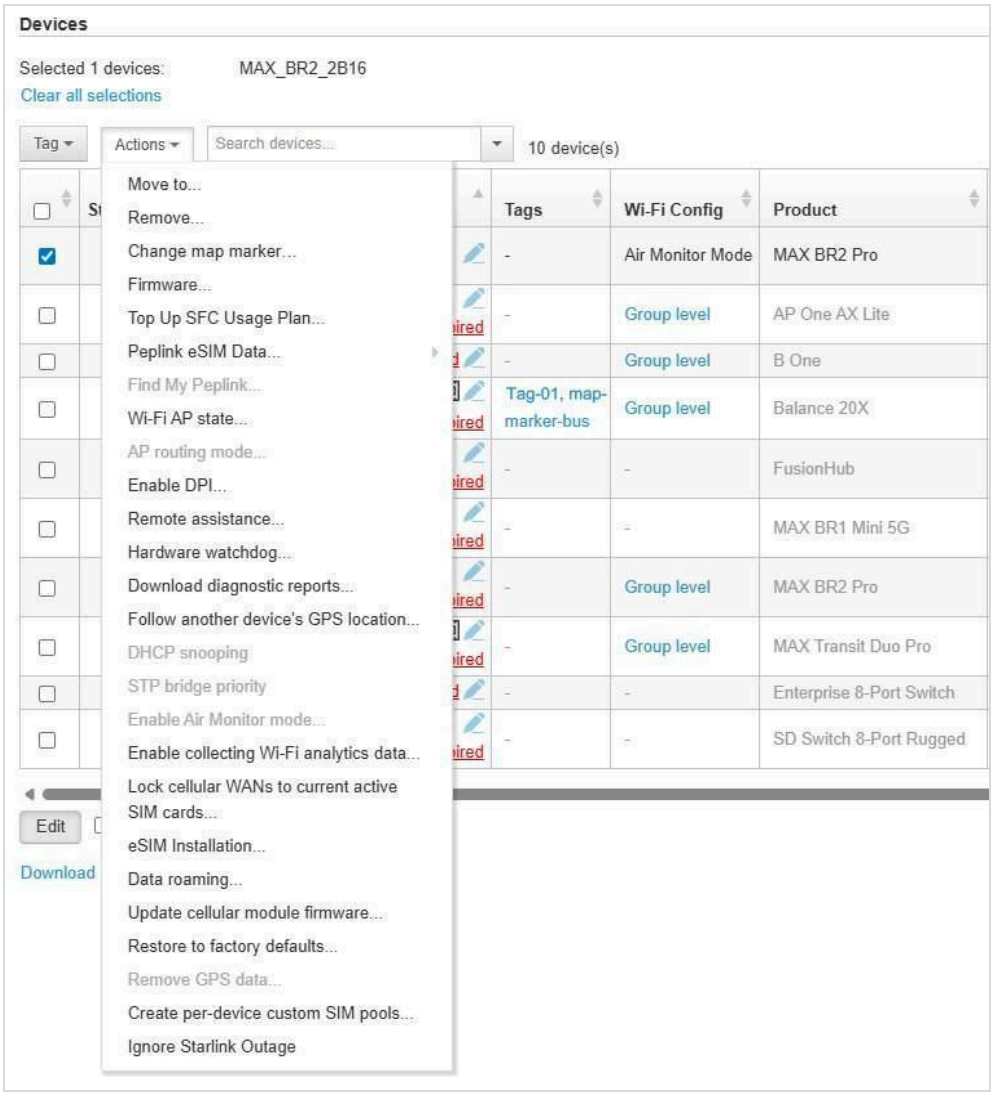
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Full detail: 11.5.7 Creating a Custom SIM Pool, 4.1 SIM Card Reports (Organization Level)

6.1.2. Give Each Device Its Own SIM Pool in One Step

Use this when every device needs its own pool and quota, without creating each pool manually.

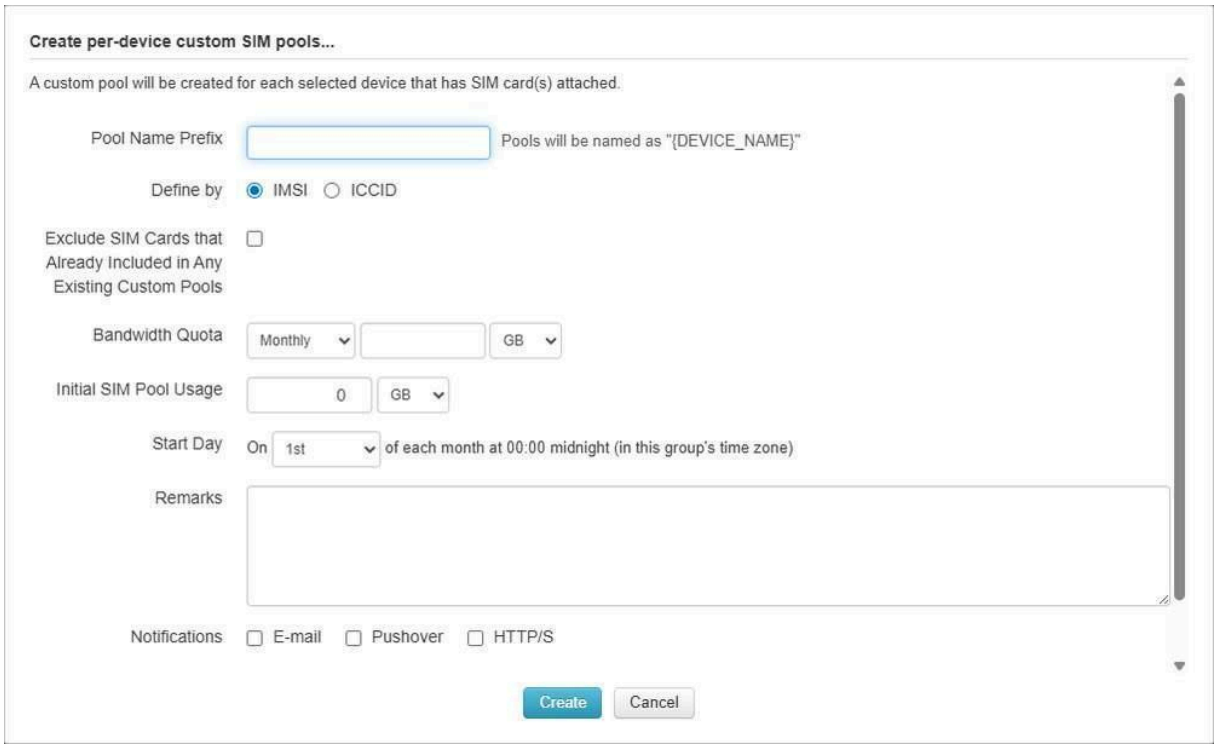
1. Open `Group > Settings > Device Management` and tick the devices.
2. From **Actions**, select `Create per-device custom SIM pools...`.



Step 2. *The Actions menu opened with one device ticked. The Selected 1 devices line above the grid names the device, and entries that do not apply to it are greyed out. Create per-device custom SIM pools... is near the foot of the menu.*

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3. Enter a **Pool Name Prefix**, select **Define by**, set **Bandwidth Quota** and **Start Day**, and tick **Stop Routing User Traffic** or **Bandwidth Throttling**.



Step 3. *The form opened from Actions. Pool Name Prefix, Define by, Bandwidth Quota and Start Day in order down the form, and Create at the foot.*

4. Click **Create**.

- One custom pool is created for each selected device that has SIM cards attached, named from the prefix followed by the device name.
- Tick **Exclude SIM Cards that Already Included in Any Existing Custom Pools** to leave out SIMs already in a custom pool.

> ***Caution: Bandwidth Throttling*** *requires firmware 8.5.3 or newer, as the form notes. On earlier firmware it falls back to* ***Stop Routing User Traffic****, which stops user traffic once the quota is exceeded.*

Full detail: [13.1.10 Create Per-device Custom SIM Pools]

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6.1.3. Check SIM Usage and Export SIM Details

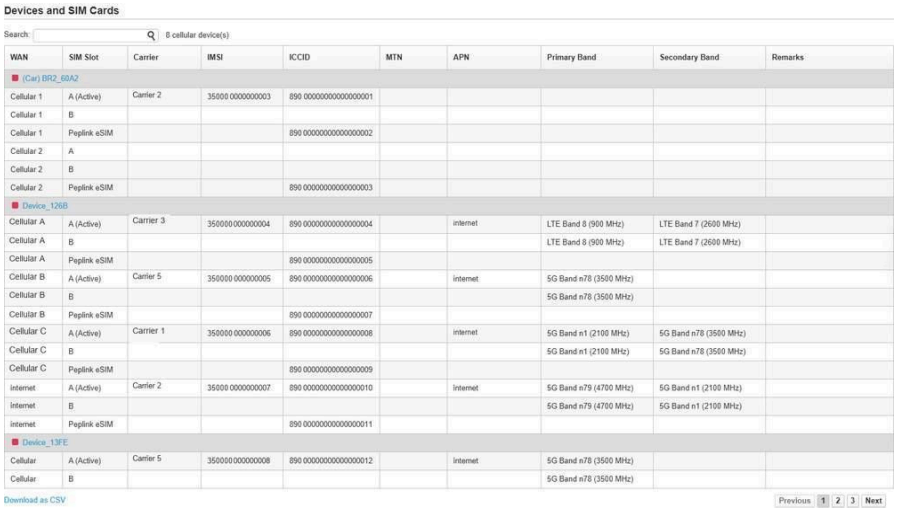
Use this when reconciling a carrier invoice, finding which SIM in a pool used the data, or when a carrier requests the ICCID, IMSI, MTN, APN or band of a SIM.

1. Open `Organization > Reports > SIM Card Reports`, or `Group > Reports > SIM Card Reports` for one group. **Current Usage** in **Carrier Pools** and **Custom Pools** shows each pool's usage in the current quota period.
2. For daily usage per SIM, go to **Per-SIM Daily Data Usage**, select **IMSI** or **ICCID**, list the identifiers, set **Date Range**, and click **Download as CSV**. A wildcard such as `310260*` covers every SIM whose IMSI starts with that prefix.



__Step 2.__ SIM Identifier, the identifier box and the Date Range fields. Download as CSV is greyed out until identifiers are entered.

3. For SIM details, go to **Devices and SIM Cards**, find the device with **Search:**, and read its rows, or click **Download as CSV** under that table.



__Step 3.__ One row per SIM slot under each device, with Carrier, IMSI, ICCID, MTN, APN and the primary and secondary bands. The slot in use is marked (Active).

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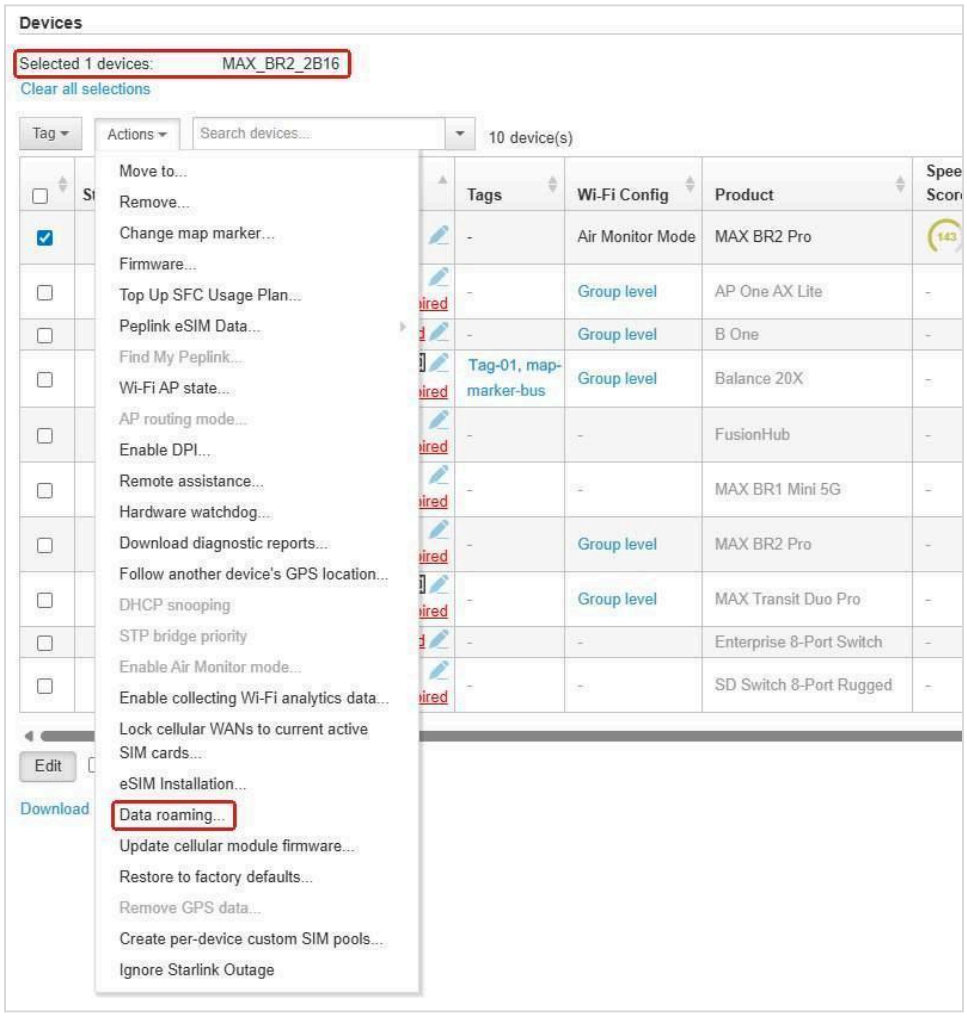
- **Per-SIM Daily Data Usage** produces a CSV file, not an on-screen table.

Full detail: 4.1.4 Per-SIM Daily Data Usage, 4.1.5 Devices and SIM Cards

6.1.4. Turn Data Roaming On or Off for Many Devices

Use this when roaming must change on several devices at once.

1. Open `Group > Settings > Device Management` and tick the devices.
2. From **Actions**, select `Data roaming...`.



Step 2. *Data roaming..., outlined in red, in the Actions menu. The Selected 1 devices line, also outlined, names every device the change applies to.*

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3. Select **Enable** or **Disable**, check the **Selected N devices:** line, and click **Save**.

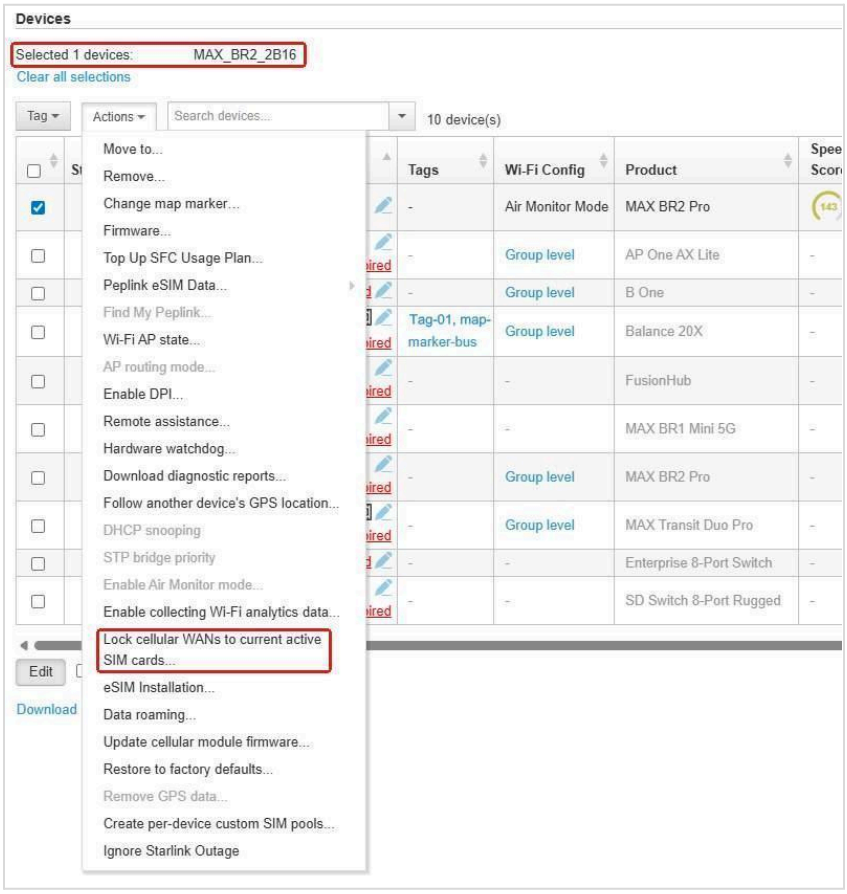
- The setting applies to every cellular WAN on every selected device.

Full detail: 13.1.7 What Each Entry Opens

6.1.5. Lock Devices to the SIM Cards Active Now

Use this when devices must connect only on the SIM cards currently active, or a lock must be released.

1. Open `Group > Settings > Device Management` and tick the devices.
2. From **Actions**, select `Lock cellular WANs to current active SIM cards...`.



Step 2. *Lock cellular WANs to current active SIM cards..., outlined in red, in the Actions menu. The Selected 1 devices line, also outlined, names every device the lock applies to.*

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3. Select **Lock**, so the device connects only on the SIM cards currently active, or **Unlock**, so it connects on any SIM card, and click **Save**.

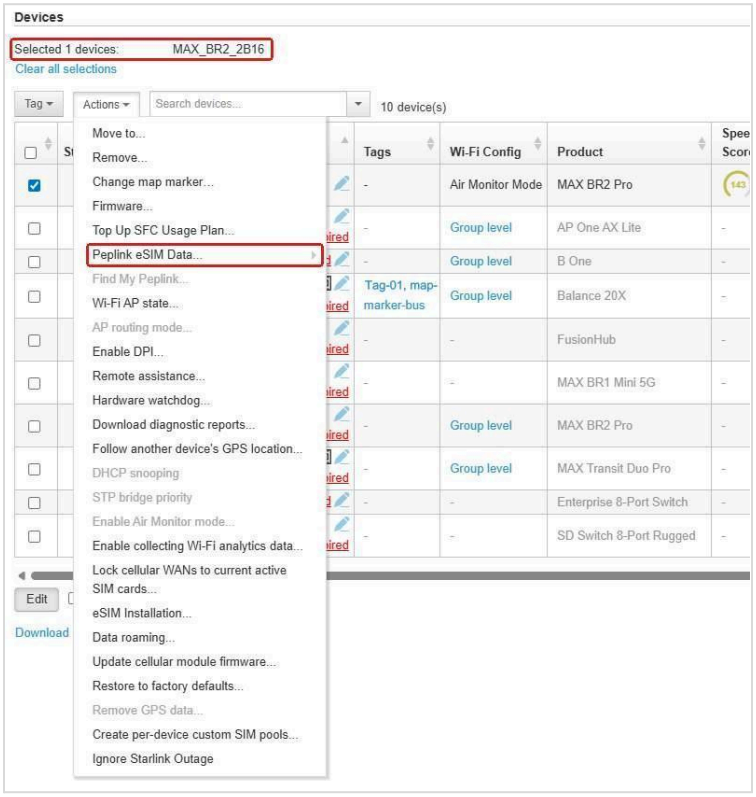
- A locked device shows the status icon whose tooltip reads `Cellular WAN connections are locked to specific SIM cards.`

Full detail: 13.1.7 What Each Entry Opens, 13.1.2 Status Icons

6.1.6. Top Up Peplink eSIM Data or Add Devices to the Pooled Plan

Use this when selected devices need more Peplink eSIM data, or need to join the organization's pooled plan.

1. Open `Group > Settings > Device Management` and tick the devices.
2. From **Actions**, select `Peplink eSIM Data...`. It opens a submenu, not a form.



Step 2. *Peplink eSIM Data..., outlined in red, has an arrow because it opens a submenu. The Selected 1 devices line, also outlined, names every device a top up applies to.*

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3. Select `Top Up Peplink NA & EU eSIM Data Plan...`, `Top Up Peplink Global eSIM Data Plan...` or `Add device to Peplink eSIM Data Pooled Plan...`.

- To add data to the pooled plan itself, use **Top Up...** on `Organization > eSIM Pooled Plan`. **Add ICCID...** on the same screen attaches an eSIM **By Peplink device** or **By ICCID (Third-party device)**.

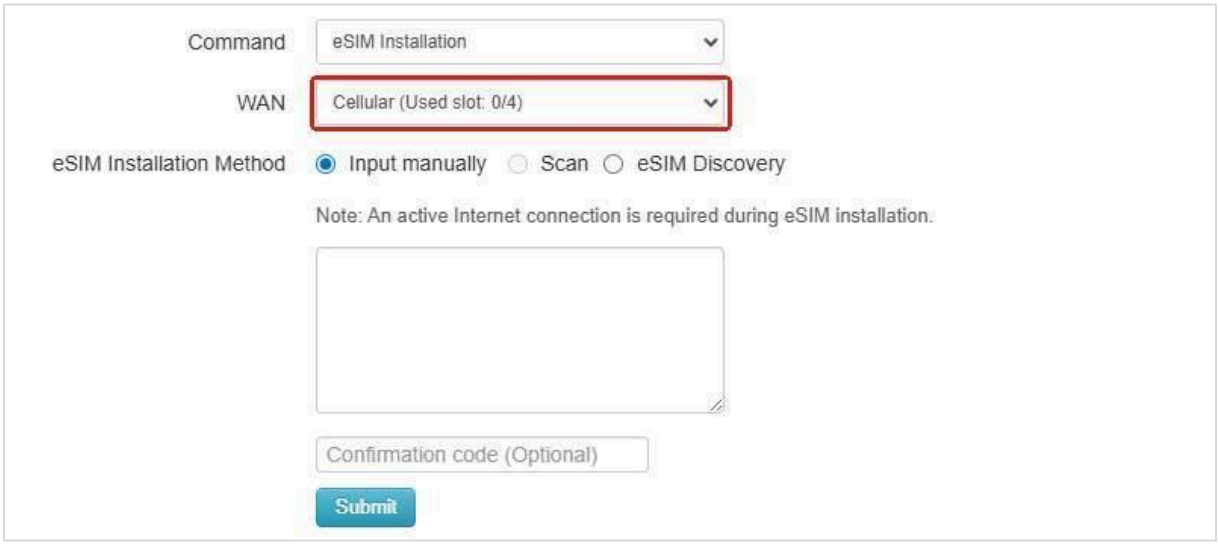
  Caution: *The `Top Up` entries apply to every device on the **Selected N devices:** line. Check that line before confirming.*

Full detail: 13.1.7 What Each Entry Opens, 6.3 eSIM Pooled Plan

6.1.7. Install an eSIM on One Device

Use this when an eSIM profile from an eSIM provider must be installed on one cellular WAN of one device, remotely. The device must be online, have EssentialCare or PrimeCare, and keep another WAN connected to the Internet, such as Ethernet, Wi-Fi WAN or USB. A physical SIM in the same cellular module cannot serve as that connection.

1. Open `Device > Settings > Device Tools` and select **eSIM Installation** in **Command**.
2. In **WAN**, select the cellular WAN. Each entry shows the slots in use, for example `Cellular 1 (Used slot: 0/4)`. When every slot is used, remove one with **eSIM Deletion** first.



Step 2. *WAN, outlined in red, names the cellular WAN and its used slots, here Cellular (Used slot: 0/4). The installation method options are below it.*

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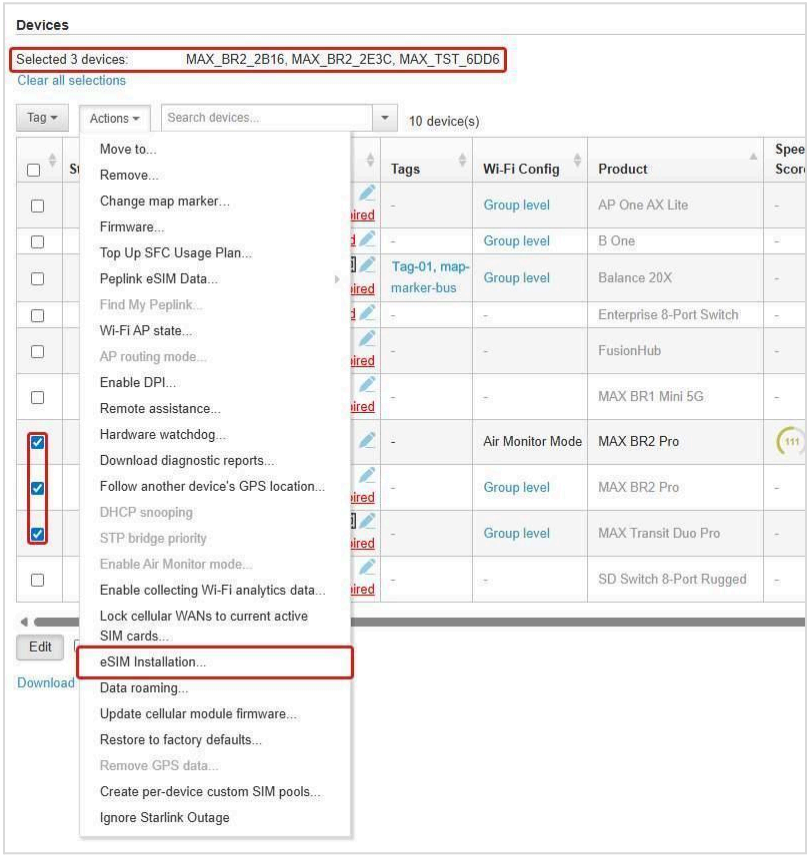
3. Under **eSIM Installation Method**, select **Input manually** (paste the activation code, add the confirmation code if one was issued, click **Submit**), **Scan** (click **Scan** and hold the QR code up to the camera) or **eSIM Discovery** (click **Acquire**).
4. Wait for the result beside the button, for example `eSIM profile installed successfully.`, then check that the **Used slot** count for that WAN has increased by one.

Full detail: 16.4.8 How to Install an eSIM

6.1.8. Install eSIMs on Many Devices

Use this when eSIM profiles must be installed on several devices in one action.

1. Open `Group > Settings > Device Management` and tick the devices.
2. From **Actions**, select `eSIM Installation...`.



Steps 1 and 2. Three ticked device rows, the Selected 3 devices line at the top, and eSIM Installation... in the open Actions menu, all outlined in red. Selected 3 devices confirms how many are ticked.

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3. Check **Number of selected devices that are online and with an eSIM**, then answer **Are the eSIM profiles tied to specific devices or IMEIs?**. **Yes** asks **Tied to**, **Device** or **IMEI**. **No** asks for **Cellular WAN 1** or **Cellular WAN 2**.



Step 3. *The device and eSIM counts at the top, the tied to question with Yes selected, and Tied to offering Device or IMEI. Activate is at the foot.*



Step 3 when the profiles are not tied to devices: No selected. For dual eSIM devices, the form then asks whether the profile goes to the eSIM on Cellular WAN 1 or Cellular WAN 2.

4. Click **Activate**. No profile is activated until it is clicked.

Full detail: 13.1.9 eSIM Installation

6.1.9. Delete an eSIM

Use this when an eSIM profile must be removed from one device, for example to free a slot before installing another. The device must be online.

1. Open `Device > Settings > Device Tools` and select **eSIM Deletion** in **Command**.

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Step 1. *The Command list with eSIM Deletion outlined in red. Selecting it shows the eSIM picker and Delete.*

If the device has no eSIM installed, the form shows **No eSIM has been installed on any cellular WAN.** in place of the picker.



eSIM Deletion on a device with no eSIM installed. The message outlined in red replaces the picker and the Delete button.

2. Select the eSIM in the picker and click **Delete**.
3. Read the confirmation, then accept it.

> ***Caution:*** *Because installation needs an active Internet connection, deleting the only working eSIM on a device can leave no connection over which to install a replacement. Before using* ***eSIM Deletion****, confirm the device has another working WAN.*

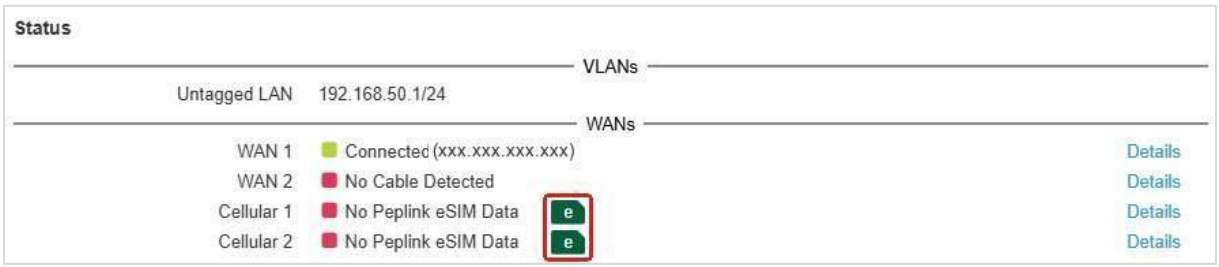
Full detail: 16.4 Device Tools, 16.4.9 eSIM Installation Fields

6.1.10. Check That a Device Is on Peplink eSIM

Use this when confirming which SIM a device is using.

1. Open the device at `Device > Device Details`.
2. In **Status**, under **WANs**, find the cellular WAN row.
3. An **e** badge on that row means Peplink eSIM is active.

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Step 3. *The e badge, outlined in red, on the Cellular 1 and Cellular 2 rows under WANs in the Status panel.*

- Across a group, `Group > Settings > Device Management` shows the status icon `eSIM Pooled Plan` against a device on an eSIM pooled plan.

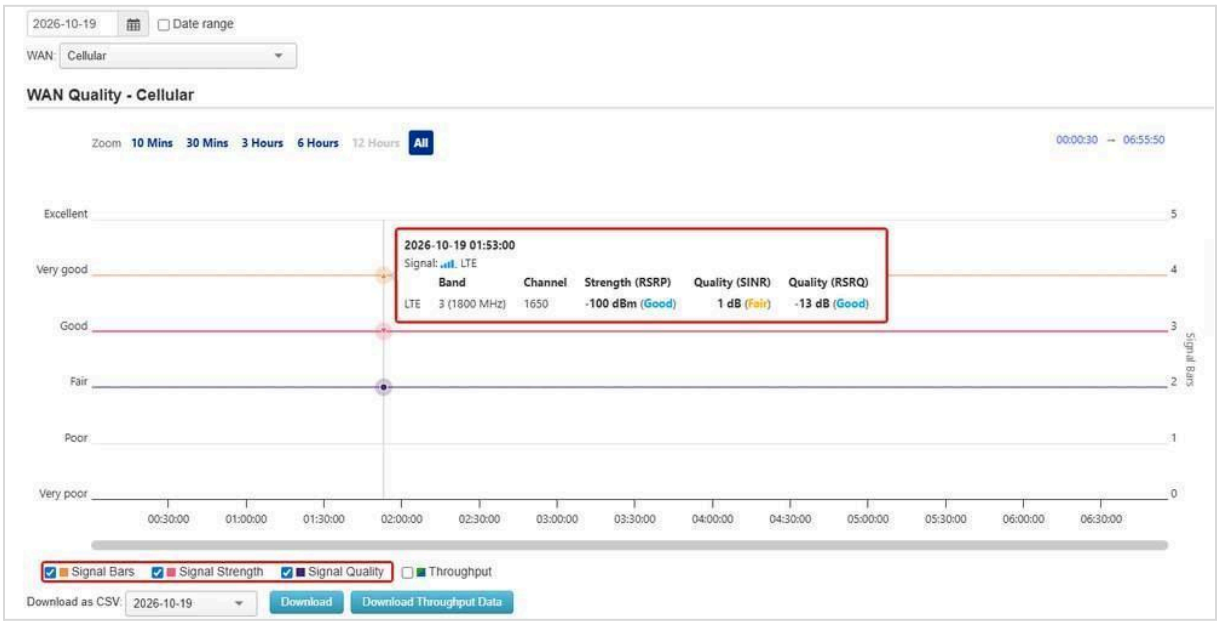
Full detail: 14.1.10 Status, 13.1.2 Status Icons

6.1.11. Check Cellular Signal History

Use this when checking whether a cellular WAN went down because of poor signal.

1. Open `Device > Reports > WAN Quality Reports`.
2. In **WAN:**, select the cellular WAN, and set the day with the date picker.
3. Tick **Signal Bars**, **Signal Strength** or **Signal Quality** to plot them.
4. Hover over a point to read **Band**, **Channel**, **Strength (RSRP)**, **Quality (SINR)** and **Quality (RSRQ)** at that time.

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Steps 3 and 4. The Signal Bars, Signal Strength and Signal Quality checkboxes at the foot, and the hover panel giving Band, Channel, Strength (RSRP), Quality (SINR) and Quality (RSRQ), both outlined in red.

- Compare the signal series with Connection Up/Down History for the same WAN. A drop that follows a fall to **Poor** or **Very poor** indicates signal as the cause.

Full detail: 15.6.4 Cellular Signal

6.2. How the Pooled Plan Works

The organization holds one shared pool, and each eSIM holds its own quota. Auto top up moves data from the pool to an eSIM. It does not buy more data.

Quota	What it is	Where it appears
The pool's quota	The organization's shared allowance, bought once and drawn on by every attached eSIM	**Remaining quota**, in Peplink eSIM Data Pooled Plan Detail
An eSIM's quota	The data that one eSIM currently holds	**Remaining Quota**, in the ICCID Detail row for that eSIM

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When an individual eSIM's own quota falls below the trigger, it is topped up by the auto top up amount, drawn from the pool. Auto top up adds nothing to the pool.

Once the trigger and amount are set, every eSIM with **Auto Top Up** on is refilled from the pool when it runs low. No device needs a manual top up while the pool holds data.

Both fields in the top panel apply to an individual eSIM, not to the pool:

- **Trigger auto top up when an eSIM's remaining quota is below** is the level at which one eSIM is refilled.
- **Auto top up amount** is how much that eSIM receives.

The **Auto Top Up** control in the ICCID Detail grid is per row, and sets whether auto top up applies to that one eSIM.

Data is added to the pool itself with **Top Up...** on the eSIM Pooled Plan screen (6.3 eSIM Pooled Plan), not by auto top up. Plan purchase and renewal are handled in the Peplink eStore.

Two further limits apply, as stated on Peplink's eSIM data plans page, linked below:

- **A pool is shared within one organization only.** It cannot be spread across two organizations, so this screen exists at organization level only. An account with several organizations needs a pooled plan for each.
- **Router devices need firmware 8.3.0 or above** for Peplink eSIM Data Plans.

Plan sizes, validity periods, regional coverage and the conversion rate between Global and regional data are commercial terms, not interface behaviour, and are subject to change. Peplink publishes the current terms at peplink.com/services/products-esim-data-plans, which is also the target of the information icon on this screen.

Most controls on this screen act on a live subscription rather than on a setting:

- `Top Up...` adds data to the pooled plan
- `Top Up Settings` changes when, and by how much, an individual eSIM is refilled from the pool
- `Add / Remove ICCID` attaches or detaches an eSIM
- `Change Data Region` changes where an eSIM draws its data
- `Auto Top Up` controls automatic top up of an individual eSIM from the pool
- `Display in Web Admin` changes what the plan publishes to the device

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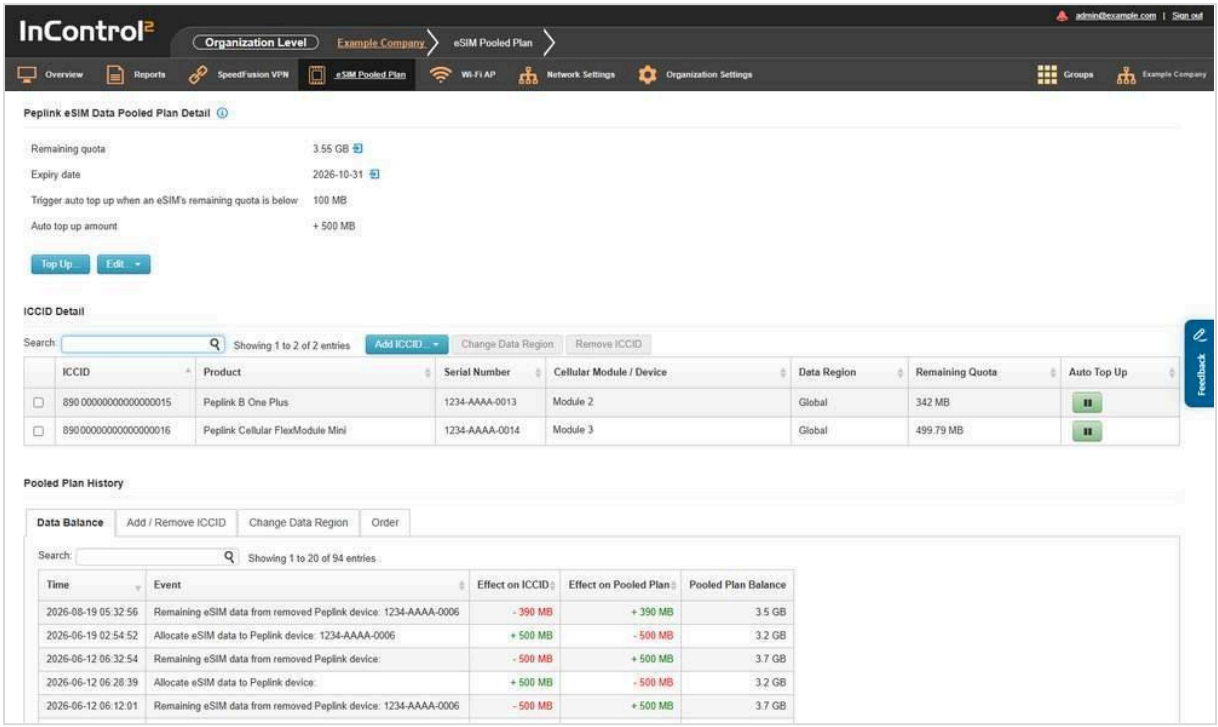
Each is described again where it appears below. InControl 2 shows a confirmation step for these that states what is about to change. Read it before confirming.

6.3. eSIM Pooled Plan

This screen shows how much data the pool holds, which ICCIDs draw on it, and what has been allocated or returned over time. It exists at organization level only, with no group level or device-level equivalent.

Where to find it

`Organization > eSIM Pooled Plan`



The eSIM Pooled Plan screen, with three stacked panels: the plan summary at the top, the ICCID list in the middle, and the history grid at the bottom.

6.3.1. What This Screen Shows

The screen has three panels, in this order.

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Panel	What it covers
Peplink eSIM Data Pooled Plan Detail	The state of the pooled plan itself and its auto top up settings
ICCID Detail	The ICCIDs currently attached to the pooled plan
Pooled Plan History	A dated record of pooled plan activity, split across four tabs

6.3.2. Controls on This Screen

Control	What it does
Top Up...	Starts a top up of the pooled plan
Edit...	Opens a menu with **Top Up Settings** and **Display in Web Admin**
Add ICCID...	Opens a menu with **By Peplink device** and **By ICCID (Third-party device)**
Change Data Region	Acts on the ICCID rows selected in ICCID Detail. Greyed out while no row is ticked
Remove ICCID	Removes the ICCID rows selected in ICCID Detail from the pooled plan. Greyed out while no row is ticked
Search:	Filters a grid. ICCID Detail and Pooled Plan History each have their own Search: box
Download as CSV	Exports Pooled Plan History as a CSV file
Previous / Next	Pages through the Pooled Plan History grid

Three of these change the live plan:

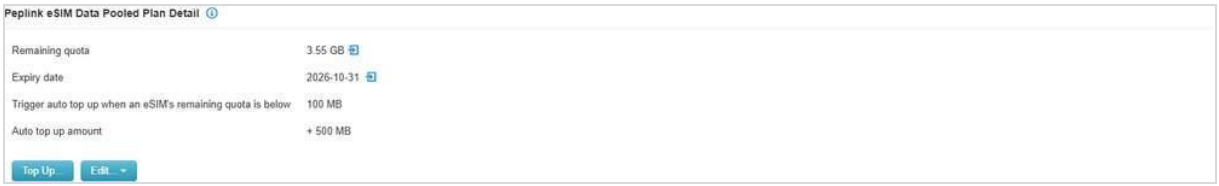
- **Top Up...**, in Peplink eSIM Data Pooled Plan Detail beneath the plan fields, acts on the pooled plan itself, not on any single eSIM.
- **Change Data Region** and **Remove ICCID**, in ICCID Detail, act on the ICCID rows ticked in that grid.

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Caution: *`Top Up...`, `Top Up Settings`, `Display in Web Admin`, the two `Add ICCID...` routes, `Change Data Region`, `Remove ICCID` and the per row **Auto Top Up** control each change a live plan. Read InControl 2's confirmation step before accepting. For help with these settings, contact Peplink support or your Peplink partner.*

6.3.3. Peplink eSIM Data Pooled Plan Detail

The top panel is a read-only summary of the plan, with the two action buttons beneath it.



The four plan fields, and the Top Up... and Edit... buttons below them.

Field	What it reports
Remaining quota	The data still held by the pooled plan
Expiry date	The date recorded against the plan
Trigger auto top up when an eSIM's remaining quota is below	The per eSIM threshold at which an automatic top up occurs
Auto top up amount	The quantity added by each automatic top up

Note the following:

- **Remaining quota** and **Expiry date** each carry an indicator icon to the right of the value, labelled **Displayed in Web Admin**. To change the setting, use **Display in Web Admin** on the **Edit...** menu, described below.
- The panel heading has an information icon. Its tooltip gives the definition of the pooled plan quoted at the start of this chapter, and links to `https://www.peplink.com/services/products-esim-data-plans/` for more information.

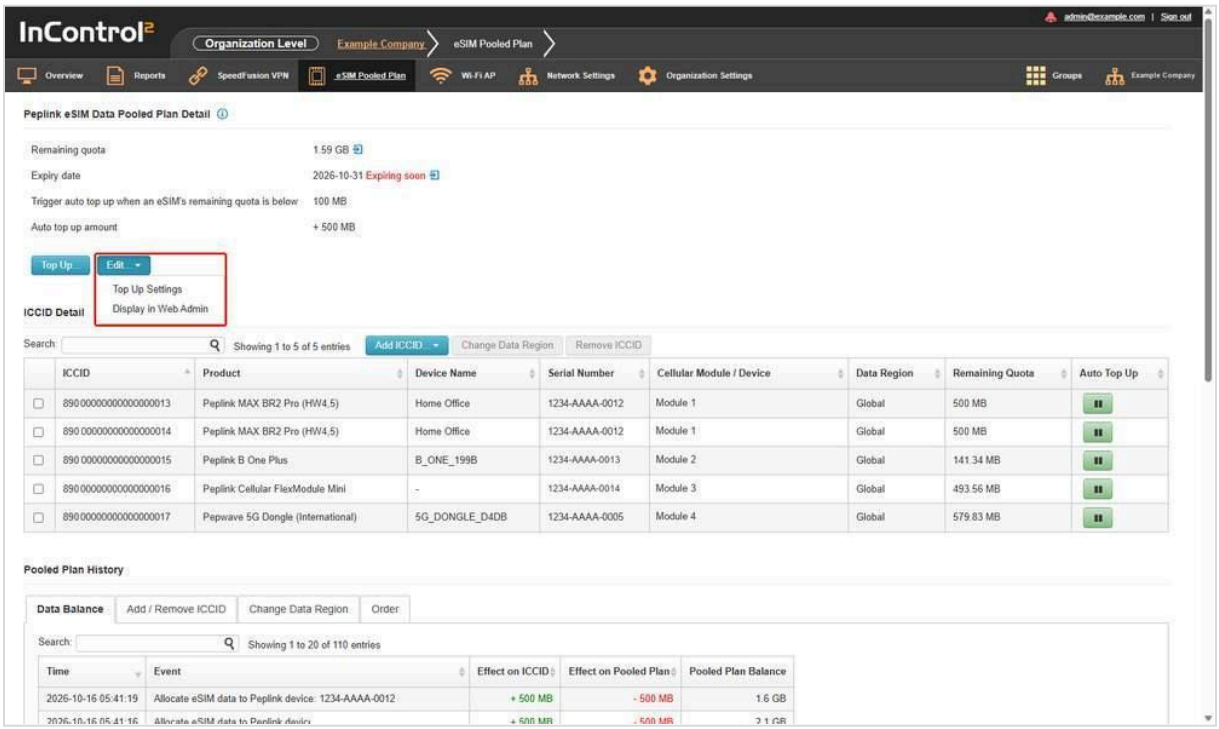
Plan pricing is not shown in InControl 2. For purchase and renewal, see 6.2 How the Pooled Plan Works.

Check **Remaining quota** and **Expiry date** regularly.

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6.3.4. The Edit... Menu

Edit... is a menu button, not a dialog. Clicking it opens two items below the button.



Edit... opened, showing its two menu items directly beneath the button. The button and its menu are outlined in red.

Menu item	Relates to
Top Up Settings	The two auto top up fields in the panel above, **Trigger auto top up when an eSIM's remaining quota is below** and **Auto top up amount**
Display in Web Admin	The **Displayed in Web Admin** marking on **Remaining quota** and **Expiry date**

Top Up Settings sets the two auto top up fields above: when an individual eSIM is topped up automatically, and by how much. It does not add data to the pooled plan. **Display in Web Admin** sets the **Displayed in Web Admin** marking, which controls what the plan publishes to the device web admin. Both change a live plan.

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6.3.5. ICCID Detail

The middle panel lists the ICCIDs attached to the pooled plan, one per row.



The ICCID list, with the selection checkbox at the left of each row and the greyed out Change Data Region and Remove ICCID buttons.

Column	What it shows
ICCID	The identifier of the eSIM
Product	The Peplink product that holds the eSIM
Serial Number	The serial number of that device
Cellular Module / Device	The cellular module reported for the eSIM
Data Region	The data region set for the eSIM
Remaining Quota	The data still held by that individual eSIM. It is a separate figure from **Remaining quota** in the top panel, which is the pool, and the two can differ
Auto Top Up	Whether that individual eSIM is topped up automatically from the pool when its own quota falls below the threshold. A per row control

> ***Caution: Change Data Region*** *and* ***Remove ICCID*** *act on every ticked row at once, and removing an ICCID returns its remaining data to the pool, as Pooled Plan History records. Check which rows are ticked before clicking either.*

A checkbox column to the left of **ICCID** selects the rows that **Change Data Region** and **Remove ICCID** act on.

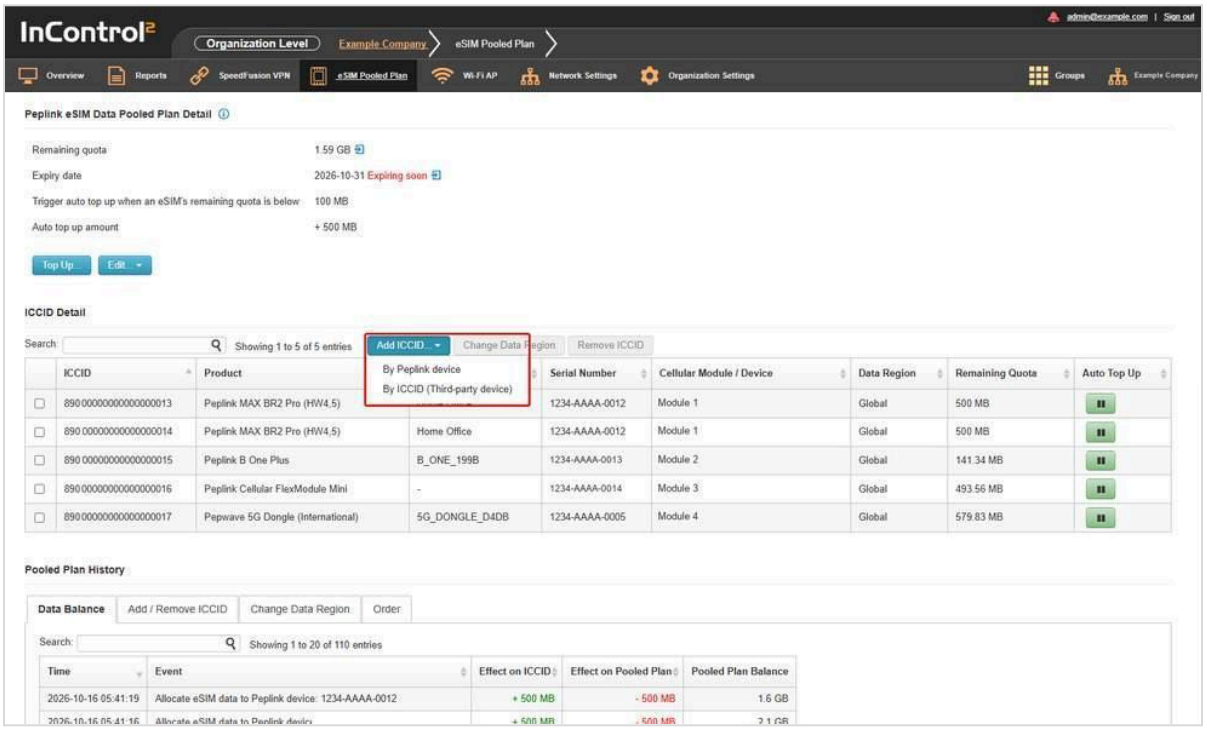
A count line above the grid shows how many entries are shown out of the total, and the panel's own **Search:** box filters the list by ICCID or serial number. To find eSIMs close to empty, compare the **Remaining Quota** column with the trigger set in the top panel.

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The **Auto Top Up** column holds one control per ICCID row, shown as a small button. It acts on that one eSIM, not on the pool, and changes how that eSIM is topped up from a live plan. Click it only to change that setting.

6.3.6. The Add ICCID... Menu

Add ICCID... is also a menu button. Clicking it opens two items below the button, the two routes for attaching an eSIM to the pooled plan.



Add ICCID... opened, showing the two ways of identifying the eSIM to add. The button and its menu are outlined in red.

Menu item	Route
By Peplink device	Identify the eSIM by the Peplink device holding it
By ICCID (Third-party device)	Identify the eSIM by its ICCID

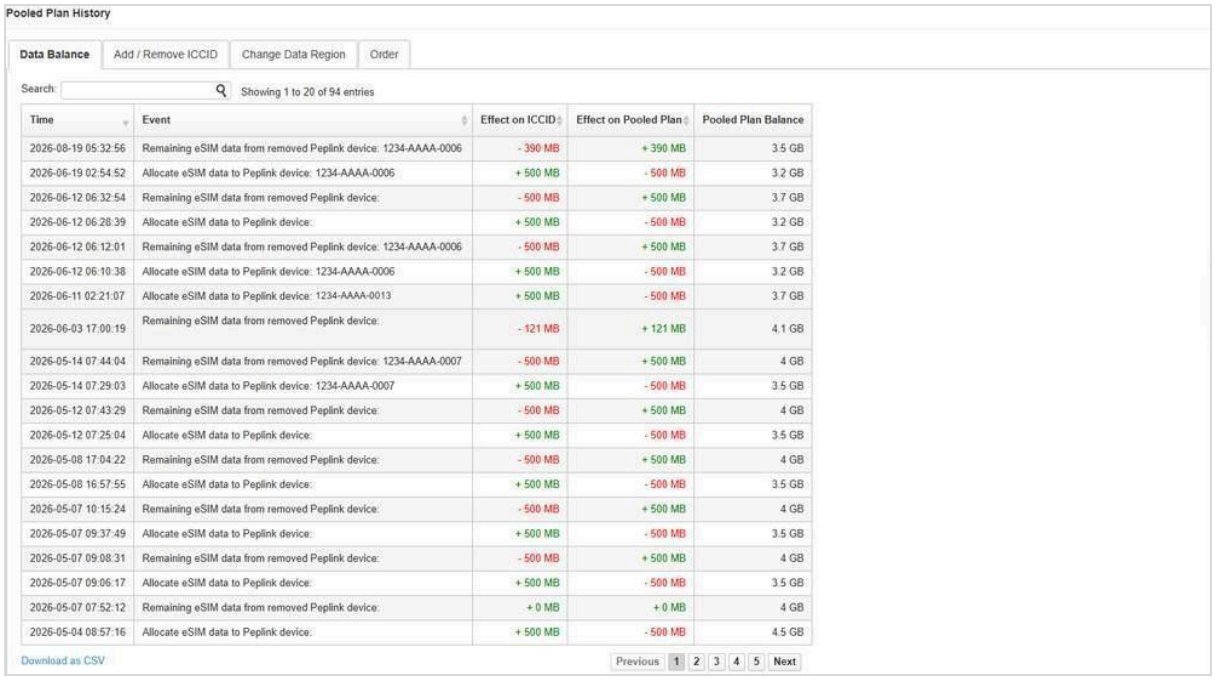
Attaching an eSIM changes which devices draw on the live plan. Select the route that matches how the eSIM can be identified.

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To add many Peplink devices at once, select them in `Group > Settings > Device Management` and use `Peplink eSIM Data...`, `Add device to Peplink eSIM Data Pooled Plan...` from the **Actions** menu.

6.3.7. Pooled Plan History

The bottom panel is a dated log of pooled plan activity.



The history grid under the Data Balance tab, with the tab strip above it and Download as CSV below.

Column	What it shows
Time	The date and time of the entry
Event	A description of the event, naming the Peplink device involved
Effect on ICCID	The change applied to the eSIM, signed
Effect on Pooled Plan	The change applied to the pool, signed
Pooled Plan Balance	The pooled plan balance after the entry

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The grid shows which device drew data from the pool and when. Each **Event** names the Peplink device, and **Effect on ICCID** gives the amount.

- **Effect on ICCID** and **Effect on Pooled Plan** move in opposite directions on an allocation. Data allocated to a device is added to the eSIM and subtracted from the pool.
- Removing a device reverses this: the remaining eSIM data is subtracted from the eSIM and returned to the pool.
- **Pooled Plan Balance** is a running figure, so the top row of the grid reflects the most recent state.

Below the grid are **Download as CSV** and the **Previous** and **Next** paging links. A count line above the grid shows how many entries are shown out of the total, and the panel has its own **Search:** box.

Download as CSV exports Pooled Plan History as a CSV file.

6.3.8. The Pooled Plan History Tabs

The tab strip is inside Pooled Plan History, between the panel heading and the grid. It has four tabs, each with its own history grid.

Tab	What it shows
Data Balance	The data balance history. The screen opens on this tab, and the grid described above is its grid
Add / Remove ICCID	The history of ICCIDs added to and removed from the pooled plan
Change Data Region	The history of data region changes
Order	The order history

The tabs show history only. The grids of the other three tabs have columns such as **Time**, **Action**, **ICCID**, **Product**, **Serial Number** and **Device Name**.

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7. Wi-Fi AP

Wi-Fi AP holds the SSID and radio configuration that InControl 2 applies to the Wi-Fi capable devices it manages. The feature appears at three levels. Organization-wide SSIDs are delivered first, then group-wide SSIDs, then device level SSIDs. Radio parameters such as channel and output power are set at group level and at device level.

AP Controller. A router's web admin has a separate function, AP Controller, in which the router manages the Wi-Fi of the access points attached to it. On a device with AP Controller switched on, Wi-Fi configuration is handled there rather than by InControl 2. InControl 2 shows an **AP Cont** badge on the device's Device Details page (see 14.1.2 Status Badges on the Heading Line).

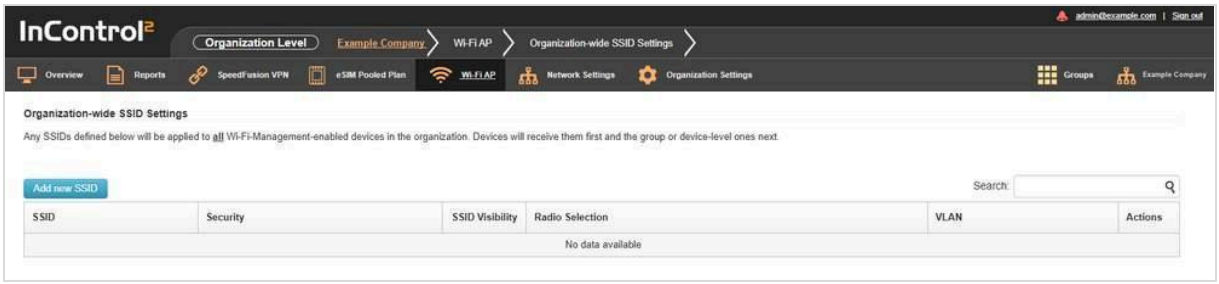
To check a whole group, read the **Wi-Fi Config** column on `Group > Dashboard` (10.1.3 The Devices Grid). Devices configured at group level read **Group level**. Any other value means the device takes its Wi-Fi configuration from elsewhere.

7.1. Organization-wide SSID Settings

Use this screen to define SSIDs once for every group in the organization, instead of repeating them in each group.

Where to find it

`Organization > Wi-Fi AP > Organization-wide SSID Settings`



The organization level SSID list. The line above the table states the order in which devices receive SSIDs.

The page states the scope: SSIDs defined here are applied to all Wi-Fi-Management-enabled devices in the organization. Devices receive these first, then the group or device-level SSIDs.

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7.1.1. What This Screen Shows

Column	What it shows
SSID	The network name
Security	The security policy set on the SSID
SSID Visibility	Whether the SSID is shown or hidden
Radio Selection	Which radio bands carry the SSID
VLAN	The VLAN associated with the SSID
Actions	Per row actions for that SSID

An empty list shows **No data available**.

The organization-level list has six columns. The group-level list has nine, adding SSID Availability, Captive Portal and Schedule. See *Group-wide SSID Settings* below (7.2 Group-wide SSID Settings).

7.1.2. Controls on This Screen

Control	What it does
Add new SSID	Opens the **SSID Settings** editor
Search:	Filters the SSID list

> ***Caution:*** *An SSID saved here is applied to every Wi-Fi management enabled device in the organization, across every group. Check the security policy and key before saving, and roll out a new SSID to one group first.*

7.2. Group-wide SSID Settings

Use this screen to define SSIDs for one group and to choose which devices in the group carry them. One SSID definition can give each device its own network name: `Guest-####` becomes `Guest-` plus the last 4 characters of each device's serial number.

Where to find it

`Group > Wi-Fi AP > Group-wide SSID Settings`

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The group level SSID list. The SSID name, here Office-WiFi, outlined in red, is a link that opens the SSID Settings editor. The Wi-Fi Management checkbox is above the table, and Radio Settings > links to the radio page.

7.2.1. What This Screen Shows

Column	What it shows
SSID	The network name. It is a link: click it to open the SSID in the **SSID Settings** editor
Security	The security policy set on the SSID, for example WPA2 - Personal, with a QR code icon beside it
SSID Visibility	Whether the SSID is shown or hidden
Radio Selection	Which radio bands carry the SSID (2.4 GHz, 5 GHz and 6 GHz), for example Dual band operation (2.4 GHz and 5 GHz)
SSID Availability	Which devices carry the SSID, for example All Devices, or the tag the SSID is limited to
VLAN	The VLAN associated with the SSID
Captive Portal	The captive portal assigned to the SSID, if any
Schedule	When the SSID is active, for example Always on
Actions	Per row actions for that SSID

The **Actions** column holds the delete icon. To change an SSID, click its name. See 7.2.4 How to Change an SSID or Its Wi-Fi Password.

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7.2.2. Controls on This Screen

Control	What it does
Wi-Fi Management	Switches Wi-Fi management on or off for the group
Apply SSID settings to AP controllers	Applies the SSID settings defined here to AP controllers. A separate checkbox from Wi-Fi Management
Organization-wide SSIDs	Link to **Organization-wide SSID Settings**
Add new SSID	Opens the **SSID Settings** editor
Search:	Filters the SSID list
Radio Settings >	Link to **Group-wide Radio Settings**. See 7.3 Group-wide Radio Settings

7.2.3. How to Roll Out an SSID to the Group

1. On `Group > Wi-Fi AP > Group-wide SSID Settings`, confirm that **Wi-Fi Management** is ticked. Before ticking it for the first time, read 8.1.1 Before You Tick a Manage Checkbox.



Step 1. *The Wi-Fi Management checkbox, outlined in red, ticked above the SSID list. Add new SSID is at the left above the table.*

2. Click **Add new SSID** and set **Device Selection**, which opens on `Please Select...`. To roll out to a pilot set first, select `This SSID is enabled on some devices...`.
3. Set **Security Policy** and **Firewall Mode**, which open on **Open - No Encryption** and **Disabled**.

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Steps 2 and 3. Device Selection on Please Select... and Security Policy on Open - No Encryption, both outlined in red, as a new SSID opens. Firewall Mode is further down the same dialog.

4. Click **Save Changes**.

   ***Caution:** With `This SSID is enabled on all devices`, the saved SSID reaches every Wi-Fi managed device in the group. Roll out to some devices first, then widen the selection.*

5. Verify on `Group > Dashboard` (10.1.3 The Devices Grid): the **Wi-Fi Config** column reads **Group level** for devices following the group, and **Last Config Applied** updates. A device showing a configuration state icon, for example **InControl stopped to apply configurations to device.**, has not applied the change.



***Step 5.** The Wi-Fi Config column, outlined in red. One device reads Group level and follows the group's SSIDs; another reads a dash.*

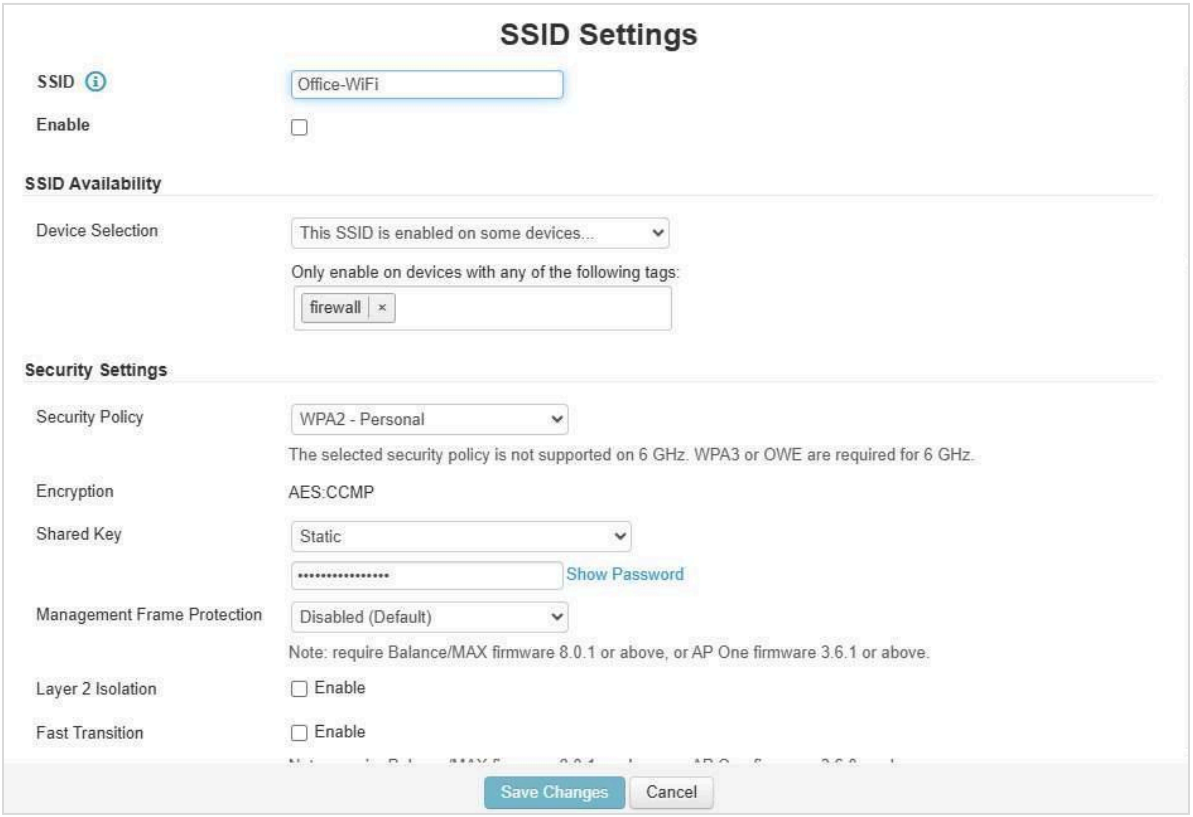
6. Once clients join, `Group > Reports > Wi-Fi Reports` lists the SSID under **SSID Usage** with its clients and usage. See 11.3.2 SSID Usage.

7.2.4. How to Change an SSID or Its Wi-Fi Password

Use this procedure to rename an existing SSID or to change the key its clients use to join.

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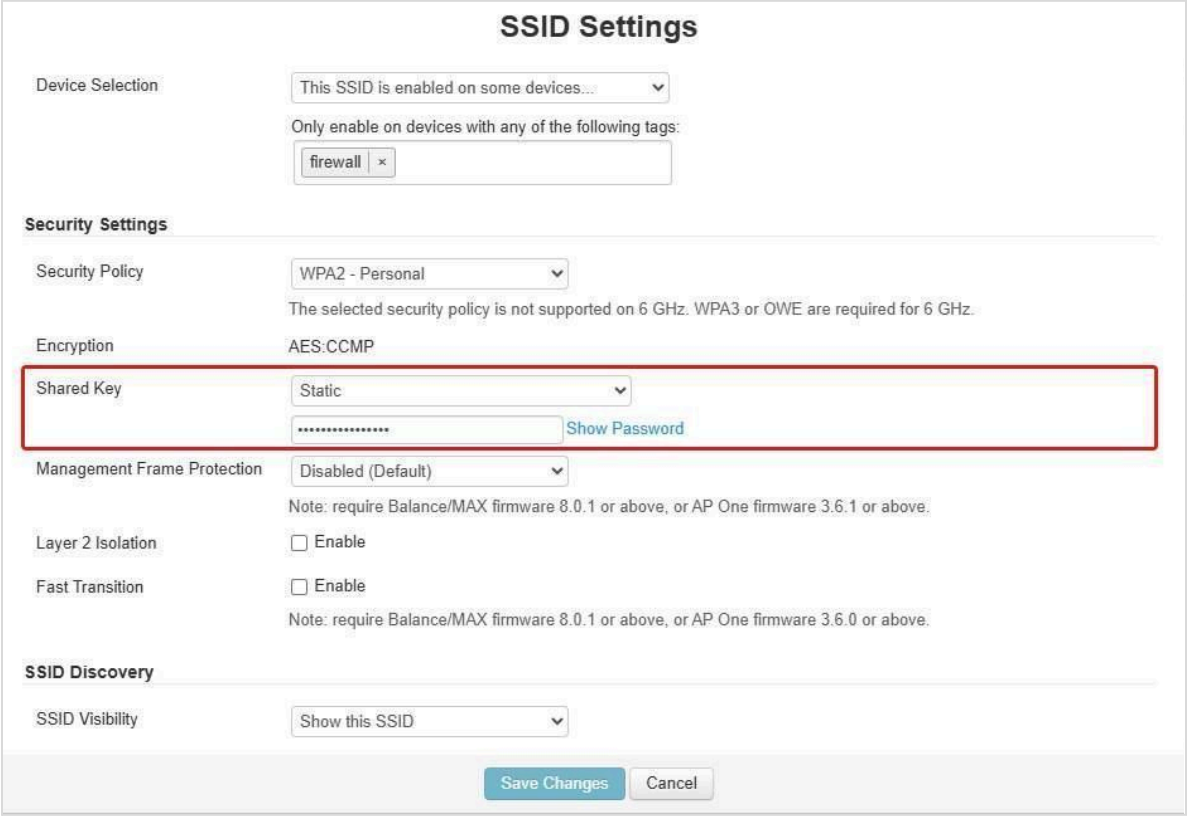
1. Open `Group > Wi-Fi AP > Group-wide SSID Settings`.
2. Click the SSID name in the **SSID** column. The **SSID Settings** editor opens.



Step 2. *An existing SSID opened from its name. The SSID field at the top holds the name, and Security Policy, Encryption and Shared Key are in Security Settings. Save Changes remains greyed out until a value changes.*

3. To rename the SSID, change the **SSID** field at the top.
4. In **Security Settings**, check **Security Policy**. The key is set in the **Shared Key** row.
5. In **Shared Key**, the dropdown offers `Static`, `Private Pre-Shared Key`, `Last 8 octets of LAN MAC address` and `Random`. With `Static`, type the new password in the box below it. **Show Password** displays what is typed.

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Step 5. *The Shared Key row, outlined in red, under Security Policy WPA2 - Personal: the key type dropdown on Static, the password box and Show Password.*

6. Click **Save Changes**. It remains greyed out until a value changes.

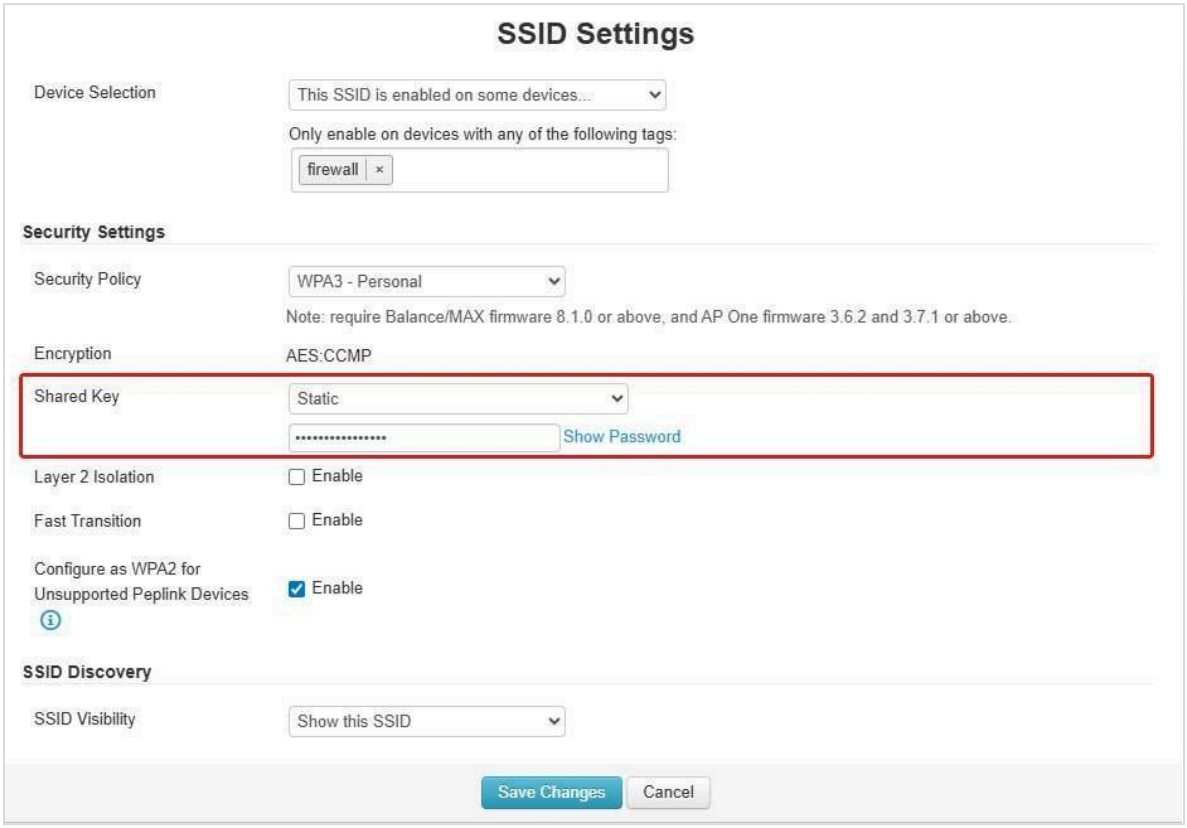
   Caution: Save Changes *applies the new name or key to every Wi-Fi managed device the SSID's* ***Device Selection*** *covers. Have the new key ready for users before saving.*

Notes:

- **Shared Key** carries the same label for `WPA3 - Personal`, `WPA2/WPA3 - Personal`, `WPA2 - Personal` and `WPA/WPA2 - Personal`.
- `WPA3 - Personal` adds **Configure as WPA2 for Unsupported Peplink Devices**, ticked by default, and states that it requires Balance/MAX firmware 8.1.0 or above, and AP One firmware 3.6.2 and 3.7.1 or above.
- `WPA2 - Enterprise` has no Shared Key. Its rows are **Primary Server**, **Secondary Server**, **Authentication Port**, **Accounting Port** and **NAS-Identifier**. `Open - No Encryption` has no key.

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- The editor and the SSID list both offer a Wi-Fi QR code for the SSID. It encodes the network name and key, so protect it as you would the key.



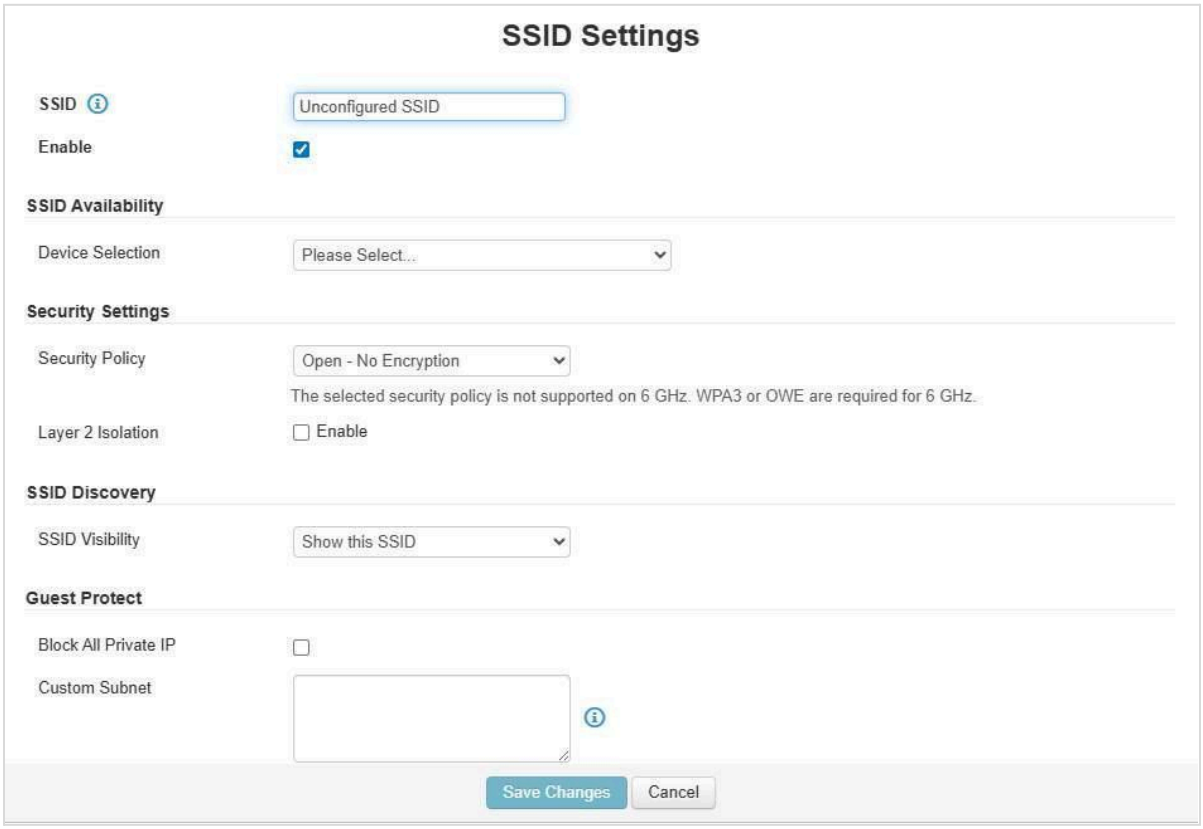
Security Policy set to WPA3 - Personal. The Shared Key row, outlined in red, is unchanged, and Configure as WPA2 for Unsupported Peplink Devices appears below it, ticked.

7.2.5. The SSID Settings Editor

To create an SSID, enter the name, set **Device Selection**, then set **Security Policy** and **Firewall Mode**, which open on **Open - No Encryption** and **Disabled**. Every other dropdown already holds a value.

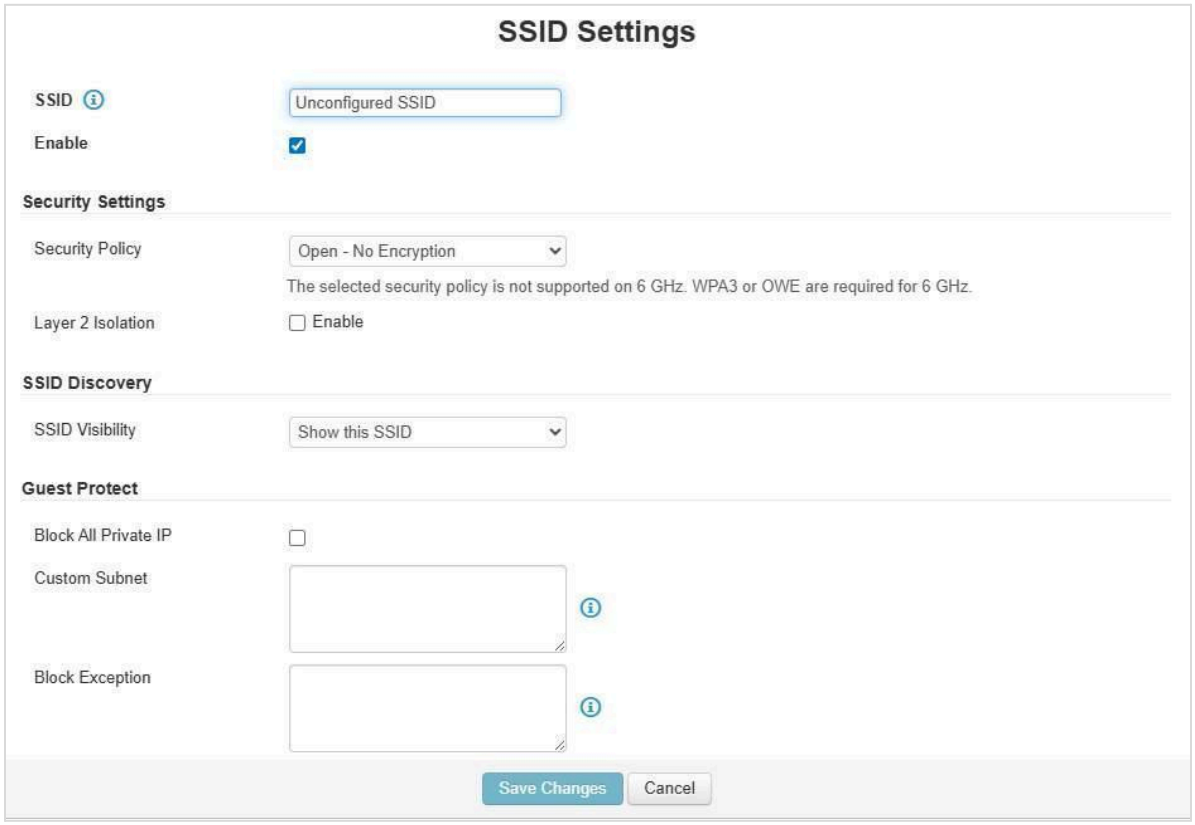
Add new SSID opens a dialog titled **SSID Settings**. It closes with **Save Changes** or **Cancel**.

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The group level SSID Settings dialog. Device Selection is directly under the SSID name, in the SSID Availability section.

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The organization level version of the same dialog. It has no SSID Availability section; the other sections are the same.

To open an existing SSID in this editor and change its name or key, click the SSID name in the list. See 7.2.4 How to Change an SSID or Its Wi-Fi Password.

The dialog is divided into named sections, in this order: SSID Availability (group level only), Security Settings, SSID Discovery, Guest Protect, Bandwidth Management (AP One only) (organization level only), VLAN Settings, MAC Filter, Multicast Settings, Radio Selection, Firewall Settings, and at group level also Schedule and Captive Portal Settings. The organization-level dialog ends at Firewall Settings.

Fields

The two levels do not offer the same set of fields. The table below shows where each field appears. Where a dropdown opens on a particular option, the Options column names it. These opening values are those of the group-level dialog.

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Field	Type	Options	Org	Group
SSID	text	Accepts the token ####, which is replaced with the last 4 characters of each device's serial number	yes	yes
Device Selection	dropdown	Please Select..., This SSID is enabled on all devices, This SSID is enabled on some devices..., This SSID is available on all devices except... The dialog opens on Please Select..., so no scope is set until one is chosen	no	yes
Security Policy	dropdown	Open - No Encryption, Enhanced Open (OWE), WPA3 - Personal, WPA3 - Enterprise, WPA2/WPA3 - Personal, WPA2 - Personal, WPA2 - Enterprise, WPA/WPA2 - Personal, WPA/WPA2 - Enterprise. Nine options; the dialog opens on Open - No Encryption. A message below the list states that WPA3 or OWE is required for 6 GHz	yes	yes
SSID Visibility	dropdown	Show this SSID, Hide this SSID. Default is Show this SSID	yes	yes
Custom Subnet	text area	In Guest Protect, beside **Block All Private IP**. IP subnets in CIDR format, one per line, separated by a carriage return	yes	yes
Block Exception	text area	In Guest Protect, beside **Custom Subnet** and **Block All Private IP**	yes	yes
Upstream Limit	number	Measured in kbps. 0 means Unlimited	yes	no
Downstream Limit	number	Measured in kbps. 0 means Unlimited	yes	no
Per Client Upstream Limit	number	Measured in kbps. 0 means Unlimited	yes	no
Per Client Downstream Limit	number	Measured in kbps. 0 means Unlimited	yes	no
Network Priority (QoS)	dropdown	Gold, Silver, Bronze	yes	no

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Field	Type	Options	Org	Group
Restriction Mode	dropdown	None, Deny all except listed, Allow all except listed, RADIUS MAC Authentication. Four restriction modes; the default is None	yes	yes
Multicast Filter	dropdown	Enable, Disable. Default is Disable	yes	yes
Multicast Rate	dropdown	Eight rates: MCS24/MCS16/MCS8/MCS0/6M, MCS25/MCS17/MCS9/MCS1/9M, MCS26/MCS18/MCS10/MCS2/12M, MCS27/MCS19/MCS11/MCS3/18M, MCS28/MCS20/MCS12/MCS4/24M, MCS29/MCS21/MCS13/MCS5/36M, MCS30/MCS22/MCS14/MCS6/48M, MCS31/MCS23/MCS15/MCS7/54M. Default is the first, MCS24/MCS16/MCS8/MCS0/6M	yes	yes
Band Steering	dropdown	Disable, Prefer, Force. Default is Prefer	yes	yes
Maximum Number of Clients, **2.4 GHz:**	dropdown	68 options: Unlimited, then 1 through 64 in steps of 1, then 100, 200 and 300, measured in clients. Default is Unlimited	yes	yes
Maximum Number of Clients, **5 GHz:**	dropdown	The same 68 options, with the same default	yes	yes
Firewall Mode	dropdown	Disabled, Flexible - Allow all except..., Lockdown - Block all except... Default is Disabled	yes	yes

Device Selection lets one SSID definition target a pilot set first (`This SSID is enabled on some devices...`), then the whole group (`This SSID is enabled on all devices`), or exclude a site with different requirements (`This SSID is available on all devices except...`).

Notes on the table:

- A new SSID is created with default values for all settings. Before saving, check **Security Policy** (default: **Open - No Encryption**) and **Firewall Mode** (default: **Disabled**), because these defaults allow unrestricted access.

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- The group-level dialog adds **Device Selection**. Both levels have the five Bandwidth Management fields, which the dialog labels **Bandwidth Management (AP One only)**. The dialog has further controls beyond that list, including **Configure as WPA2 for Unsupported Peplink Devices** and the RADIUS source setting, both described under *Guidance inside the editor* below.
- **Maximum Number of Clients** is a pair of controls under one heading, one row labelled **2.4 GHz:** and one labelled **5 GHz:**. Set both if the SSID runs on both bands. The section notes that it requires Balance and MAX firmware 7 or above, or AP One firmware 3.5.4 or above, and that the default is Unlimited.
- The highest client count offered here is 300. The per radio **Max. Clients** setting on the Radio Settings screens offers up to 64. The two settings are separate.

Guidance inside the editor

Five fields carry an information icon. Their guidance is summarised below.

SSID. The name accepts the token ####, which is replaced with the last 4 characters of each device's serial number, so that one definition gives each device in the scope a distinct SSID.

Configure as WPA2 for Unsupported Peplink Devices. This setting determines whether the SSID is applied to devices that do not support WPA3.

- The default is Enabled, at both levels. The SSID is therefore still applied to devices without WPA3 support, configured as WPA2, until the setting is disabled.
- When it is disabled, this SSID is not applied to WPA3 unsupported devices. The tooltip on the setting states this and the default.

Leave it enabled where devices with and without WPA3 support are mixed. Disable it only when the SSID is intended for WPA3 capable devices alone; WPA3 unsupported devices then stop carrying it.

The RADIUS source address. RADIUS requests leave the device from the IP address of a VLAN, and this setting selects the VLAN. The control at each level is as follows.

Level	Control	Behaviour stated
Group	Source Network Address, offering **Untagged LAN** or a **VLAN ID**	RADIUS requests are originated from the IP address of the selected VLAN

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Level	Control	Behaviour stated
Organization	VLAN ID RADIUS Requests Originate	RADIUS requests originate from the IP address of the VLAN of the specified VLAN ID. A VLAN ID of zero is the untagged LAN. If the VLAN is not configured on a device, the requests originate from the untagged LAN

For an organization-wide SSID:

- Enter `0` to send RADIUS requests from the untagged LAN.
- A device that does not have the specified VLAN configured still sends its RADIUS requests, from the untagged LAN instead. Take this into account on any RADIUS server that accepts requests only from known source addresses.

Custom Subnet. The field accepts IP subnets in CIDR format separated by a carriage return, so enter one subnet per line. Examples given: `192.168.30.0/24`, `10.8.0.0/16` and `203.0.113.96/32`.

Band Steering. Band steering reduces 2.4 GHz band overcrowding. An AP with band steering moves clients capable of 5 GHz operation onto 5 GHz.

Option	Effect
Force	Clients capable of 5 GHz operation are only offered 5 GHz
Prefer	Clients capable of 5 GHz operation are encouraged to associate with 5 GHz. If a client insists on attempting 2.4 GHz, 2.4 GHz is offered. This is the default
Disable	Turns band steering off

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Checkbox and dropdown settings

Setting	Section	Control
Enable	Top of the dialog, next to SSID	Checkbox
Layer 2 Isolation	Security Settings	Checkbox
Block All Private IP	Guest Protect	Checkbox
Block SpeedFusion VPN	Guest Protect	Checkbox
VLAN Tagging	VLAN Settings	Checkbox
IGMP Snooping	Multicast Settings	Checkbox
Radio Selection	Radio Selection	A checkbox for each band: 2.4 GHz, 5 GHz and 6 GHz on devices that support it
Schedule	Schedule, group level only	Dropdown, showing **Always on**
Captive Portal	Captive Portal Settings, group level only	Applies to AP One only, as the section states. To make a captive portal effective on Balance and MAX, assign it to this SSID's VLAN on the VLAN Networks page instead. See 8.8 VLAN Networks

SSID Discovery holds **SSID Visibility**.

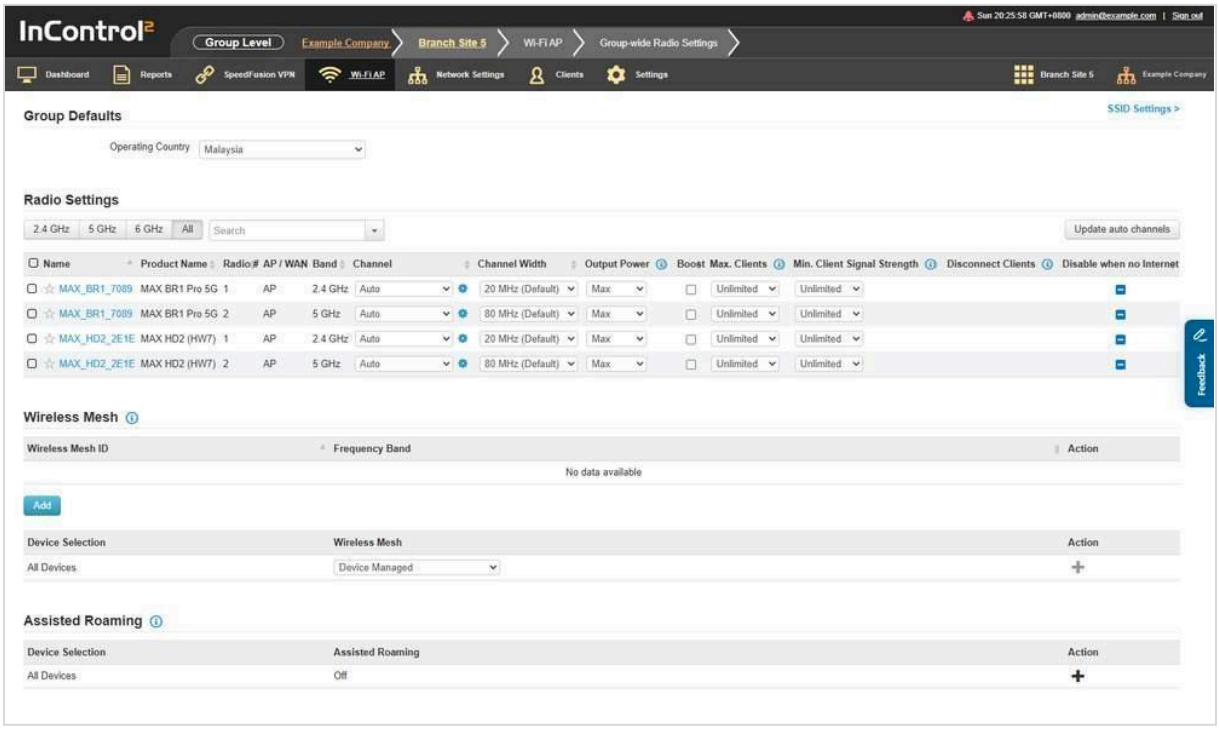
7.3. Group-wide Radio Settings

Use this screen to set the operating country for the group, tune channels, power and client limits across every managed radio in the group, set up Wireless Mesh and review Assisted Roaming.

Where to find it

`Group > Wi-Fi AP > Group-wide Radio Settings`

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The four sections of the page. Group Defaults sets the operating country, and the Radio Settings grid lists one row per radio per device.

The page has four sections: **Group Defaults**, **Radio Settings**, **Wireless Mesh** and **Assisted Roaming**.

7.3.1. Group Defaults



The Group Defaults section. Operating Country shows the country the group is currently set to, Malaysia in this example.

Control	What it does
Operating Country	Selects the regulatory country for the group

Operating Country offers 74 countries: Australia, Austria, Bahrain, Belgium, Bolivia, Brazil, Bulgaria, Canada, Chile, China, Colombia, Cyprus, Czech Republic, Denmark, Egypt, El Salvador, Estonia, Finland, France, Germany, Greece, Guatemala, Hong Kong, Hungary,

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Iceland, India, Indonesia, Ireland, Israel, Italy, Japan, Jordan, Kenya, Kuwait, Latvia, Lebanon, Liechtenstein, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Netherlands, New Zealand, Norway, Panama, Peru, Philippines, Poland, Portugal, Puerto Rico, Qatar, Romania, Russia, Saudi Arabia, Singapore, Slovak Republic, Slovenia, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Trinidad and Tobago, Tunisia, Turkey, United Arab Emirates, United Kingdom, United States, Uruguay, Vietnam.

The dropdown shows the country the group is currently set to.

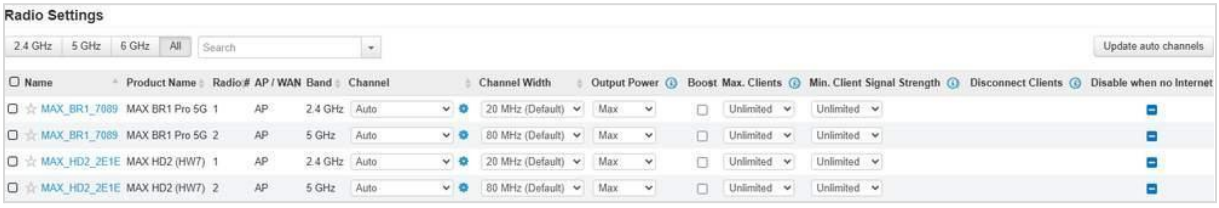
Changing the selection displays a message on the page: **Operating country setting changed. Please ensure the selection conforms to the local regulation.**

- The setting is regulatory and applies to the whole group.
- Before saving, confirm that the choice conforms to the local regulation where the group's devices operate.

> ***Caution:*** *A change to Operating Country applies to every radio in the group once* ***Save Changes*** *is clicked. Confirm the country first, then check any fixed channels in the Radio Settings grid.*

7.3.2. Radio Settings

The grid has one row per radio per device, each with its own channel, width, power and client settings. The **Max. Clients** field here offers up to 64 and is separate from the SSID's client limit.



The Radio Settings grid. The band filter buttons and Search are above it on the left, Update auto channels is on the right, and each radio row has its own dropdowns and checkboxes.

Column	What it shows
Name	Device name, linking to that device
Product Name	Device model
Radio #	Radio number on that device

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Column	What it shows
AP / WAN	Role the radio is in, for example AP
Band	Band the radio operates on, for example 2.4 GHz or 5 GHz
Channel	Channel selection for the radio
Channel Width	Channel width for the radio
Output Power	Output power level
Boost	A checkbox on each radio row
Max. Clients	Client limit for the radio. No further connection is accepted once the number of connected clients reaches this amount
Min. Client Signal Strength	Clients with signal strength lower than this value are not allowed to connect. Default is Unlimited
Disconnect Clients	Checkbox. When Min. Client Signal Strength is set and this option is selected, clients whose detected signal is 6 dB below the Min. Client Signal Strength are disconnected from the network
Disable when no Internet	A checkbox on each radio row

Four columns carry an information icon. Hovering over it shows the guidance above, plus two firmware requirements:

- **Output Power.** The **Custom** option requires AP firmware 3.6.1 or above, or Balance and MAX firmware 8.0.0 or above. If a power value larger than a radio can support is entered, the radio's maximum power is applied instead.
- **Max. Clients.** Requires Balance and MAX firmware 7 or above, or AP firmware 3.5.4 or above. Default is Unlimited.

The client controls address two common problems:

- **Clients that stay connected to a distant AP.** Set **Min. Client Signal Strength** with **Disconnect Clients**. Clients below the threshold cannot join, and clients that fall 6 dB below it are disconnected so that they can reconnect to a nearer AP.
- **An AP that overloads at a busy site.** Limit that radio with **Max. Clients**.

Controls above the grid:

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Control	What it does
2.4 GHz	Filters the grid to 2.4 GHz radios
5 GHz	Filters the grid to 5 GHz radios
6 GHz	Filters the grid to 6 GHz radios
All	Removes the band filter
Search	Filters the grid
Update auto channels	Acts on the automatic channel selection of the radios in the grid

In a large group, narrow the grid with the band buttons and **Search** before editing.

Options per band

The in row dropdowns differ by band. Each opens on the radio's current value, and each has a default.

Setting	2.4 GHz options	5 GHz options	Default
Channel	Auto, 1 (2.412 GHz), 2 (2.417 GHz), 3 (2.422 GHz), 4 (2.427 GHz), 5 (2.432 GHz), 6 (2.437 GHz), 7 (2.442 GHz), 8 (2.447 GHz), 9 (2.452 GHz), 10 (2.457 GHz), 11 (2.462 GHz), 12 (2.467 GHz), 13 (2.472 GHz). 14 options	Auto, 36 (5.18 GHz), 40 (5.2 GHz), 44 (5.22 GHz), 48 (5.24 GHz), 52 *(5.26 GHz), 56* (5.28 GHz), 60 *(5.3 GHz), 64* (5.32 GHz), 149 (5.745 GHz), 153 (5.765 GHz), 157 (5.785 GHz), 161 (5.805 GHz). 13 options	Auto on both bands
Channel Width	20 MHz (Default), 40 MHz, 20/40 MHz	20 MHz, 40 MHz, 20/40 MHz, 80 MHz (Default)	The option the interface marks **(Default)**: 20 MHz on 2.4 GHz and 80 MHz on 5 GHz

Channels 52, 56, 60 and 64 carry a trailing asterisk in the 5 GHz **Channel** dropdown. The asterisk marks a DFS channel.

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Settings that are the same on both bands:

Setting	Options	Default
Output Power	Max, High, Medium, Low, Custom	Max
Max. Clients	65 options: Unlimited, then 1 through 64 in steps of 1	Unlimited
Min. Client Signal Strength	95 options: Unlimited, then -94 dBm through -1 dBm in steps of 1 dBm	Unlimited

As a result of these defaults:

- A radio left at its defaults runs at **Max** output power with no client limit and no signal strength threshold. Lower power, a client limit and a signal threshold must each be set explicitly.
- **Channel** defaults to **Auto** on both bands, so a radio selects its own channel until a fixed channel is set. **Update auto channels** above the grid acts on the automatic channel selection.

7.3.3. Wireless Mesh

The section has two grids.



The Wireless Mesh section. The definitions grid is empty with Add below it, and the assignment grid below holds the All Devices row set to Device Managed.

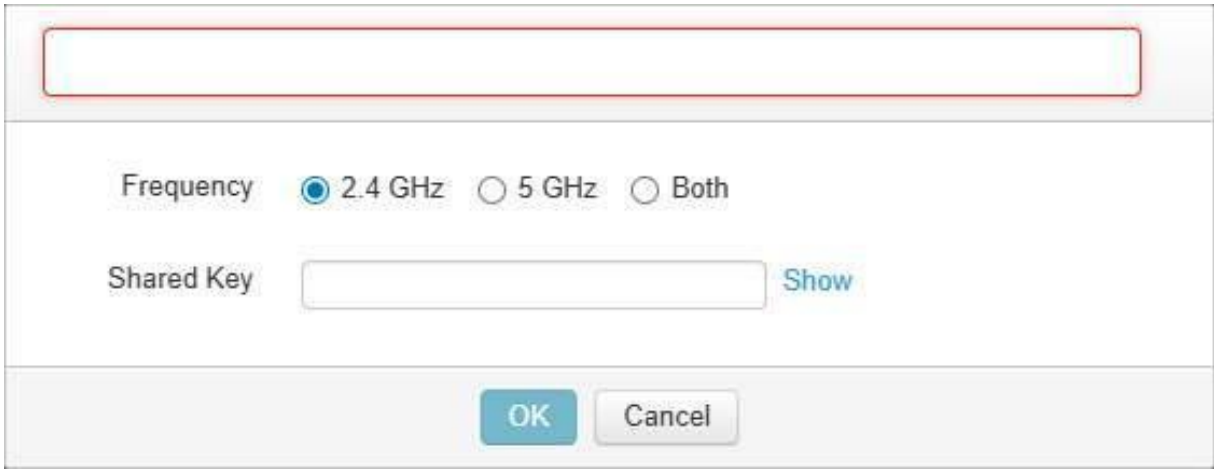
Grid	Columns
Wireless Mesh definitions	Wireless Mesh ID, Frequency Band, Action
Wireless Mesh assignment	Device Selection, Wireless Mesh, Action

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Control	What it does
Add	Opens the wireless mesh dialog. It is on the definitions grid
Wireless Mesh	The dropdown in the assignment grid, offering **Device Managed** and **Disabled**. Default is Device Managed

An empty definitions grid shows **No data available**. The assignment grid holds one row, **All Devices**, with its Wireless Mesh dropdown on **Device Managed**.

Device Managed is the default, so until the setting is changed InControl 2 leaves wireless mesh to the devices rather than managing it from the group.



The wireless mesh dialog. The Wireless Mesh ID field is at the top. Frequency offers 2.4 GHz, 5 GHz or Both, and Shared Key has a Show control beside it. The Wireless Mesh ID field remains outlined in red until an ID is entered.

The dialog closes with **OK** or **Cancel**.

Field	Type	Options
Wireless Mesh ID	text	
Frequency	radio buttons	2.4 GHz, 5 GHz, Both
Shared Key	password, with a **Show** control	

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The **Wireless Mesh ID** field is at the top of the dialog and matches the first column of the definitions grid.

7.3.4. Assisted Roaming

The section holds one grid.



The Assisted Roaming section. The single row reads All Devices and Off, with a + icon in the Action column and an information icon beside the heading.

Column	What it shows
Device Selection	Which devices the entry applies to
Assisted Roaming	The setting applied to those devices
Action	Per row actions for that entry

The grid holds one row, with Device Selection **All Devices**. The **+** icon in its **Action** column adds an entry, and the **Assisted Roaming** column shows the current setting.

The **Assisted Roaming** heading carries an information icon. Its tooltip states that the feature guides clients on AP One devices in bridge mode, reduces the maximum number of SSIDs by one, and does not apply to Balance or MAX access points.

7.3.5. Controls at the Foot of the Page

Control	What it does
Save Changes	Commits the changes. Disabled until a change is made
Cancel	Discards the changes
SSID Settings >	Link to **Group-wide SSID Settings**

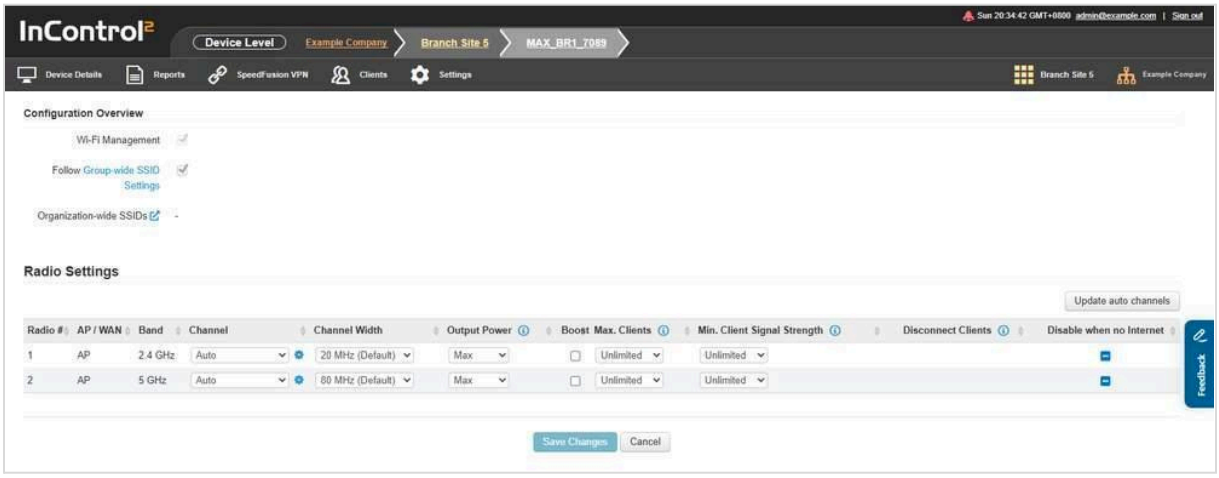
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7.4. SSID and Radio Settings

Use this screen to review which SSID sources a single device follows, to stop the device following the group's SSIDs, and to tune its own radios. The device level page has no Group Defaults, Wireless Mesh or Assisted Roaming section; Operating Country is set at group level only. See 7.3.1 Group Defaults.

Where to find it

`Device > Wi-Fi AP > SSID and Radio Settings`



The device level page. Configuration Overview shows which SSID sources the device follows, and the Radio Settings grid omits the Name and Product Name columns because it covers one device only.

The page has two sections, **Configuration Overview** and **Radio Settings**.

7.4.1. Configuration Overview

The section holds two checkboxes and two links.

Item	What it shows
Wi-Fi Management	Whether Wi-Fi management is on. Not editable here
Follow Group-wide SSID Settings	Whether this device takes the group's SSIDs. Editable here

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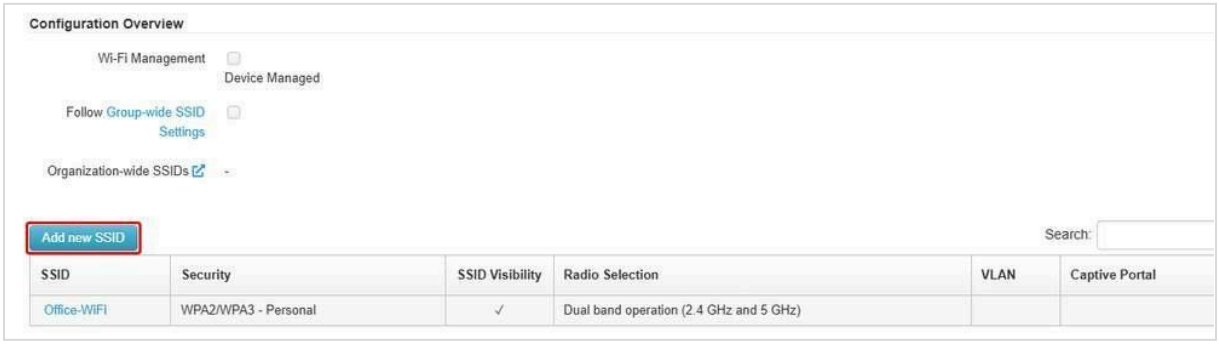
Item	What it shows
Group-wide SSID Settings	A link to the group-level SSID list
Organization-wide SSIDs	A link to **Organization-wide SSID Settings**

Wi-Fi Management is read only at device level. Switch Wi-Fi management on or off for the group on **Group-wide SSID Settings**. At device level, the only change available is whether the device follows the group's SSIDs.

When **Follow Group-wide SSID Settings** is cleared, the device no longer takes the group's SSIDs, and later changes on **Group-wide SSID Settings** do not reach it. With **Wi-Fi Management** clear, the page shows **Device Managed** below it.

7.4.2. SSIDs for This Device

Use this list to give one device its own SSIDs, for example at a site that needs a different network name from the rest of the group.



A device that does not follow the group wide SSIDs. Its own SSID list is under Configuration Overview, with Add new SSID, outlined in red, above it.

Below **Configuration Overview** the page lists the SSIDs set on this device, with **Add new SSID** and a **Search** box above the list.

Column	What it shows
SSID	The network name. Click it to open the SSID for editing
Security	The security policy, for example WPA2/WPA3 - Personal, with a QR code icon beside it

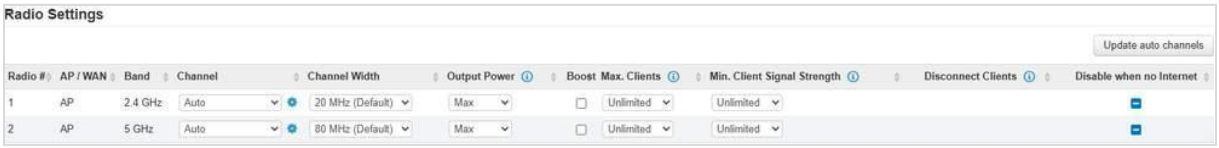
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Column	What it shows
SSID Visibility	A tick when the SSID is broadcast
Radio Selection	The bands the SSID uses (2.4 GHz, 5 GHz and 6 GHz), for example Dual band operation (2.4 GHz and 5 GHz)
VLAN	The VLAN the SSID is placed on, if any
Captive Portal	The captive portal attached, if any
Actions	A delete icon for the SSID

To change an SSID or its Wi-Fi password, follow the group level steps (7.2.4 How to Change an SSID or Its Wi-Fi Password), starting from this list.

7.4.3. Radio Settings

The grid has one row per radio on the device, for example radio 1 on 2.4 GHz and radio 2 on 5 GHz, both in the AP role.



The device level grid. Each row starts at Radio # because there is no Name or Product Name column, and Update auto channels is above it on the right.

Column	What it shows
Radio #	Radio number on the device
AP / WAN	Role the radio is in, for example AP
Band	Band the radio operates on
Channel	Channel selection for the radio
Channel Width	Channel width for the radio
Output Power	Output power level
Boost	A checkbox on each radio row

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Column	What it shows
Max. Clients	Client limit for the radio. No further connection is accepted once the number of connected clients reaches this amount
Min. Client Signal Strength	Clients with signal strength lower than this value are not allowed to connect. Default is Unlimited
Disconnect Clients	Checkbox. When Min. Client Signal Strength is set and this option is selected, clients whose detected signal is 6 dB below the Min. Client Signal Strength are disconnected from the network
Disable when no Internet	A checkbox on each radio row

This grid has 11 columns, compared with 13 in the group-level grid.

The same four information icons appear here, with the same text as at group level, including the firmware requirements on **Output Power** Custom and on **Max. Clients**.

The option lists and defaults match the group-level page:

Setting	2.4 GHz options	5 GHz options	Default
Channel	Auto, 1 (2.412 GHz) through 13 (2.472 GHz). 14 options	Auto, 36 (5.18 GHz), 40 (5.2 GHz), 44 (5.22 GHz), 48 (5.24 GHz), 52 *(5.26 GHz), 56* (5.28 GHz), 60 *(5.3 GHz), 64* (5.32 GHz), 149 (5.745 GHz), 153 (5.765 GHz), 157 (5.785 GHz), 161 (5.805 GHz). 13 options	Auto on both bands
Channel Width	20 MHz (Default), 40 MHz, 20/40 MHz	20 MHz, 40 MHz, 20/40 MHz, 80 MHz (Default)	20 MHz on 2.4 GHz, 80 MHz on 5 GHz

Setting	Options	Default
Output Power	Max, High, Medium, Low, Custom	Max
Max. Clients	65 options: Unlimited, then 1 through 64 in steps of 1	Unlimited

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Setting	Options	Default
Min. Client Signal Strength	95 options: Unlimited, then -94 dBm through -1 dBm in steps of 1 dBm	Unlimited

A value set here applies to this device's radio only. To set the same value for every radio in the group at once, use the group-level page. See 7.3.2 Radio Settings.

Before fixing a channel, check `Device > Reports > AirMonitor Reports`, which charts utilization and the access points detected per channel. See 15.13 AirMonitor Reports.

7.4.4. Controls on This Screen

Control	What it does
Update auto channels	Acts on the automatic channel selection of the radios in the grid
Save Changes	Commits the changes. Disabled until a change is made
Cancel	Discards the changes

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8. Network Settings

Network Settings holds the configuration that InControl 2 pushes to every device in a group. Most screens apply to devices only after their management checkbox is selected and saved. Each screen then handles the devices it reaches, and those it does not, in its own way. See *How group management works* below (8.1 How Group Management Works). One screen in this chapter is at organization level, so that a definition made once is available to every group in the organization.

8.1. How Group Management Works

This section describes which devices each screen changes, and what happens to the rest.

Most screens are gated by a **Manage ...** checkbox. Until it is selected and saved, InControl 2 does not change that setting on any device. After it is saved, the effect on each device depends on the screen:

Screen	Gate	Devices no profile or rule set reaches	Two profiles or rule sets reach one device
WAN Configurations	`Manage WAN configurations on Balance and MAX devices`	WAN configuration kept unchanged	First profile from the top. Avoid overlap
Outbound Policy	`Manage Outbound Policy on Balance and MAX devices`	Preserve (default) or clear their rules, set with **Edit**	First rule set from the top. Avoid overlap
Firewall Rules	`Manage Firewall Rules on Balance, MAX and FusionHub devices`	Preserve (default) or clear their rules, set with **Edit**	Earliest creation date
VLAN Networks	No gate. Saving sends the network to the devices **Apply to** selects	Confirm on one device after saving	Not applicable

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Screen	Gate	Devices no profile or rule set reaches	Two profiles or rule sets reach one device
LAN Network Settings	**Managed** on each feature tab	A tab left unmanaged stays under local control	Avoid overlap
Route Advertisement	**Managed** and **Enable**	Confirm on one device after saving	Not applicable. One configuration covers the whole Device Selection
LLDP	`Manage LLDP on Balance, MAX, and AP One devices`	Not applicable. Each of the three selections names its own devices, and can be `No devices`	Not applicable
IGMP Snooping	`Manage IGMP Snooping on SD Switches`	IGMP snooping disabled	First profile from the top
Port Mirroring	`Management Port Mirroring on SD Switches`	Port mirroring disabled	First profile

The following points apply to all screens in the table:

- **Confirmation covers the whole group.** Saving the gate on WAN Configurations, Outbound Policy or Firewall Rules opens a confirmation that covers ALL Balance and MAX devices in the group, not only the devices a profile or rule set later targets.
- **Lists record dates.** Rule set and profile lists show **Creation Date** and **Modified Date**.
- **Shared configuration across groups.** Define shared networks once in **Organization-wide Grouped Networks** (8.2 Organization-wide Grouped Networks). When creating a group in `Organization > Organization Settings > Create Group`, **Settings Cloning** (9.3.2 Settings Cloning) copies Firewall Rules, Outbound Policy, VLAN Networks, LAN Network Settings, Route Advertisement and Connection Tests from an existing group. Leave **Include device tags** selected, otherwise cloned VLAN Network profiles, Firewall Rules and Outbound Policy rule sets apply to all devices in the new group.

For the full pre-change checklist, see *Making a change safely* in Common Tasks (17.4 Making a Change Safely).

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8.1.1. Before You Tick a Manage Checkbox

Review these points before selecting any **Manage ...** or **Managed** checkbox on a group screen. Each point is also covered elsewhere in this manual.

Saving the gate reaches the whole group. *On WAN Configurations, Outbound Policy and Firewall Rules, the confirmation covers ALL Balance and MAX devices in the group, not only the devices a profile or rule set later targets.*

Local changes are overwritten. *Changes made on the device itself in an area InControl 2 manages are replaced by the InControl 2 settings. For Outbound Policy and Firewall Rules, the Bulk Configurator page states that they are reverted and overwritten (13.12.1 What the Page Tells You First).*

A firewall rule set is the whole firewall rule list. *Build each rule set to hold every rule the selected sites need. See 8.5.4 Creating a Rule Set.*

Devices no profile reaches are handled per screen. *WAN configuration is kept unchanged. Outbound Policy and Firewall Rules preserve the rules devices already have, which is the default. IGMP snooping and port mirroring are disabled on switches no profile selects. See the table above.*

Enable Auto Roll Back first. *In `Group > Settings > InControl Options`, select* ***Auto Roll Back Device Configuration*** *(13.6.1 Configuration Control). A device that cannot reach InControl 2 within 10 minutes of receiving a configuration rolls it back.*

One site can keep its local settings. *List it under* ***Disable Device Configuration on*** *in `Group > Settings > InControl Options`, which stops InControl 2 making any configuration change to that device.*

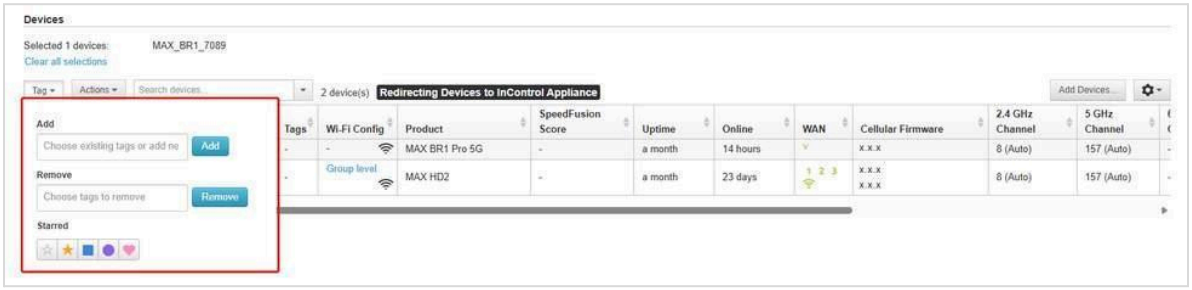
Reverting differs per screen. *Clearing* ***Managed*** *on Route Advertisement returns the device's settings to the values it held before InControl 2 managed them. On Outbound Policy and Firewall Rules, the* ***Edit*** *button beside the rule set list decides what happens* ***upon policy removal****: with* ***preserve*** *(the default), devices keep the rules InControl 2 last pushed, and the rules they held before are not restored; with* ***clear****, devices are left with no rules of that kind. Set this before clearing the checkbox or deleting a rule set (8.5.10 Preservation on Removal).*

Before clearing WAN Configurations or Wi-Fi Management, record the current device settings. *Note the WAN settings, or the SSIDs, of one or two devices through Remote Web Admin (16.5 Remote Web Admin), clear the checkbox and save, then compare. If a device is not configured as required, configure it on the device or select the checkbox again.*

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8.1.2. Rolling a Change Out in Waves

1. In `Group > Settings > Device Management`, select a few pilot devices and use **Tag** to add a pilot tag to them. See 13.1.5 The Tag Menu.



Step 1. *One device selected, named on the Selected 1 devices line, and the Tag menu, outlined in red. Type the pilot tag in the Add box and click Add.*

2. Create the rule set or profile with Device Selection set to `Balance and MAX devices with any of the following tags`, and enter the pilot tag.



Step 2. *Device Selection, outlined in red, in the firewall rule set editor. The default is All Balance and MAX devices. Change it to the tag based option before saving.*

3. Save, then check the pilot devices as described in *Check that a change arrived* below.
4. Add the tag to the next set of devices, or change Device Selection to `All Balance and MAX devices`.
5. Widen the same rule set or profile rather than creating a second one. Where two rule sets or profiles reach one device, the first from the top applies.

Devices that must never take group changes can be left out with `Balance and MAX devices with none of the following tags`, or excluded from all InControl 2 configuration with **Disable**

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Device Configuration on in `Group > Settings > InControl Options` (13.6.1 Configuration Control).

8.1.3. Check That a Change Arrived

Applied on shows which devices a rule set or profile targets, not which devices took it. After saving:

1. Note the time of the save.
2. On the Group Dashboard device grid (10.1.3 The Devices Grid), or in `Group > Settings > Device Management` (13.1 Device Management (Group Level)), read **Last Config Applied** for the targeted devices. Hover over the value for the exact time. A time after the save means the configuration reached the device. A time before it means it has not.



Step 2. *Last Config Applied, outlined in red, on Device Details: a relative time, then the exact date and time in brackets. Compare it with the time of the save.*

3. Check the same rows for a configuration state icon. Its tooltip names the reason a device is not taking changes:

- `Config patches available`
- `Configuration to device stopped. Configuration rolled back.`
- `InControl stopped to apply configurations to device.`
- `Device disabled configurations from InControl`

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Step 3. *A lock icon beside B_ONE_E446 with its tooltip open, reading Device disabled configurations from InControl. Rows without an icon carry no such condition.*

4. Open Device Details on a sample device. The badges beside the device name confirm what InControl 2 manages there: **WAN** for WAN settings, **OBP** for Outbound Policy, and conditions such as `Firewall Rules are being managed` and `VLAN networks are being managed`. A `Controller Managed` badge means configuration of the device is disabled on InControl 2.



Step 4. *The badges after the device name. WAN and OBP show that InControl 2 manages WAN settings and Outbound Policy on this device.*

5. If the device rolled the configuration back, InControl 2 applies nothing further to it until a change is made to outbound policy or firewall rules. Correct the rule first, then save again. See *Status badges on the heading line* in Device Level Management (14.1.2 Status Badges on the Heading Line).
6. Check the exclusions below on a sample device before relying on the change.

The following settings do not reach every selected device:

- A rule or WAN entry scoped to a WAN name the device does not have
- Local Service Firewall Rules on firmware below 8.0.1
- Domain entries in grouped networks on firmware below 8.5.1
- Connection test profiles on a device set to status reporting only
- SSID settings on a device showing the **AP Cont** badge

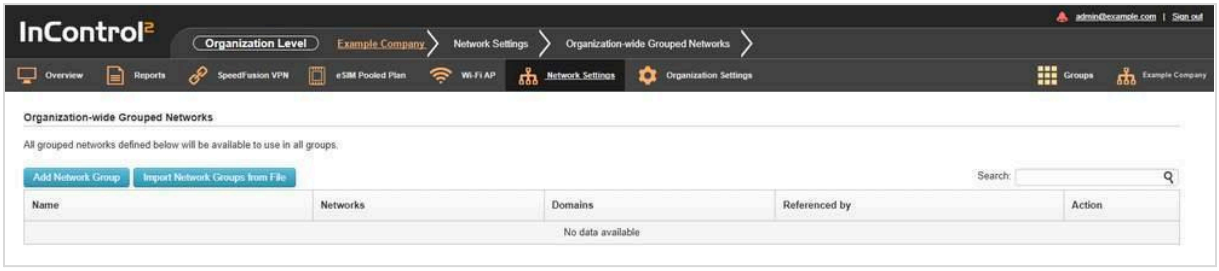
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8.2. Organization-wide Grouped Networks

Define named sets of networks and domains, such as head office ranges, once at organization level. Rules in every group can then reference them.

Where to find it

`Organization > Network Settings > Organization-wide Grouped Networks`



The organization level list of network groups. Note the line above the list stating that everything defined here is available in all groups.

The page states that all grouped networks defined here will be available to use in all groups.

8.2.1. What This Screen Shows

Column	What it shows
Name	The name given to the network group
Networks	The subnets the group contains
Domains	The domain names the group contains
Referenced by	Where the group is currently used
Action	Per row actions for that network group

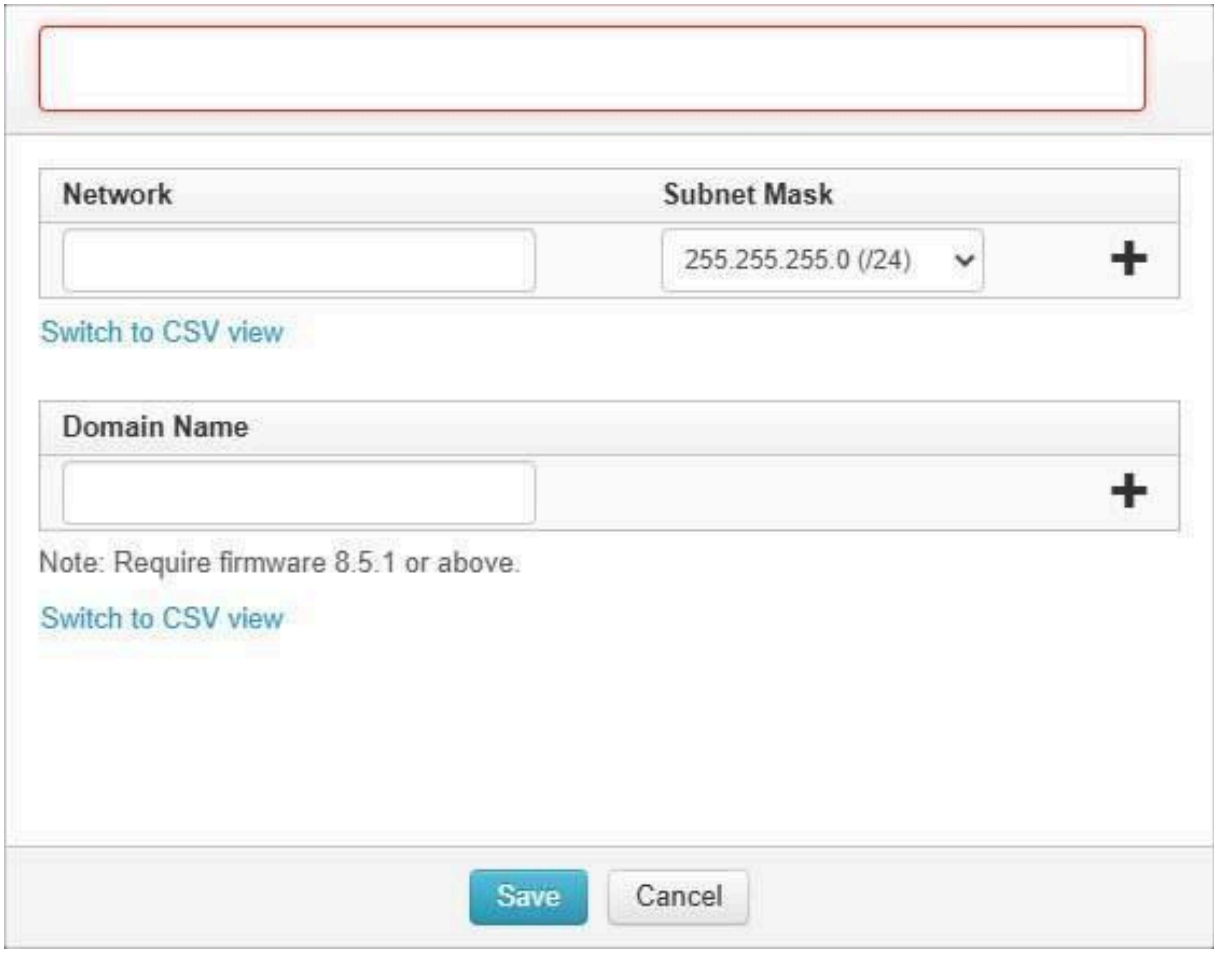
An empty list shows **No data available**.

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8.2.2. Controls on This Screen

Control	What it does
Add Network Group	Opens the network group editor
Import Network Groups from File	Builds network groups from a file rather than by hand
Search	Filters the list

8.2.3. Adding a Network Group



The network group editor. Each entry takes a Network and a Subnet Mask, and the Domain Name section carries its own firmware note. The empty name box at the top is outlined in red until a group name is entered.

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Field	Notes
Name	Text field naming the group
Network	The subnet address
Subnet Mask	Dropdown of mask values, each labelled with its prefix length
Domain Name	Text field for a domain entry

Note the following:

- The **Switch to CSV view** button allows entries to be pasted or edited as CSV instead of one row at a time.
- Domain Name entries require firmware 8.5.1 or above, as the note beneath the Domain Name section states.

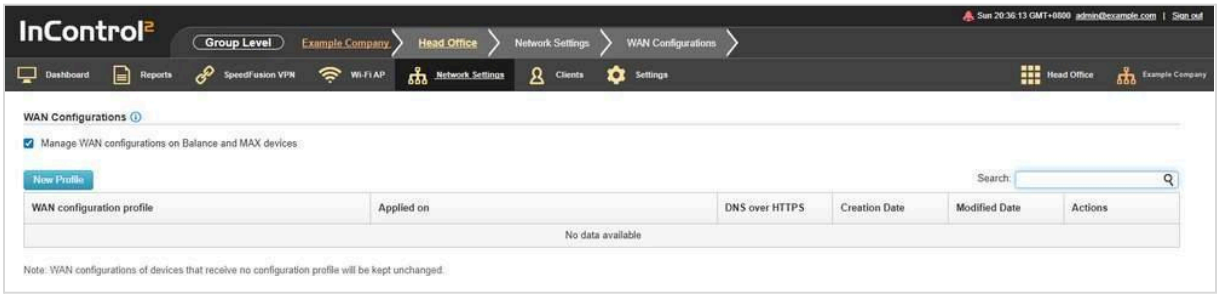
The Subnet Mask dropdown holds 32 entries, one for every prefix length, from `128.0.0.0 (/1)` through `255.255.255.255 (/32)`. Both single host addresses and large blocks can be entered.

8.3. WAN Configurations

Apply a WAN configuration profile to Balance and MAX devices in the group to set WAN priority, routing mode, health checks, DNS servers and DNS over HTTPS without configuring each device.

Where to find it

`Group > Network Settings > WAN Configurations`



The WAN Configurations screen. The profile list appears when Manage WAN configurations on Balance and MAX devices are selected.

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8.3.1. Switching Group Management On

The screen is governed by a single checkbox, **Manage WAN configurations on Balance and MAX devices**. Before selecting it, see 8.1.1 Before You Tick a Manage Checkbox.

Step	What happens
Select **Manage WAN configurations on Balance and MAX devices**	The profile list and its controls appear
Click **Save**	InControl 2 asks for confirmation: `WAN configurations on ALL Balance and MAX devices in this group will be governed by the profiles below. Are you sure you want to proceed?`
Confirm	WAN configurations on all Balance and MAX devices in the group are governed by the profiles defined here

> ***Caution:*** *A wrong WAN Priority, Standby State or DNS Servers value in a profile can disconnect every device the profile selects from InControl 2. Before saving, confirm that* ***Auto Roll Back Device Configuration*** *is selected in* `Group > Settings > InControl Options` *(13.6.1 Configuration Control), so a device that cannot reach InControl 2 within 10 minutes of receiving a configuration rolls it back.*

The confirmation covers every Balance and MAX device in the group (8.1.1 Before You Tick a Manage Checkbox). After saving, see *Check that a change arrived* (8.1.3 Check That a Change Arrived).

Devices outside every profile are not reset. The page states that WAN configurations of devices that receive no configuration profile will be kept unchanged.

8.3.2. What This Screen Shows

Column	What it shows
WAN configuration profile	The profile name
Applied on	Which devices the profile targets
DNS over HTTPS	The DNS over HTTPS state carried by the profile

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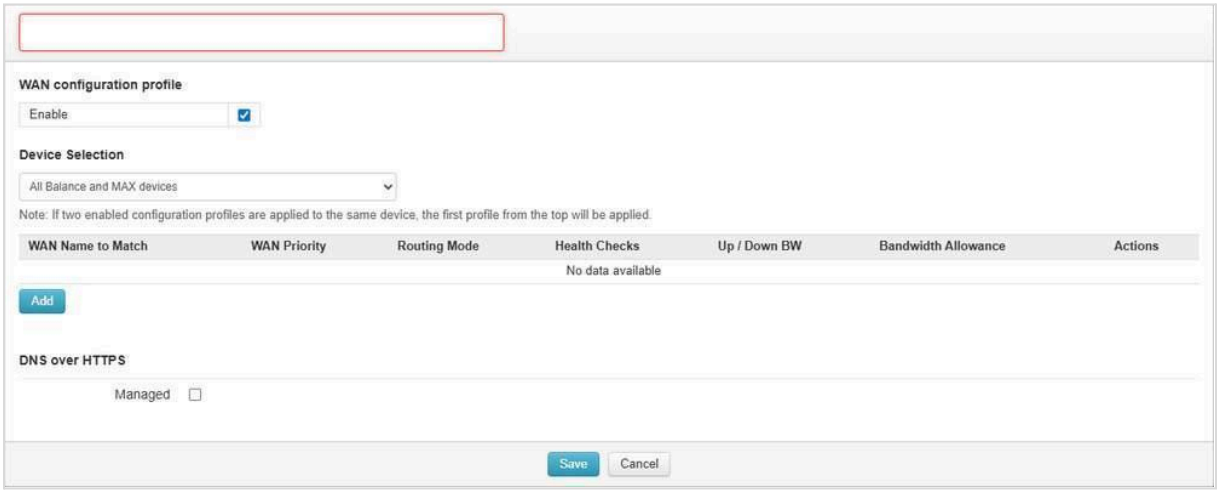
Column	What it shows
Creation Date	When the profile was created
Modified Date	When it was last changed
Actions	Per row actions for that profile

An empty list shows **No data available**.

8.3.3. Controls on This Screen

Control	What it does
Manage WAN configurations on Balance and MAX devices	Switches group level WAN management on or off
New Profile	Opens the WAN configuration profile editor
Search	Filters the profile list

8.3.4. Creating a Profile



The WAN configuration profile editor. The ordering note under Device Selection applies when a second profile is created.

Field	Notes
WAN configuration profile	The profile name

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Field	Notes
Enable	Turns the profile on or off without deleting it
Device Selection	Chooses which devices the profile reaches

Device Selection offers four choices:

- All Balance and MAX devices
- Balance and MAX devices with any of the following tags
- Balance and MAX devices with all of the following tags
- Balance and MAX devices with none of the following tags

If two enabled configuration profiles are applied to the same device, the first profile from the top is applied. Keep tag selections from overlapping.

8.3.5. What a Profile Does and Does Not Change

The information icon beside the screen title explains the model:

- A profile composes multiple WANs' primary settings and applies to devices chosen by tag.
- A profile can hold several WAN setting profiles, each matching WANs by exact name, for example `WAN 1` or `Cellular`.
- **Profiles carry primary settings only.** Settings not specified in a profile are kept intact, and the tooltip names PPPoE Settings, Wi-Fi WAN Settings and Cellular Settings as examples. A WAN configuration profile is therefore a partial overlay, not a full replacement of a device's WAN configuration.

Inside the profile, WAN entries are added one at a time with the **Add** button and listed in a grid:

Column	What it holds
WAN Name to Match	The WAN name the entry applies to on the device
WAN Priority	The priority assigned to that WAN
Routing Mode	The routing mode assigned to that WAN
Health Checks	The health check settings for that WAN
Up / Down BW	The upload and download bandwidth values
Bandwidth Allowance	The bandwidth allowance settings

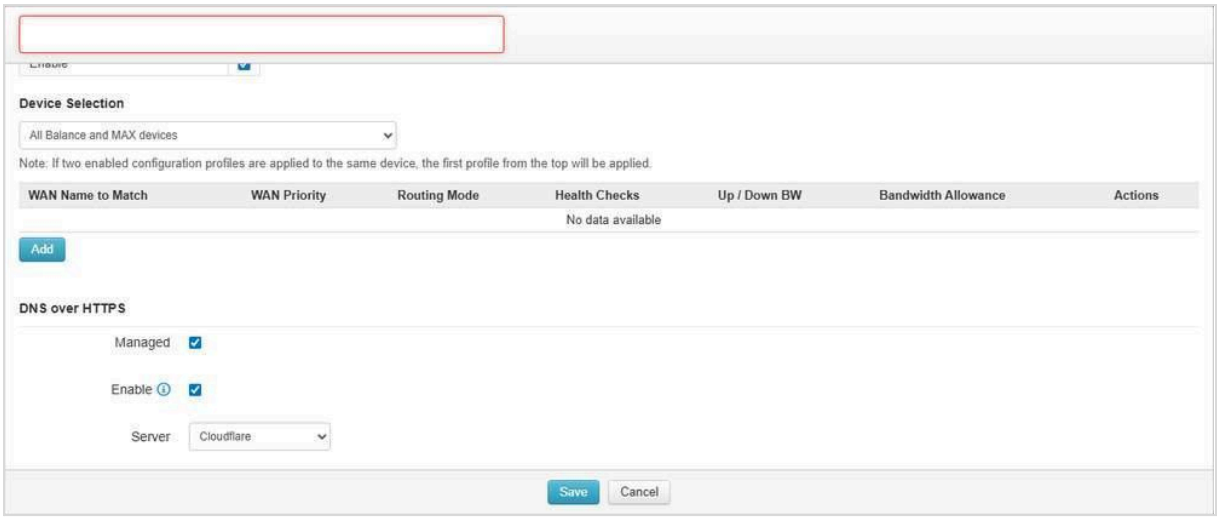
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Column	What it holds
Actions	Per row actions for that WAN entry

The entry grid shows **No data available** until the first WAN entry is added.

8.3.6. DNS over HTTPS

The editor closes with a **DNS over HTTPS** section governed by a **Managed** control, which is the setting reported in the DNS over HTTPS column of the profile list. Selecting Managed shows two more controls.



The DNS over HTTPS section with Managed selected, showing the Enable checkbox and the Server list.

Control	What it does
Enable	Turns DNS over HTTPS on or off for the WANs the profile governs. **Selected by default**
Server	Chooses the resolver. Defaults to Cloudflare

Server offers five choices:

- Cloudflare
- Quad9
- Google DNS

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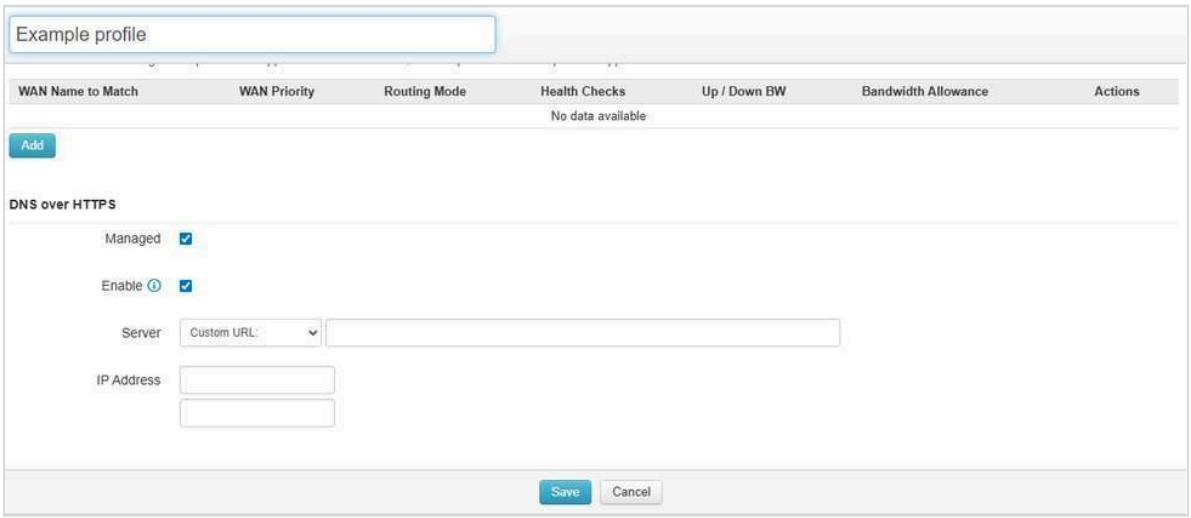
- OpenDNS
- Custom URL:

The Enable tooltip states that the DNS proxy server forwards DNS requests to the selected resolver over an HTTPS connection, and DNS requests are no longer proxied to the UDP based DNS resolvers offered by the WANs. It also says to select `Custom URL:` and enter the resolver URL and IP addresses.

Managed and Enable are separate settings. Managed sets whether the profile governs the setting. Enable sets its value.

Enable is selected by default. Selecting Managed and saving therefore turns DNS over HTTPS on for every WAN the profile governs. To use the profile to turn the feature off, select Managed and then clear Enable.

Choosing `Custom URL:`



Custom URL: selected, with Managed and Enable ticked. The Server row gains a URL field, with two IP Address fields beneath it.

Selecting `Custom URL:` adds fields beside and below the dropdown:

Field	Notes
Server	A URL field, beside the dropdown. This is the resolver's DoH URL

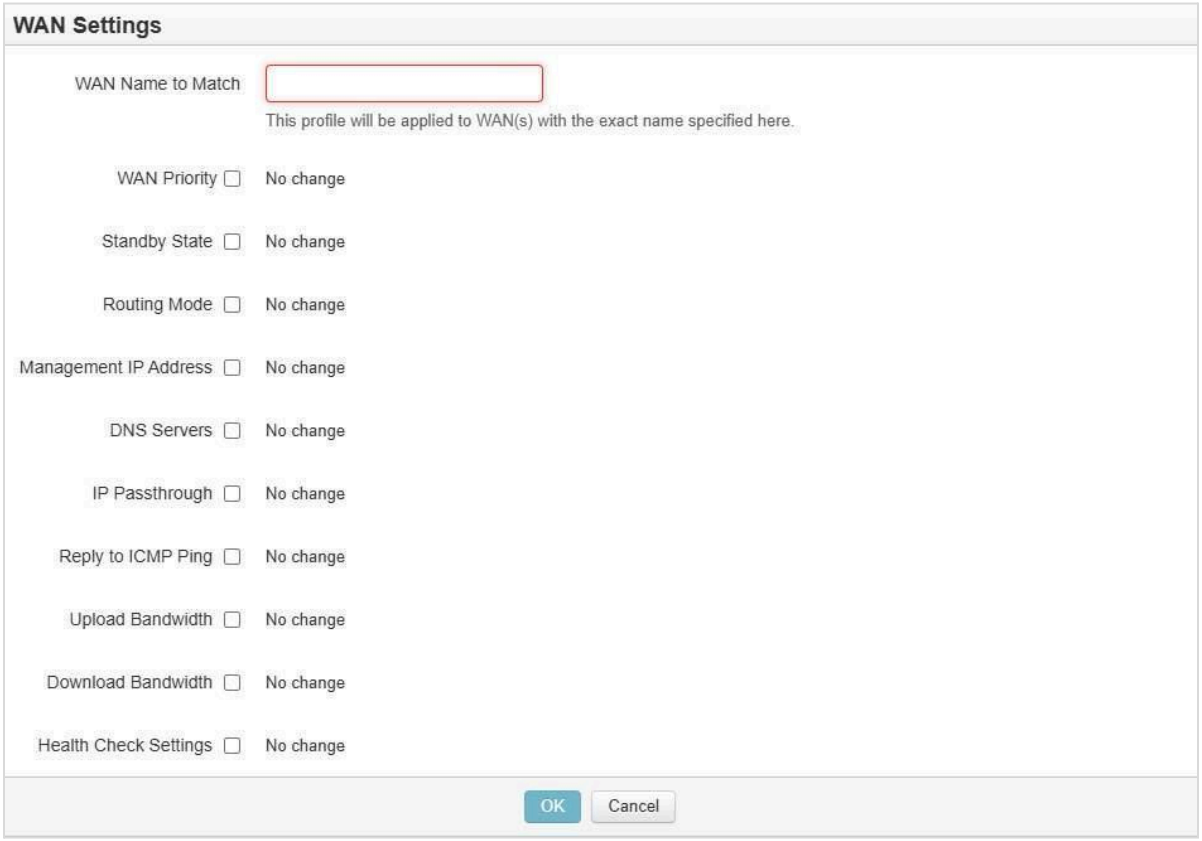
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Field	Notes
IP Address	Two fields, for the resolver's addresses

Enter the resolver URL and at least one IP address.

8.3.7. Adding a WAN Entry

Add opens **WAN Settings**.



The WAN entry form. Every setting below the name starts at No change.

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Field	Notes
WAN Name to Match	Text field. The form states that the profile will be applied to WANs with the exact name specified here. It is a name, not a port: entries bind to the WAN name as the device reports it, so devices with different WAN naming need either matching names or separate profiles
WAN Priority	Starts at `No change`
Standby State	Starts at `No change`
Routing Mode	Starts at `No change`
Management IP Address	Starts at `No change`
DNS Servers	Starts at `No change`
IP Passthrough	Starts at `No change`
Reply to ICMP Ping	Starts at `No change`
Upload Bandwidth	Starts at `No change`
Download Bandwidth	Starts at `No change`
Health Check Settings	Starts at `No change`. **Health Checks on all WANs** in `Group > Settings > InControl Options` (13.6.4 The Base Data Usage Calculator) is a display field, not a setting
Bandwidth Allowance	Starts at `No change`

The form closes with **OK** and **Cancel**.

Note the following:

- **Every setting starts at `No change`.** An entry saved with no changes below the name leaves the device unchanged. Change only the fields to be governed. The rest stay under local control.
- Standby State, Management IP Address, DNS Servers, IP Passthrough and Reply to ICMP Ping are shown in the entry form only. To see their values, reopen the entry.

One entry applies to every selected device. A value set here reaches the WAN of that name on every device the profile selects, so WAN Priority, Standby State and Bandwidth Allowance can be set once rather than device by device.

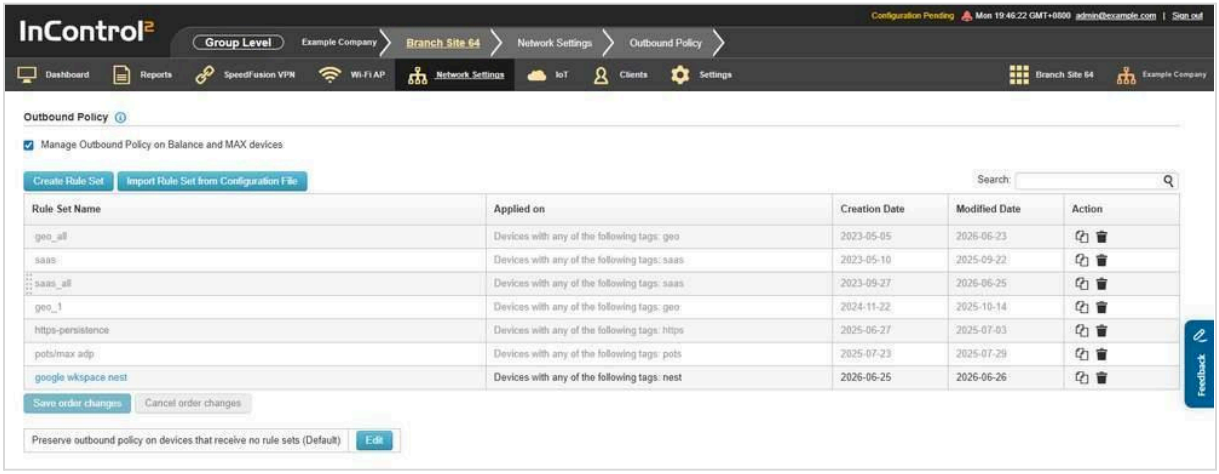
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8.4. Outbound Policy

Define outbound traffic rule sets once at group level and apply them to Balance and MAX devices, so that each kind of traffic uses the same link at every site without configuring outbound policy on each device. Outbound Policy is configured in the interface. It is not available in the InControl API.

Where to find it

`Group > Network Settings > Outbound Policy`



The Outbound Policy screen. The preservation line sits below the rule set list and carries its own Edit button.

8.4.1. Switching Group Management On

The screen is governed by **Manage Outbound Policy on Balance and MAX devices**. Rule sets defined here take effect on Balance and MAX devices only after that checkbox is selected. Before selecting it, see 8.1.1 Before You Tick a Manage Checkbox.

Step	What happens
Select **Manage Outbound Policy on Balance and MAX devices** and click **Save**	InControl 2 asks for confirmation: `Outbound policy rules on ALL Balance and MAX units in this group will be governed by the rule sets below. Are you sure you want to proceed?`

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Step	What happens
Confirm	Outbound policy rules on all Balance and MAX units in the group are governed by the rule sets defined here

> ***Caution:*** *A change to outbound policy can leave a device unable to reach InControl 2, and a rule set reaches every device it selects on the same Save. Before saving, confirm that* ***Auto Roll Back Device Configuration*** *is selected in* `Group > Settings > InControl Options` *(13.6.1 Configuration Control), so a device that cannot reach InControl 2 within 10 minutes of receiving a configuration rolls it back.*

The confirmation covers every Balance and MAX device in the group (8.1.1 Before You Tick a Manage Checkbox). A device that rolls back takes no further configuration from InControl 2 until outbound policy or firewall rules are changed again. After saving, see *Check that a change arrived* (8.1.3 Check That a Change Arrived).

> ***Caution:*** *Local changes are overwritten. The Bulk Configurator page (13.12.1 What the Page Tells You First) states that where InControl 2's management option is enabled for Outbound Policy, changes made directly on the devices are reverted and overwritten by the settings defined in InControl 2. Make permanent changes here, not in the device web admin. To keep local settings on one site, list it under* ***Disable Device Configuration on*** *in* `Group > Settings > InControl Options` *(13.6.1 Configuration Control), which stops InControl 2 making any configuration change to that device.*

8.4.2. What This Screen Shows

Column	What it shows
Rule Set Name	The name given when the rule set was created
Applied on	Which devices the rule set targets
Creation Date	When the rule set was created
Modified Date	When it was last changed
Action	Per row actions for that rule set

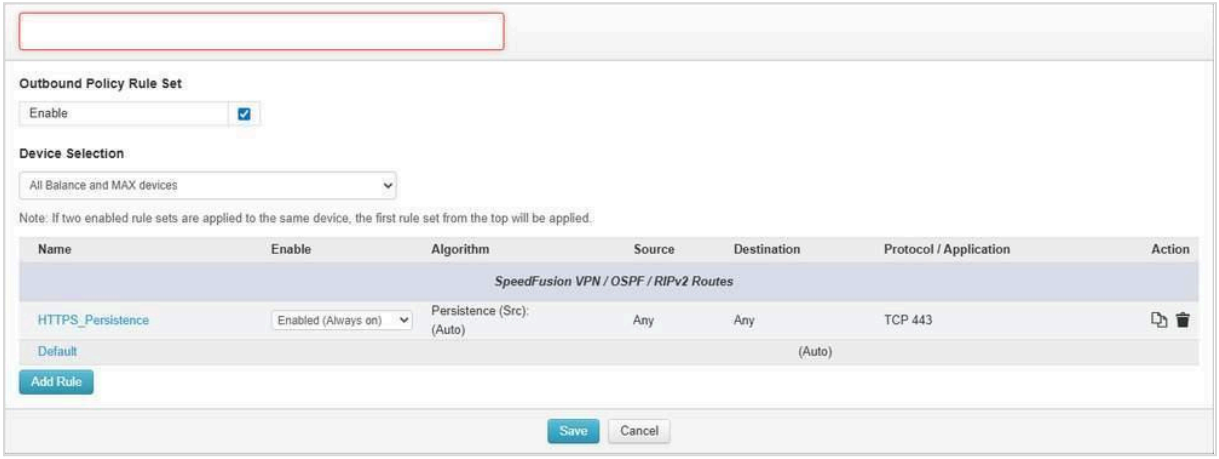
An empty list shows **No data available**.

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8.4.3. Controls on This Screen

Control	What it does
Manage Outbound Policy on Balance and MAX devices	Switches group level outbound policy management on or off
Create Rule Set	Opens the rule set editor
Import Rule Set from Configuration File	Builds a rule set from a configuration file rather than by hand
Edit	Opens **Preservation of Outbound Policy on Devices**
Search	Filters the rule set list

8.4.4. Creating a Rule Set



The outbound policy rule set editor. Two rules are already present before any rule is added.

At the top of the editor:

Field	Notes
Outbound Policy Rule Set	The rule set name
Enable	Turns this rule set on or off without deleting it
Device Selection	Chooses which devices the rule set reaches

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Device Selection offers four choices:

- All Balance and MAX devices
- Balance and MAX devices with any of the following tags
- Balance and MAX devices with all of the following tags
- Balance and MAX devices with none of the following tags

When two enabled rule sets reach the same device, the first rule set from the top is applied. Keep rule set targeting from overlapping.

8.4.5. Rules Match WANs by Name

The information icon beside the screen title explains how a rule set is applied to a device:

- A rule set is the entire set of rules as defined on the device's own outbound policy page, at `Network > Outbound Policy`.
- Each rule applies to a name specific WAN connection, for example `WAN 1`. Only WAN connections whose names match are imported.
- **A rule is not applied to a device that has no WAN with a matching name.** This is not an error, and the rest of the rule set still applies. Check WAN names before saving. To enforce traffic to `WAN 1`, every selected device needs a WAN called `WAN 1`.
- The same matching applies to SpeedFusion VPN profiles used by the **Priority** and **Enforced** algorithms. The rule's SpeedFusion VPN profile name must match a profile name on the device or the rule is excluded.

Because a rule set is defined as the device's entire outbound policy, build it to hold every rule the selected sites need, including any site-specific rules they currently use.

8.4.6. The Rule List

Rules are added with **Add Rule** and listed in a grid:

Column	What it holds
Name	The rule name
Enable	Whether the rule is active
Algorithm	The outbound algorithm the rule applies
Source	The source the rule matches

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Column	What it holds
Destination	The destination the rule matches
Protocol / Application	The protocol or application the rule matches
Action	The outbound action taken

Two entries are present before any rule is added:

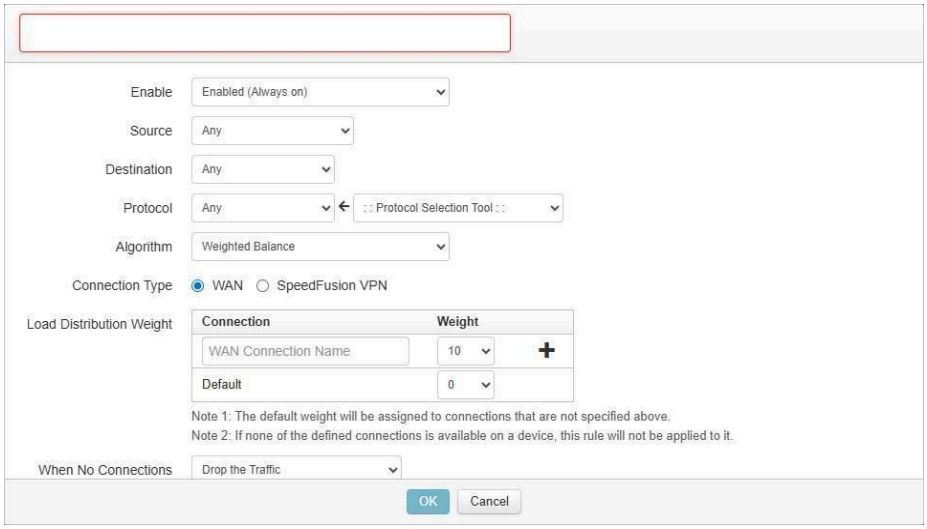
Entry	What the editor shows
SpeedFusion VPN / OSPF / RIPv2 Routes	A fixed first entry, listed above the editable rules
HTTPS_Persistence	Algorithm `Persistence (Src): (Auto)`, Source `Any`, Destination `Any`, Protocol / Application `TCP 443`, Action `Default (Auto)`

Rule rows carry a **Clone** action, so an existing rule can be copied and adjusted rather than rebuilt.

Enable on HTTPS_Persistence offers **Disabled** and **Enabled (Always on)**.

8.4.7. Adding a Rule

Add Rule opens the rule form.



The outbound rule form. Algorithm sits above the load distribution controls that depend on it.

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Field	Options
Name	Text field
Enable	Disabled, Enabled (Always on)
Source	Any, IP Address, IP Network, MAC Address, Grouped MAC Addresses, Grouped Network, Client Type, Client's Associated SSID
Destination	Any, IP Address, IP Network, Domain Name, SpeedFusion VPN Network, Grouped Network, SaaS, Region
Protocol	Any, TCP, UDP, DSCP, IP
Algorithm	Weighted Balance, Persistence, Enforced, Priority, Overflow, Least Used, Lowest Latency, Fastest Response Time
Connection Type	WAN, SpeedFusion VPN, IPsec VPN
When No Connections are Available	Drop the Traffic, Use Any Available Connections, Fall-through to Next Rule

Source and Destination both accept the grouped definitions made elsewhere in this chapter. **Grouped Network** (8.6 Grouped Networks) and **Grouped MAC Addresses** (8.7 Grouped MAC Addresses) point to the sets defined on those screens. Define those sets first.

Enable offers Disabled and Enabled (Always on). The tooltip states: `The schedule is currently disabled on Device Schedule page. This rule will be always on.` A time limited outbound rule depends on the Device Schedule page.

Protocol Selection Tool

Beside Protocol is a second dropdown listed as `: : Protocol Selection Tool : :`. It fills in the protocol for a named service:

HTTP, HTTPS, IMAP, POP3, RDP, SMTP, SSH, Telnet, AOL, Auth, Citrix, DNS, FTP, LDAP, LotusNotes, MS-SQL-Monitor, MS-SQL-Server, NTP, RADIUS, RADIUS-acct, RTSP, SNMP, SNMP-trap, Syslog, Traceroute (Windows).

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Load Distribution Weight

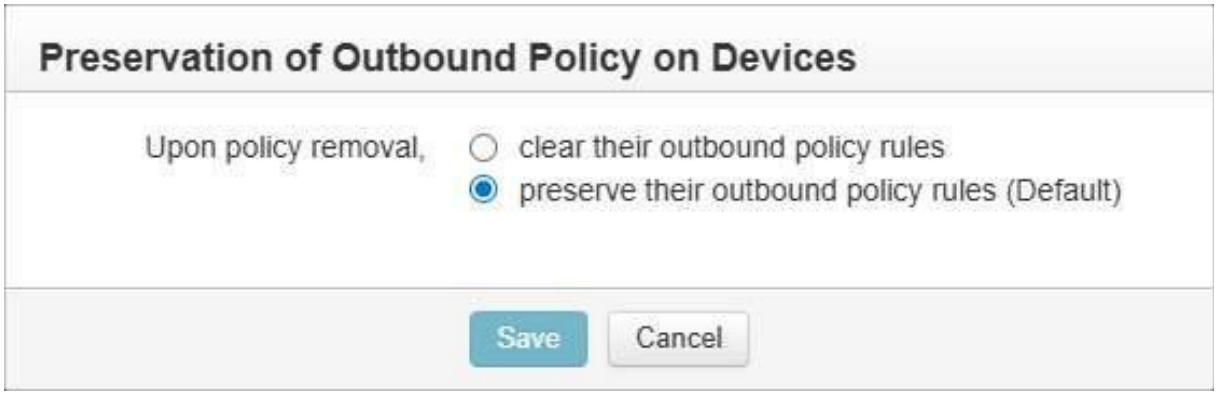
- Each connection is given a Connection Weight from 10 down to 0.
- A **Default** weight, also 10 down to 0, covers everything else. The form states that the default weight will be assigned to connections that are not specified above.
- The form also states that if none of the defined connections is available on a device, this rule will not be applied to it.

When No Connections are Available requires firmware 8 or above. The form states this beneath the setting.

The form closes with **OK** and **Cancel**.

8.4.8. Preservation on Removal

The **Edit** button opens **Preservation of Outbound Policy on Devices**.



The preservation dialog. Preserve is the default.

Option	Effect
Upon policy removal, clear their outbound policy rules	The device is left with no outbound policy rules
Upon policy removal, preserve their outbound policy rules	The device keeps the rules it already had. This is the default

The list page shows the current state on the line above the button: `Preserve outbound policy on devices that receive no rule sets (Default)`.

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The wording mirrors the equivalent setting in Firewall Rules, but the two are separate settings. Changing one does not change the other.

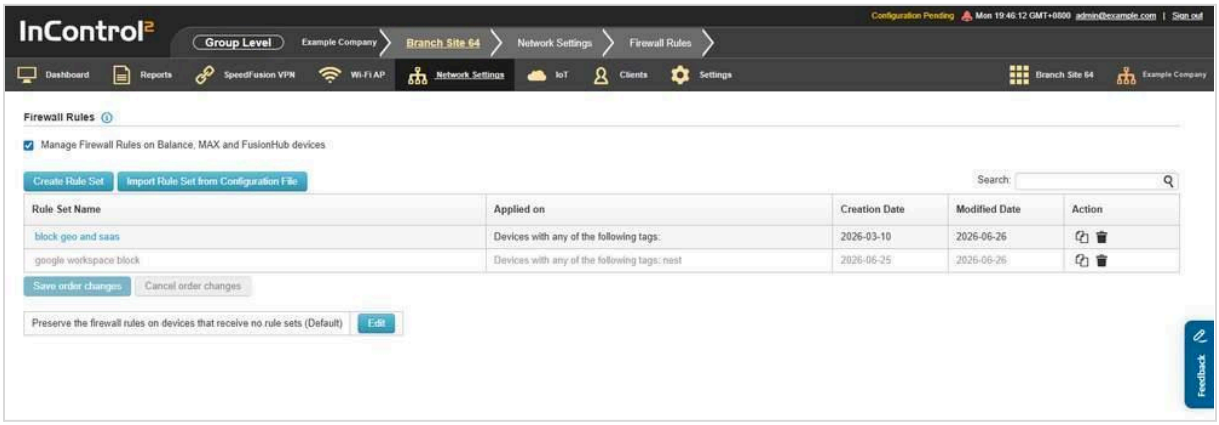
Removing a rule set. Under the default preserve setting, deleting a rule set leaves its rules on the devices. To remove them, set **Edit** to `Upon policy removal, clear their outbound policy rules` before deleting, which leaves the devices with no outbound policy rules.

8.5. Firewall Rules

Define firewall policy, including content blocking, once at group level and apply it to every Balance, MAX and FusionHub device in the group. This keeps the same security policy at every site without configuring each device.

Where to find it

`Group > Network Settings > Firewall Rules`



The Firewall Rules screen once group management is switched on. Before that, the page shows only the checkbox at the top.

8.5.1. Switching Group Management On

The screen initially shows a single checkbox. The rule set list, the buttons and the preservation setting are hidden until it is selected. Before selecting it, see 8.1.1 Before You Tick a Manage Checkbox.

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Step	What happens
Select **Manage Firewall Rules on Balance, MAX and FusionHub devices**	The rule set list and its controls appear
Click **Save**	InControl 2 asks for confirmation
Confirm	Firewall rules on all Balance and MAX units in the group are governed by the rule sets defined here

> ***Caution:*** *A change to firewall rules can leave a device unable to reach InControl 2, and a rule set reaches every device it selects on the same Save. Before saving, confirm that* ***Auto Roll Back Device Configuration*** *is selected in* `Group > Settings > InControl Options` *(13.6.1 Configuration Control), so a device that cannot reach InControl 2 within 10 minutes of receiving a configuration rolls it back.*

The confirmation states that the change applies to every Balance and MAX unit in the group, not only to the devices a rule set later targets. A device that rolls back takes no further configuration from InControl 2 until outbound policy or firewall rules are changed again. After saving, see *Check that a change arrived* (8.1.3 Check That a Change Arrived).

> ***Caution:*** *Local changes are overwritten. The Bulk Configurator page (13.12.1 What the Page Tells You First) states that where InControl 2's management option is enabled for Firewall Rules, changes made directly on the devices are reverted and overwritten by the settings defined in InControl 2. Make permanent changes here, not in the device web admin. To keep local settings on one site, list it under* ***Disable Device Configuration on*** *in* `Group > Settings > InControl Options` *(13.6.1 Configuration Control), which stops InControl 2 making any configuration change to that device.*

Devices that receive no rule set keep a firewall. By default, they preserve the firewall rules they already have. See *Preservation on removal* below (8.5.10 Preservation on Removal).

8.5.2. The Rule Set List

Column	What it shows
Rule Set Name	The name given when the rule set was created
Applied on	Which devices the rule set targets
Creation Date	When the rule set was created

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Column	What it shows
Modified Date	When it was last changed
Action	Per row actions for that rule set

An empty list shows **No data available**.

8.5.3. Controls on This Screen

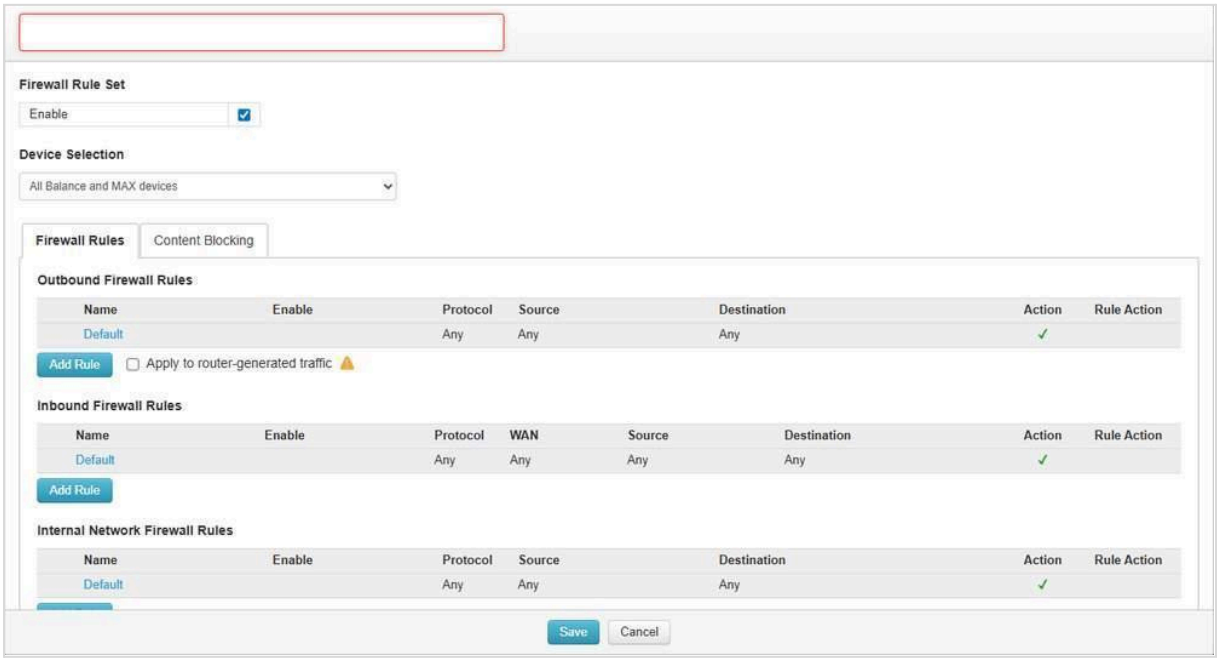
Control	What it does
Manage Firewall Rules on Balance, MAX and FusionHub devices	Switches group level firewall management on or off
Create Rule Set	Opens the rule set editor
Import Rule Set from Configuration File	Builds a rule set from a configuration file rather than by hand
Edit	Opens **Preservation of Firewall Rules on Devices**
Search	Filters the rule set list

8.5.4. Creating a Rule Set

> ***Caution:*** *A rule set is defined as the device's entire firewall rule list. A rule set created only to select a Content Blocking category becomes the whole firewall rule list of every device it selects. Build it to hold every rule the selected sites need, including any site specific rules they currently use. See* *8.5.5 The Four Rule Groups**.*

Create Rule Set opens the editor.

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The rule set editor. Rule Set Name is required, and the four rule groups each carry their own Add Rule button.

At the top of the editor:

Field	Notes
Rule Set Name	Required. The editor marks it in red until filled
Enable	Turns this rule set on or off without deleting it
Device Selection	Chooses which devices the rule set reaches

Device Selection offers four choices:

- All Balance and MAX devices
- Balance and MAX devices with any of the following tags
- Balance and MAX devices with all of the following tags
- Balance and MAX devices with none of the following tags

The three tag-based options make a rule set selective. Tag the devices first, then select the tag in the rule set.

The editor has two tabs, **Firewall Rules** and **Content Blocking**.

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8.5.5. The Four Rule Groups

The Firewall Rules tab holds four separate rule groups. Each begins with a **Default** rule set to Any, and each has its own **Add Rule** button.

Rule group	Columns	Applies to
Outbound Firewall Rules	Name, Enable, Protocol, Source, Destination, Action, Rule Action	Traffic leaving the network
Inbound Firewall Rules	Name, Enable, Protocol, WAN, Source, Destination, Action, Rule Action	Traffic arriving from a WAN
Internal Network Firewall Rules	Name, Enable, Protocol, Source, Destination, Action, Rule Action	Traffic between internal networks
Local Service Firewall Rules	Name, Enable, Service, WAN, Source, Action, Rule Action	Traffic to services on the device itself

Note the following:

- **Inbound rules add a WAN column.** Outbound and internal network rules do not. An inbound rule can therefore be scoped to one WAN connection.
- **Local Service Firewall Rules require firmware 8.0.1 or above.** The editor states this beneath the group. Devices on older firmware will not receive those rules.

Scoping an inbound rule to a WAN also scopes which devices receive it. The information icon beside the screen title states that when an inbound rule specifies a particular WAN, only devices with a WAN of that name receive the rule, and devices without it are excluded. A rule allowing traffic to `WAN 1` reaches only devices that have a WAN called `WAN 1`. Use consistent WAN names across the group, as for Outbound Policy.

The same tooltip defines a rule set as the entire set of rules as defined on the device's own firewall page, at `Network > Firewall > Access Rules`. It also states that if a device is selected by more than one rule set, the rule set with the earliest creation date will be applied. See the caution in *Creating a rule set* (8.5.4 Creating a Rule Set).

Outbound Firewall Rules also has a checkbox, **Apply to router-generated traffic**. It is cleared by default, so outbound rules do not filter traffic the router itself originates unless it is selected.

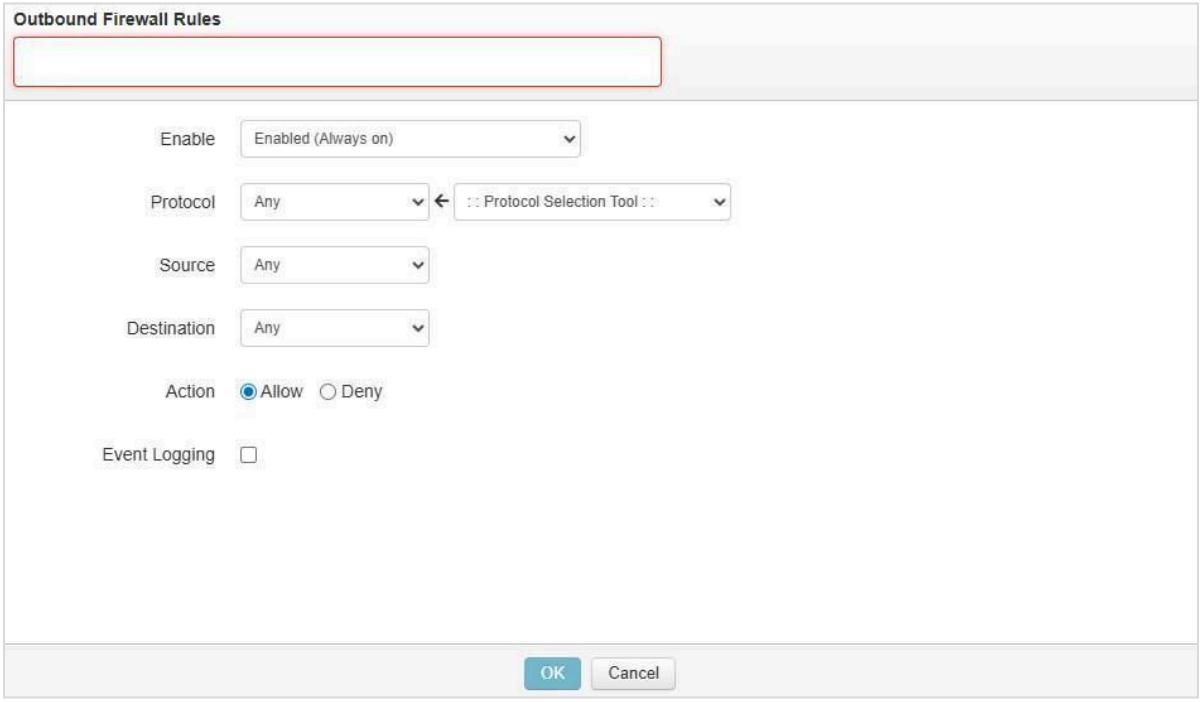
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8.5.6. Adding a Rule

Each of the four rule groups has its own **Add Rule** button, and each opens a different form. The form names its rule group along its top edge. Every rule is Allow or Deny. No rule reaches a device until the rule set itself is saved.

On all four forms, Enable offers Disabled and Enabled (Always on). The tooltip states: `The schedule is currently disabled on Device Schedule page. This rule will be always on.` A firewall rule that applies only at certain times depends on the Device Schedule page.

Outbound Firewall Rules



The rule form for the Outbound Firewall Rules group. Action and Event Logging sit at the bottom.

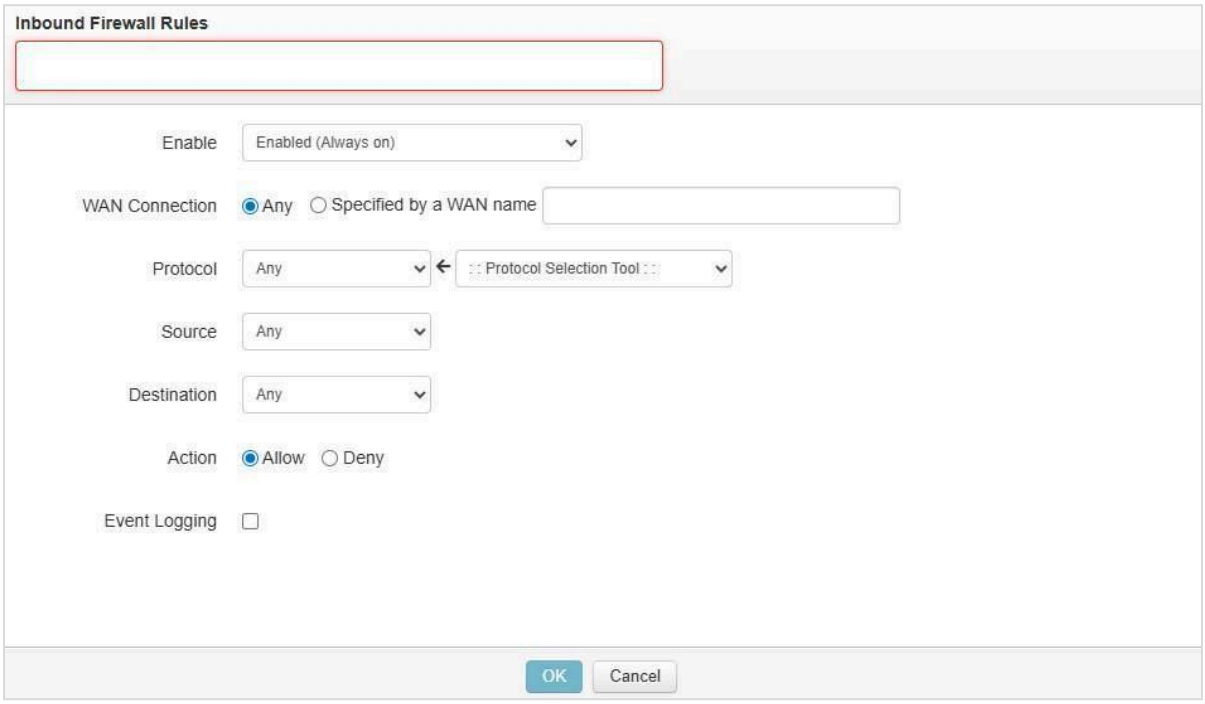
Field	Options
Name	Text field
Enable	Disabled, Enabled (Always on)
Protocol	Any, TCP, UDP, ICMP, DSCP, IP

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Field	Options
Source	Any, IP Address, IP Network, MAC Address, Grouped Network, Grouped MAC Addresses, Client Type
Destination	Any, IP Address, IP Network, Domain Name, Grouped Network, SaaS, Region
Action	Allow, Deny
Event Logging	Records matches of this rule

The **Protocol Selection Tool** dropdown beside Protocol fills in a named service: HTTP, HTTPS, IMAP, POP3, RDP, SMTP, SSH, Telnet, Ping Echo, Ping Echo Reply, Any ICMP Types, AOL, Auth, Citrix, DNS, FTP, LDAP, LotusNotes, MS-SQL-Monitor, MS-SQL-Server, NTP, RADIUS, RADIUS-acct, RTSP, SNMP, SNMP-trap, Syslog, Traceroute (Windows). All three forms that carry a Protocol field offer the same 28 services.

Inbound Firewall Rules



The inbound rule form. WAN Connection sits between Enable and Protocol. The other three forms do not have this field.

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Field	Options
Name	Text field
Enable	Disabled, Enabled (Always on)
WAN Connection	Any, or **Specified by a WAN name** with a text field for the name
Protocol	Any, TCP, UDP, ICMP, DSCP, IP
Source	Any, IP Address, IP Network, Grouped Network, SaaS, Region, Client Type
Destination	Any, IP Address, IP Network, Grouped Network
Action	Allow, Deny
Event Logging	Records matches of this rule

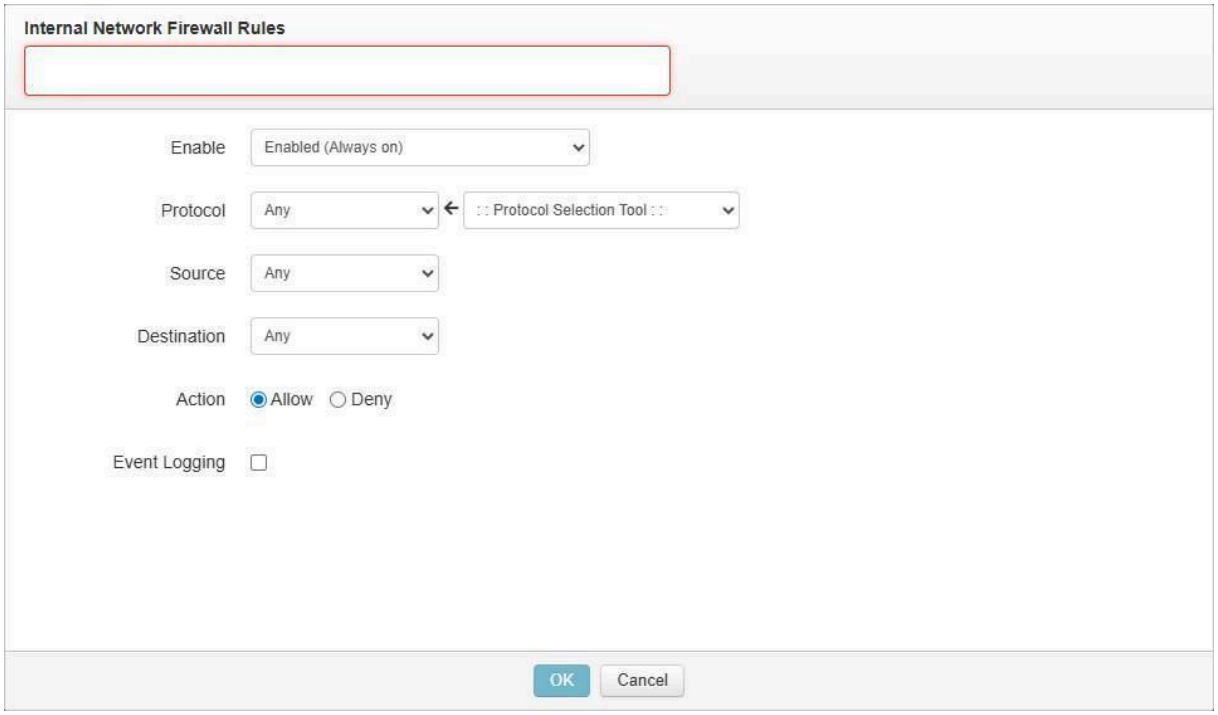
Selecting **Specified by a WAN name** shows a text field. The name must match the WAN name on the device. Devices with no WAN of that name do not receive the rule, as described above.

Source and destination options differ from the outbound form:

- Inbound rules can match **SaaS** and **Region** as a source, which the outbound form only offers as a destination.
- Inbound rules cannot match a **MAC Address** or a **Grouped MAC Addresses** set, and cannot use a **Domain Name** as the destination.

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Internal Network Firewall Rules



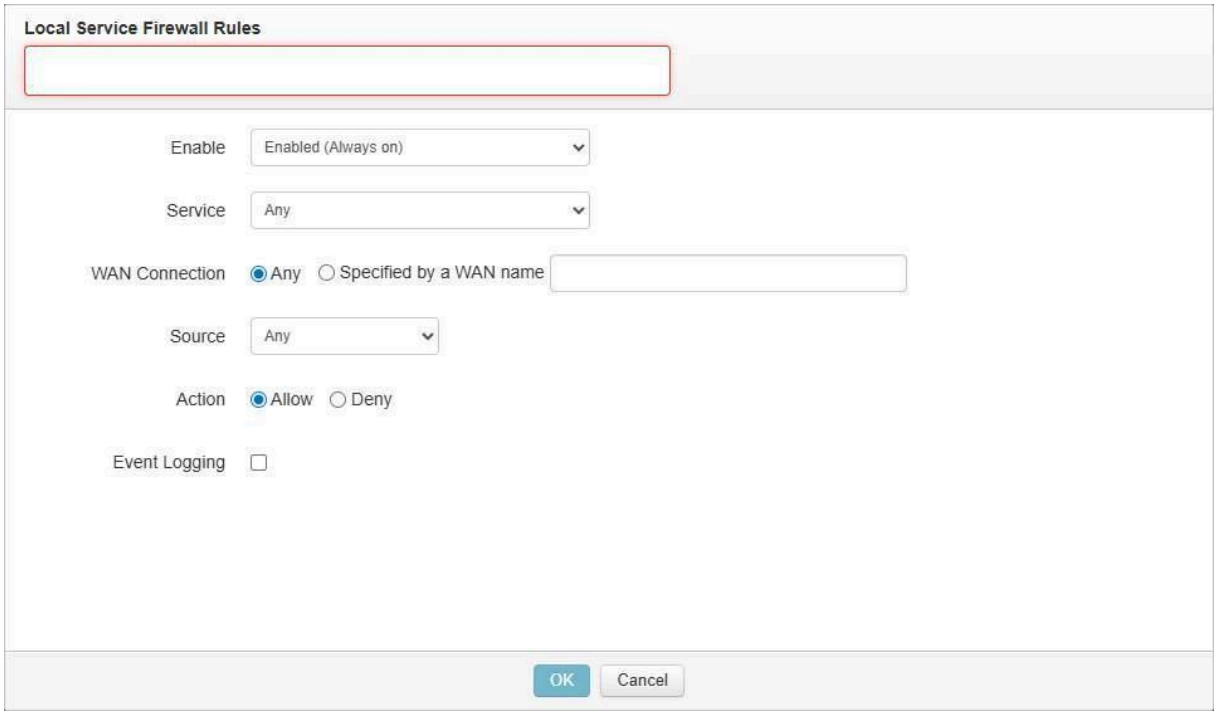
The internal network rule form. Its field list matches the outbound form except for the destination choices.

Field	Options
Name	Text field
Enable	Disabled, Enabled (Always on)
Protocol	Any, TCP, UDP, ICMP, DSCP, IP
Source	Any, IP Address, IP Network, MAC Address, Grouped Network, Grouped MAC Addresses, Client Type
Destination	Any, IP Address, IP Network, Domain Name, Grouped Network
Action	Allow, Deny
Event Logging	Records matches of this rule

This form matches the outbound form field for field, with one exception: **SaaS** and **Region** are absent from Destination. Both describe internet destinations, so neither applies to traffic between internal networks.

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Local Service Firewall Rules



The local service rule form. Service replaces Protocol, and there is no Destination because the device itself is the destination.

Field	Options
Name	Text field
Enable	Disabled, Enabled (Always on)
Service	Any, SpeedFusion VPN handshake port, SpeedFusion VPN data port, Web Admin Access, DNS Server, SNMP Server
WAN Connection	Any, or **Specified by a WAN name** with a text field for the name
Source	Any, IP Address, IP Network, Client Type
Action	Allow, Deny
Event Logging	Records matches of this rule

This form differs from the other three:

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- **Service replaces Protocol.** Select the protected service on the device, not a transport protocol. There is no Protocol Selection Tool.
- **There is no Destination.** The device itself is the destination, so only the source is specified.
- **Source is the shortest list of the four.** Any, IP Address, IP Network and Client Type only. Grouped Networks and MAC-based matching are not available here.
- **Web Admin Access is one of the services.** A Deny rule matching it can lock administrators out of the device's own web interface. Restrict the source before using it.

The four forms compared

Field	Outbound	Inbound	Internal Network	Local Service
WAN Connection	no	yes	no	yes
Protocol	yes	yes	yes	Service instead
Protocol Selection Tool	yes	yes	yes	no
Source choices	7	7	7	4
Destination choices	7	4	5	none

Event Logging is per rule. It is separate from the **Logging** control in Intrusion Detection and DoS Prevention. Enabling one does not enable the other. It appears on all four forms.

Firewall rules and outbound policy rules look alike, but their choices differ in four places. The comparison below uses the outbound firewall rule form:

Field	Firewall rule	Outbound policy rule
Protocol	Includes ICMP	No ICMP
Protocol Selection Tool	Includes Ping Echo, Ping Echo Reply and Any ICMP Types	Those three are absent
Source	No Client's Associated SSID	Adds Client's Associated SSID
Destination	No SpeedFusion VPN Network	Adds SpeedFusion VPN Network

Every form closes with **OK** and **Cancel**. The rule set itself must still be saved.

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8.5.7. Intrusion Detection and DoS Prevention

The editor includes an **Intrusion Detection and DoS Prevention** section with two controls, **Enable** and **Logging**. Logging is separate from enabling, so detection can run with or without a log being kept.

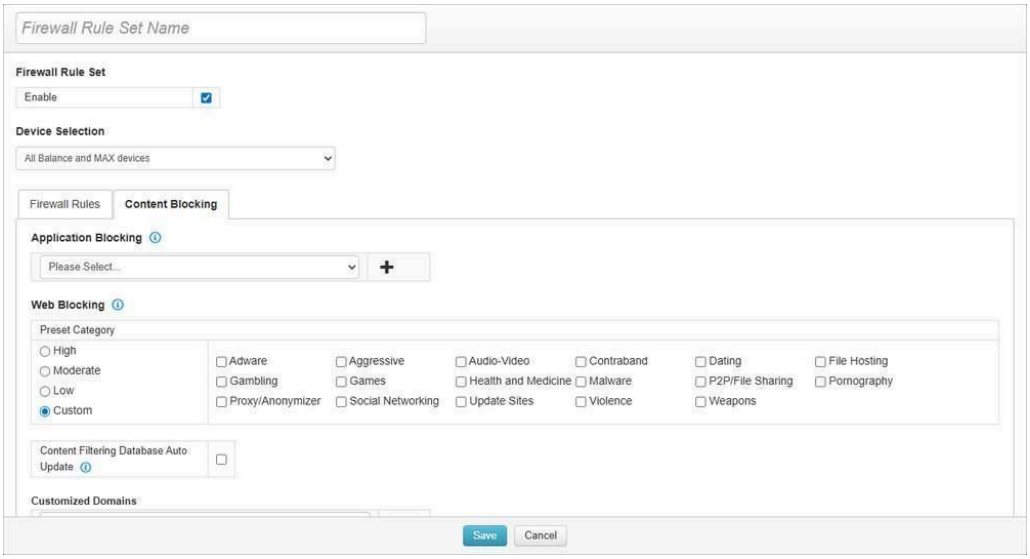


Intrusion Detection and DoS Prevention with its Enable and Logging checkboxes, between Internal Network Firewall Rules and Local Service Firewall Rules.

The section sits between Internal Network Firewall Rules and Local Service Firewall Rules.

8.5.8. The Content Blocking Tab

The tab blocks applications by name, or websites by category with a preset or **Custom**.



The Content Blocking tab inside the rule set editor. Application Blocking sits at the top, above the category list and the customized domain entries.

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Content Blocking is a tab inside the firewall rule set editor. It is not an item in the Network Settings menu. Content Blocking applies through the rule set, so it inherits the rule set's Device Selection. There is no separate device targeting for content blocking.

Application Blocking

- A single dropdown that opens on `Please Select...`.
- It lists 393 entries in total, organised into twelve blocks. Each block begins with an entry that selects the whole block, followed by the individual applications in it.

Block selector	Examples of what follows it
All Supported Streaming Applications	Netflix, Spotify, Twitch, Youtube
All Database Applications	MongoDB, MySQL, Oracle, PostgreSQL
All Email Protocols	Gmail, IMAP, POP3, SMTP
All Supported File Sharing / Transfer Applications	Bittorrent, DropBox, FTP, Google Drive
All Supported IM Applications	Messenger, Signal, Telegram, WhatsApp
All Supported Gaming Applications	Epic Games, Roblox, Steam, Xbox
All Supported Miscellaneous Protocols	Captive Portal, DHCP, DNS, HTTP, NTP, SNMP
All Supported Peer-to-Peer Applications	eMule/eDonkey, Gnutella, XunLei/Thunder
All Supported Remote Access Applications	Anydesk, Remote Desktop, SSH, TeamViewer
All Supported Security/Tunneling Protocols	IPsec, OpenVPN, Tor, WireGuard
All Supported VoIP Protocols	SIP, Skype, Webex, Zoom
All Supported Web Applications	Facebook, GitHub, Microsoft Office 365, TikTok

Use the block selector to block a whole class. Select individual entries to leave part of a class allowed.

Captive Portal appears here as an application. In the Miscellaneous Protocols block it names the detected protocol, not the Captive Portals feature described later in this chapter (8.14 Captive Portals). Blocking it does not disable a configured portal.

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Web Blocking

Below Application Blocking is **Web Blocking**, which works by category rather than by application. The two are independent: Application Blocking matches the traffic itself, and Web Blocking matches the site category. It has a **Preset** selector with four settings:

- High
- Moderate
- Low
- Custom

Presets are a shortcut for the category list beneath them. Select **Custom** for a combination the three named presets do not produce.

Web Blocking lists 17 categories:

- Adware
- Aggressive
- Audio-Video
- Contraband
- Dating
- File Hosting
- Gambling
- Games
- Health and Medicine
- Malware
- P2P/File Sharing
- Pornography
- Proxy/Anonymizer
- Social Networking
- Update Sites
- Violence
- Weapons

Note the following about this list:

- **All 17 appear regardless of the licence tier on the device.** A device with the Lite tier of web content filtering still enforces only its 6 categories, because the device firmware applies the tier. Selecting all 17 on a group containing Lite devices does not extend what those devices block.

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- **Contraband is Abused Drugs on the device.** The category InControl 2 labels **Contraband** appears in the device web interface as **Abused Drugs**. The two names refer to the same category.

Content Filtering Database Auto Update

A separate control beneath the category list. Category matching uses a database on the device, and this control keeps it current.

Customized and exempted entries

The tab closes with four sections that adjust the category result. The exemption lists apply to Web Blocking only.

Section	What it takes
Customized Domains	Domains to block in addition to the selected categories. Carries **Switch to CSV view**
Exempted Domains from Web Blocking	Domains to allow through regardless of category. Carries **Switch to CSV view**
Exempted User Groups	Three checkboxes: **Manager Exempt**, **Staff Exempt**, **Guest Exempt**
Exempted Subnets	A Network address plus a Subnet Mask dropdown running `128.0.0.0 (/1)` through `255.255.255.255 (/32)`

Note the following:

- **Exemption is available three ways.** By domain, by user group and by subnet. Use the exemption lists before relaxing a category, because a category relaxed at group level is relaxed for every device the rule set reaches.
- **Exempted User Groups names three fixed groups.** Manager, Staff and Guest are the only user groups offered here.

Content Blocking Logging

The tab ends with a **Content Blocking Logging** section with a **Logging** control. It governs logging for this rule set's content blocking and is separate from the Secure DNS Logging setting on the VLAN Networks screen (8.8.5 Secure DNS Logging).

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Blocked requests are listed per device at `Device > Reports > Content Blocking Log`. See Device Reports, 15.11 Content Blocking Log.

8.5.9. Which Content Filter to Use

The group offers two separate content filters. The following table compares them.

	Content Blocking (firewall rule set)	Content filtering on a VLAN
Where it is set	The Content Blocking tab of a firewall rule set	The VLAN editor in VLAN Networks
Scope	Devices chosen by the rule set's Device Selection	One VLAN, on the devices **Apply to** selects
Categories	17, plus Application Blocking	156, including CIPA Filter and Security threats
Notes on the screen	Lite tier devices enforce only 6 categories	Secure DNS on the VLAN requires any Care plan and firmware 8.6.0 or above
Exemptions	By domain, user group and subnet	No exemption lists in the editor
Logging	**Content Blocking Logging** in the rule set	**Secure DNS Logging** on the VLAN Networks list page

Both are recorded in the device level Content Blocking Log, where **Type** separates **Application** and **Web** blocking from **PrimeCare Secure DNS**.

8.5.10. Preservation on Removal

The **Edit** button opens **Preservation of Firewall Rules on Devices**, which decides what happens to a device when a rule set stops applying to it.

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The preservation dialog. Upon policy removal offers two choices, and preserve their firewall rules is marked as the default.

Option	Effect
Upon policy removal, clear their firewall rules	The device is left with no firewall rules
Upon policy removal, preserve their firewall rules	The device keeps the rules it already had. This is the default

Clearing rules on removal can leave a device unprotected.

> ***Caution:*** *Deleting a rule set does not restore a device's earlier local rules. While* ***Preserve the firewall rules on devices that receive no rule sets*** *is selected, a device whose rule set is deleted keeps the rules InControl 2 last pushed to it. The rules it held before InControl 2 managed its firewall are not restored.*

Removing a rule set. Under the default preserve setting, deleting a rule set leaves its rules on the devices. To remove them, do one of the following:

1. Set **Edit** to `Upon policy removal, clear their firewall rules` before deleting. The devices are left with no firewall rules.
2. Create a rule set for the same devices holding only the Default rules, with nothing selected on the Content Blocking tab, save it, then delete it. The devices are left with the Default rules only.

8.6. Grouped Networks

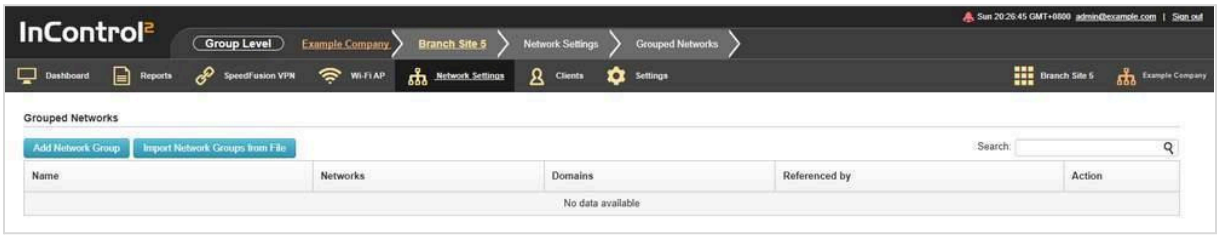
Define named sets of networks and domains for this group, so that firewall and outbound rules can reference a name rather than a list of subnets. This screen and **Organization-wide**

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Grouped Networks (8.2 Organization-wide Grouped Networks) use the same editor, including the same 32 entry mask list. The difference is scope. A group defined here belongs to this group only, while one defined at organization level is available in all groups.

Where to find it

`Group > Network Settings > Grouped Networks`



The group level list of network groups. The Referenced by column shows where a group is already in use.

8.6.1. What This Screen Shows

Column	What it shows
Name	The name given to the network group
Networks	The subnets the group contains
Domains	The domain names the group contains
Referenced by	Where the group is currently used
Action	Per row actions for that network group

An empty list shows **No data available**.

Check **Referenced by** before editing or deleting a group. It shows which rules depend on the definition.

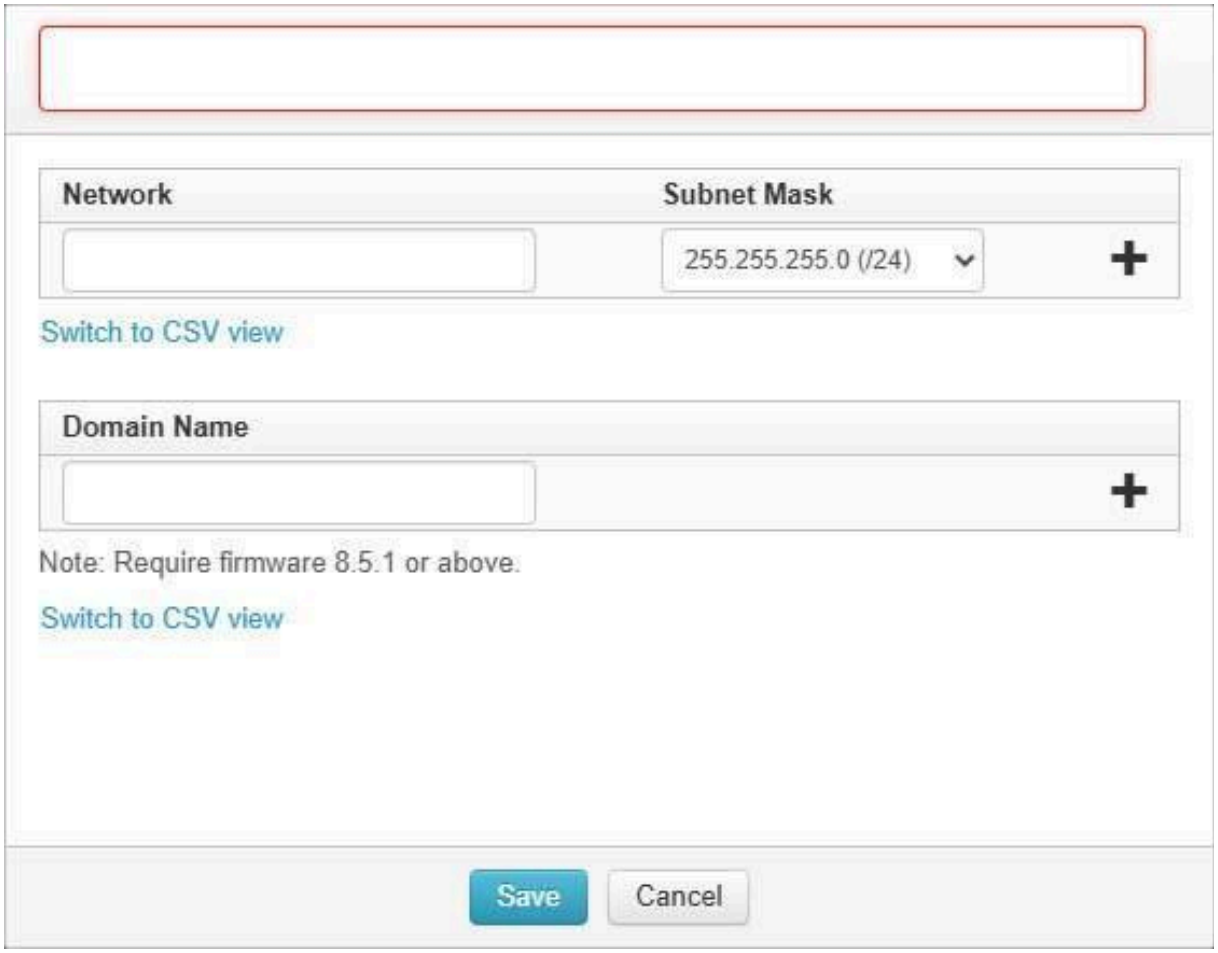
8.6.2. Controls on This Screen

Control	What it does
Add Network Group	Opens the network group editor

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Control	What it does
Import Network Groups from File	Builds network groups from a file rather than by hand
Search	Filters the list

8.6.3. Adding a Network Group



The group level network group editor. It is the same editor as the organization level one, including the Switch to CSV view button.

Field	Notes
Name	Text field naming the group

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Field	Notes
Network	The subnet address
Subnet Mask	Dropdown of 32 entries, `128.0.0.0 (/1)` through `255.255.255.255 (/32)`
Domain Name	Text field for a domain entry

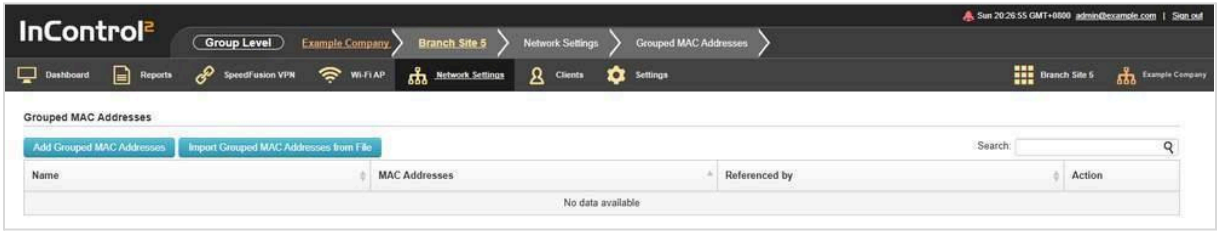
- **Switch to CSV view** turns the entry list into a CSV block for bulk editing.
- The dialog shows `Note: Require firmware 8.5.1 or above.` beneath the Domain Name section.

8.7. Grouped MAC Addresses

Define named sets of MAC addresses for this group, so that other screens can reference the set by name. Groups defined here are referenced in three places elsewhere in this chapter: the **Allowed Grouped MAC Addresses** dropdown in Captive Portals (8.14.4 Captive Portal Settings), and the **Grouped MAC Addresses** source option in both firewall rules and outbound policy rules. Define the groups here before using those options.

Where to find it

`Group > Network Settings > Grouped MAC Addresses`



The list of MAC address groups. The Referenced by column shows which features already use each group.

8.7.1. What This Screen Shows

Column	What it shows
Name	The name given to the MAC address group
MAC Addresses	The addresses the group contains

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Column	What it shows
Referenced by	Where the group is currently used
Action	Per row actions for that group

An empty list shows **No data available**.

8.7.2. Controls on This Screen

Control	What it does
Add Grouped MAC Addresses	Opens the MAC address group editor
Import Grouped MAC Addresses from File	Builds MAC address groups from a file rather than by hand
Search	Filters the list

8.7.3. Adding a MAC Address Group



The MAC address group editor. Each entry pairs a MAC Address with a Name of its own.

The editor has three text fields and closes with **Save** and **Cancel**:

Field	What it holds
Group name	The name the group appears under in the list
MAC Address	The address of one entry

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Field	What it holds
Name	A label for that individual entry

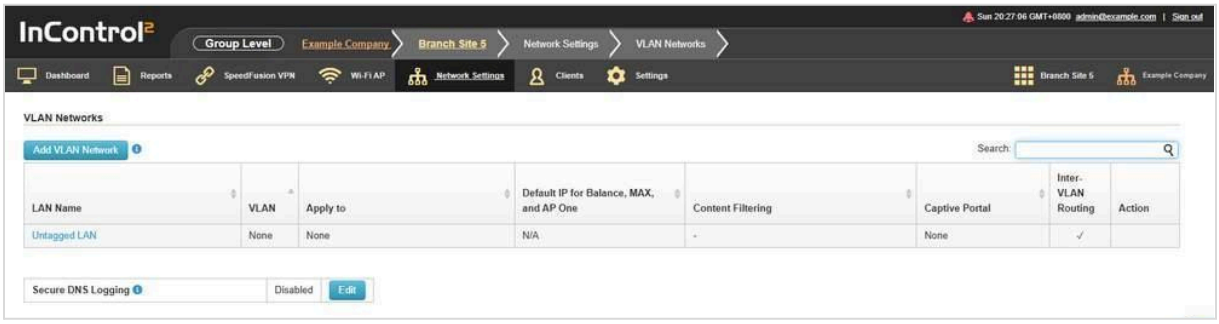
The list columns mirror this. **Name** shows the group and **MAC Addresses** shows its members. A single group holds many addresses, and each address keeps its own label.

8.8. VLAN Networks

Define the VLAN networks that InControl 2 applies across the group, including their addressing, DHCP behaviour and Secure DNS, so that every site uses the same networks.

Where to find it

`Group > Network Settings > VLAN Networks`



The VLAN network list. Note the Untagged LAN row, which is present before any VLAN is added.

8.8.1. What This Screen Shows

Column	What it shows
LAN Name	The name of the network
VLAN	The VLAN ID, or `None` for the untagged LAN
Apply to	Which devices the network is applied to
Default IP for Balance, MAX, and AP One	The default IP address assigned on those product families
Content Filtering	The content filtering setting for the network

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Column	What it shows
Captive Portal	The captive portal attached to the network
Inter-VLAN Routing	Whether routing between VLANs is permitted
Action	Per row actions for that network

Content Filtering, Captive Portal and Inter-VLAN Routing are properties of the individual network, not of the group. Each row can differ.

An **Untagged LAN** row is present before any VLAN is defined. In its initial state, its VLAN is `None` and its Apply to is `None`.

A page level **Secure DNS Logging** setting appears below the network rows, with its own state and its own **Edit** button.

8.8.2. What InControl 2 Controls and What It Leaves Alone

The information icon beside the list explains which settings InControl 2 controls:

Behaviour	What the tooltip states
Managed attributes	InControl controls the Name, Inter-VLAN Routing option and Captive Portal settings of every VLAN network defined here
IP settings	Their IP settings on devices are kept intact
Removal	Removing a VLAN network here removes it from devices as well
Creation	A VLAN network not present on a device is created on that device
Balance and MAX	VLAN networks defined on a Balance or MAX are overwritten by those defined on InControl
SD Switches	VLAN networks on SD Switches are two way synchronized and InControl managed. One defined on an SD Switch but not on InControl is imported into InControl, then reapplied to every SD Switch in the same group

Note the following:

- **Defining a VLAN here is destructive on Balance and MAX.** A VLAN of the same name on the device is overwritten. On SD Switches, synchronization is two way, so a VLAN

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created locally on one switch is applied to every switch in the group after InControl imports it.

- **IP settings are the exception.** Everything else in the list is governed from here, but addressing on the device is left as it is. See the Default IP Address note below.
- **There is no gate on this screen, and deletion reaches devices.** Saving a VLAN network sends it to every device that **Apply to** selects. Deleting one removes it from all of those devices. Narrow **Apply to** with a tag before deleting a network that only some sites should lose.

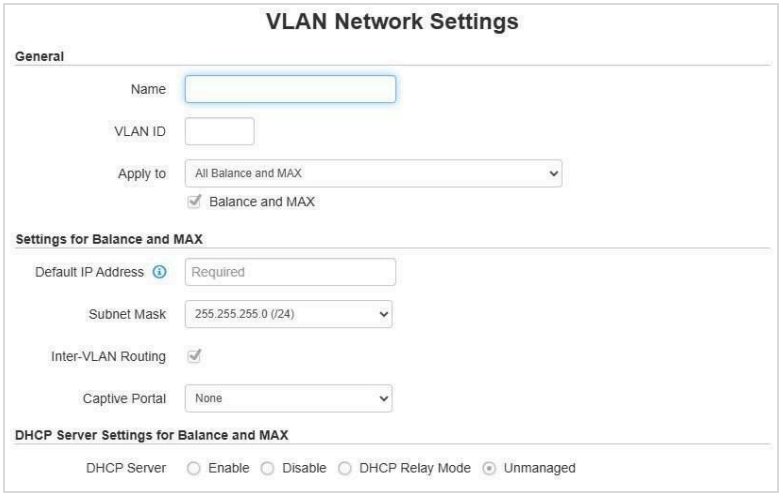
The tooltip recommends creating and managing VLAN networks on InControl 2 rather than on individual devices.

8.8.3. Controls on This Screen

Control	What it does
Add VLAN Network	Opens **VLAN Network Settings**
Edit	Opens **Secure DNS Logging**
Search	Filters the list

8.8.4. VLAN Network Settings

Complete **General** (Name, VLAN ID, Apply to) first, then the Balance and MAX, DHCP and Secure DNS sections. Saving sends the network to every device that **Apply to** selects.



The VLAN editor. It is divided into General, Balance and MAX settings, DHCP and Secure DNS sections.

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General

Field	Notes
Name	The network name
VLAN ID	Numeric field for the VLAN tag
Apply to	Chooses which devices receive the network

Apply to offers three choices:

- All Balance and MAX
- Balance and MAX with any of the following tags:
- Balance and MAX with none of the following tags:

Settings for Balance and MAX

Field	Notes
Default IP Address	The address the network uses on Balance and MAX devices. Applied on creation only, see below
Subnet Mask	Dropdown of mask values, `128.0.0.0 (/1)` through `255.255.255.252 (/30)`
Inter-VLAN Routing	Controls routing between this VLAN and others
Captive Portal	Attaches a portal defined in Captive Portals. Shows `None` when no portal is selected. A captive portal can be attached in two ways. The Captive Portals list reports both **SSIDs applied on** and **VLANs applied on**. This field sets the VLAN side

Default IP Address applies once, at creation. The information icon beside the field states that the address will only be applied when the VLAN is newly created on a device. Editing it later does not re-address devices that already have the VLAN, consistent with the list page tooltip stating that IP settings on devices are kept intact. Plan addressing before the first save.

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DHCP Server Settings for Balance and MAX

Field	Options
DHCP Server	Enable, Disable, DHCP Relay
Mode	Unmanaged
DHCP Option 82	Adds the device's own details to DHCP requests it forwards

DHCP Option 82 embeds the device MAC address and the network name. The editor states that the feature includes device information as a relay agent for the attached client when forwarding DHCP requests from a DHCP client to a DHCP server, and that the device MAC address and network name are embedded into the circuit ID and remote ID of option 82.

DHCP reservations take an IP suffix, not a full address. Because a reservation made here reaches devices in the group on different subnets, the value is combined with each device's VLAN subnet address before it is applied. On a VLAN with a `192.168.30.0/24` subnet, the suffix `10` is applied as `192.168.30.10`. On a /24 network, enter the last octet only, for example `10`. The suffix must fall inside the VLAN's subnet.

Secure DNS, Powered by Cloudflare

- The section has a single control, **Enable Secure DNS**.
- The editor shows two notes. Note 1 states that the feature is only available to devices under any Care plan and running firmware 8.6.0 or above. Both conditions apply, so an in warranty device on older firmware will not use it.
- Note 2 states that all selected devices on this VLAN will utilize Cloudflare's DoH service for all DNS resolutions regardless of their eligibility of the service, and that the DoH service to fall back to can be chosen from a link the note labels **HERE**.

Eligibility does not filter devices. The setting reaches every selected device on the VLAN whether or not that device is eligible. The fallback choice behind the **HERE** link sets what ineligible devices do instead.

Content filtering categories

The dialog also shows a content category list of its own. The **Content Filtering** column on the list page shows the setting of each network.

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This is a separate and larger taxonomy than the 17 category **Web Blocking** list in `Firewall Rules > Content Blocking` (8.5.8 The Content Blocking Tab). The two lists are not the same. The dialog holds **156 categories: 30 parents and 126 sub-categories**, each with its own description. **None are selected by default.**

Beyond content policy, the **Security threats** parent covers domains for malware, phishing, command and control and botnet traffic, cryptomining and DNS tunneling. When selected on a VLAN, it applies to every device that **Apply to** selects for that VLAN, with no setup on each device.

Parent category	What it covers	Sub-categories
Ads	Sites that are providing ads for websites	Advertisements
Adult Themes	Pornography, nudity, sexuality and other adult themes	Adult Themes, Nudity, Pornography
Blocked by Default	Sites that should be blocked by default, and whose sub-categories should not be displayed	Child Abuse
Business & Economy	Business, economy, finance, education, science and technology	Brokerage & Investing, Business, Cryptocurrency, Economy & Finance, Personal Finance
CIPA	Aiding schools and organizations in abiding by CIPA requirements	CIPA Filter
Education	Educational content not covered by Science, Technology or Educational institutions	Education, Educational Institutions, Reference, Science, Space & Astronomy
Entertainment	Entertainment not covered by the more specific categories	17, including Audio Streaming, Video Streaming, Gaming, Movies, Music, News & Media, Television
Gambling	Sites that facilitate online gambling	Gambling

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Parent category	What it covers	Sub-categories
Government & Politics	Government and politics	Charity and Non-profit, Government/Legal, Politics, Advocacy, and Government-Related
Health	Health and fitness information	Health & Fitness, Sex Education
Information Technology	Information technology	none
Internet Communication	Communication tools such as chat and mail	10, including Chat, Forums, Instant Messengers, Internet Phone & VOIP, P2P, Webmail
Job Search & Careers	Searching for jobs and careers	Job Search & Careers
Military & Weapons	Militaries and weapons	Military, Weapons
Miscellaneous	Sites not included in the listed security and content categories	Login Screens, Miscellaneous, No Content, URL Alias/Redirect, Unreachable
Questionable Content	Hacking, piracy, profanity and other questionable activities	8, including Drugs, Hacking, Hate & Extremism, Profanity, School Cheating, Unreliable Information
Real Estate	Real estate	Real Estate
Religion	Religion, alternative religion, religious teachings and groups, spirituality	Religion & Spirituality
Safe for Kids	Sites that are safe for kids to visit	Safe for Kids
Security Risks	Not confirmed malicious, but a higher likelihood of containing security threats	New Domains, Newly Seen Domains, Parked & For Sale Domains

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Parent category	What it covers	Sub-categories
Security threats	Malware, phishing, scam, cryptomining and other security threats	13, including Command and Control & Botnet, Cryptomining, DGA Domains, DNS Tunneling, Malware, Phishing, Private IP Address, Spam, Spyware
Shopping & Auctions	Ecommerce, coupons, shopping, auctions and marketplaces	Auctions & Marketplaces, Coupons, Ecommerce, Shopping
Social & Family	Society and lifestyle	none
Society & Lifestyle	Lifestyle not covered by the more specific categories	21, including Alcohol, Dating & Relationships, Fashion, Food & Drink, Social Networks, Tobacco
Sports	Sports and recreation	Sports
Technology	Technology not covered by the science category	12, including APIs, Artificial Intelligence, File Sharing, Remote Access, Search Engines, Translator
Travel	Listings, reservations and services for travel	Travel
Vehicles	Vehicles and automobiles, including news, reviews and hobbyist information	Vehicles
Violence	Sites displaying or promoting violent content	Violence
Weather	Weather	Weather

Note the following about this list:

- **Information Technology and Social & Family are selected as a whole.** Neither has sub-categories.
- **Several categories match on the domain rather than on its content.** Under Security Risks: domains registered very recently, domains resolved for the first time, and domains that are parked or for sale. Under Security threats: Private IP Address, for domains

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resolving to private or unreachable addresses. Selecting these categories also blocks newly registered legitimate domains.

- **No category is selected when the dialog opens.** Content filtering on a new VLAN network is off until categories are selected.

8.8.5. Secure DNS Logging



The Secure DNS Logging dialog, opened from the Edit button on the list page.

The dialog has one control, **Content Blocking Logging**, with **Save** and **Cancel**.

The information icon beside the setting states that when it is enabled, blocking logs can be found on the device level Content Blocking Log page, and that Secure DNS is enabled in the VLAN networks above.

Logging is a page level setting. Enabling it applies to Secure DNS logging on every VLAN network on this screen. The logs are viewed at device level.

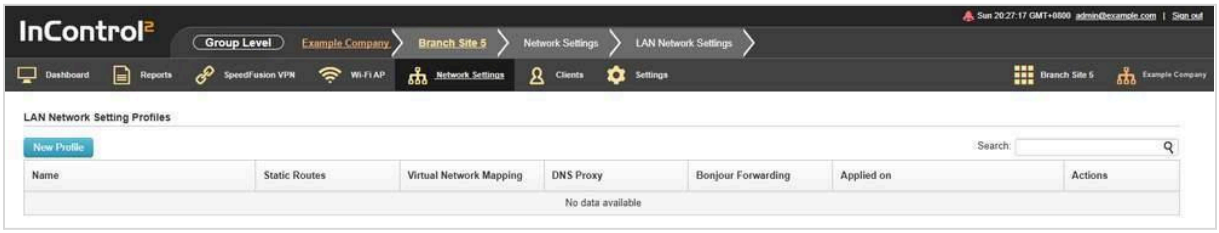
8.9. LAN Network Settings

Group LAN settings such as static routes, DNS proxy records and Bonjour forwarding into profiles and apply each profile to a selection of devices.

Where to find it

`Group > Network Settings > LAN Network Settings`

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The profile list. Each column reports whether a given LAN feature is carried by that profile.

The page is headed **LAN Network Setting Profiles**.

8.9.1. What This Screen Shows

Column	What it shows
Name	The profile name
Static Routes	The static route content of the profile
Virtual Network Mapping	The virtual network mapping content of the profile
DNS Proxy	The DNS proxy content of the profile
Bonjour Forwarding	The Bonjour forwarding content of the profile
Applied on	Which devices the profile targets
Actions	Per row actions for that profile

An empty list shows **No data available**.

The four feature columns correspond one to one with the four feature tabs, so the list shows which tabs a profile manages without opening it.

8.9.2. Controls on This Screen

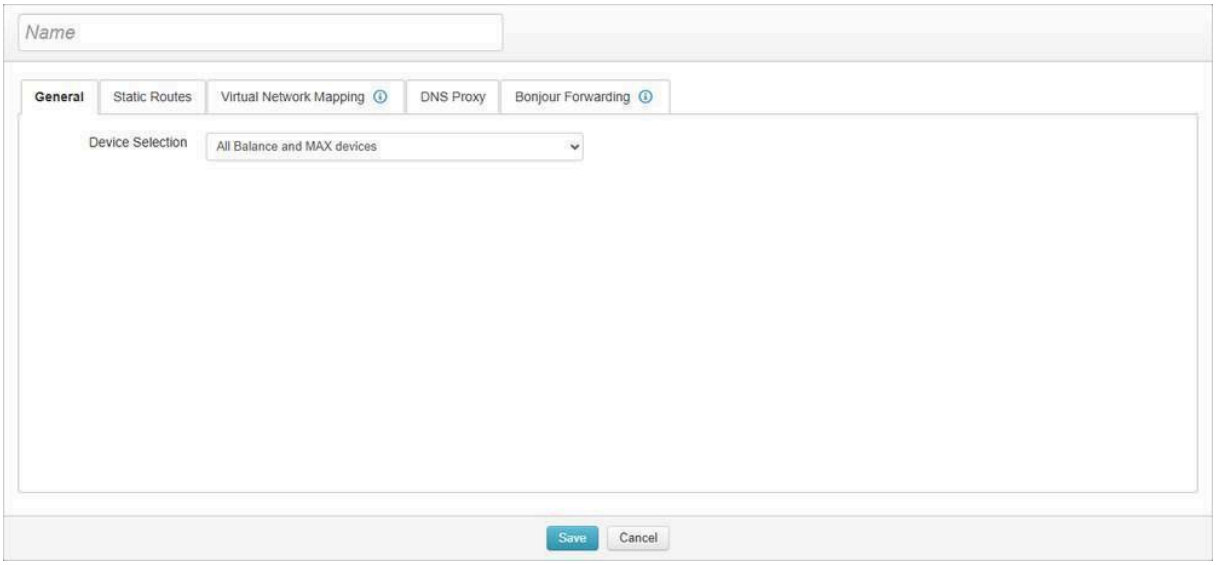
Control	What it does
New Profile	Opens the LAN network setting profile editor
Search	Filters the profile list

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8.9.3. Creating a Profile

New Profile opens an editor with five tabs. The four tabs after General match the four feature columns in the profile list.

Tab	What it holds
General	Name and Device Selection
Static Routes	A **Managed** control, then the route table. See *Static Routes* below
Virtual Network Mapping	A **Managed** control, then the mapping table. See *Virtual Network Mapping* below
DNS Proxy	A **Managed** control, then the DNS proxy settings. See *DNS Proxy* below
Bonjour Forwarding	A **Managed** control, then the Bonjour service table. See *Bonjour Forwarding* below



The General tab, holding the profile name and Device Selection.

On the General tab, Device Selection offers four choices:

- All Balance and MAX devices
- Balance and MAX devices with any of the following tags

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- Balance and MAX devices with all of the following tags
- Balance and MAX devices with none of the following tags

Each feature is opted into separately. The four feature tabs each open with their own **Managed** control, so a profile governs only the features whose tabs are managed. Leaving a tab unmanaged leaves that feature under local control on the device rather than clearing it. Before selecting **Managed** on a tab, see 8.1.1 Before You Tick a Manage Checkbox.

Two of the tabs have an information icon explaining what the feature is for:

Tab	What the tooltip states
Virtual Network Mapping	Resolves a network address conflict with remote peers, where SpeedFusion VPN, IPsec VPN and IP Forwarding WAN all count as remote connections. The tooltip adds a warning: OSPF and RIPv2 settings should be updated as well, to avoid advertising conflicted networks
Bonjour Forwarding	Bonjour is Apple's zero configuration networking protocol, normally confined to the local Layer 2 domain. Bonjour forwarding redirects it from one Layer 3 domain to another so devices on other domains can also be discovered

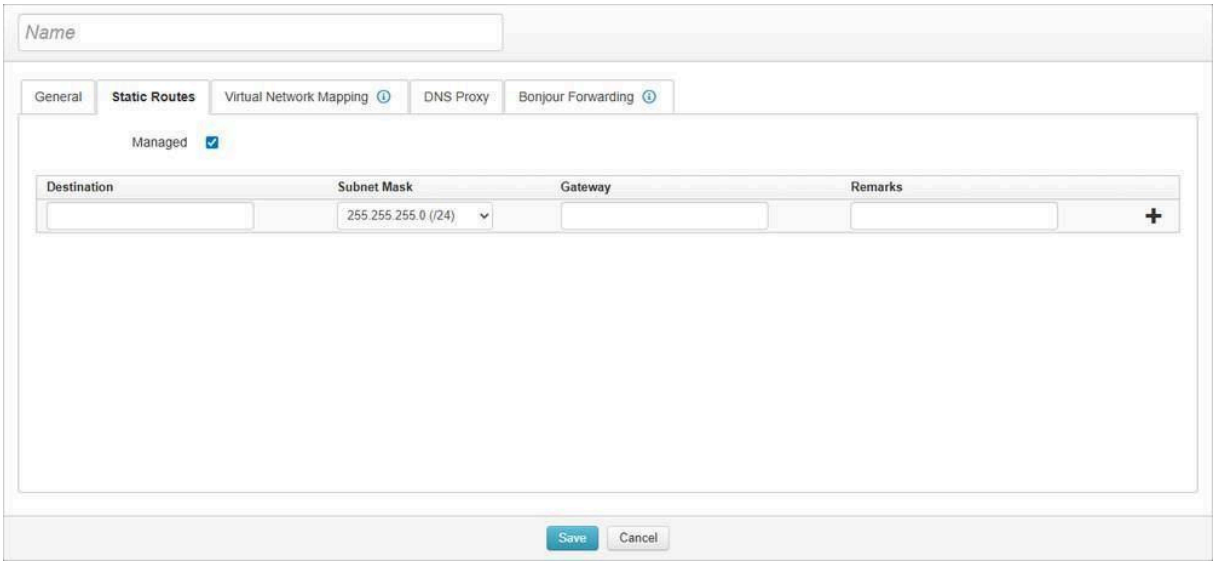
Virtual Network Mapping requires a related change. The tooltip states that route advertisement must be updated as well. A mapping made here without a matching change on Route Advertisement can advertise the conflicting networks the mapping is meant to resolve.

8.9.4. What Each Feature Tab Manages

A tab takes effect only after **Managed** is selected. Until then the tab shows only the checkbox. Selecting it shows the feature's settings, described in the four sections below. A tab left unmanaged stays under local control on the device (8.9.3 Creating a Profile).

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Static Routes



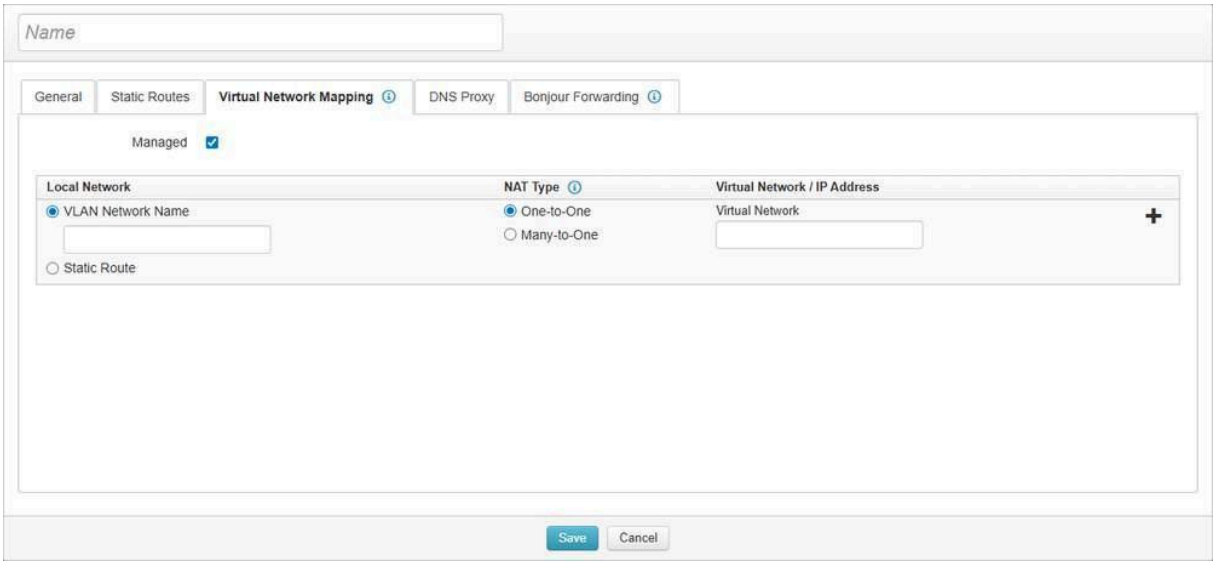
The Static Routes tab with Managed selected, showing the four route columns.

A route table with four columns:

Column	What it takes
Destination	The destination network address
Subnet Mask	A dropdown running `0.0.0.0 (/0)` through `255.255.255.255 (/32)`, all 33 prefixes
Gateway	The next hop for that destination
Remarks	A free text note

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Virtual Network Mapping



The Virtual Network Mapping tab with Managed selected. Local Network is chosen as either a VLAN or a static route.

A mapping table with three columns:

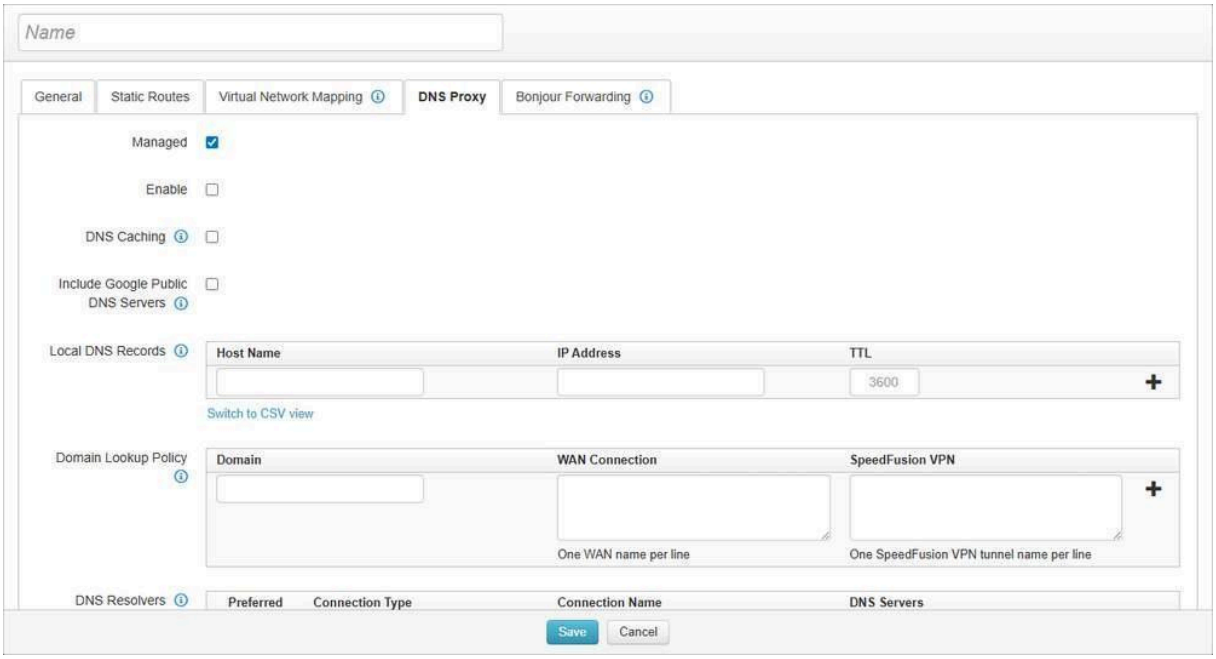
Column	Choices
Local Network	**VLAN Network Name** or **Static Route**, chosen with a radio pair, then the name or route itself
NAT Type	**One-to-One** or **Many-to-One**
Virtual Network / IP Address	The virtual network or address the local network is presented as

NAT Type. One-to-One maps a network onto a network of the same size, so each local address keeps a distinct virtual address. Many-to-One collapses the local network behind a single address.

Static Route as a Local Network depends on the Static Routes tab. With no routes defined, the Local Network selector reports `No routes are available. Please define route(s) in the Static Routes tab.` Manage and populate the Static Routes tab in the same profile first, then configure the mapping.

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DNS Proxy



The DNS Proxy tab with Managed selected, showing Local DNS Records, Domain Lookup Policy and DNS Resolvers.

The largest of the four tabs. It starts with three checkboxes:

Control	What it does
Enable	Turns the DNS proxy on. Separate from **Managed**, so a managed tab can still be pushed to devices with the DNS proxy switched off
DNS Caching	Caches lookups on the device
Include Google Public DNS Servers	Adds Google's public resolvers to the resolver set

Then three tables:

Section	Columns
Local DNS Records	Host Name, IP Address, TTL. Carries **Switch to CSV view**

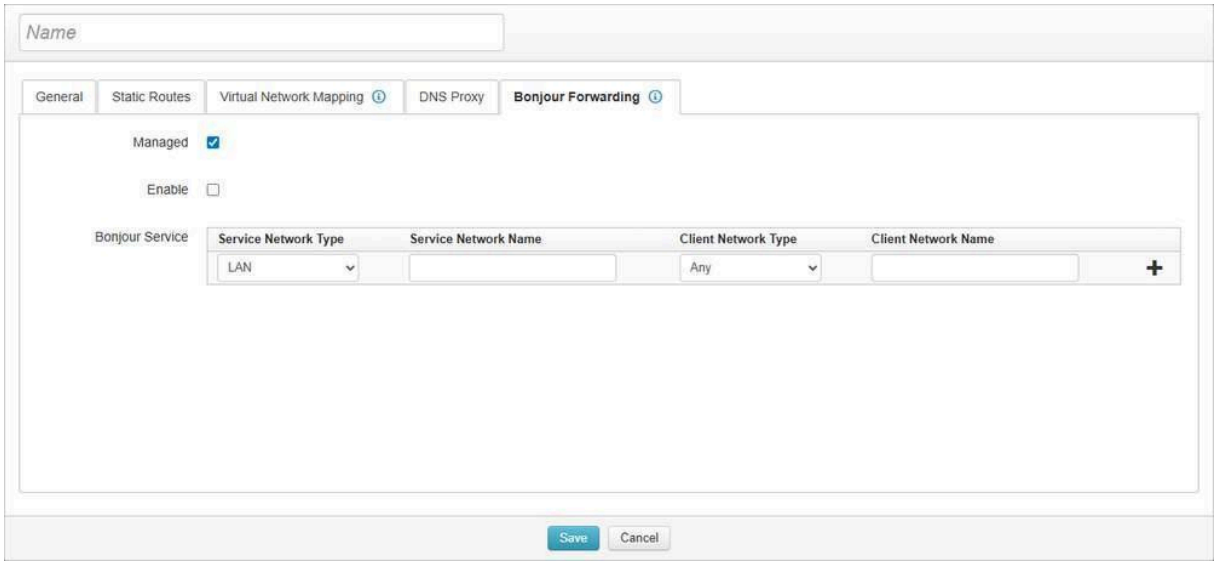
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Section	Columns
Domain Lookup Policy	Domain, WAN Connection, SpeedFusion VPN. The last two are multi line: one WAN name per line, one SpeedFusion VPN tunnel name per line
DNS Resolvers	Preferred, Connection Type, Connection Name, DNS Servers. Connection Type offers WAN, SpeedFusion Cloud, SpeedFusion VPN, LAN. DNS Servers takes one IP per line

Note the following:

- **Domain Lookup Policy sends lookups for a domain over chosen links.** It names the domain, then the WAN connections or SpeedFusion VPN tunnels its lookups should use. Both are typed names and must match the connection names on the device.
- **DNS Resolvers has a Preferred flag per row.** More than one resolver can be defined. The flag sets which is tried first.

Bonjour Forwarding



The Bonjour Forwarding tab with Managed selected. Service and client networks are named separately.

An **Enable** checkbox, then a service table with four columns. **Enable** is separate from **Managed**, so a managed tab can still be pushed to devices with Bonjour forwarding turned off.

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Column	Choices
Service Network Type	LAN, SpeedFusion Cloud, SpeedFusion VPN
Service Network Name	The name of that network
Client Network Type	Any, LAN, SpeedFusion Cloud, SpeedFusion VPN
Client Network Name	The name of that network

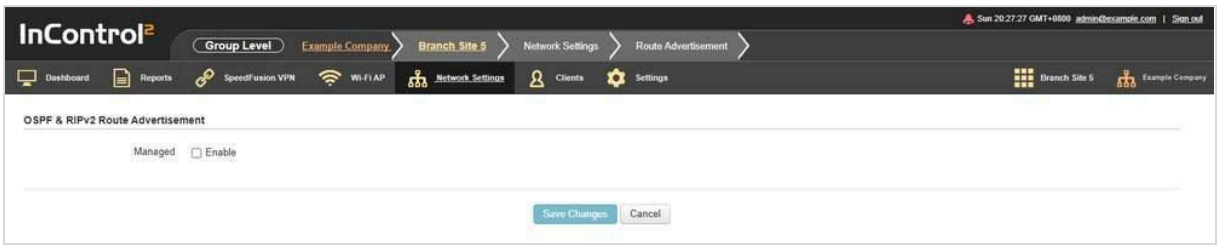
The service side and the client side are named separately. The service network is the network of the Bonjour device. The client network is the network of the devices searching for it. Only the client side can be set to **Any**.

8.10. Route Advertisement

Control which networks the devices in the group advertise over OSPF and RIPv2, so that sites announce a consistent set of routes to their neighbours. A Virtual Network Mapping change requires a matching edit here. The tooltip on that field in LAN Network Settings (8.9 LAN Network Settings) warns that OSPF and RIPv2 settings should be updated as well, to avoid advertising conflicted networks.

Where to find it

`Group > Network Settings > Route Advertisement`



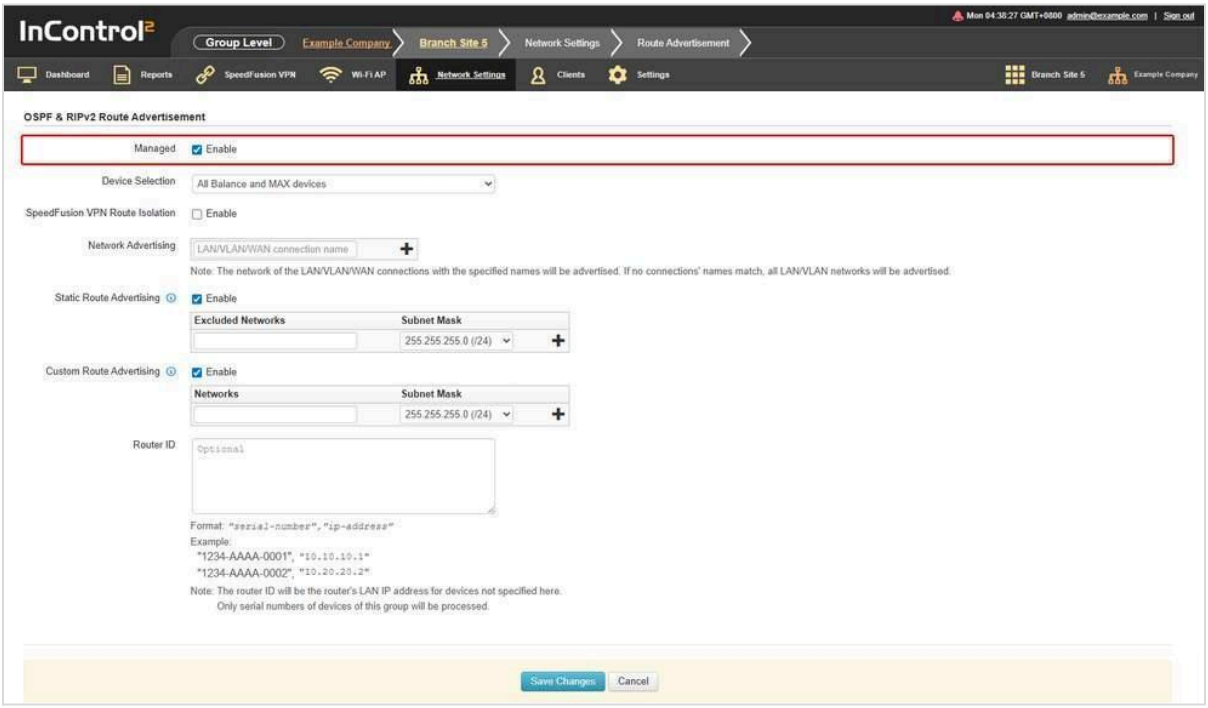
The Route Advertisement screen as it first opens. Everything except the Enable checkbox is hidden until it is selected.

The page is headed **OSPF & RIPv2 Route Advertisement**.

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8.10.1. Switching Group Management On

The screen initially shows **Managed** and a single **Enable** checkbox. Selecting **Enable** shows a full editor with a device selection and four further sections.



The screen with Enable selected beside Managed, outlined in red. Device Selection and the four advertising sections appear only in this state.

This follows the same pattern as Firewall Rules, Outbound Policy, WAN Configurations and LLDP. The checkbox at the top is a gate, not the setting. Before selecting it, see 8.1.1 Before You Tick a Manage Checkbox.

Clearing Managed returns control to the device. When **Managed** is cleared and saved, the device's OSPF & RIPv2 Route Advertisement settings return to the values it held before InControl 2 managed them.

8.10.2. Device Selection

Device Selection offers the four choices used elsewhere in this chapter:

- All Balance and MAX devices

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- Balance and MAX devices with any of the following tags
- Balance and MAX devices with all of the following tags
- Balance and MAX devices with none of the following tags

8.10.3. The Four Advertising Sections



The four advertising sections with Managed selected. Network Advertising holds one connection name, and the other three Enable checkboxes are cleared.

Section	Controls
SpeedFusion VPN Route Isolation	An **Enable** checkbox
Network Advertising	A text field naming the connections to advertise
Static Route Advertising	An **Enable** checkbox, then **Excluded Networks** taking a network address and a Subnet Mask
Custom Route Advertising	An **Enable** checkbox, then **Networks** taking a network address and a Subnet Mask

Both Subnet Mask dropdowns hold the full 32 entries, `128.0.0.0 (/1)` through `255.255.255.255 (/32)`.

Note the following:

- **Network Advertising names connections.** The screen states that the networks of the LAN, VLAN and WAN connections with the specified names will be advertised, and that if no connections' names match, all LAN and VLAN networks will be advertised. Enter connection names exactly as they appear on the device.
- **The two route advertising sections take opposite lists.** Static Route Advertising takes **Excluded Networks**, which are not advertised. Custom Route Advertising takes **Networks**, which are advertised.

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The two sections also cover different routes, as the information icon on each states:

Section	What it advertises
Static Route Advertising	LAN static routes, over OSPF and RIPv2. Static routes that match the **Excluded Networks** table are not advertised
Custom Route Advertising	Routes that are not LAN, WAN or Static Routes. Networks added to the **Networks** table are advertised over OSPF and RIPv2

Custom Route Advertising is for routes the other sections do not reach. Its information icon defines its scope as routes that are not LAN, WAN or Static Routes, so a network that already appears in Network Advertising or Static Route Advertising does not need to be added here.

8.10.4. Router ID

A free text area that assigns a router ID per device.

- The format the screen gives is `"serial-number","ip-address"`.
- The example it shows is `"1234-AAAA-0001","10.10.10.1"` and `"1234-BBBB-0002","10.20.20.2"`.
- The screen states that the router ID will be the router's LAN IP address for devices not specified here. List a device only to assign a different router ID.
- It also states that only serial numbers of devices in this group will be processed. List only devices that belong to the group.

8.10.5. Controls on This Screen

Control	What it does
Managed	Marks the setting as managed by InControl 2
Enable	Reveals the editor and turns OSPF and RIPv2 route advertisement on
Save Changes	Commits the change. Greyed out until a change is made
Cancel	Discards the change

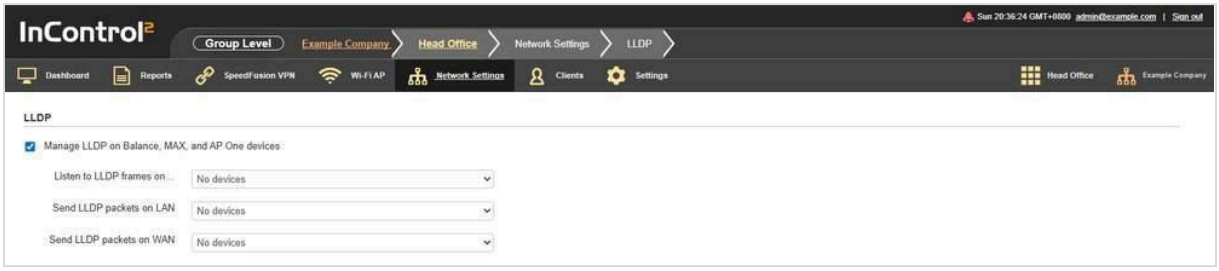
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8.11. LLDP

Control whether devices in the group listen for and send LLDP frames, and on which interfaces, LAN or WAN.

Where to find it

`Group > Network Settings > LLDP`



The LLDP screen. Listening and sending are three separate selections, each with its own device scope.

8.11.1. Switching Group Management On

The screen is governed by **Manage LLDP on Balance, MAX, and AP One devices**. Before selecting it, see 8.1.1 Before You Tick a Manage Checkbox.

8.11.2. Controls on This Screen

Control	What it does
Manage LLDP on Balance, MAX, and AP One devices	Switches group level LLDP management on or off
Listen to LLDP frames on…	Selects which devices receive and process LLDP frames
Send LLDP packets on LAN	Selects which devices advertise LLDP on their LAN interfaces
Send LLDP packets on WAN	Selects which devices advertise LLDP on their WAN interfaces
Save Changes	Commits the change. Greyed out until a change is made

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Control	What it does
Cancel	Discards the change

8.11.3. Device Scope

All three selections offer the same five choices:

- No devices
- All devices
- Devices with any of the following tags
- Devices with all of the following tags
- Devices with none of the following tags

Note the following:

- **Listening and sending are independent.** A device can be set to listen for neighbour advertisements without advertising itself.
- **LAN and WAN are separate selections.** Sending LLDP on the LAN does not send it on the WAN, and the two can target different sets of devices.
- `No devices` is a selectable option in its own right, so a selection can be turned off without turning off LLDP management for the whole group.

8.12. IGMP Snooping

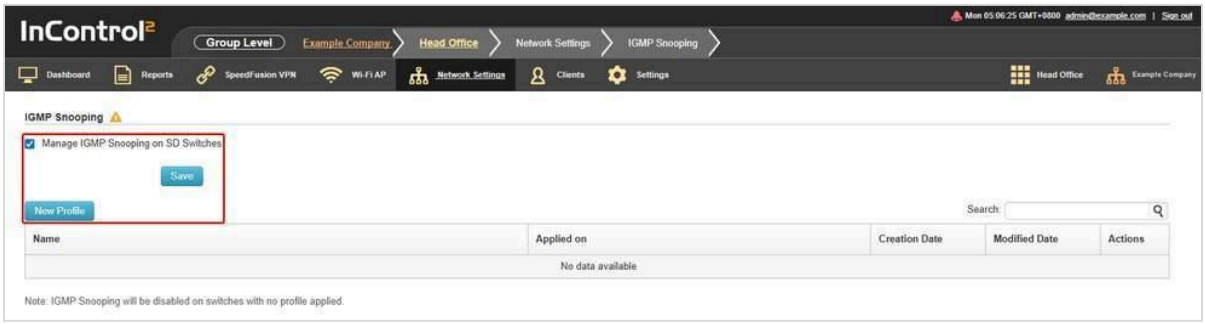
Manage IGMP snooping on every Peplink SD Switch in the group from one place, through profiles.

Where to find it

`Group > Network Settings > IGMP Snooping`

The screen appears in the menu of a group that holds SD Switches.

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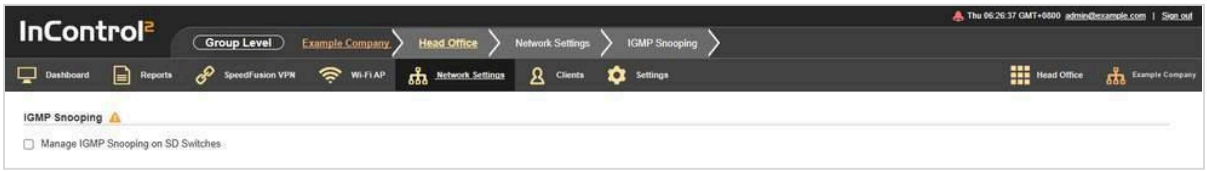
Selecting the Manage checkbox shows Save, New Profile and the profile list. The checkbox, Save and New Profile are outlined in red.



A group already managing IGMP snooping. Its one profile applies to All SD Switches, and the Actions column holds a clone icon and a delete icon.

8.12.1. Switching Group Management On

The screen is governed by **Manage IGMP Snooping on SD Switches**. Until it is selected, the page shows only that checkbox. Selecting it shows **Save**, **New Profile** and the profile list. Click **Save** to start managing. Before selecting it, see 8.1.1 Before You Tick a Manage Checkbox.



The screen as it first opens. Only the Manage IGMP Snooping on SD Switches checkbox is shown, with a warning icon beside the heading.

A warning icon beside the heading has this tooltip: `This setting does not apply to the following SD Switch models: 24 PoE 2.5G Switch, 24 PoE 2.5G Switch Rugged, 48 PoE 2.5G Switch`.

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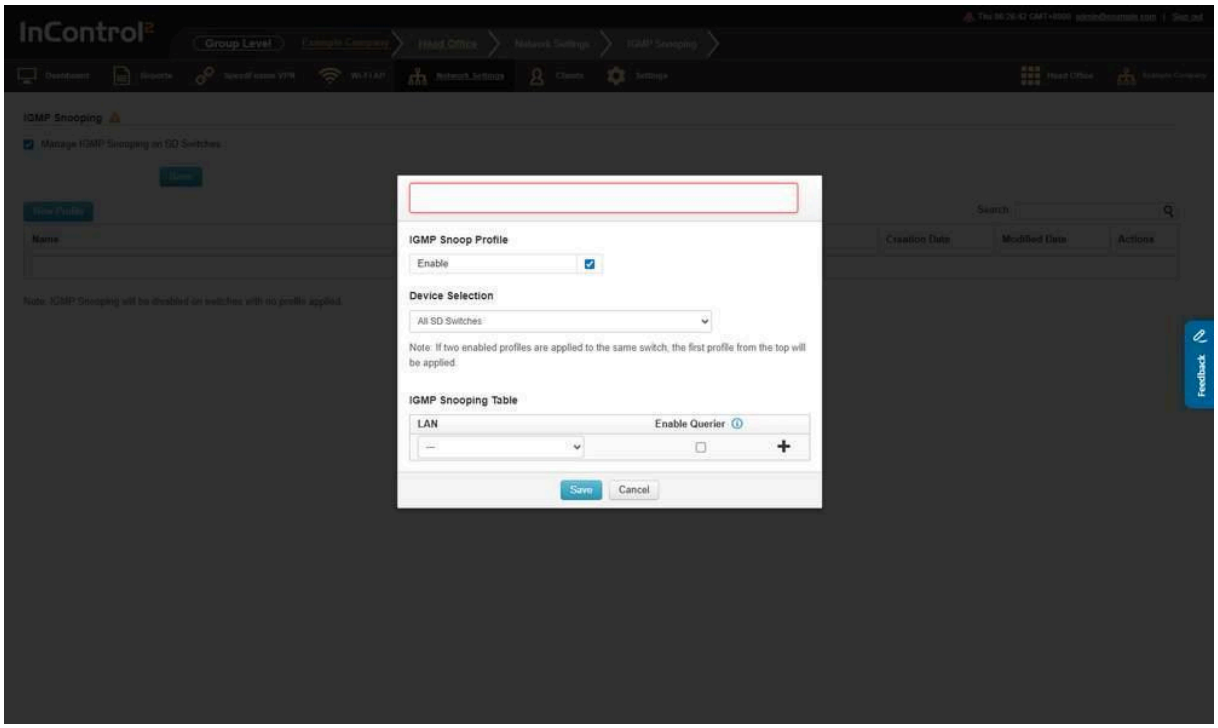
8.12.2. The Profile List

Column	What it shows
Name	The profile name
Applied on	The switches the profile reaches
Creation Date	When the profile was created
Modified Date	When it was last changed
Actions	Per row actions for that profile

The page states: `Note: IGMP Snooping will be disabled on switches with no profile applied.`

> ***Caution:*** *A switch that no profile reaches has IGMP snooping turned off. Check* ***Applied on*** *for every switch before saving.*

8.12.3. Creating a Profile



New Profile opens the form. The name box sits at the top, and the IGMP Snooping Table takes one row per LAN.

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Field	Notes
Name	The box at the top of the form
Enable	Selected by default
Device Selection	**All SD Switches**, or SD Switches with any, all or none of the chosen tags
IGMP Snooping Table	One row per LAN. **LAN** selects the network, for example **Default VLAN**, and **Enable Querier** is a checkbox per row. **+** adds a row

The form states: `Note: If two enabled profiles are applied to the same switch, the first profile from the top will be applied.`

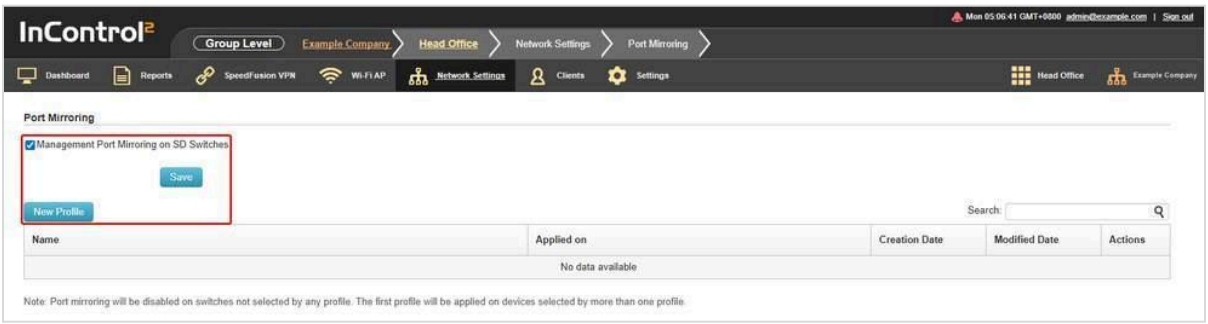
8.13. Port Mirroring

Copy traffic from source ports to a destination port on the group's Peplink SD Switches, through profiles. This supports troubleshooting at remote sites.

Where to find it

`Group > Network Settings > Port Mirroring`

The screen appears in the menu of a group that holds SD Switches.



Selecting the Management checkbox shows Save, New Profile and the profile list. The checkbox, Save and New Profile are outlined in red.

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A group already managing port mirroring. Its one profile applies to SD Switches carrying a chosen tag, and the note beneath the list states which profile is applied.

8.13.1. Switching Group Management On

The screen is governed by **Management Port Mirroring on SD Switches**. Until it is selected, the page shows only that checkbox. Selecting it shows **Save**, **New Profile** and the profile list. Click **Save** to start managing. Before selecting it, see 8.1.1 Before You Tick a Manage Checkbox.



The screen as it first opens. Only the Management Port Mirroring on SD Switches checkbox is shown, cleared.

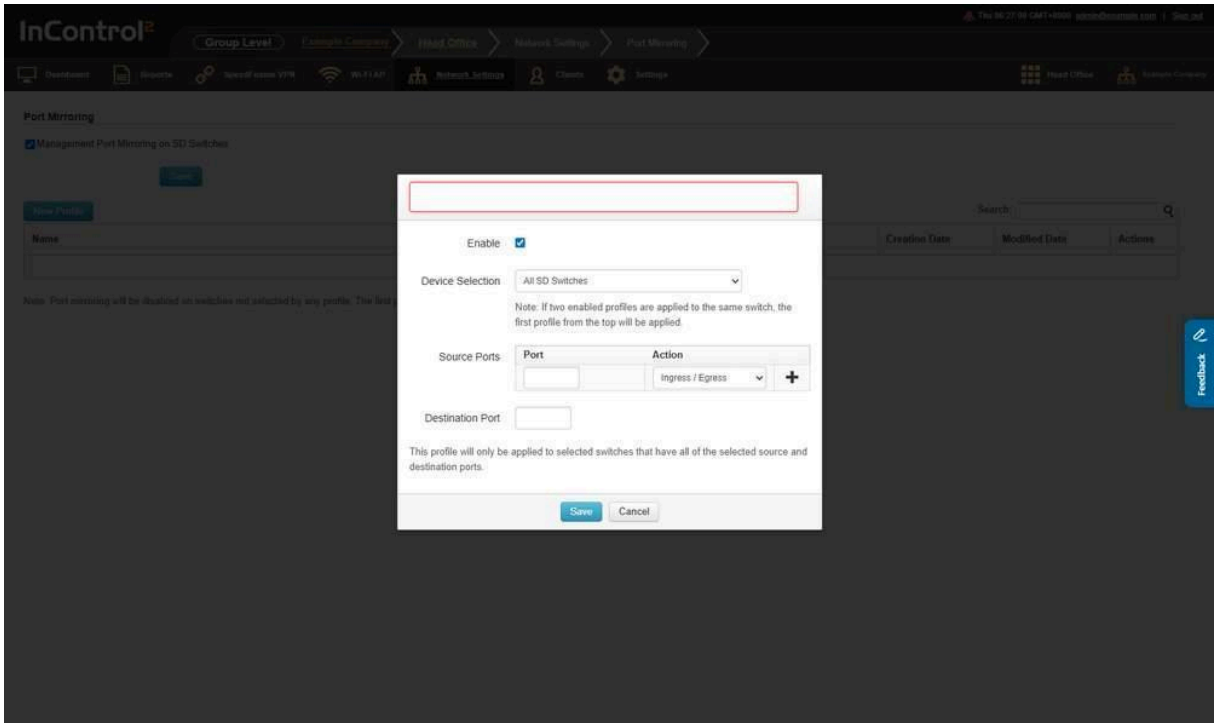
8.13.2. The Profile List

Column	What it shows
Name	The profile name
Applied on	The switches the profile reaches
Creation Date	When the profile was created
Modified Date	When it was last changed
Actions	Per row actions for that profile

The page states: `Note: Port mirroring will be disabled on switches not selected by any profile. The first profile will be applied on devices selected by more than one profile.`

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8.13.3. Creating a Profile



New Profile opens the form. Source Ports takes one row per port, each with its own direction.

Field	Notes
Name	The box at the top of the form
Enable	Selected by default
Device Selection	**All SD Switches**, or SD Switches with any, all or none of the chosen tags
Source Ports	One row per port. **Port** takes the port number and **Action** offers **Ingress / Egress**, **Ingress** or **Egress**. **+** adds a row
Destination Port	The port number that receives the copied traffic

The form states two notes:

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- If two enabled profiles are applied to the same switch, the first profile from the top will be applied.
- This profile will only be applied to selected switches that have all of the selected source and destination ports.

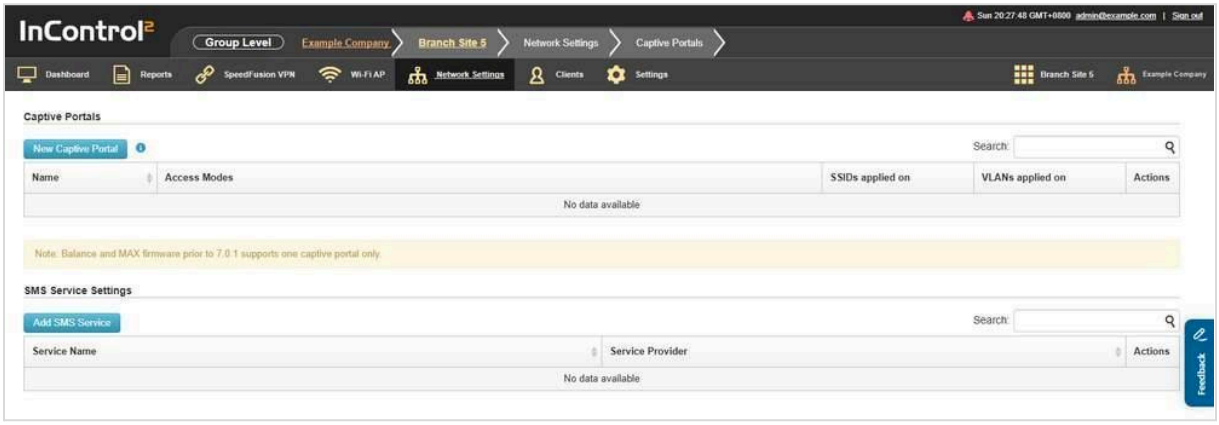
A profile is not applied to a selected switch that lacks one of its ports.

8.14. Captive Portals

Define captive portals for guest sign in, create, reactivate or limit guest accounts, and register the SMS service used by the SMS access mode.

Where to find it

Group > Network Settings > Captive Portals



The Captive Portals screen. SMS Service Settings is a second list further down the same page.

The screen has two separate lists, **Captive Portals** and **SMS Service Settings**.

8.14.1. The Captive Portal List

Column	What it shows
Name	The portal name
Access Modes	The sign-in methods the portal offers
SSIDs applied on	Which SSIDs the portal is attached to

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Column	What it shows
VLANs applied on	Which VLANs the portal is attached to
Actions	Per row actions for that portal

An empty list shows **No data available**.

The page shows a firmware note beneath the list: Balance and MAX firmware prior to 7.0.1 supports one captive portal only. Additional portals do not apply to devices on older firmware.

8.14.2. The SMS Service List

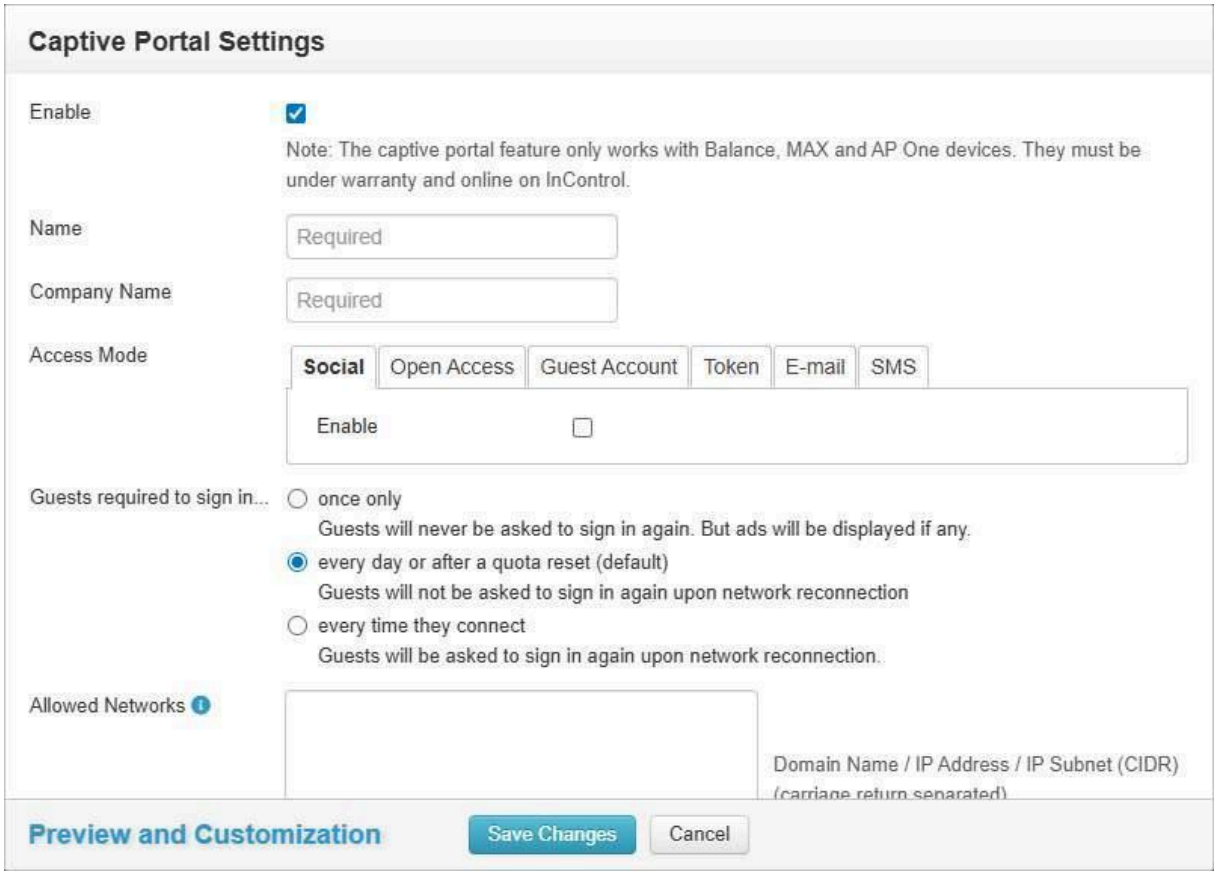
Column	What it shows
Service Name	The name given to the SMS service entry
Service Provider	The provider the entry uses
Actions	Per row actions for that entry

8.14.3. Controls on This Screen

Control	What it does
New Captive Portal	Opens **Captive Portal Settings**, for a portal served by InControl 2
Add SMS Service	Opens **SMS Services**
Search	Filters the list it sits above

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8.14.4. Captive Portal Settings



The captive portal editor, with the device and warranty note at the top.

The editor opens with a note stating that the captive portal feature only works with Balance, MAX and AP One devices, and that they must be under warranty and online on InControl 2.

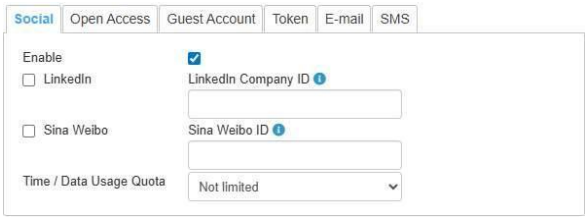
Field	Notes
Enable	Turns the portal on or off
Name	The portal name
Company Name	The company name shown by the portal
General Description	Free text shown on the portal. Supports markdown syntax for links, in the form the editor gives: `This is a hyperlink`
Access Mode	The sign-in methods the portal offers

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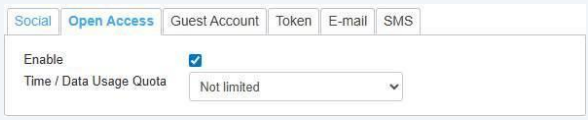
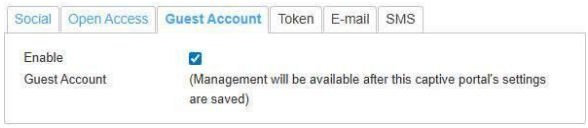
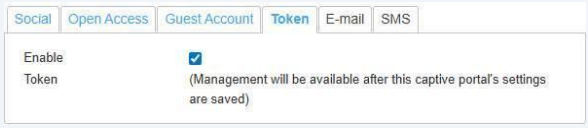
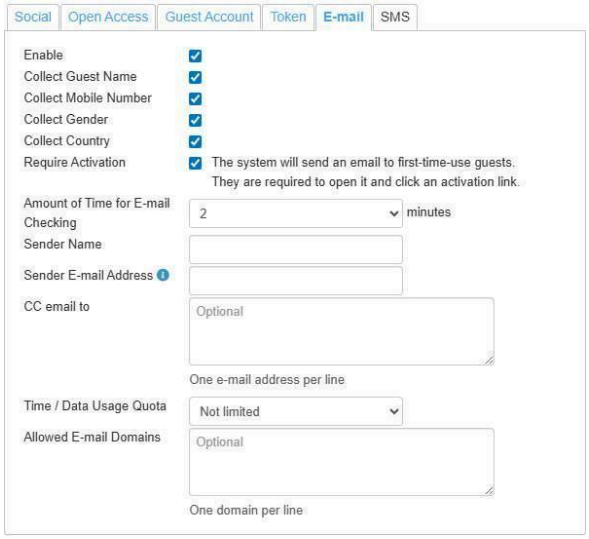
Field	Notes
Guests required to sign in...	How often a returning guest must sign in again
Connect to Internet	The text of the button a returning guest sees. See *Sign in frequency* below
Allowed Networks	Free text area. Domain Name, IP Address or IP Subnet in CIDR form, one entry per line. Guests can reach these networks before they sign in
Allowed Clients	Free text area. MAC, IP Address or Host Identifier, one entry per line. These clients go online without signing in at all
Allowed Grouped MAC Addresses	Selects a MAC address group defined in Grouped MAC Addresses (8.7 Grouped MAC Addresses). Shows None until a group is selected. Define the group there first
Inactive Timeout	Minutes of inactivity before a client is signed out
Google Analytics Tracking ID	Adds Google Analytics tracking code to the portal
Landing Page	Four URL fields for the page a guest is sent to after signing in

8.14.5. Access Mode

Access Mode offers six methods, each with its own tab in the editor:

Access Mode	Screenshot
Social	 *The Social tab with Enable selected. LinkedIn and Sina Weibo each have a checkbox and an ID field, followed by Time / Data Usage Quota.*

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Access Mode	Screenshot
Open Access	 *The Open Access tab with Enable selected. Its only setting is Time / Data Usage Quota.*
Guest Account	 *The Guest Account tab with Enable selected. Account management is available only after the portal is saved.*
Token	 *The Token tab with Enable selected. Token management is available only after the portal is saved.*
E-mail	 *The E-mail tab with Enable selected. The four Collect checkboxes and Require Activation are already selected once Enable is selected. Sender E-mail Address receives guest replies.*

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Access Mode	Screenshot
SMS	 *The SMS tab in a group with no SMS service. The Enable row holds a message instead of a checkbox.*

The portal settings below Access Mode are the same on all six tabs. Choosing a different mode changes how a guest signs in, not which portal settings are available.

Social sign in requires a manually obtained ID. The Social tab asks for a page or company ID per network, and the editor explains where to find two of them:

Field	What the editor says
Sina Weibo	Open a Sina Weibo user page, view its HTML source and search for `$CONFIG['oid']=`. The ID is shown on the right of the string
LinkedIn	The company ID is the string between `/company/` and `?` in a LinkedIn Company page URL. In `https://www.linkedin.com/company/105127?trk=...` the ID is `105127`

The E-mail mode's Sender E-mail Address receives guest replies. The editor states that if a guest replies to the activation e-mail, the reply goes to this address. Use a monitored mailbox.

SMS has a prerequisite. Until an SMS service exists, the SMS tab shows the message `Please close this window and fill in SMS Service Settings first.` in place of its Enable control. Add the SMS service before creating the portal.

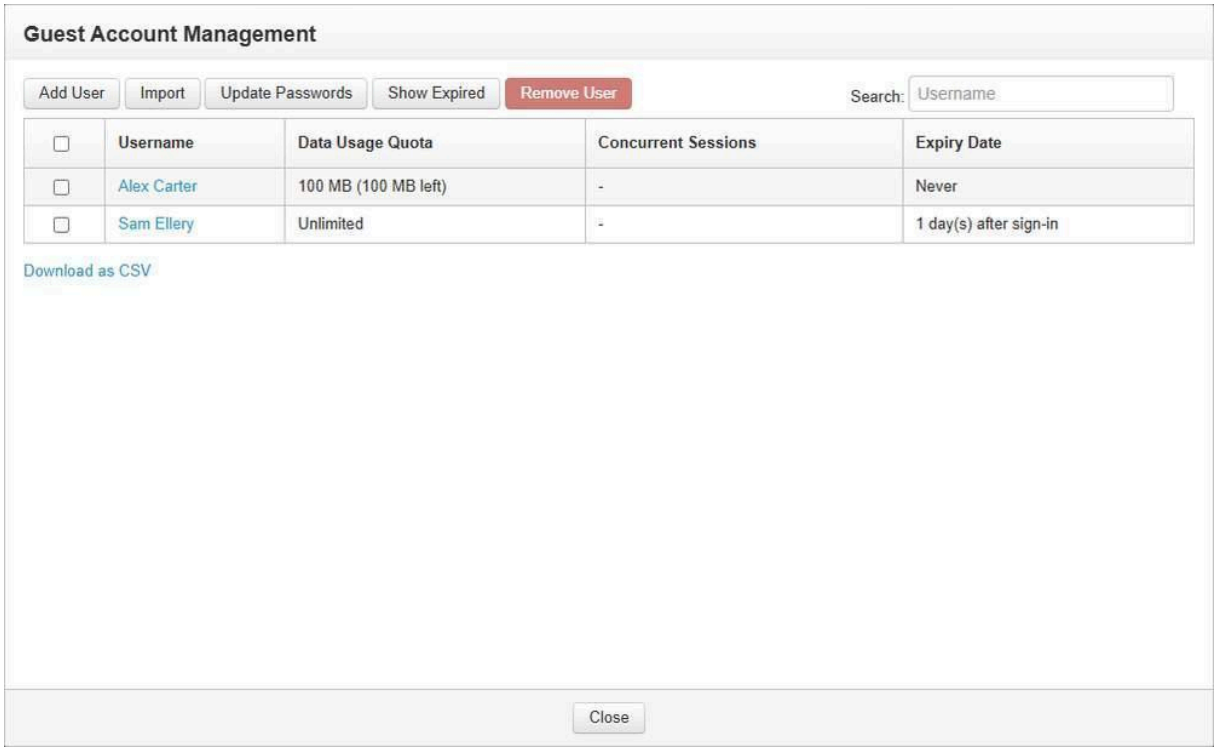
8.14.6. Guest Account Management

The Guest Account tab creates no accounts of its own. It has a **Manage** button, which opens a separate screen holding the accounts.

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Where to find it

`Group > Network Settings > Captive Portals`, then the portal's name in the Name column, then the **Guest Account** tab, then **Manage**



The account list for one portal. Data Usage Quota reports both the quota and what is left of it, and the name in the Username column opens the account.

The account list belongs to one captive portal, not to the group. Each portal keeps its own accounts, so a group with several portals has several unrelated lists, and an account created under one portal cannot sign in to another. Create the account under the portal the guest connects to.

Column	What it shows
Username	The name the guest signs in with. Selecting it opens the account
Data Usage Quota	The account's quota and how much of it remains, for example `100 MB (100 MB left)`. `Unlimited` when the account has no quota

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Column	What it shows
Concurrent Sessions	The session limit set on the account. `-` when Allow Concurrent Use is off
Expiry Date	When the account expires, for example `Never` or `1 day(s) after sign-in`, or `Expired`
Actions	Present only while **Show Expired** is on. It holds **Reactivate** on an expired account and is empty on every other row

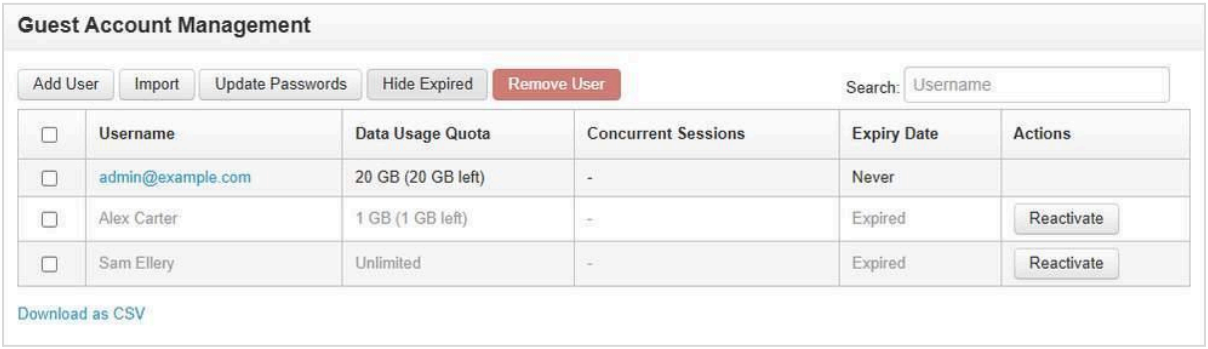
An empty list shows **No data available**.

Expired accounts are hidden by default. The list opens showing only accounts that are still valid. Click **Show Expired** to list expired accounts as well.

Control	What it does
Add User	Opens the account form, described below
Import	Opens **Step 1: CSV File Upload**, which creates accounts in bulk from a CSV file
Update Passwords	Changes the passwords on guest accounts
Show Expired	Adds expired accounts to the list, greyed out, and adds an **Actions** column with **Reactivate**. The button then reads **Hide Expired**
Remove User	Deletes the accounts selected in the first column. It is greyed out until a row is selected
Search	Filters the list by Username
Download as CSV	Retrieves the list as a CSV file
Close	Closes the screen and returns to the portal editor

An expired account is reactivated rather than recreated. Each expired row has a **Reactivate** button in the Actions column, so an account whose expiry date has passed can be restored instead of being set up again. Rows that have not expired have no button.

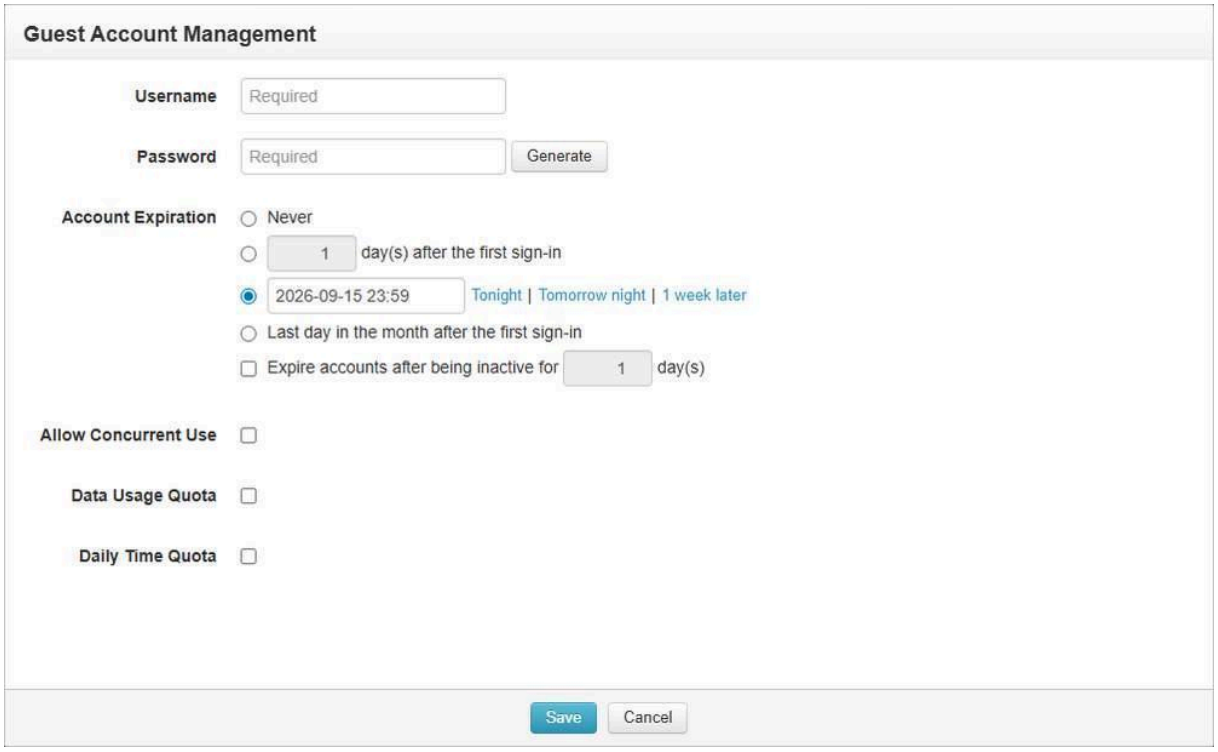
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A portal's list with Show Expired on. The two expired accounts are greyed out and each offers Reactivate, while the account that is still valid has an empty Actions cell.

8.14.7. The Guest Account Form

Add User and an existing account open the same form.



A new account before anything is enabled. Allow Concurrent Use, Data Usage Quota and Daily Time Quota are checkboxes that show further options when selected.

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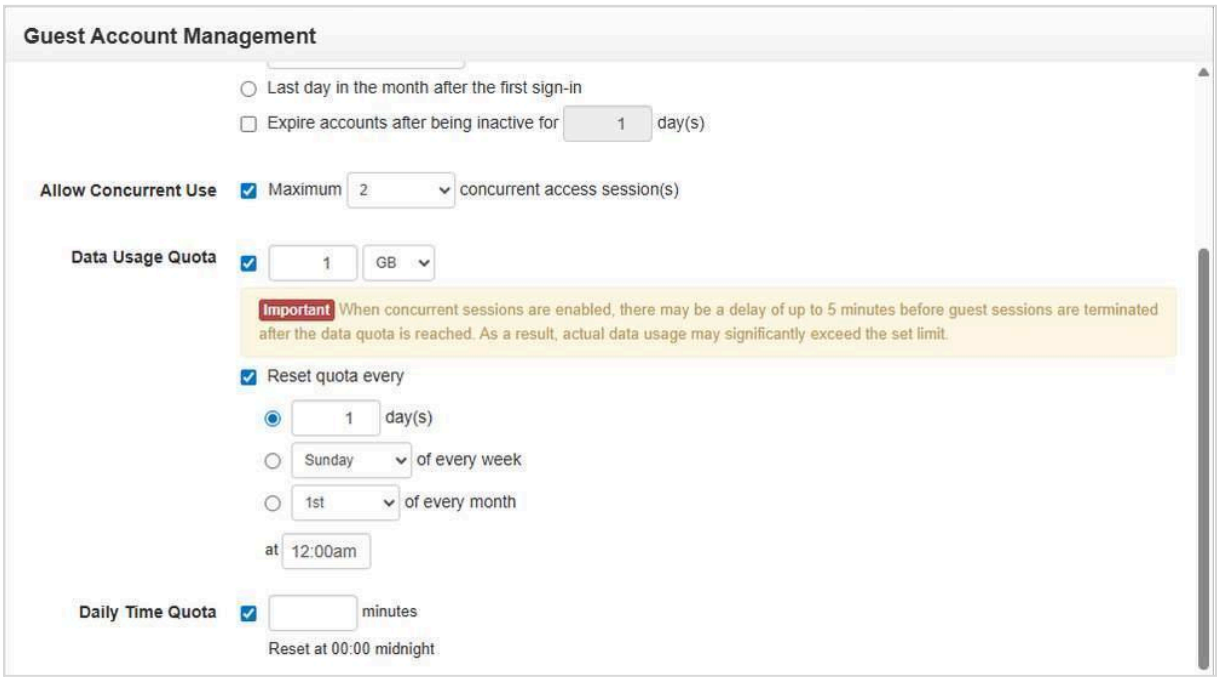
Field	Notes
Username	The name the guest signs in with. Required
Password	The guest's password. Required. **Generate** fills it in
Account Expiration	When the account stops working. Four choices, below
Expire accounts after being inactive for	A separate checkbox, with a number of days. It expires an account that goes unused, independently of the expiry date above
Allow Concurrent Use	Whether one account may hold more than one session at a time
Data Usage Quota	A volume cap on the account
Daily Time Quota	A time cap on the account, in minutes. The form states that it resets at 00:00 midnight

Account Expiration offers four mutually exclusive settings:

Setting	Notes
`Never`	The account does not expire
`N day(s) after the first sign-in`	The clock starts when the guest first signs in, not when the account is created
A fixed date and time	Entered as `YYYY-MM-DD HH:MM`. **Tonight**, **Tomorrow night** and **1 week later** fill the field in
`Last day in the month after the first sign-in`	Also dated from the first sign in

The quota controls hide their options until selected. Allow Concurrent Use, Data Usage Quota and Daily Time Quota each show as a checkbox only. Selecting it shows the rest of the setting.

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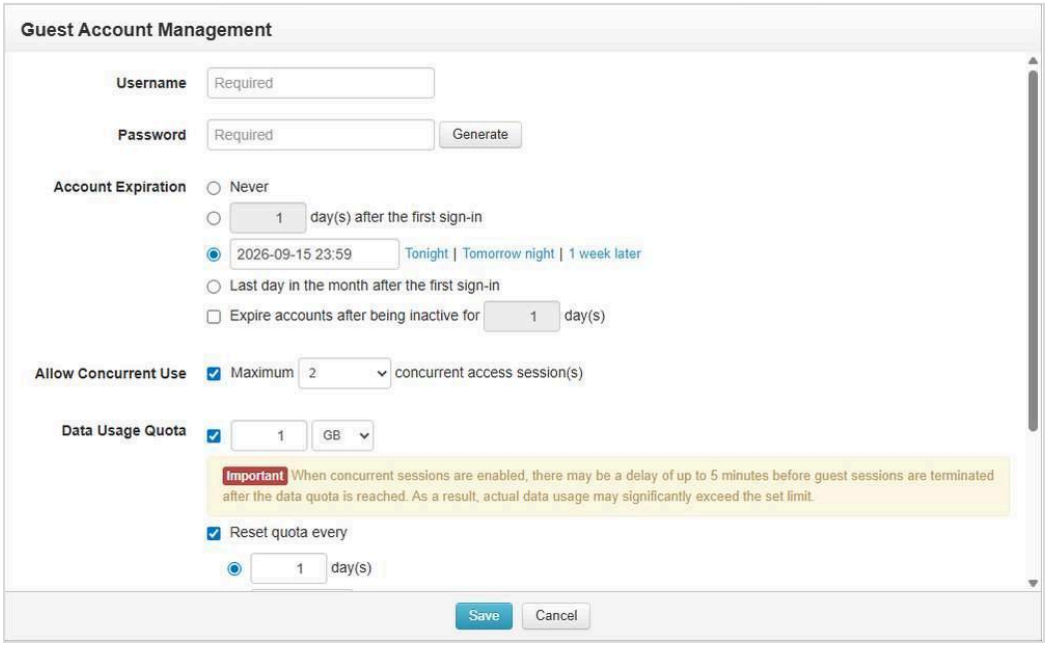


The lower half of the form with all three quota controls enabled. These controls are visible only after scrolling down the form.

Control	What appears once it is selected
Allow Concurrent Use	`Maximum` and a list of 2 to 10, or `Unlimited`, `concurrent access session(s)`
Data Usage Quota	A number and a unit of `GB` or `MB`, plus the **Reset quota every** checkbox below it
Reset quota every	A schedule, plus a time field labelled `at`. The schedules are `N day(s)`, a chosen weekday `of every week`, or `1st` to `28th` or `Last day of every month`
Daily Time Quota	A number of `minutes`

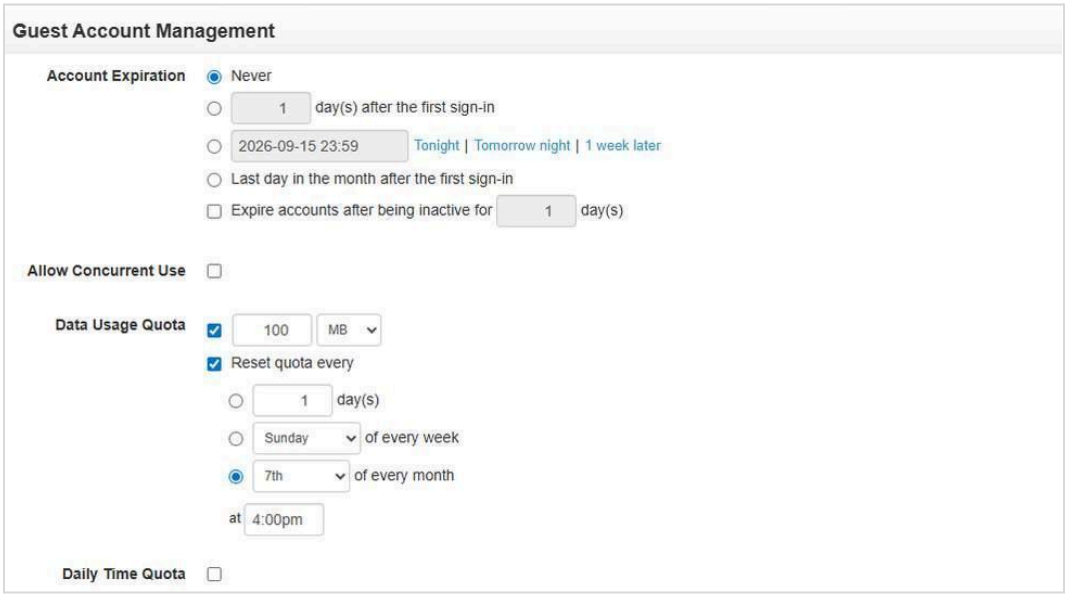
The form shows a warning when Allow Concurrent Use is selected together with a data quota: when concurrent sessions are enabled, there may be a delay of up to 5 minutes before guest sessions are terminated after the data quota is reached, and actual data usage may significantly exceed the set limit. Where a strict data limit is required, leave Allow Concurrent Use cleared.

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The upper half of the form with Allow Concurrent Use and Data Usage Quota selected. The Important note about the data quota appears directly beneath the quota field.

The quota and its reset schedule are set per account. Accounts in the same list can have different quotas, and changing one does not affect the others.

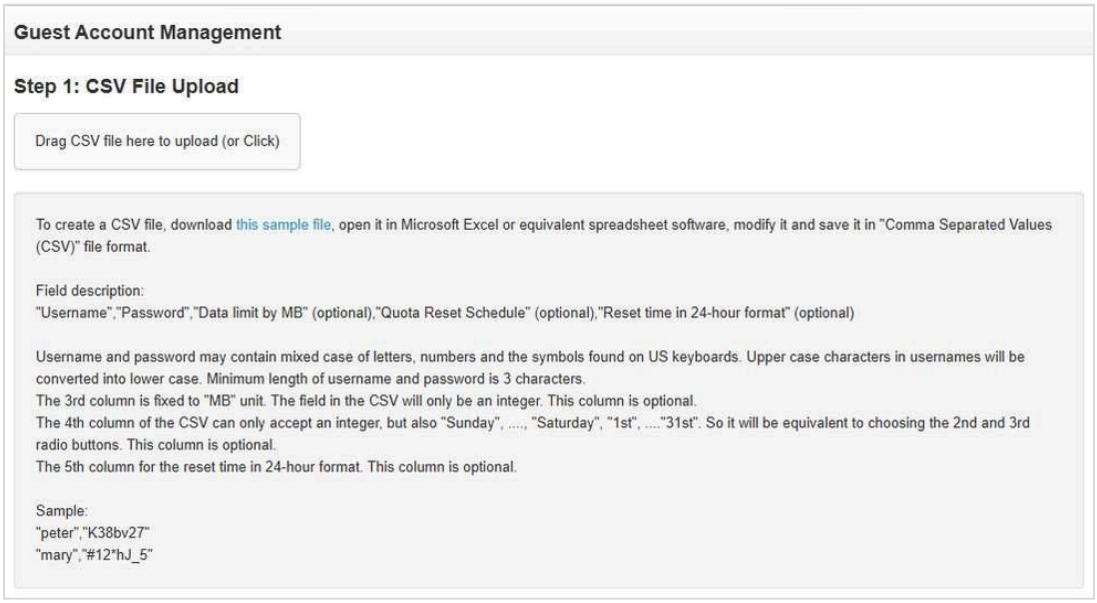


One account's own quota and reset schedule. The account beside it in the same portal is listed as Unlimited.

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8.14.8. Importing Guest Accounts

Import replaces the list with a CSV upload step.



The import step. The field description states that three of the five columns are optional and the third is fixed to MB.

The screen states the file's format in full:

Column	What it holds
1	`Username`
2	`Password`
3	`Data limit by MB`, optional. An integer, and the unit is fixed to MB
4	`Quota Reset Schedule`, optional. An integer, or `Sunday` to `Saturday`, or `1st` to `31st`, which is equivalent to choosing the second or third reset schedule on the account form
5	`Reset time in 24-hour format`, optional

The screen also states:

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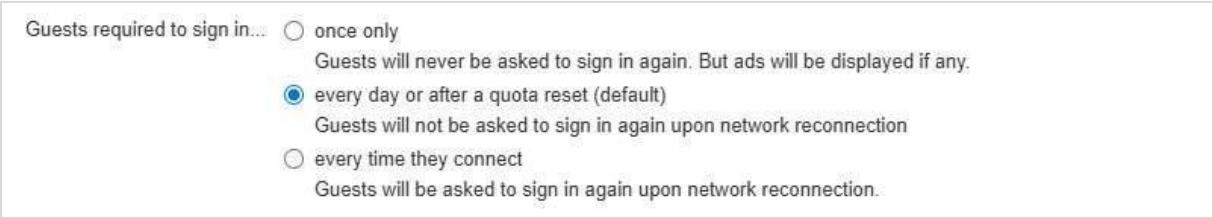
- Usernames and passwords may contain mixed-case letters, numbers and the symbols found on US keyboards.
- Upper case characters in a username are converted to lower case.
- The minimum length of a username and of a password is 3 characters.

This sample file downloads a template to start from, and the screen recommends editing it in a spreadsheet and saving it back as `Comma Separated Values (CSV)`.

8.14.9. Sign-in Frequency

Guests required to sign in... offers three settings, each with its own explanation in the editor:

Setting	What the editor says
once only	Guests will never be asked to sign in again. But ads will be displayed if any
every day or after a quota reset (default)	Guests will not be asked to sign in again upon network reconnection
every time they connect	Guests will be asked to sign in again upon network reconnection



The three Guests required to sign in... choices, each with its explanation beneath it. every day or after a quota reset (default) is selected.

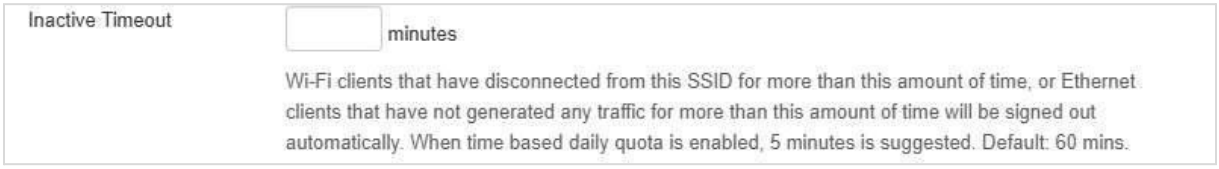
`every time they connect` **is what makes the Connect to Internet field visible to guests.** That field supplies the button text, and the editor states guests see the button when they reconnect if the portal is configured to require them to sign in every time they connect.

8.14.10. Inactive Timeout

Inactive Timeout applies differently by client type. The editor states that Wi-Fi clients that have disconnected from this SSID for more than this amount of time, or Ethernet clients that have not generated any traffic for more than this amount of time, will be signed out automatically. The

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editor gives a default of 60 minutes, and suggests 5 minutes when a time-based daily quota is enabled.



Inactive Timeout is entered in minutes, with the editor's explanation and its default beneath the field.

8.14.11. Google Analytics

The editor states the following about the tracking ID field:

- A tracking ID inserts Google Analytics tracking code into the splash page.
- Providing one disables the **Cache Splash Page on Devices** option below it. Analytics and splash page caching cannot both be used.
- Google Analytics must be configured to match. The editor instructs entering its guest portal address into the Default URL field on the Property Settings screen in Google Analytics. The address differs between organizations, so copy it from the editor.

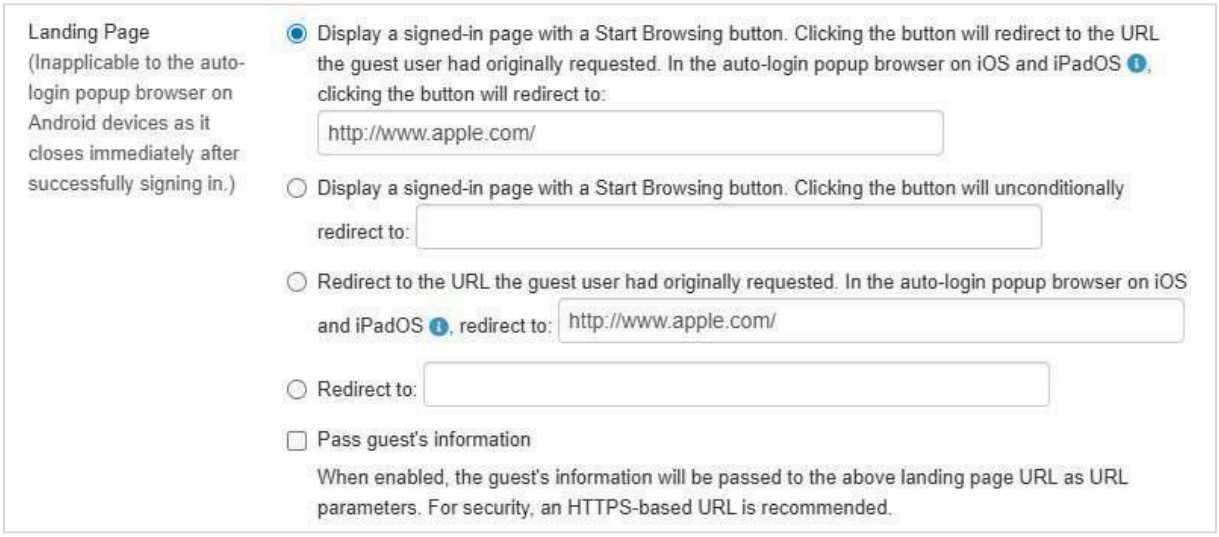
8.14.12. Landing Page

The **Landing Page** section sets where a guest goes after signing in. It offers four behaviours, each with its own URL field:

Behaviour	What the editor says
Signed-in page, then original request	Display a signed-in page with a Start Browsing button. Clicking the button will redirect to the URL the guest user had originally requested. In the auto-login popup browser on iOS and iPadOS, clicking the button will redirect to the URL you supply
Signed-in page, then fixed URL	Display a signed-in page with a Start Browsing button. Clicking the button will unconditionally redirect to the URL you supply

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Behaviour	What the editor says
Straight to original request	Redirect to the URL the guest user had originally requested. In the auto-login popup browser on iOS and iPadOS, redirect to the URL you supply
Straight to fixed URL	Redirect to the URL you supply



The four Landing Page behaviours with their URL fields, and Pass guest's information below them. The note under the heading says the section does not apply to the auto login popup browser on Android.

Note the following:

- **The section does not apply to the auto-login popup browser on Android.** The editor states that the popup closes immediately after a successful sign in, so an Android guest using it never reaches the landing page.
- **iOS and iPadOS have their own destination.** Two of the four behaviours have a separate URL for the auto-login popup browser on those platforms, because the original request is not available there.
- **Pass guest's information** passes the guest's details to the landing page as URL parameters. The editor recommends an HTTPS based URL for security when this is enabled.

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8.14.13. Splash Page Caching



Cache Splash Page on Devices, selected here, with Cache Website Server Name below it set to Default.

Control	What the editor says
Cache Splash Page on Devices	Guests retrieve the first captive portal page from devices locally for faster response. The web site address will be either `captive-portal.peplink.com` or `device.pepwave.com`
Cache Website Server Name	**Default** or **Custom**. Under Default, `captive-portal.peplink.com` and `device.pepwave.com` are used for Balance/MAX and AP One respectively

A custom cache server name needs a certificate. The editor states that when a custom address is used, an SSL certificate for that server name must be uploaded to the devices, otherwise guests see an SSL certificate warning when the captive portal opens.

Caching and Google Analytics are mutually exclusive. Supplying a tracking ID disables **Cache Splash Page on Devices** (see *Google Analytics* above).

8.14.14. Other Controls

Control	What it does
Prevent Immediate Closure of Captive Portal on Android	Delays the closing of the popup browser on Android for a specified number of seconds after a successful sign in

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Control	What it does
Guest Session Console	Gives signed in guests a page where they can see and manage their own session. Off by default. Selecting it shows **Guest Session Console Website Name**
Preview and Customization	Opens the splash page preview and customisation controls

Prevent Immediate Closure of Captive Portal on Android is disabled by default. Its tooltip states that the delay lets Android guests see their remaining quota before the popup browser closes, and that it is especially useful for portals with a data usage or time quota enabled. The Landing Page section does not apply to the same Android popup browser.

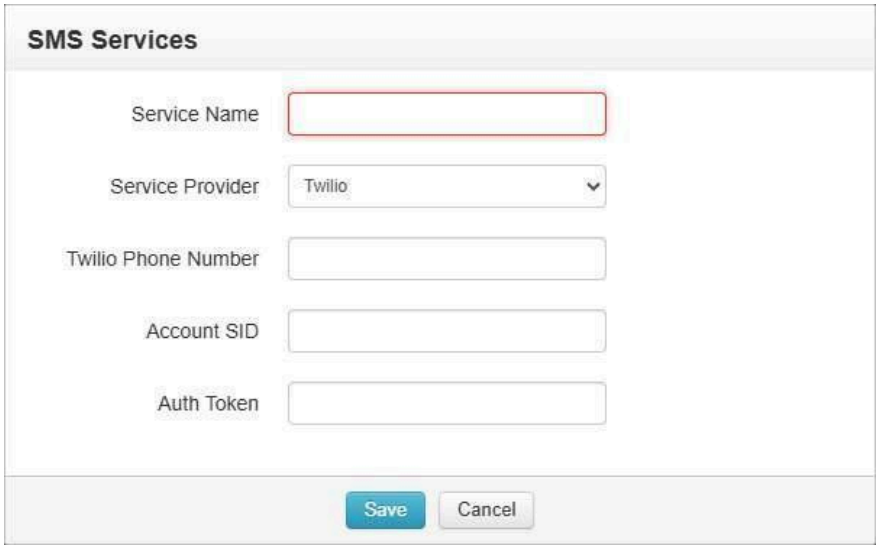
Guest Session Console takes ports 80 and 443 on the portal's own networks. Its tooltip warns that once the console is enabled, ports 80 and 443 on the LAN and VLAN IP addresses that have the captive portal service enabled can no longer be used to reach the device's web admin. The tooltip suggests moving web admin to different port numbers. Make that change before enabling the console on a device administered over its LAN address.

Selecting the checkbox also does the following:

- It shows **Guest Session Console Website Name**, an optional field. Guests who type that name into a browser, with or without a scheme, are redirected to the console. The name must contain a dot. Its tooltip also asks for a trusted captive portal SSL certificate for that name, uploaded on the Certificate Management page, otherwise guests see a certificate warning.
- It appends a message to the **Additional Message** field, as the note beneath the checkbox states.

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8.14.15. SMS Services



The SMS service editor. The credential fields are Twilio specific.

Field	Notes
Service Name	The name for this service entry
Service Provider	The provider. Twilio or Twilio Verify
Twilio Phone Number	The sending number
Account SID	The Twilio account identifier
Auth Token	The Twilio authentication token

Both providers offered are Twilio products, so an SMS portal depends on a Twilio account.

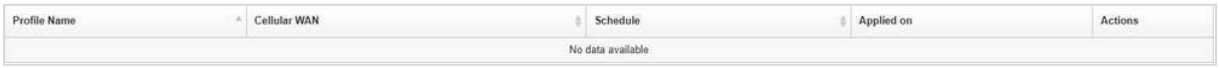
8.15. Site Survey Schedules

Schedule a scan of the cell towers near qualifying 5G devices, rather than running one on demand.

Where to find it

`Group > Network Settings > Site Survey Schedules`

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The schedule list, empty. Each row is one scheduled scan, and Add creates one.

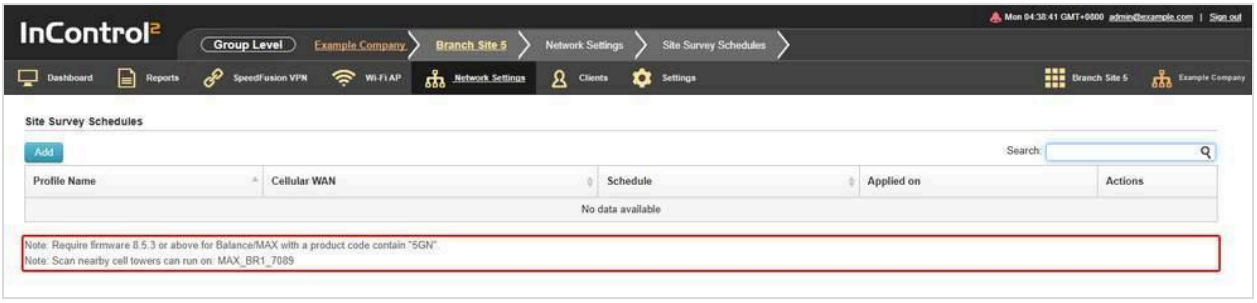
8.15.1. What This Screen Shows

Each row is one schedule. The grid reads **No data available** until one is created.

Column	What it shows
Profile Name	The schedule's name
Cellular WAN	The cellular WAN the scan runs on
Schedule	When the scan runs
Applied on	The devices the schedule is applied to
Actions	Per schedule actions

Control	What it does
Add	Creates a schedule
Search:	Filters the list

8.15.2. Which Devices Can Run a Scan



The two notes beneath the schedule list, outlined in red. The second note names the devices in the group that can run a scan.

The screen states the requirements beneath the grid:

> *Require firmware 8.5.3 or above for Balance/MAX with a product code containing "5GN".*

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Scan nearby cell towers can run on: followed by the devices in this group that qualify

The second line names the qualifying devices in this group. A device missing from that line does not meet the firmware or product code requirement above.

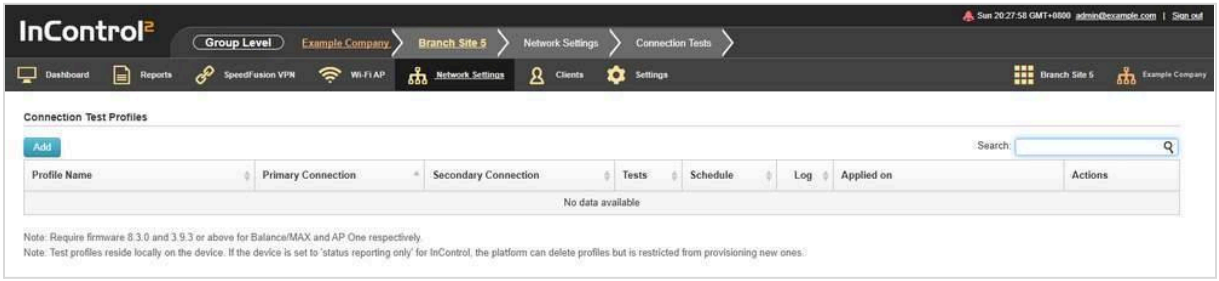
Scan results are listed per device at `Device > Reports > Site Survey`, one row per scan, under the name of the profile that produced it. See Device Reports, 15.5 Site Survey.

8.16. Connection Tests

Run the same connectivity test on every selected device on a schedule to detect degraded links, and log the failures. The page states that connection tests require firmware 8.3.0 and 3.9.3 or above for Balance/MAX and AP One respectively. It also states that test profiles reside locally on the device, and that if the device is set to 'status reporting only' for InControl 2, the platform can delete profiles but is restricted from provisioning new ones. Results are shown at `Group > Reports > Connection Test Reports` (11.10 Connection Test Reports). To e-mail them on a schedule, select a frequency for **Connection Test Reports** in `Group > Settings > Report E-mailing` (13.8 Report E-mailing (Group Level)).

Where to find it

`Group > Network Settings > Connection Tests`



The connection test profile list. Both notes beneath it affect whether a profile reaches a device.

The page is headed **Connection Test Profiles**.

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8.16.1. What This Screen Shows

Column	What it shows
Profile Name	The profile name
Primary Connection	The connection the test runs over
Secondary Connection	The second connection held by the profile, set by the editor's Secondary Connection dropdown. A row reading None tests the primary connection directly, and a row reading OpenVPN tests through an OpenVPN tunnel over it
Tests	Which tests the profile runs
Schedule	When the profile runs
Log	The logging setting for the profile
Applied on	Which devices the profile targets
Actions	Per row actions for that profile

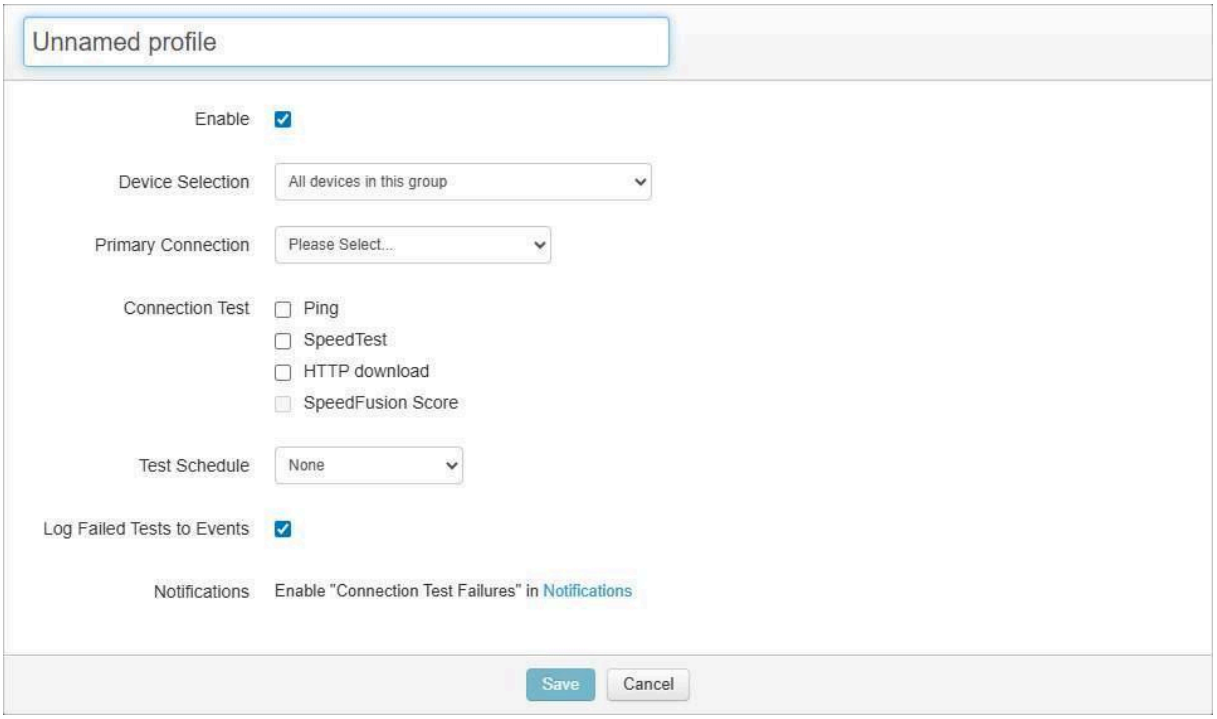
An empty list shows **No data available**.

8.16.2. Controls on This Screen

Control	What it does
Add	Opens the connection test profile editor
Search	Filters the profile list

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8.16.3. Creating a Profile



The connection test editor. Logging failures to Events is separate from raising a notification.

Field	Notes
Name	The profile name
Enable	Turns the profile on or off without deleting it
Device Selection	Chooses which devices run the test
Primary Connection	The connection the test runs over
Connection Test	Which tests to run
Schedule	When the test runs
Log Failed Tests to Events	Writes failures to the event log. Logging and notification are separate. To receive a notification of a failure, enable the notification as well

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Field	Notes
Notifications	Points to the **Connection Test Fails** notification on the Notifications page. See 13.7.5 Events You Can Be Notified About

Device Selection offers four choices:

- All devices in this group
- Devices with any of the following tags
- Devices with all of the following tags
- Devices with none of the following tags

Primary Connection offers:

- Please Select...
- Ethernet WAN
- Wi-Fi WAN
- Wi-Fi in Air Monitor mode
- Cellular WAN
- Virtual WAN
- SpeedFusion VPN, which needs firmware 8.6.0 or above on the device
- SpeedFusion Connect

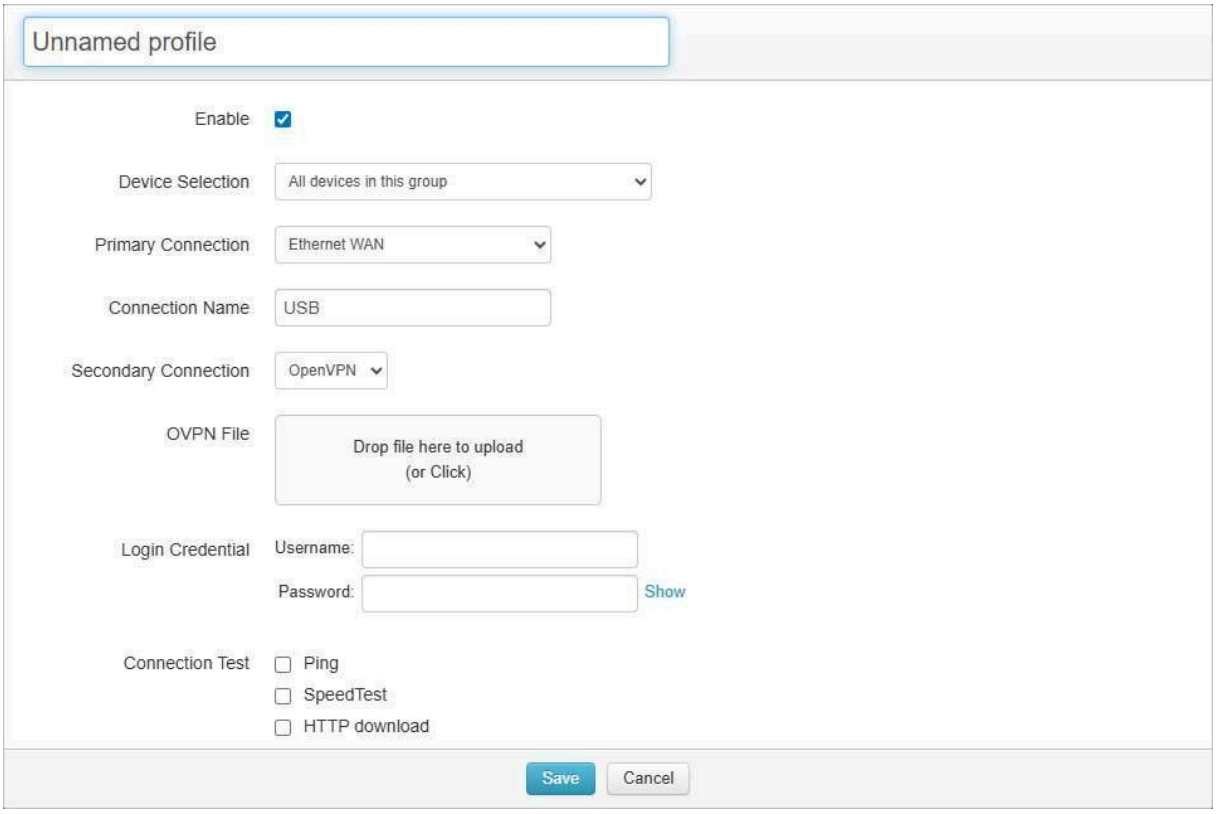
Choosing any Primary Connection adds a **Connection Name** field, which is the name of the connection on the device that the test should run over.

Secondary Connection

Choosing a WAN as the Primary Connection also adds a **Secondary Connection** dropdown, which is the column of the same name in the profile list. It offers two values:

Value	Effect
None	The test runs over the primary connection only
OpenVPN	The test runs through an OpenVPN connection carried over the primary connection

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Secondary Connection set to OpenVPN. The OVPN File drop zone and the Login Credential fields appear beneath it.

Selecting **OpenVPN** adds three things:

Field	Notes
OVPN File	A drop zone reading **Drop file here to upload (or Click)**. The OpenVPN profile the test should use
Login Credential: Username	The OpenVPN user name
Login Credential: Password	The password, with a **Show** link to reveal what has been typed

Secondary Connection appears for WAN primaries only. It is offered when Primary Connection is Ethernet WAN, Wi-Fi WAN, Wi-Fi in Air Monitor mode, Cellular WAN or Virtual WAN. It is absent when Primary Connection is SpeedFusion VPN or SpeedFusion Connect, and absent before a Primary Connection is chosen.

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Connection Test offers four tests:

- Ping
- SpeedTest
- HTTP download
- SpeedFusion Score Test

All four remain available whichever Primary Connection and Secondary Connection are chosen.

Schedule offers:

- None
- Every Monday, Every Tuesday, Every Wednesday, Every Thursday, Every Friday, Every Saturday, Every Sunday
- Every Day
- Every hour

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9. Settings (Organization Level)

This chapter covers the organization-level Settings menu, which holds the settings that apply to the whole organization rather than to one group: device membership, groups, administrators, firmware, and licences and subscriptions. Every screen in this chapter sits at organization level, so a change made here can affect devices in every group. The chapter also covers the Operation Log, which records each administrator change.

9.1. Add Devices (Organization Level)

Registers device serial numbers into the organization and places them into a group, with optional tags. **Add Devices...** on the Device Management screen (9.2 Device Management (Organization Level)) opens the same screen.

Where to find it

`Organization > Organization Settings > Add Devices`



Enter serial numbers one per line or upload a CSV file. Select the group before entering the serial numbers.

9.1.1. What This Screen Asks For

Field	What it takes
Select Group	The group the devices are added to. The list holds every group in the organization. The selected group applies to every serial number in the box, so add devices for different groups separately

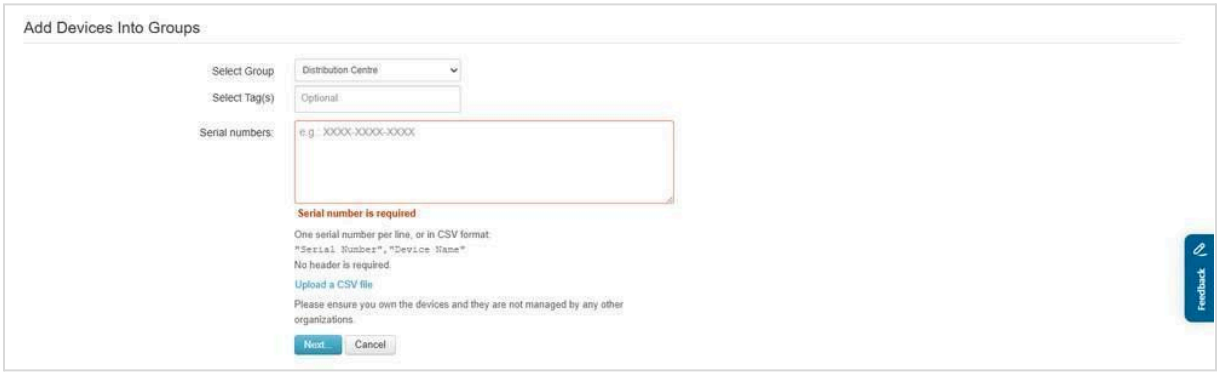
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Field	What it takes
Select Tag(s)	Optional. Tags to attach to the devices being added
Serial numbers:	One serial number per line, or CSV lines in the form `"Serial Number","Device Name"`. No header is required

Caution: *The form shows this warning above the buttons: Please ensure you own the devices and they are not managed by any other organizations.*

9.1.2. Controls on This Screen

Control	What it does
Upload a CSV file	Supplies the serial numbers from a file
Next...	Submits the form. At least one serial number is required
Cancel	Leaves the form



The Serial numbers box is required. When it is empty, the box is outlined in red with the message Serial number is required beneath it.

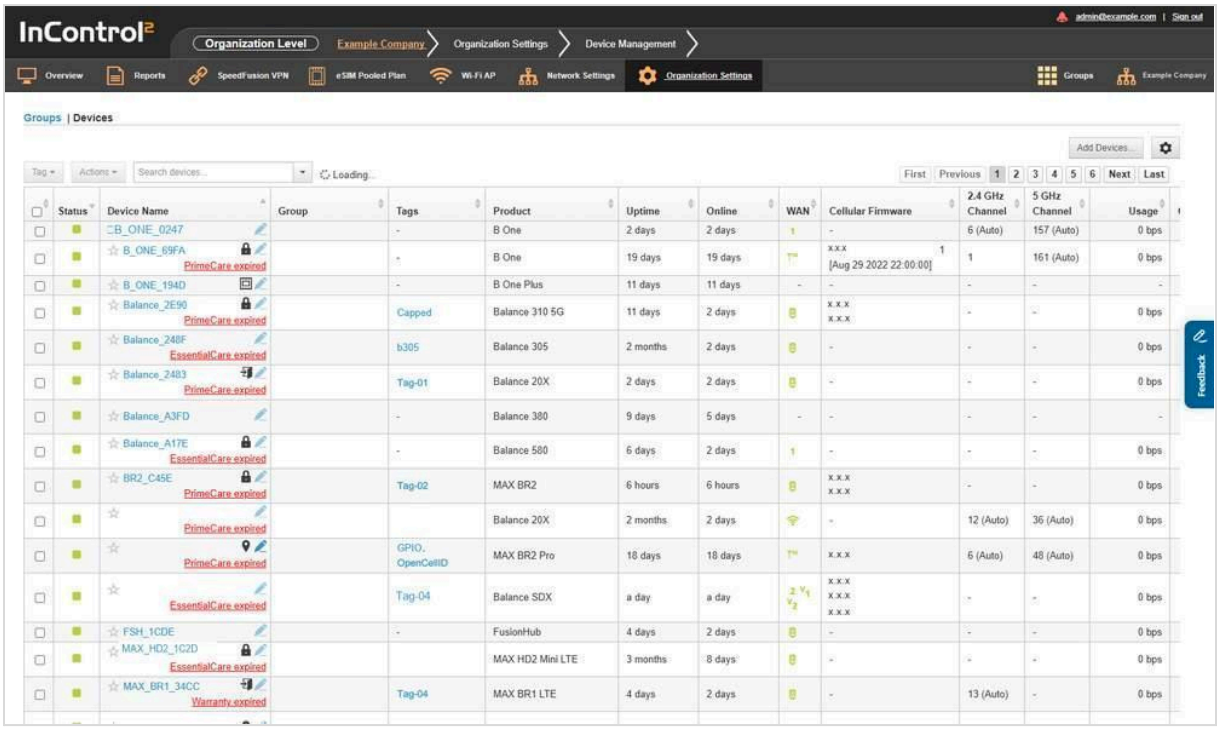
9.2. Device Management (Organization Level)

Lists every device in the organization across all groups, with its status, group, product and firmware. Use it to identify devices that are offline, have a WAN down, or need attention.

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Where to find it

Organization > Organization Settings > Device Management



The Devices tab. Subscription and warranty expiry notices appear in red beneath the device name. The Groups link at the top left returns to the group listing.

9.2.1. What This Screen Shows

The page has two headings, **Groups** and **Devices**, with the device grid below.

Column	What it shows
Status	A per-device state indicator. Hovering gives the state, for example *Online*
Device Name	The device, linking to its own pages
Group	The group the device belongs to, linking to that group
Tags	Tags attached to the device

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Column	What it shows
Product	The Peplink or Pepwave model
Uptime	How long the device has been up. Hovering gives the exact timestamp
Online	How long the device has been online. Hovering gives the exact timestamp
WAN	WAN connection indicators for the device
Cellular Firmware	The modem firmware string reported by the device
2.4 GHz Channel	The 2.4 GHz channel in use
5 GHz Channel	The 5 GHz channel in use
Usage	Current throughput
Clients	Number of connected clients
Firmware	The firmware version and build running on the device
Last Config Applied	When InControl 2 last applied configuration. Hovering gives the exact timestamp

A short **Uptime** indicates a recent restart. **Last Config Applied** shows when InControl 2 last applied configuration. Compare it with the Operation Log (9.7 Operation Log (Organization Level)) when a site's behaviour changed after a configuration change.

9.2.2. Status and Condition Indicators

In addition to the **Status** column, each device row shows condition icons, each with its own hover text.

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Condition icons beside device names in the grid. The hover text of the lock icon reads Device disabled configurations from InControl.

Indicator text	What it tells you
Online	The device is reachable by InControl 2
InControl stopped to apply configurations to device.	InControl 2 has stopped applying configuration to this device. Group and organization-level settings do not reach it
Configuration to device stopped. Configuration rolled back.	A configuration attempt was stopped and the device returned to its previous configuration
Device disabled configurations from InControl	The device is refusing InControl 2 configuration. The device is still listed and still reports status
Config patches available	Configuration patches are pending for this device. Whether they are sent automatically depends on **Auto apply configuration patches to devices** in Organization Settings
Device's web admin password remains with the default one.	The device still uses its factory web admin password
Invalid license	The licence on the device is not valid
Priority-1 down WANs	One or more WAN connections in priority 1 are down

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Indicator text	What it tells you
One or more WANs hit 100% usage and are restricted to routing management traffic only.	A WAN has reached its usage allowance and carries management traffic only. User traffic does not pass on that WAN
Cellular WAN connections are locked to specific SIM cards.	Cellular WANs on the device are tied to specific SIM cards
Ethernet, *Wi-Fi*, *Cellular*	The WAN type the indicator refers to
Firmware upgrade is available.	A newer firmware exists for the device
One or more Starlinks connected to this device have firmware pending to install.	A Starlink behind the device has firmware pending installation
With GPS data	The device is reporting position data
Follow another device's GPS location	The device takes its location from another device instead of its own GPS
Captive portal enabled	A captive portal is running on the device
Router mode	The device is in router mode
Scheduled reboot	A reboot is scheduled for the device
eSIM Pooled Plan	The device is on a Peplink eSIM pooled plan

The arrow beside **Search devices...** opens the search options, with **Match all** and the same condition icon sets as on the group screen. Select a condition, for example *Priority-1 down WANs*, *Invalid license*, *Firmware upgrade is available.* or *Device's web admin password remains with the default one.*, to list the matching devices across every group. For the panel, see *Status icons* under Device Management in Settings (Group Level) (13.1.2 Status Icons).

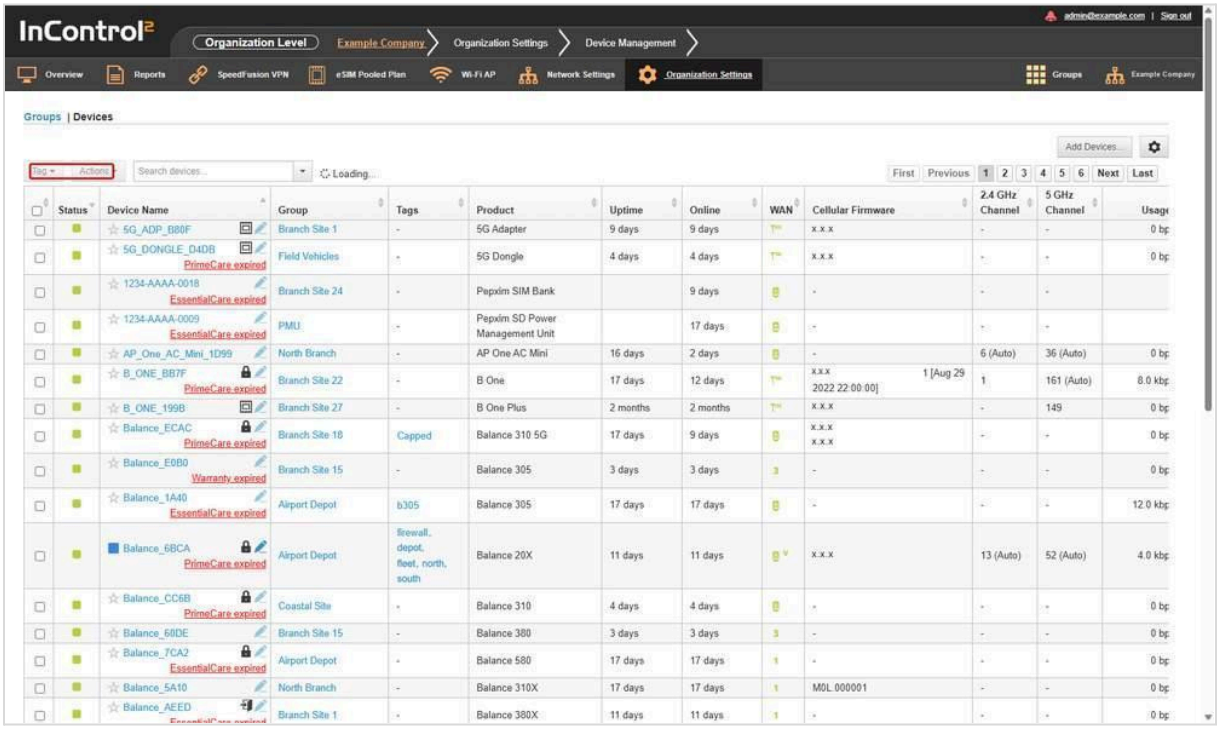
Four indicators require action:

- *InControl stopped to apply configurations to device.* and *Device disabled configurations from InControl* both mean InControl 2 is not managing the device. In the first case InControl 2 has stopped; in the second the device is refusing.
- *Device's web admin password remains with the default one.* is a security finding.
- *One or more WANs hit 100% usage and restricted to routing management traffic only.* explains a WAN that appears up but passes no user traffic.
- *Invalid license* on a device row is the same condition the Subscriptions and Licenses screen reports for FusionHub licences.

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9.2.3. Acting on Selected Devices

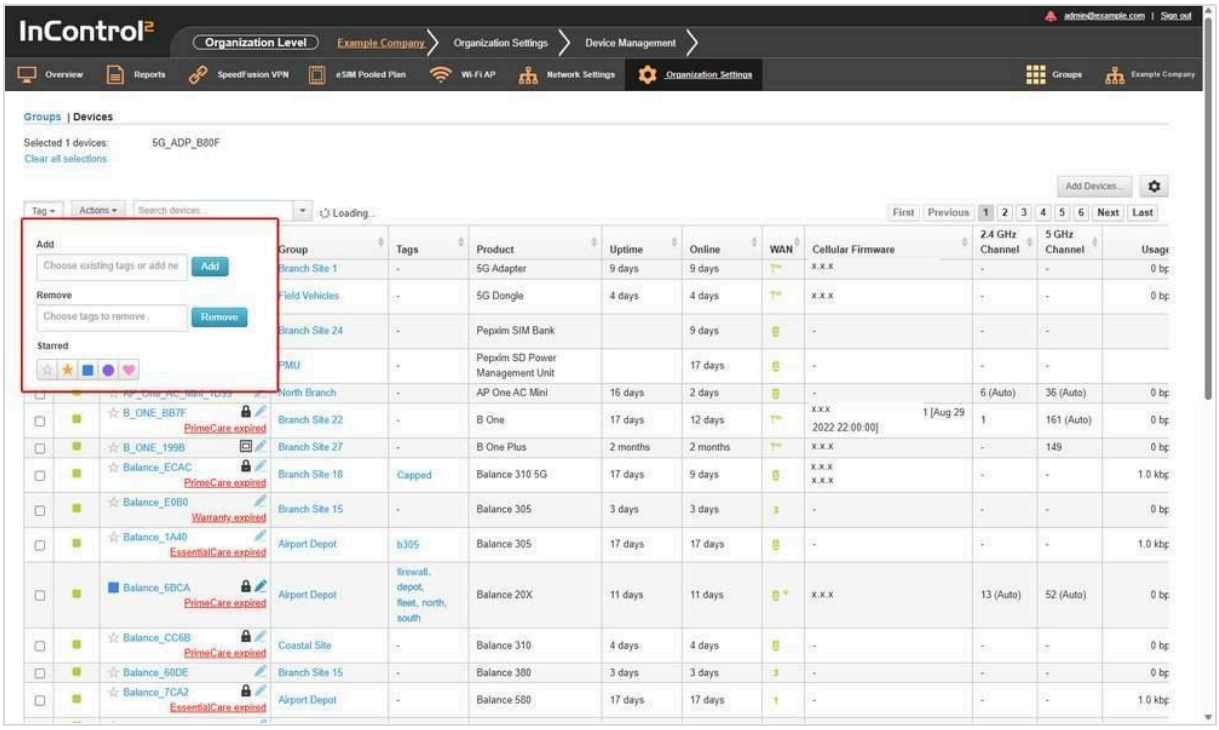
Tag and **Actions** sit beside the search box and act on the devices selected in the grid. Both are greyed out until at least one row is selected.



With no device row selected, Tag and Actions, outlined in red, are greyed out and do not open.

When a row is selected, the head of the grid shows **Selected 1 devices:** followed by the selected device names, and **Clear all selections**.

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The Tag panel, outlined in red, with one device selected. It holds an Add box, a Remove box and a row of Starred markers. The selection is named above the buttons.

Tag opens a panel of three parts:

Part	What it holds
Add	A box for selecting existing tags or typing a new one, with an **Add** button
Remove	A box for selecting tags to remove, with a **Remove** button
Starred	A row of five markers: a plain star, an orange star, a blue square, a purple circle and a pink heart

Each device name in the grid has a star outline beside it. The **Starred** row sets one marker for the whole selection.

Actions runs one action on every selected device, which at this level can span several groups. The menu is the one on `Group > Settings > Device Management`, described under *The Actions menu* in Settings (Group Level) (13.1.6 The Actions Menu), without four entries that are not offered at organization level:

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- Change map marker...
- Hardware watchdog...
- Download diagnostic reports...
- Restore to factory defaults...

For these, use Group > Settings > Device Management in the device's group. Neither menu has a reboot entry. Reboot a single device from Device > Settings > Device Tools (16.4 Device Tools), or schedule reboots under *Scheduled Reboot* on Group > Settings > Device System Management (13.4.8 Scheduled Reboot).

> ***Caution:*** *The selected action applies to every selected device, in every group the selection spans. Check the* ***Selected N devices:*** *line above the grid before confirming.*

9.2.4. Controls on This Screen

Control	What it does
Groups	Returns to the organization overview and its group listing
Search devices...	Filters the device grid
Tag	Adds tags to, or removes tags from, the selected devices, and sets their starred marker. Greyed out until a row is selected
Actions	Applies a bulk action to the selected devices. Greyed out until a row is selected
Clear all selections	Clears every selected row. Appears only while a row is selected
Add Devices...	Opens the Add Devices screen
Row checkbox	Selects a device row
Edit	Shows or hides the row checkboxes, **Tag**, **Actions** and **Update device info by CSV file**. These are shown when the page opens
Hide expiration notices	Hides the red expiry notices under device names: **PrimeCare expired**, **EssentialCare expired** or **Warranty expired**. These notices do not indicate a device fault. The checkbox sits beside **Edit** below the grid
Download as CSV	Exports the device list
Update device info by CSV file	A link under the device table that uploads device names and locations from a CSV file. See *Update device info by CSV file* below

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9.2.5. Update Device Info by CSV File

Renames devices or sets their site addresses in bulk across every group.

Update device info by CSV file is a link under the device table, beside **Download as CSV**. It opens a dialog with a drop zone, `Drop CSV file here to upload (or Click)`, and a **Done** button.

The dialog states these rules for the file:

- The file holds either two fields, `"SN", "Name"`, or five fields, `"SN", "Name", "Address", "Latitude", "Longitude"`.
- The first line must be a field header.
- Every value is required except latitude and longitude. When those are empty, they are derived from the address.
- Uploaded addresses, latitudes and longitudes overwrite each device's static location.
- A device that reports its own GPS location ignores the static location.

> ***Caution:*** *An upload with the five field layout replaces the static location of every device listed in the file. Download the device list with* ***Download as CSV*** *first, so the previous names and locations can be restored.*

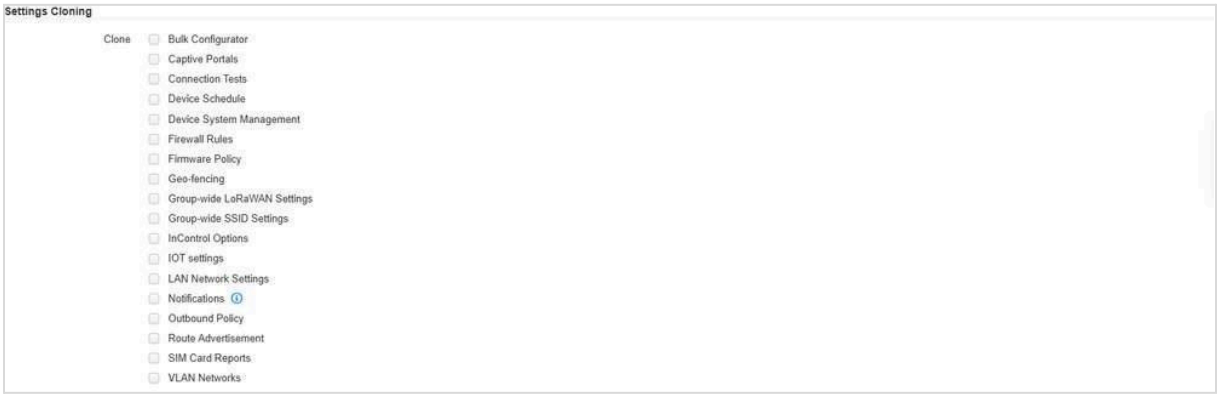
9.3. Create Group

Creates a new group, optionally copying settings from an existing group, and sets its address and time zone.

Where to find it

`Organization > Organization Settings > Create Group`

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The Clone list. Every box is clear by default, so no settings are copied unless selected.

The screen is divided into four sections: **Name your group**, **Settings Cloning**, **Address** and **Time Zone**.

9.3.1. Name Your Group



Group Name, and below it a Description box with the Optional placeholder.

Field	Notes
Group Name	The name of the new group. Required
Description	Optional free text

9.3.2. Settings Cloning

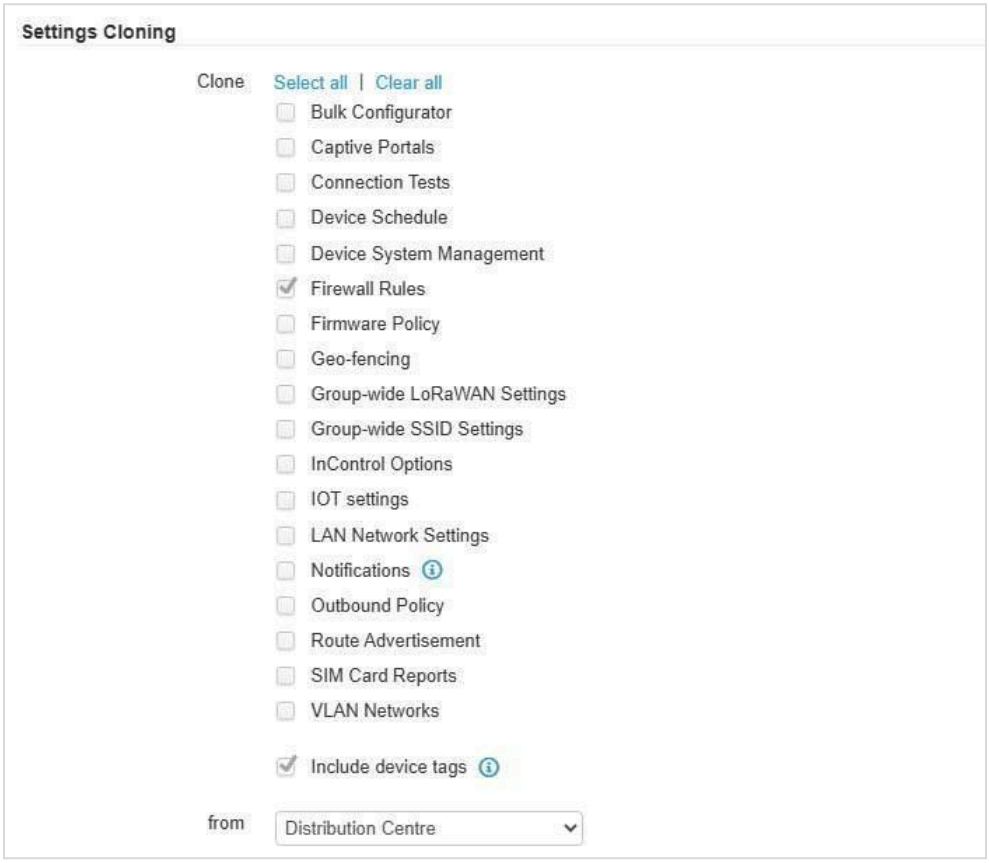
Settings can be copied from an existing group used as a template, so alerting, firewall rules, firmware policy and VLANs match from the start. Recipients set to a specific administrator are not cloned and must be selected again.

The **Clone** list has eighteen checkboxes. Each one names a set of group level configuration to copy into the new group:

- Bulk Configurator
- Captive Portals

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- Connection Tests
- Device Schedule
- Device System Management
- Firewall Rules
- Firmware Policy
- Geo-fencing
- Group-wide LoRaWAN Settings
- Group-wide SSID Settings
- InControl Options
- IOT settings
- LAN Network Settings
- Notifications
- Outbound Policy
- Route Advertisement
- SIM Card Reports
- VLAN Networks



One Clone box selected. The from dropdown below the list names the source group. Include device tags is selected.

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Every box is clear when the screen opens. If none is selected, the new group inherits none of these settings.

> ***Caution:*** *The* ***from*** *dropdown below the list names the source group. It lists every group in the organization and appears once a* ***Clone*** *box is selected. Check the source group before creating a group with any box selected.*

The information icon on **Notifications** states: *Note: notification recipients of a specific organization or group administrator will not be cloned.* The notification profile is copied, but its recipients are not and must be set again in the new group.

Include device tags sits outside the **Clone** list and, unlike the eighteen checkboxes, is enabled by default. It controls the scope of cloned rule sets and profiles in the new group, not whether they are copied.

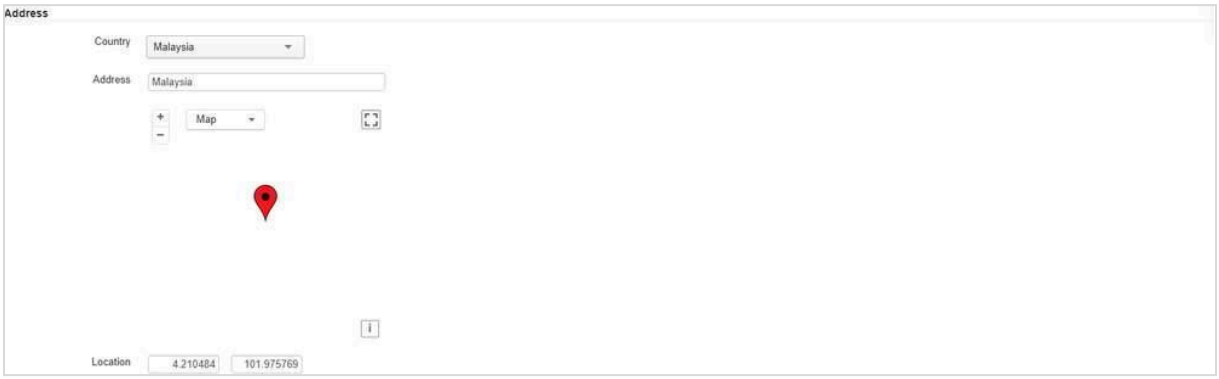
State	What is cloned
Selected. This is the default	Device tags used in VLAN Network profiles, Firewall Rules and Outbound Policy rulesets are copied with them, so each profile or ruleset keeps its tag-based targeting
Not selected	The profiles and rulesets are applied to **all devices in the group**

The tooltip reads: *If this option is selected, any devices tags in VLAN Network profiles, Firewall Rules and Outbound Policy rulesets will also be copied over. If this option is not selected, the profiles and rulesets will be applied to all devices in the group. Default: Enabled*

Clearing it extends every cloned firewall rule set, VLAN profile and outbound policy from a tagged subset to the whole group. Keep it selected unless that is intended.

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9.3.3. Address



Country and Address above the map, with the zoom buttons and full screen icon on the map. The two Location boxes below hold the latitude and longitude.

Control	What it does
Country	Sets the country for the group. The list covers the standard set of countries and territories
Address	Free text address for the group
Map	Places the group on the map from the address entered
Zoom in	Zooms the map in. Drawn as **+**
Zoom out	Zooms the map out. Drawn as **–**
Attributions	Shows the map attributions. Drawn as **i**
Toggle full-screen	Expands the map
Latitude	The group's latitude, editable directly
Longitude	The group's longitude, editable directly

The **Address** heading shows the warning: *The Location field may not correspond to the address.* Confirm the latitude and longitude after entering an address.

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9.3.4. Time Zone



The Time Zone list, with Devices follow this time zone setting selected beneath it.

Control	What it does
Time Zone	Sets the group's time zone. The list runs from (UTC-12:00) International Date Line West to (UTC+14) Kiritimati Island
Devices follow this time zone setting	Applies the group's time zone to the devices in the group. When cleared, the group records the time zone only

9.3.5. Controls on This Screen

Control	What it does
Create group	Creates the group with the settings above
Cancel	Discards the new group

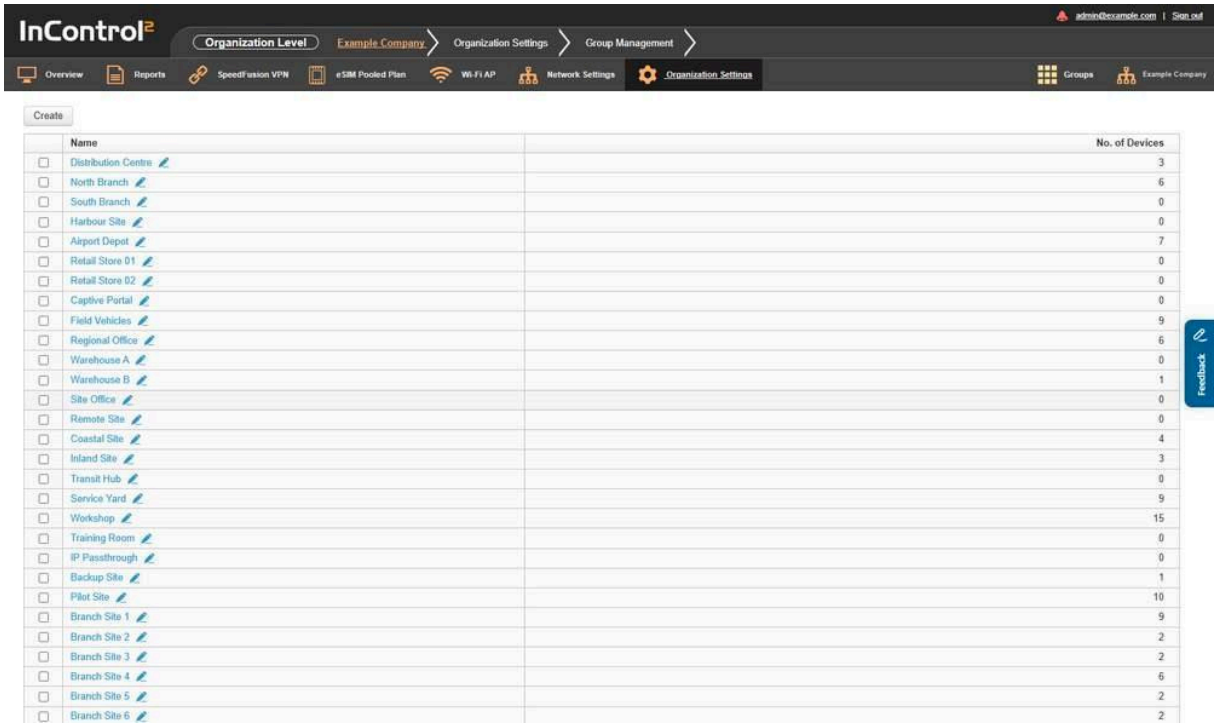
9.4. Group Management

Lists the groups in the organization with their device counts, and provides access to group creation, renaming and deletion. Bulk operations on devices are on Device Management (9.2 Device Management (Organization Level)).

Where to find it

`Organization > Organization Settings > Group Management`

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Each group name has a pencil icon for renaming it in place. The device count on the right shows which groups are empty.

9.4.1. What This Screen Shows

Column	What it shows
Name	The group name, linking to that group's overview. A pencil icon beside it edits the name in place
No. of Devices	The number of devices in the group. Empty groups also appear in group lists such as Add Devices (9.1 Add Devices (Organization Level)) and the **Add to Group** list in Create FusionHub Serial Number (9.9.6 Creating FusionHub Serial Numbers)

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9.4.2. Controls on This Screen

Control	What it does
Create	Opens the Create Group form (9.3 Create Group)
Row checkbox	Selects a group row and shows **Delete** and **Move to a new organization...**
Delete	Bulk action on the selected group rows. Appears once a row is selected
Move to a new organization...	Bulk action on the selected group rows. Appears once a row is selected
Pencil icon	Edits the group name in place
Download as CSV	Exports the group list

> ***Caution: Delete** and **Move to a new organization...** act on every selected group. Check **No. of Devices** on each selected row first.*



One group row selected. Delete and Move to a new organization... appear beside Create above the list.

9.5. Report E-mailing (Organization Level)

Sets whether usage reports for the organization are e-mailed, how often, and to whom. Usage Reports is the only report offered at this level. Device Reports, Wi-Fi Reports, Captive Portal Reports and Connection Test Reports are e-mailed per group from `Group > Settings > Report E-mailing`, which also sends each group its own usage report. See 13.8 Report E-mailing (Group Level).

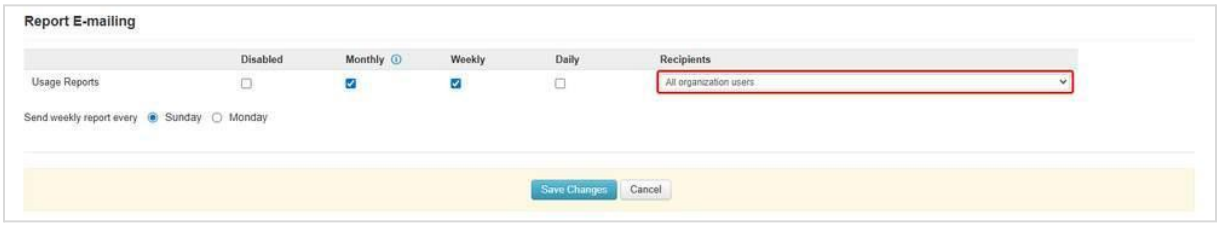
Where to find it

`Organization > Organization Settings > Report E-mailing`

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One row, Usage Reports, with Disabled selected. Recipients shows a dash because no recipient is set.



Monthly and Weekly selected for Usage Reports. The Recipients dropdown, outlined in red, replaces the dash. Send weekly report every appears below the grid with Sunday or Monday.

9.5.1. What This Screen Shows

Column	What it shows
Disabled	No report is sent
Monthly	A monthly report is sent. The column header has an information icon reading *the first of every month*
Weekly	A weekly report is sent. Selecting it shows `Send weekly report every`, with **Sunday** or **Monday**
Daily	A daily report is sent
Recipients	Who receives the report. A dash means no recipient is set. Four options are offered at this level: All organization users, All organization administrators, All organization viewers and Other e-mail addresses. Group roles are not offered

The grid has a single row, **Usage Reports**.

9.5.2. Controls on This Screen

Control	What it does
Disabled	Turns report e-mailing off for Usage Reports. It is selected by default, so no usage report is sent until a frequency is selected

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Control	What it does
Monthly	Schedules the report monthly. It is sent on the first of every month
Weekly	Schedules the report weekly
Daily	Schedules the report daily
Save Changes	Save the change. It is greyed out until a change is made
Cancel	Discards the change

9.6. Firmware Policy (Organization Level)

Sets, for each product and hardware revision in the organization, the firmware version run by groups that follow the organization policy.

Where to find it

`Organization > Organization Settings > Firmware Policy`

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Product	Hardware revision	Groups following	Groups not following	Firmware version ☐ Show beta firmware	Release note
24 Port 2.5G Switch (PoE+/8 2.5G PoE+)	1	Distribution Centre	None	Firmware management: disabled	
24 Port 2.5G Switch (PoE+/8 2.5G PoE+)	1	Field Vehicles, Pilot Site	None	Firmware management: disabled	
24 Port 2.5G Switch Ruggedi	1	Distribution Centre	None	Firmware management: disabled	
48 Port 2.5G Switch	1	Branch Site 17	Distribution Centre	Firmware management: disabled	
5G Adapter (US)	1	Branch Site 1	None	Firmware management: disabled	
5G Dongle (International)	1	Branch Site 24	None	Firmware management: disabled	
8 Port 10G Switch	1	Coastal Site	None	Firmware management: disabled	
AP One AC Mini	1	North Branch, Service Yard	None	Firmware management: disabled	
AP One AC Mini	3	North Branch, Workshop	None	Firmware management: disabled	
AP One AX Lite	1	Workshop	None	Firmware management: disabled	
AP One Enterprise	2	Pilot Site	None	Firmware management: disabled	
AP One Flex	1	Branch Site 11	None	Firmware management: disabled	
AP One Rugged	1	Workshop	None	Firmware management: disabled	
AP One Rugged	3		None	Firmware management: disabled	
B One	1	Field Vehicles	None	Firmware management: disabled	
B One 5G (Chronos)	1	Branch Site 22	None	Firmware management: disabled	
B One Flex	2	Branch Site 27	None	Firmware management: disabled	
BR1 LTE	4	Service Yard, Branch Site 1	None	Firmware management: disabled	
Balance 20	7	Field Vehicles	None	Firmware management: disabled	
Balance 20X	1	None	Airport Depot, Workshop	Firmware management: disabled	
	3	Branch Site 9, Branch Site 29	None	Firmware management: disabled	
Balance 30 LTE	3	None	Pilot Site	Firmware management: disabled	
Balance 20 Pro	1	North Branch	None	Firmware management: disabled	
Balance 380	2	None	Airport Depot	Firmware management: disabled	
Balance 310	5	Service Yard	None	Firmware management: disabled	
Balance 310 5G	1	Branch Site 18	None	Firmware management: disabled	
Balance 210 4G	9	Field Vehicles	None	Firmware management: disabled	
Balance 210 Fiber SD	1	Workshop	None	Firmware management: disabled	
Balance 580	9	Branch Site 15	None	Firmware management: disabled	
Balance 380	5	Regional Office	None	Firmware management: disabled	
	6	Branch Site 16	None	Firmware management: disabled	
Balance 580X	1	Branch Site 1	None	Firmware management: disabled	
Balance 580	3	Regional Office	Airport Depot	Firmware management: disabled	
Balance 580X	1	Workshop	None	Firmware management: disabled	
Balance One	1	North Branch, Coastal Site	None	Firmware management: disabled	
	3	Service Yard	Workshop	Firmware management: disabled	
Balance One Core	1	Service Yard	None	Firmware management: disabled	
Balance Two	1	Coastal Site	None	Firmware management: disabled	
Base Plus Duo	1		None	Firmware management: disabled	
FusionHub	1	Field Vehicles, Backup Site, Pilot Site, Branch Site 1, Branch Site 6, Office1	None	Firmware management: disabled	
MAX Adapter (EM)	1	Field Vehicles	None	Firmware management: disabled	
MAX BR1	3	Warehouse B	Airport Depot	Firmware management: disabled	
MAX BR1 ENT	1	Branch Site 1	None	Firmware management: disabled	
MAX BR1 IP68	1	Branch Site 1	None	Firmware management: disabled	
MAX BR1 MDM	2	Pilot Site	None	Firmware management: disabled	
MAX BR1 MK2	2	None	Airport Depot	Firmware management: disabled	
MAX BR1 Mini	1	Service Yard	Airport Depot	Firmware management: disabled	
MAX BR1 Mini	3	Branch Site 3	None	Firmware management: disabled	
MAX BR1 Mini MDM	1	Service Yard	None	Firmware management: disabled	
MAX BR1 Pro 5G	1	Workshop, Branch Site 6	None	Firmware management: disabled	
	3	Branch Site 31	None	Firmware management: disabled	
MAX BR2 Pro	8	Inland Site, Service Yard, Workshop, Branch Site 10	None	Firmware management: disabled	
MAX BR2 Pro LTE	1	Pilot Site	None	Firmware management: disabled	
MAX BR1 Dome Pro	1	Workshop, Branch Site 4, Branch Site 13	None	Firmware management: disabled	
	2	North Branch	None	Firmware management: disabled	
MAX HD2	8	Regional Office	None	Firmware management: disabled	
MAX HD2	5	Field Vehicles	None	Firmware management: disabled	
MAX HD2	7	Branch Site 5	None	Firmware management: disabled	
MAX HD2 LTE IP67	1	Branch Site 33	None	Firmware management: disabled	
MAX HD2 Mini	1	Coastal Site, Workshop	None	Firmware management: disabled	
	2	Branch Site 24	None	Firmware management: disabled	
MAX Transit	1	Pilot Site	None	Firmware management: disabled	
MAX Transit	2	Inland Site, Workshop	None	Firmware management: disabled	
MAX Transit Duo Pro	1	Branch Site 12	None	Firmware management: disabled	
MAX Transit Duo Pro (single radio)	1	Branch Site 32	None	Firmware management: disabled	
MediaFast 200	1	Regional Office	None	Firmware management: disabled	
MediaFast 500	1	Regional Office	None	Firmware management: disabled	
PCT S Adapter (EM)	1	Branch Site 2	None	Firmware management: disabled	
SD Power Management Unit	1	Field	None	Firmware management: disabled	
	7	Field	None	Firmware management: disabled	
SD Switch Rugged 16-Port	1	Pilot Site	None	7.1.1 build 555 ☑ Upgrade only	Release note
SD Switch Rugged 8-Port	1	Field Vehicles, Branch Site 3	None	Firmware management: disabled	
SDX	1	Branch Site 35	None	Firmware management: disabled	
	3	Branch Site 6	None	Firmware management: disabled	
	9	Inland Site	None	Firmware management: disabled	
SDX Pro	2	Branch Site 4	None	Firmware management: disabled	
SpeedFusion Connect Relay	1	Branch Site 7	None	Firmware management: disabled	
Surf On-the-Go	1	Workshop	None	Firmware management: disabled	
Surf SIM-in-the	1	Service Yard	None	Firmware management: disabled	
UBR Pro	1	North Branch	None	7.1.1 build 555 ☑ Upgrade only	Release note

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One row per product and hardware revision. Show beta firmware is in the Firmware version column header. Upgrade only and Release note appear once a version is selected.

9.6.1. What This Screen Shows

The page has three headings: **Firmware - Organization policy**, **Update Schedule** and **Pending Firmware Update Schedules**.

Column	What it shows
Product	The Peplink or Pepwave model the row governs
Hardware Revision	The hardware revision the row governs
Groups following	The groups that follow this organization policy, each linking to its own firmware policy page
Groups not following	The groups that do not follow it. Shows **None** when every group follows
Firmware version	The version this policy pins the product to
Upgrade only	Restricts the policy to devices on an older version. Appears once a version is selected
Release note	Links to the release notes PDF for the selected version

A group is moved between **Groups following** and **Groups not following** on its own screen. Each product row at `Group > Settings > Firmware Policy` (13.9 Firmware Policy (Group Level)) offers **Follow organization policy** as the first entry in its version list. A group that selects it for a product appears under **Groups following** for that product. A group that selects a version or **Firmware management disabled** appears under **Groups not following**. The choice is per product and hardware revision, so the same group can be in **Groups following** on one row and in **Groups not following** on another.

The **Pending Firmware Update Schedules** grid lists queued updates:

Column	What it shows
Device	The device the update is queued for
Product	Its model
Firmware version	The version it will move to

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Column	What it shows
Scheduled Date and Time	When the update runs



The pending schedules grid with nothing queued. The four columns sit above a single No data available row.

An empty list shows **No data available**.

9.6.2. Controls on This Screen

Control	What it does
Firmware version (per row)	Sets the policy for that product and hardware revision
Show beta firmware	Adds beta builds to the version lists. It is in the column header and applies to the whole table
Show	Expands a truncated **Groups following** list that ends in an ellipsis
Upgrade only	A per row setting next to the selected version. Limits the policy to devices running a lower version than the one specified. It appears on any product row once a specific version is selected, and is hidden, with **Release note**, while a row is set to **Firmware management disabled**
Release note	Opens the release notes for the selected version
Update time	Sets when queued updates run
Save Changes	Saves the policy. It is greyed out until a change is made
Cancel	Discards the changes

Caution: Upgrade only *determines whether the policy can downgrade a device. The tooltip reads: When this option is selected, the specified firmware will only be applied to device(s) which are running a firmware with a version lower than the specified one. When this option is not selected, the firmware will only be applied to all devices that are running a different version of firmware. A different version includes a newer one. With* ***Upgrade only*** *cleared, a device running a later build than the pinned version is downgraded to the pinned version. Set it before pinning a version in an organization where some devices run newer firmware than others.*

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9.6.3. The Version List

Every product's **Firmware version** list has the same structure:

- **Firmware management disabled** is always the first option.
- Next are the released versions for that product and hardware revision, newest first, each written as version and build, for example `8.6.0 build 6450`.
- **Custom** is always the last option.

The lists are per product and per hardware revision, so two rows for the same product can offer different versions.

9.6.4. Update Schedule

Update time offers three options:

- Immediately
- Scheduled
- Entering a geo-fence

Selecting `Scheduled` shows the same fields as at group level, plus two that exist only at organization level:

Field	What it sets
Start date	The day updates begin
Start time	The time updates begin
Daily end time	Optional. The screen states: `If this is defined, updates will only be performed between the start and end time on the start day and subsequent days.`
Time Zone	`UTC` (the default) or `Follow group settings`. Organization level only

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Field	What it sets
Assign schedules to devices...	`in this organization sequentially` (the default), or `in every group sequentially (i.e. the first affected device of all groups will start updating concurrently.)`. The second choice adds `update at most [n] group(s) a day (0: unlimited).` Organization level only
Time interval between devices	A gap of 0 to 59 minutes and 0 to 59 seconds between one device's update and the next

For `Entering a geo-fence`, the screen states that a geofence should be created in each group of the affected devices, with the action **Apply Firmware**.

> ***Caution:*** *A version set here applies at once to every group in the* ***Groups following*** *column.* ***Immediately*** *runs the update as soon as the policy is saved (see Settings (Group Level), Firmware Policy, 13.9 Firmware Policy (Group Level)), which at this level means every matching device in every group under* ***Groups following****.* ***Scheduled*** *outside business hours is recommended.*

9.6.5. Rolling Out a Version in Stages

Firmware Policy selects devices by product model and hardware revision only, not by tag. Stage a rollout with groups, or with per-device pins on `Device > Settings > Firmware Management` (16.1 Firmware Management).

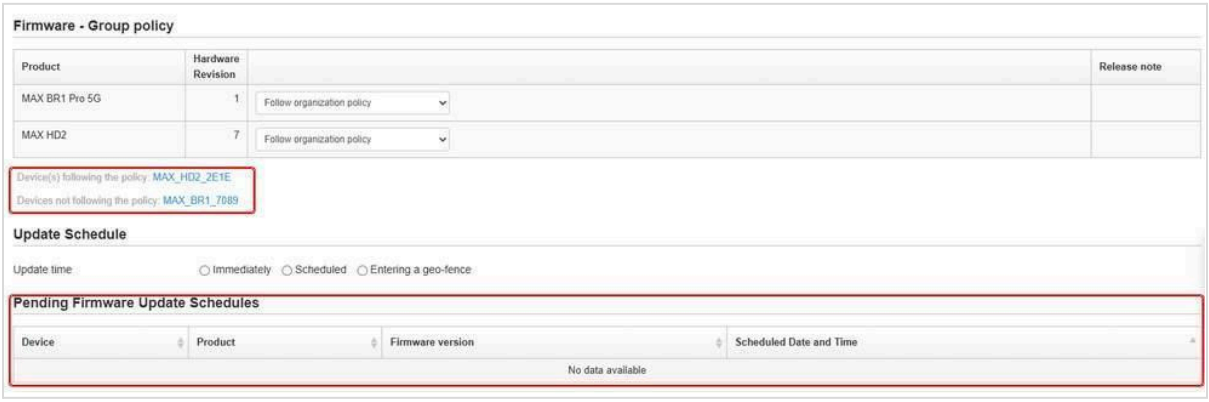
1. In a pilot group, set the product row at `Group > Settings > Firmware Policy` to the new version, with **Upgrade only** selected.



Steps 1 and 3. Each product row on the group's Firmware Policy has its own version list. Follow organization policy is the first entry.

2. Check `Device(s) following the policy:` on that screen, and the **Firmware** column on Device Management (13.1 Device Management (Group Level)).

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Step 2. *Device(s) following the policy and Devices not following the policy name the devices on each side, and Pending Firmware Update Schedules lists what is queued.*

3. On the Firmware Policy screen of each group that is not ready, set a specific version or **Firmware management disabled**, so the group moves to **Groups not following**.
4. Set the version at organization level, with **Upgrade only** selected and **Update time** set to **Scheduled**. The version applies to every group listed in **Groups following**.

- Set **Daily end time** to keep updates inside a maintenance window, and **Time Zone** to `Follow group settings` if that window is local to each group.
- Set **Time interval between devices** so devices update one after another.
- To limit how many groups start on one day, select `in every group sequentially` and set `update at most [n] group(s) a day`.



Step 4. *Before saving, check Groups following on the product row. The organization version applies to every group listed there. Groups not following keep their own setting.*

5. Monitor **Pending Firmware Update Schedules** for the queued devices.
6. Move the remaining groups back to **Follow organization policy** as each one is ready.

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9.7. Operation Log (Organization Level)

Records administrator actions across the organization, with the old and new value for each change, and each sign in with the role, method and source address. Filter by device or group name with **Search:**. For events reported by the device itself, use the Event Log, whose search covers a rolling 31 days. It is described in the Reports chapter. See 11.11 Event Log (Group Level).

The Operation Log has no export or download control at organization or group level. It is read on screen with **Search:** and the page controls.

Where to find it

`Organization > Organization Settings > Operation Log`

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Time	Admin	Group	Device	Page	Label	Old Value	New Value
2026-08-30 14:32:06	Emerson			-	Super Organization Administrator signed in with username/password		admin@example.com (xxx.xxx.xxx.xxx)
2026-08-30 14:11:53	Sam Ellery	Service Yard	BR2_6D53	Device Tools	Reset to Factory Defaults	-	Failed
2026-08-30 14:11:16	Sam Ellery	Service Yard	BR2_6D53	Device Tools	Reset to Factory Defaults	-	Failed
2026-08-30 14:07:06	Sam Ellery	Regional Office		Device Management	Move Device(s) MAX_BR2_BB3A	Regional Office	Moved to: Service Yard All InControl managed settings are removed from the device(s) Retain device name
2026-08-30 14:07:05	Sam Ellery	Regional Office		Device Management	Tag on MAX_BR2_BB3A	-	Removed:
2026-08-30 13:47:03	Finley			-	Super Organization Administrator signed in with Google ID		admin@example.com (xxx.xxx.xxx.xxx)
2026-08-30 13:22:23	Harper			-	Super Organization Administrator signed in with Google ID		admin@example.com (xxx.xxx.xxx.xxx)
2026-08-30 13:20:36	Emerson			-	Super Organization Administrator signed in with username/password		admin@example.com (xxx.xxx.xxx.xxx)
2026-08-30 12:52:29	Emerson			-	Super Organization Administrator signed in with username/password		admin@example.com (xxx.xxx.xxx.xxx)
2026-08-29 22:13:40	Sam Ellery	Service Yard		Add Devices	Device	-	Added: 1234-AAAA-0001
2026-08-29 22:13:22	Sam Ellery	North Branch		Device Management	Device	-	Removed: 1234-AAAA-0001 All InControl managed settings are removed from the device(s)
2026-08-29 22:13:22	Sam Ellery			eSIM Pooled Plan	Removed device(s) from Peplink eSIM Data Pooled Plan	-	1234-AAAA-0001
2026-08-29 21:06:23	Sam Ellery	Warehouse A		Device Management	Move Device(s) SURF_SOHO_11CE	Warehouse A	Moved to: Service Yard All InControl managed settings are removed from the device(s) Retain device name
2026-08-29 21:06:22	Sam Ellery	Warehouse A		Device Management	Tag on SURF_SOHO_11CE	-	Removed:
2026-08-29 20:54:59	Harper			-	Super Organization Administrator signed in with Google ID		admin@example.com (xxx.xxx.xxx.xxx)
2026-08-29 17:24:43	Emerson			-	Super Organization Administrator signed in with username/password		admin@example.com (xxx.xxx.xxx.xxx)
2026-08-29 17:05:38	Emerson			-	Super Organization Administrator signed in with username/password		admin@example.com (xxx.xxx.xxx.xxx)
2026-08-29 16:48:18	Emerson			-	Super Organization Administrator signed in with username/password		admin@example.com (xxx.xxx.xxx.xxx)
2026-08-29 16:15:59	Emerson			-	Super Organization Administrator signed in with username/password		admin@example.com (xxx.xxx.xxx.xxx)
2026-08-29 15:21:54	Emerson			-	Super Organization Administrator signed in with username/password		admin@example.com (xxx.xxx.xxx.xxx)
2026-08-29 10:40:35	Kendall			-	Organization Administrator signed in with Google ID		admin@example.com (xxx.xxx.xxx.xxx)
2026-08-28 19:34:03	Logan			-	Group Administrator signed in with username/password		admin@example.com (xxx.xxx.xxx.xxx)
2026-08-28 19:21:08	Rowan Mercer	Branch Site 6	SDX_76F8	Device Tools	Remote Assistance > Enable	-	Success
2026-08-28 19:20:23	Rowan Mercer	Branch Site 6	SDX_76F8	Device Tools	Remote Assistance > Enable	-	Success
2026-08-28 19:17:12	Rowan Mercer	Branch Site 6	SDX_76F8	Device Tools	Remote Assistance > Enable	-	Success

Each row names the administrator, the page and the value before and after. Sign in events show the role and the sign in method.

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9.7.1. What This Screen Shows

Column	What it shows
Time	When the action happened, in the time zone selected above the grid
Admin	The administrator who performed it
Group	The group the action applied to, blank for organization-level actions
Device	The device the action applied to, blank where none applies
Page	The InControl 2 page the action was performed on, for example Device Tools, Device Management, Add Devices or eSIM Pooled Plan
Label	What was done, for example *Reset to Factory Defaults* or *Move Device(s)*
Old Value	The value before the change
New Value	The value after the change, or the outcome, for example *Failed* or *Success*. Failed actions are logged as well as successful ones

The log shows 25 entries per page and states the total number of entries beneath the grid. For comparison, Event Log search covers a rolling 31 days and Log Archive a rolling 12 months at device level and 24 months at group level.

- **Sign in events** are recorded with the role and the method, for example *Super Organization Administrator signed in with username/password* or *Organization Administrator signed in with Google ID*. The New Value column shows the account and the source address.
- **Move Device(s)** entries show extra lines under the value, recording the options used and the source and destination group, for example *All InControl managed settings are removed from the device(s)* and *Retain device name*. The first of these means the move was made with **Retain tags and InControl managed settings** cleared. A move made with it selected keeps those settings. Check this line when a device behaves differently after a move.

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9.7.2. Controls on This Screen

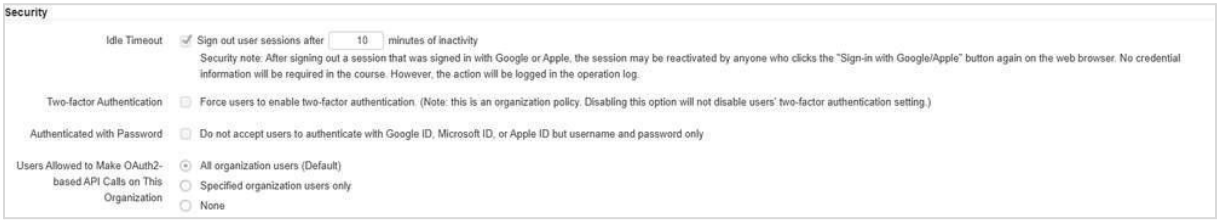
Control	What it does
Search:	Filters the log
Time Zone:	Shows the Time column in the selected time zone
Page	Jumps to a page number
First, Previous, Next, Last	Move through the pages

9.8. Organization Settings

Holds the organization's own configuration: administrators, security policy, branding, location and third-party integrations. Alerts are not set here. Notification profiles (e-mail, Pushover, webhook) are set per group under `Group > Settings > Notifications` (13.7 Notifications), and can be copied to a new group with Settings Cloning (9.3.2 Settings Cloning).

Where to find it

`Organization > Organization Settings`



Idle Timeout is on with a ten minute window. The OAuth2 API setting below it defaults to All organization users.

The page is one long form with a **Name** field for the organization at the top, followed by the sections below, and a single **Save Changes** button at the bottom that saves all of them. **Save Changes** is greyed out until a change is made.

> ***Caution:*** *Several settings on this page apply to administrators and devices in every group. Review Security, Advanced Settings and Peplink App carefully before saving.*

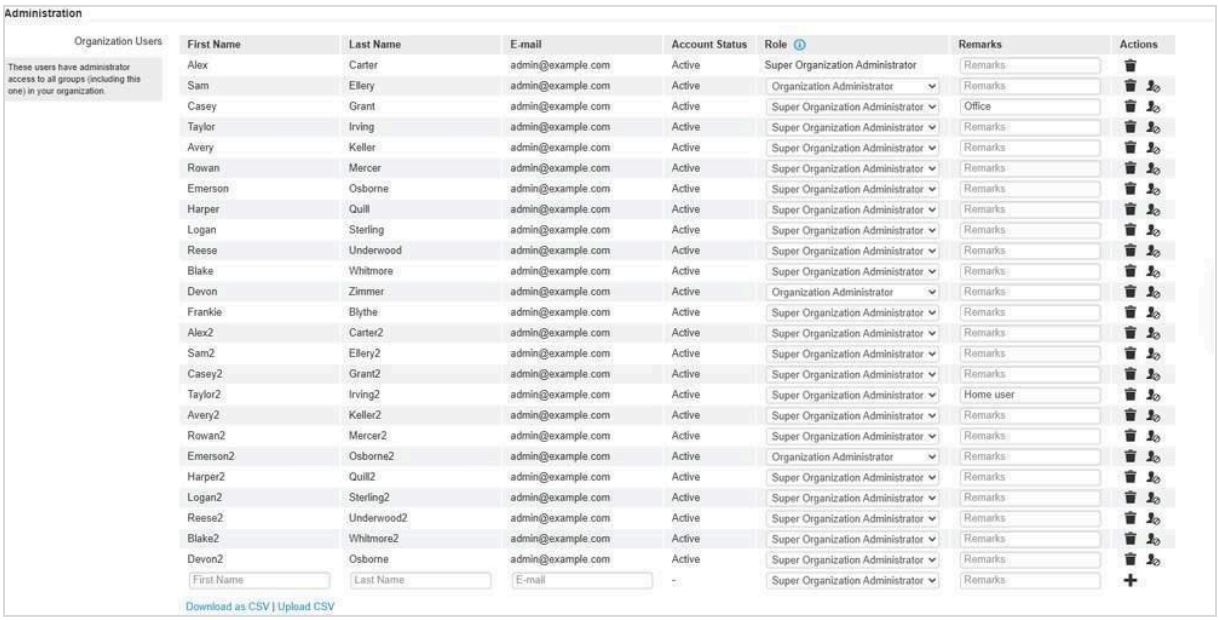
The tables below name each setting by the label shown to the left of its row.

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9.8.1. Administration

The two administrator roles differ only in access to social user data, and neither viewer role can edit. To grant access to one group only, use the group roles (13.17.2 Administration).

Lists the organization users. The panel states that these users have administrator access to all groups in the organization, including the current one.



Each row has a Role dropdown and, on the right, a remove action and a suspend action. A new administrator is entered in the empty row at the bottom.

Column	What it shows
First Name	The user's given name
Last Name	The user's family name
E-mail	The account's e-mail address
Account Status	Whether the account is Active
Role	The user's role, selected from a dropdown
Remarks	Free text note for the user
Actions	Per user actions

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Role offers four values. The information icon on the **Role** column header defines each one:

Role	What it grants
Super Organization Administrator	*These users have full access to your organization. They can view all dashboards, reports, social user data, settings, and device details for all groups. In addition, they can also make configuration changes.*
Organization Administrator	*These users have the same access right as Super Organization Administrators except social user data access right.*
Organization Viewer	*These users can view the dashboards, reports, device details and some settings for all groups. However, they have no editing ability.*
Organization Dashboard Viewer	*These users can only see the organization dashboard and the dashboards for any groups. They cannot see reports, settings, or device details, and they have no editing capability.*

Before granting a role, note the following:

- The administrator roles differ only in access to social user data. All other rights, including configuration changes across every group, are identical. Grant **Organization Administrator** unless the user needs the social user data collected by captive portals.
- Neither viewer role can edit. An **Organization Viewer** sees reports, device details and some settings. An **Organization Dashboard Viewer** sees dashboards only.
- **Organization Viewer** sees *some* settings, not all. Visibility is controlled by **Display All Settings to Organization Viewers** under Advanced Settings on this page. That setting applies to group viewers as well as organization viewers.
- Hiding pages from group administrators in Settings (Group Level), Advanced Settings (13.17.4 Advanced Settings) acts on the browser only, as the tooltips state. Use roles, not hidden pages, to limit what a user can change.

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Choosing a role:

Job	Role for the whole organization	Role for one group only
Monitoring only, no changes	**Organization Viewer**	**Group Viewer**
Wall screen or customer status view	**Organization Dashboard Viewer**	**Group Dashboard Viewer**
Configuration changes	**Organization Administrator**	**Group Administrator**
Access to captive portal social user data	**Super Organization Administrator**	**Captive Portal Administrator** or **Captive Portal Report Viewer**

Group scoped roles are assigned under `Group > Settings > Group Settings`, Administration, and restrict a user to one group, such as one customer or region. See Settings (Group Level), 13.17.2 Administration.

Control	What it does
Bin icon	Removes the user
Person icon	Suspends or reactivates the user account's administrator privileges. It is a toggle. The hover text names the role, for example *Suspended this user account's Super Organization Administrator privileges.* or *Reactivated this user account's Super Organization Administrator privileges.*
Blank bottom row and +	Adds an administrator. Fill First Name, Last Name, E-mail, Role and Remarks, then click +
Download as CSV	Exports the administrator list
Upload CSV	Imports administrators from a file

Adding an organization user

1. Open `Organization > Organization Settings` and go to **Administration**.
2. In the blank row at the bottom of the list, fill **First Name**, **Last Name** and **E-mail**.
3. Select a **Role**, for example **Organization Viewer** for read-only access to every group, and optionally add **Remarks**.
4. Click **+** at the end of the row.

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5. Click **Save Changes** at the bottom of the page. This saves all sections of the page.

9.8.2. Security

Setting	What it does
Idle Timeout	Signs out user sessions after the stated number of minutes of inactivity
Two-factor Authentication	Forces users to enable two-factor authentication
Authenticated with Password	Refuses Google ID, Microsoft ID and Apple ID sign in, accepting username and password only
Users Allowed to Make OAuth2-based API Calls on This Organization	Sets who may call the API against this organization

The API setting has three options:

- All organization users (Default)
- Specified organization users only
- None

Notes on this panel:

- The **Idle Timeout** note warns that after a Google or Apple session is signed out, anyone who clicks the *Sign-in with Google/Apple* button again in that browser may reactivate the session, with no credential required. The reactivation is recorded in the operation log.
- **Two-factor Authentication** here is an organization policy only. Turning it off does not disable two-factor authentication for users who have enabled it themselves.
- **All organization users (Default)** allows every organization user, including viewers, to call the API against this organization. To restrict access, select **Specified organization users only** and name the accounts that require API access.

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9.8.3. Peplink eSIM Pooled Plan



Both amounts are entered in MB, here 500 for each top up and 100 as the trigger. Show Plan Info on Web Admin is selected.

Setting	What it does
Auto Top Up Amount	The size in MB of each automatic top up
Trigger Auto Top Up When ICCID Remaining Quota Drops Below	The remaining quota in MB at which a top up is triggered
Show Plan Info on Web Admin	Shows the plan information in the device web admin interface

9.8.4. Advanced Settings



Auto apply configuration patches to devices shows its explanation under Enable. Renewal reminders always go to Organization Administrators, and the two checkboxes beneath add further recipients.

Setting	What it does
Auto apply configuration patches to devices	Sends InControl 2 configuration patches to devices automatically
Show Subscription Expiration Dates and Notices to non-Organization Administrators	Shows expiry dates and notices to administrators below organization level

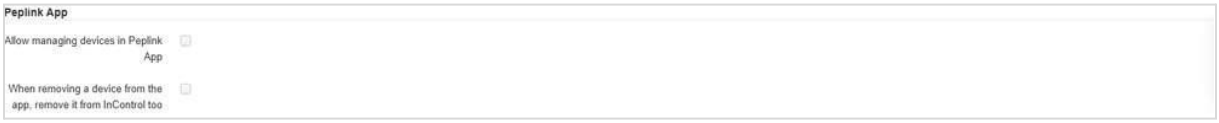
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Setting	What it does
Send Warranty and Subscription Renewal Reminders to...	Sends renewal reminders. Organization Administrators always receive them. The two checkboxes add recipients
and Group Administrators	Also sends the reminders to group administrators
and Additional E-mail Addresses	Also sends the reminders to additional addresses
Display Internet & Device Availability on Group Dashboard	Adds availability figures to the group dashboard
Display All Settings to Organization Viewers	Shows all settings to viewers. It applies to group viewers as well as organization viewers

Auto apply configuration patches to devices: the screen states that when this option is not enabled, InControl 2 stops *all* configuration to the device, and an administrator must confirm the patch before that patch or any other configuration can be applied.

Display All Settings to Organization Viewers: the note reads *Note: Viewers are referred to organization and group viewers*. Turning it on shows every setting to group viewers as well as organization viewers. Consider the least privileged viewer in the organization before enabling it.

9.8.5. Peplink App



Two checkboxes, both clear. The second one makes a removal in the app also remove the device from InControl 2.

Setting	What it does
Allow managing devices in Peplink App	Permits the organization's devices to be managed from the Peplink App
When removing a device from the app, remove it from InControl too	Makes a removal in the app remove the device from InControl 2 as well

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9.8.6. Logo and Favicon



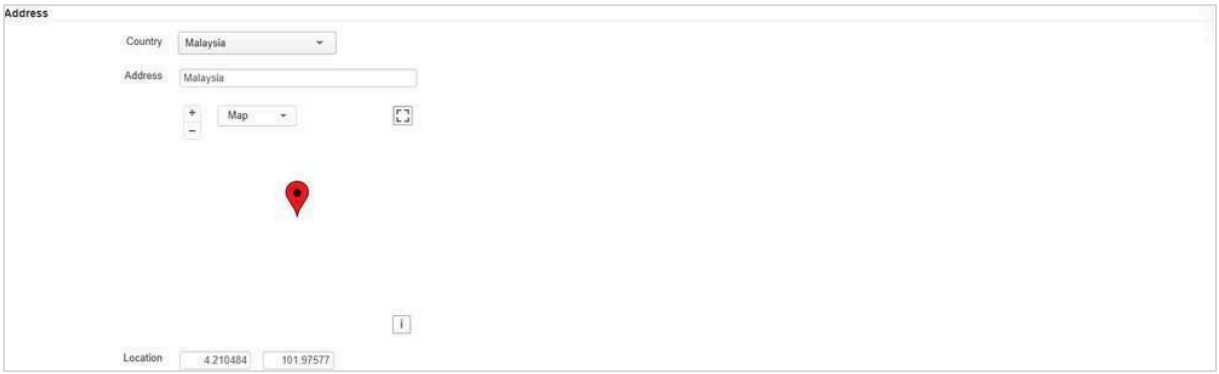
Each drop zone states the formats it accepts. The image in use and its Delete button are to the right.

Control	What it does
Logo drop zone	Uploads a replacement logo by drag-and-drop or click. Formats: PNG and JPG
Background color	Applies a background colour behind the logo
Delete current logo	Removes the uploaded logo
Favicon drop zone	Uploads a replacement favicon. Formats: PNG, JPG and ICO
Delete current favicon	Removes the uploaded favicon

Both panels show the image in use beside the drop zone, labelled **Current logo** and **Current favicon**.

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9.8.7. Address



Country and Address above the map. The two Location boxes below hold the latitude and longitude.

Control	What it does
Country	The organization's country. The list covers the standard set of countries and territories
Address	Free text address
Map	Places the organization on the map from the address entered
Zoom in	Zooms the map in. Drawn as **+**
Zoom out	Zooms the map out. Drawn as **–**
Attributions	Shows the map attributions. Drawn as **i**
Toggle full-screen	Expands the map
Latitude	The organization's latitude, editable directly
Longitude	The organization's longitude, editable directly

As on Create Group (9.3.3 Address), the section shows the warning *The Location field may not correspond to the address.* Confirm the latitude and longitude after entering an address.

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9.8.8. Map



The base map and satellite layer are selected separately. Custom Map Markers takes one image for Online and one for Offline.

Setting	Options
Map	OpenMapTiles, OpenStreetMap
Satellite	Google Maps, None
Custom Map Markers	Two upload slots, **Online** and **Offline**, each opened with +

Custom Map Markers accepts one image for **Online** and one for **Offline**, and states two requirements:

- The image must be in PNG format.
- *The dimensions will be forcefully resized to 50x50.* Use a square image at or near 50 by 50 pixels.

The panel also has a **Remove** action for clearing a marker in use.

9.8.9. Unit

Unit sets the units used for speed and distance across the organization:

- Metric
- Imperial
- Nautical metric
- Nautical imperial

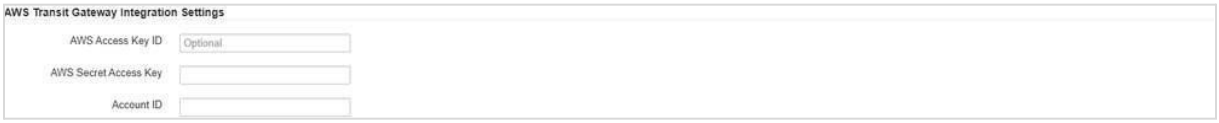


A single Unit dropdown, set to Metric here.

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9.8.10. AWS Transit Gateway Integration Settings

Three credential fields.



The three credential fields, all empty.

Field	Notes
AWS Access Key ID	The AWS access key ID. Optional
AWS Secret Access Key	Entered as a password field
Account ID	The AWS account identifier

The credentials are saved with the rest of the page by **Save Changes** at the bottom of Organization Settings.

9.8.11. FlightAware API



Both fields are empty and show the Optional placeholder. An information icon is beside the section heading.

Field	Notes
FlightAware Username	Optional
FlightAware API Key	Optional, entered as a password field

The credentials are used for device location. The screen states: *When the username and API keys are defined, and a "FlightAware Ident" is defined on a device's details page, the devices' location will be updated from FlightAware every five minutes.*

- Each device to be tracked also needs a **FlightAware Ident** on its own details page. Without it, the device location is not updated from FlightAware.

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- The update interval is five minutes per device, the same interval as *Locate Device Position by Cell ID and Signal* below. Both are polled location sources, not live feeds.

9.8.12. Locate Device Position by Cell ID and Signal



Location Service, the access token with its Sign up link, and the Availability selector that limits the feature by tag.

When GPS location data is unavailable, InControl 2 can locate a device from its reported cell ID and signal strength by querying Google's or OpenCellID's online services. The panel states that a query is made every five minutes for each device, and that this is most useful for devices with no GPS antenna connected.

Control	What it does
Location Service	Selects the lookup service
Access Token	The credential for the selected service. A **Sign up** link beside it is annotated *Costs may be incurred.*
Availability	Scopes the feature to a set of devices
Tag box	Holds the tags used by the tag-based Availability options

Location Service offers three values:

- Disabled
- Google Maps GeoLocation API
- UnwiredLabs OpenCellid

Availability offers four values:

- All Balance and MAX devices
- Balance and MAX devices with any of the following tags
- Balance and MAX devices with all of the following tags

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- Balance and MAX devices with none of the following tags

To limit the feature to selected devices, tag the devices first, then set Availability to a tag-based option. The feature applies to Balance and MAX devices only.

9.8.13. Organization Removal

The panel states the procedure for removing an organization: delete all devices on the device management page, and the organization is removed after 28 days. The words *device management page* link to Device Management (9.2 Device Management (Organization Level)).



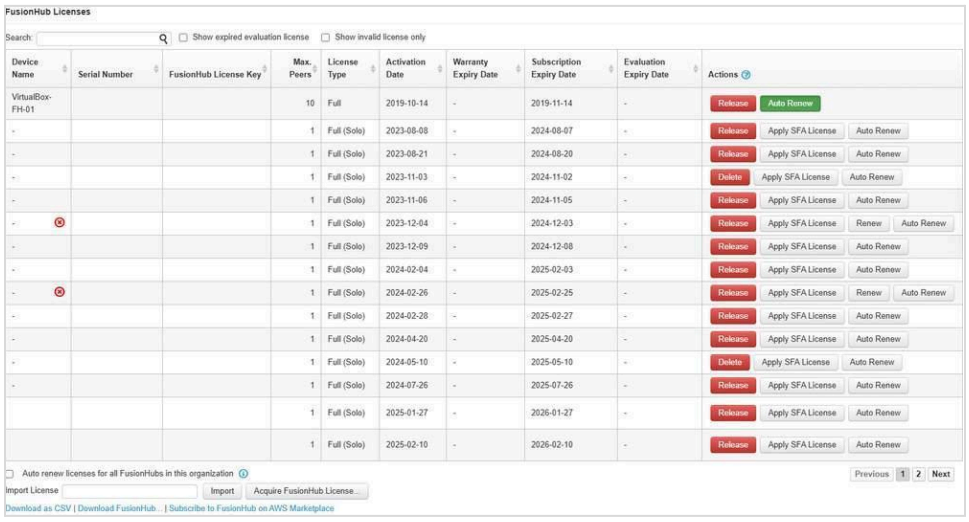
The section is a single sentence. The words device management page are a link.

9.9. Subscriptions and Licenses

Shows which devices have subscriptions expiring, and holds the FusionHub and SpeedFusion Alliance FusionHub licences owned by the organization.

Where to find it

`Organization > Organization Settings > Subscriptions and Licenses`



Each licence row ends in its own action buttons. The filters above the grid hide expired evaluation licences and show only invalid ones.

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The page has three sections: **Subscription Status**, **FusionHub Licenses** and **SpeedFusion Alliance FusionHub Licenses**.

9.9.1. Subscription Status



Filters and Search above the grid. Rows with expired cover are shaded red and show the status and expiry date on the right. Device names are hidden in this example.

Column	What it shows
Device Name	The device, with its serial number in brackets
Product	The full product name, for example Peplink FusionHub or Pepwave MAX HD2
Group	The group the device belongs to
Subscription Status	The state of the cover, for example *EssentialCare expired* or *Warranty expired*
Subscription Expiration Date	When the cover ended or ends

Control	What it does
Filters:	Narrows the list. Offers **ALL**, **About to expire** and **Expired**
Search:	Filters the list by text

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Control	What it does
Download as CSV	Exports the subscription list

To produce a renewal list, filter by **About to expire** and click **Download as CSV**. To send renewal reminders to additional addresses, use **and Additional E-mail Addresses** under Advanced Settings in Organization Settings (9.8.4 Advanced Settings).

9.9.2. FusionHub Licenses

Column	What it shows
Device Name	The FusionHub the licence is tied to, or a dash if it is not tied to one
Serial Number	The FusionHub serial number
FusionHub License Key	The licence key
Max. Peers	The number of peers the licence permits
License Type	The licence tier, for example **Full** or **Full (Solo)**
Activation Date	When the licence was activated
Warranty Expiry Date	When the warranty ends
Subscription Expiry Date	When the subscription ends
Evaluation Expiry Date	When an evaluation licence ends
Actions	Per licence actions

Control	What it does
Search:	Filters the licence list
Show expired evaluation license	Includes expired evaluation licences in the list
Show invalid license only	Restricts the list to invalid licences. Not shown in every organization
Auto renew licenses for all FusionHubs in this organization	Turns **Auto Renew** on for every FusionHub licence in the organization at once
Renew	Ties an invalid licence to the FusionHub's new hardware identifiers

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Control	What it does
Import License and Import	Adds a licence by pasting its key
Acquire FusionHub License...	Opens the flow for obtaining a licence
Download as CSV	Exports the licence list
Download FusionHub...	Opens the Peplink FusionHub download page
Subscribe to FusionHub on AWS Marketplace	Opens the FusionHub listing on AWS Marketplace

9.9.3. How a FusionHub Licence Binds to Hardware

The information icon above the **Actions** column describes all four row actions.

A licence is tied to virtual hardware IDs that are unique to each FusionHub or VM instance.

Action	What it does
Release	Unties the licence from the existing FusionHub so the key can be applied to a new one
Delete	Deletes the licence from the organization, making it available to add to another organization. Shown only once a licence has been released
Renew	Updates the virtual hardware ID record InControl 2 holds for the licence, making the licence valid for the instance again
Auto Renew	Updates that record automatically whenever the instance's virtual hardware ID changes

Note the following before using these actions:

- Shut the FusionHub down before releasing its key. If the licence is not applied to a new FusionHub and the existing one is still running, the licence ties itself back to the existing FusionHub after 12 hours, and the release is undone.

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- **Renew** reboots the instance. The licence becomes valid for the instance again after the reboot.
- **Delete** does not stop the FusionHub. As long as the licence is not applied to another FusionHub, the existing one keeps operating normally. **Delete** follows **Release**.
- With **Auto Renew** on, a key that is applied to more than one instance, for example because an instance was cloned and run or because the key was applied to another instance, causes both the existing and the new instance to reboot constantly. With Auto Renew off, the licence on the existing instance stays valid in that situation.

Enable **Auto Renew** only where an instance changes its virtual hardware ID often.

The **Auto renew licenses for all FusionHubs in this organization** checkbox beneath the grid applies the same setting to every existing and future FusionHub licence in the organization at once, tying licences to new hardware IDs *automatically and unconditionally*. Its note states that if a licence key is applied to more than one FusionHub instance, every instance using that key will constantly reboot. This setting applies to the whole organization. Confirm that no key has been reused before selecting it.

The actions offered on a row depend on the state of its licence. The possible actions are **Release**, **Delete**, **Apply SFA License**, **Renew** and **Auto Renew**.

Apply SFA License applies a SpeedFusion Alliance licence to that FusionHub. The change takes effect immediately. Before clicking it, confirm the licence and the FusionHub, and check the peer counts in the **SpeedFusion Alliance FusionHub Licenses** summary grid below.

9.9.4. Acquiring a FusionHub Licence

Acquire FusionHub License... opens a dialog headed **Type of FusionHub License to Acquire**.



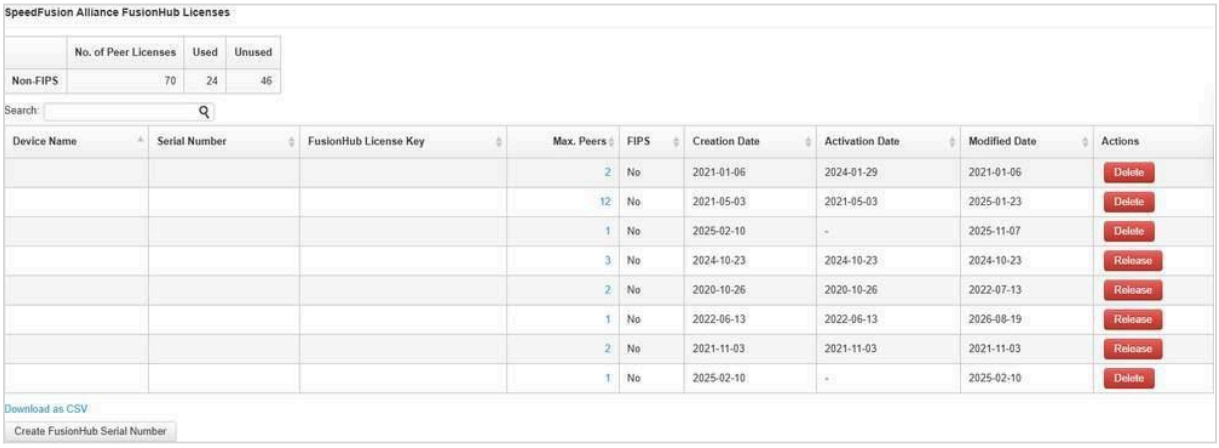
Two licence types, neither selected when the dialog opens. The evaluation entry states how many licences remain. FAQ is beside the Solo entry.

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Choice	What it is
Evaluation License (10 peers)	An evaluation licence for 10 peers. The entry also states how many evaluation licences the organization has left
Solo License (1 peer)	A licence for a single peer, with a **FAQ** link beside it

The peer count is fixed by the licence type: 10 for the evaluation licence and 1 for the Solo licence. Neither option is selected when the dialog opens. The dialog closes with **Acquire** or **Cancel**.

9.9.5. SpeedFusion Alliance FusionHub Licenses



The Non-FIPS summary grid above the licence list, with Create FusionHub Serial Number below. Device names, serial numbers and licence keys are hidden in this example.

The section starts with a summary grid:

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Column	What it shows
No. of Peer Licenses	The peer licences held, split by FIPS and non-FIPS. A **Non-FIPS** row shows its own peer licence, used and unused counts. The FIPS distinction also appears in the **FIPS** column below and in the **FIPS Support** checkbox of Create FusionHub Serial Number
Used	The number in use
Unused	The number remaining

Below it is the licence grid:

Column	What it shows
Device Name	The FusionHub the licence is tied to, or a dash
Serial Number	The FusionHub serial number
FusionHub License Key	The licence key
Max. Peers	The number of peers the licence permits
FIPS	Whether the licence is a FIPS licence
Creation Date	When the serial number was created
Activation Date	When the licence was activated
Modified Date	When it was last changed
Actions	**Delete** or **Release** for that licence

Control	What it does
Search:	Filters the list
Download as CSV	Exports the list
Create FusionHub Serial Number	Opens the creation dialog

Note: *The* ***SpeedFusion Alliance FusionHub Licenses*** *section is not present in every organization. Where it is absent,* ***Subscriptions and Licenses*** *shows only* ***Subscription***

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***Status** and **FusionHub Licenses**, and **Create FusionHub Serial Number** is not available.*

9.9.6. Creating FusionHub Serial Numbers



Serial numbers are created in a batch. The peer count and FIPS support apply to the whole batch, and Add to Group defaults to Skip.

Field	Notes
No. of FusionHub Serial Numbers	The number of serial numbers to create in this batch
Max. Peers for Each FusionHub	The peer count applied to every serial number in the batch
FIPS Support	Creates the batch as FIPS licences. Clear by default
Add to Group	The group the new FusionHubs join. The first option is **Skip**, followed by every group in the organization. The default is **Skip**, so new serial numbers are not placed in a group unless one is selected

The dialog closes with **Save** and **Cancel**.

The peer count and FIPS setting apply to the whole batch. Create separate batches for FusionHubs that need different peer counts.

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10. Group Dashboard

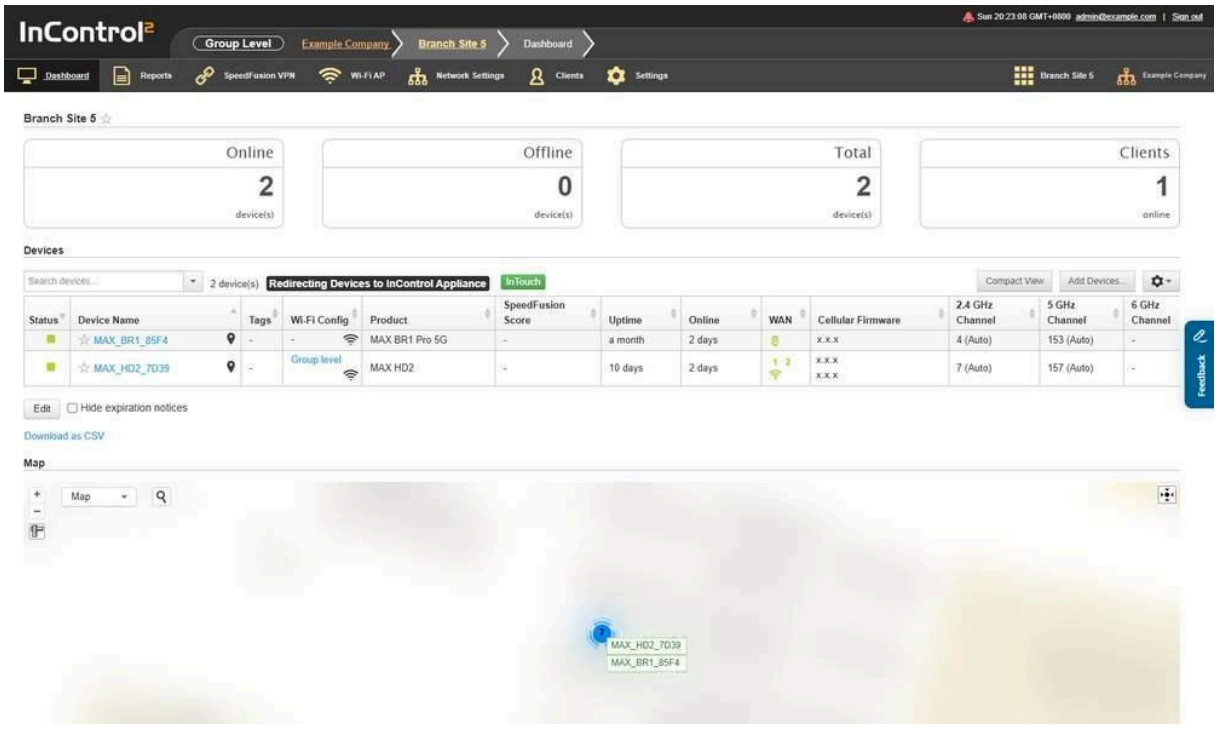
The Group Dashboard is the first screen of a group. It has a single screen, Dashboard, which lists every device in the group with its status and current readings, plots the devices on a map, lists the group's InTouch profiles and shows a live event log. All content is scoped to the selected group.

10.1. Dashboard

The Dashboard shows the devices in the group, their locations, their InTouch profiles and their current events. It is the starting point for a daily health check and for outage troubleshooting. The device counts cover the selected group. The organization-wide counts are on `Organization > Overview` (3.1.2 Organization Summary).

Where to find it

`Group > Dashboard`



The Dashboard. The device summary is at the top, the Devices grid below it, then the Map, InTouch and Event Log panels.

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10.1.1. Daily Health Check

Check the screen in this order. Each step names the row icon by its tooltip text.

1. Check **Offline** in the group summary. Investigate these devices first if the count is above zero.



Step 1. *The Offline tile, outlined in red, counts the devices in this group that are currently offline.*

2. Look for **Priority-1 down WANs**: one or more of the device's priority 1 WANs are down.
3. Look for **One or more WANs hit 100% usage and restricted to routing management traffic only.**: that WAN carries management traffic only, and user traffic is no longer routed over it.
4. Look for the four configuration state icons: **Config patches available**, **InControl stopped to apply configurations to device.**, **Configuration to device stopped. Configuration rolled back.** and **Device disabled configurations from InControl**. These devices are not applying the group's configuration.
5. Look for **Invalid license** and **Device's web admin password remains with the default one.**
6. For several groups at once, start from `Organization > Overview`. Its Groups grid gives **Offline Devices** per group. See 3.1.3 The Groups Grid.



Name	Description	Online Devices	Offline Devices	Total Devices	Clients
Distribution Centre		2	1	3	36
North Branch		0	7	7	0
South Branch		0	0	0	0
Harbour Site		0	0	0	0
Airport Depot		4	3	7	5
Retail Store 01		0	0	0	0
Retail Store 02		0	0	0	0
Captive Portal		0	0	0	0
Field Vehicles		3	6	9	73

Step 6. *The Offline Devices column, outlined in red, on the Groups grid of Organization Overview. Each group name links to that group.*

To list only the devices with a given icon, use the search options beside **Search devices...** on `Group > Settings > Device Management`, which include the status icon set and `Match all`. See *Status icons* in the Settings (Group Level) chapter (13.1.2 Status Icons). For a check across several screens, see Common Tasks (17.3 Daily Health Check).

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The search options opened beside Search devices... on Group > Settings > Device Management, with Match all and Match any below Tags.

10.1.2. What This Screen Shows



The group summary. Online, Offline and Total count devices, and Clients counts the clients online.

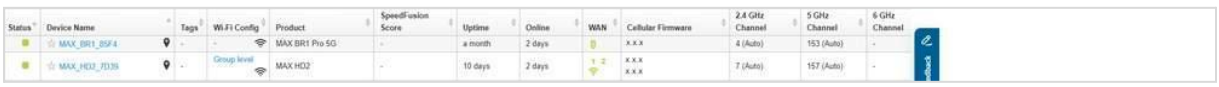
Section	What it shows
Group summary	Online, Offline and Total device counts for the group, and the number of clients online
Devices	One row per device in the group
Map	The group's devices plotted geographically
InTouch	The InTouch profiles available in the group
Event Log	The most recent events reported by the group's devices

The device count is shown above the Devices grid, for example **2 device(s)**.

Redirecting Devices to InControl Appliance is a badge beside the device count. It indicates that this group's devices are redirected to an InControl Appliance, as set at `Group > Settings > Device System Management` under **Use External InControl Appliance** (13.4.9 External InControl Appliance Settings). The same badge appears above the grid on `Group > Settings > Device Management`.

10.1.3. The Devices Grid

The grid has one row per device. Each device name is a link that opens the device.



The left part of the Devices grid, with the green status squares, the pin icon beside each device name, and Group level in the Wi-Fi Config column.

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Column	What it shows
Status	The device's current status, shown as an icon. Hover over it for the status in words, for example **Online**
Device Name	The name given to the device. Links to the device
Tags	Tags applied to the device
Wi-Fi Config	The source of the device's Wi-Fi configuration. A device configured at group level shows **Group level**, which links to the group's SSID configuration
Product	The product model, for example MAX BR1 Pro 5G
SpeedFusion Score	The SpeedFusion Score reported for the device. A dash means none is reported
Uptime	How long the device has been up, shown as a relative time. The tooltip gives the time it came up
Online	How long the device has been online, shown as a relative time. The tooltip gives the time the current online period began
WAN	The device's WAN connections
Cellular Firmware	The cellular module firmware version. A device with two modules lists both
2.4 GHz Channel	The channel in use, with **(Auto)** where the channel was selected automatically
5 GHz Channel	The channel in use, with **(Auto)** where the channel was selected automatically
6 GHz Channel	The channel in use, with **(Auto)** where the channel was selected automatically
Usage	Current throughput, for example 10.0 kbps
Clients	Number of clients on the device
Firmware	The router firmware version, for example 8.6.0 build 6441
Last Config Applied	When configuration was last applied to the device, shown as a relative time. The tooltip gives the exact timestamp

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Icons in a device row have their own tooltips. A row shows only the icons that apply to that device, for example **With GPS data** and **Wi-Fi AP enabled**. The full set is listed below with the IC2 wording.

Icon tooltip	What it indicates
With GPS data	The device is reporting GPS data
Follow another device's GPS location	The device takes its GPS location from another device
Captive portal enabled	A captive portal is enabled on the device
Wi-Fi AP enabled	Wi-Fi AP is enabled on the device
Router mode	The device is in router mode
Scheduled reboot	A reboot is scheduled for the device
eSIM Pooled Plan	The device is on an eSIM pooled plan
Cellular WAN connections are locked to specific SIM cards.	Each of the device's cellular WANs is tied to a particular SIM card
One or more WANs hit 100% usage and restricted to routing management traffic only.	A WAN has used its full allowance and now carries management traffic only. Requires action
Priority-1 down WANs	One or more priority 1 WANs are down. Open the device's **Connection Up/Down History** (15.12 Connection Up/Down History) to see when the WAN dropped, and **WAN Quality Reports** (15.6 WAN Quality Reports) for its latency before the drop. Both are in the Device Reports chapter
Ethernet	An Ethernet connection
Wi-Fi	A Wi-Fi connection
Cellular	A cellular connection
Device's web admin password remains with the default one.	The device's web admin password is still the default. Requires action
Invalid license	The device's license is not valid. Requires action
Firmware upgrade is available.	A firmware upgrade is available for the device

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Icon tooltip	What it indicates
One or more Starlink terminal connected to this device has firmware pending to install.	A Starlink attached to the device has firmware waiting to install
Config patches available	Configuration patches are available for the device
Device disabled configurations from InControl	The device has turned off configuration from InControl 2
InControl stopped to apply configurations to device.	InControl 2 has stopped applying configuration to the device
Configuration to device stopped. Configuration rolled back.	Configuration was stopped and the device's configuration was rolled back

Availability figures are added to the Devices grid by **Display Internet & Device Availability on Group Dashboard**, under Advanced Settings in Settings (Organization Level) (9.8.4 Advanced Settings). Each group can override it under Advanced Settings at `Group > Settings > Group Settings` (13.17.4 Advanced Settings), with `Yes`, `No` or `Follow Organization's`. The figures are defined under *How availability is calculated* in the Reports chapter (11.2.3 How Availability Is Calculated).

For the SIM, carrier and band in use per cellular WAN across the group, see *Devices and SIM Cards* under SIM Card Reports in the Reports chapter (**Primary Band**, **Secondary Band**). See 11.5.5 Devices and SIM Cards. For latency over time per WAN, see WAN Quality Reports in the Device Reports chapter (15.6 WAN Quality Reports).

If a device fails shortly after its **Last Config Applied** time, open `Group > Settings > Operation Log` to see which administrator changed which setting, with the old and new values. See *Operation Log* in the Settings (Group Level) chapter (13.18 Operation Log (Group Level)).

Notes on three columns:

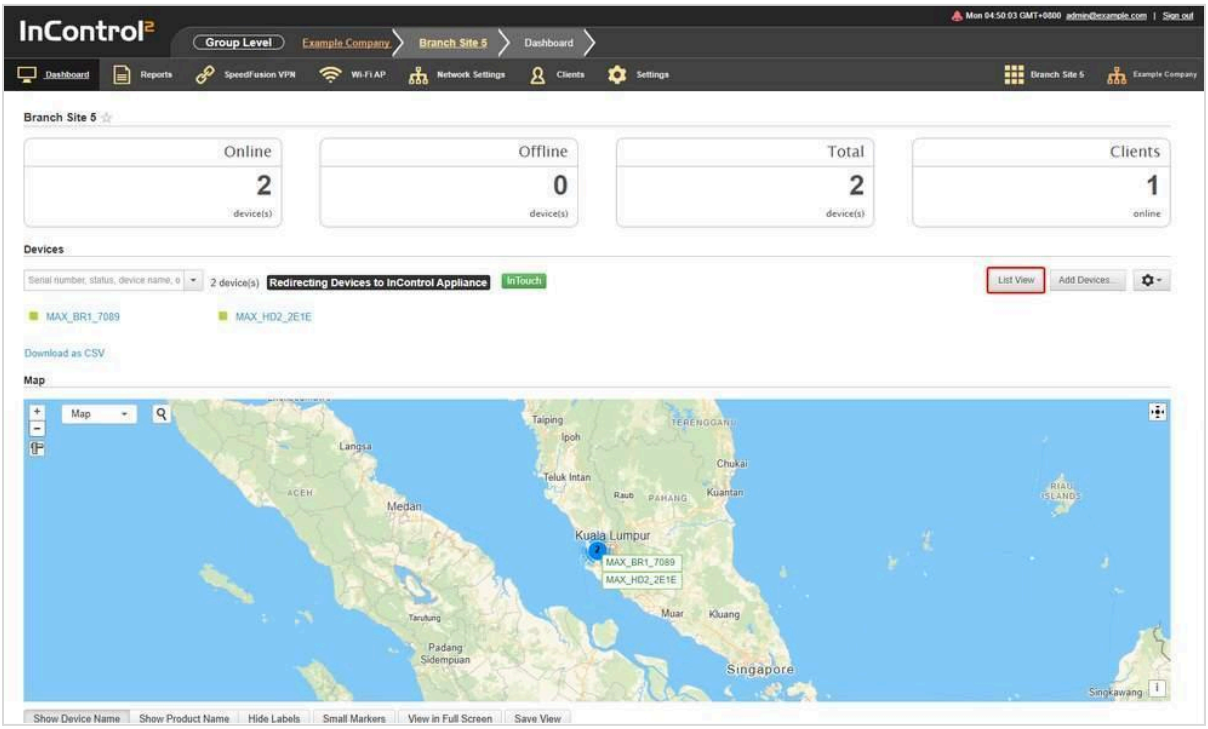
- **SpeedFusion Score** shows a dash for a device with no score to report. The score is reported per device at `Device > Reports > SpeedFusion Score`, which gives the figure, a rating and the range for each rating, from Critical below 50 to Excellent at 251 and above. See 15.1 SpeedFusion Score in the Device Reports chapter.
- **Online** is a duration, not a last seen time. It counts how long the device has been online, and its tooltip gives the start of that period. It is separate from **Uptime**, which counts from when the device came up.

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- **Uptime** and **Online** together distinguish a restart from a loss of connectivity. A short **Uptime** means the device came up recently, for example after a reboot or a power loss. A long **Uptime** with a short **Online** means the device kept running but lost contact with InControl 2 and then recovered, which indicates a connection issue rather than a device issue. Hover over either value for the exact timestamp, then search the Event Log from that time.

10.1.4. Compact View

Compact View changes the density of the Devices grid, not its content. It is a display setting and makes no change on the devices.



Compact View reduces the grid to device names, each with a status square. The button changes to List View, outlined in red.

In this view	What changes
The grid	All columns are removed. Each device is shown as one entry, its name beside a status square

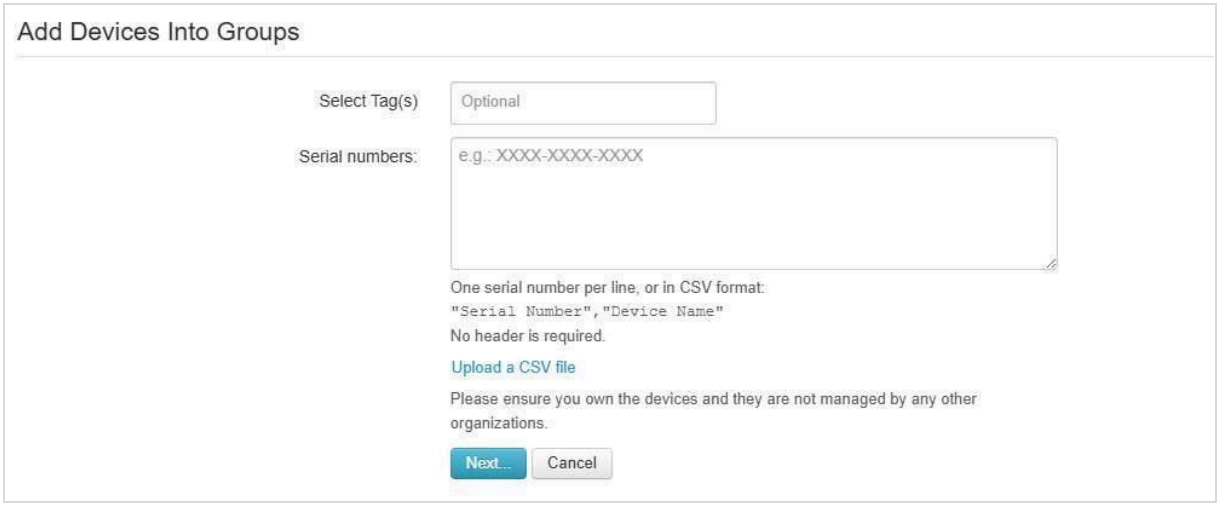
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In this view	What changes
The button	**Compact View** changes to **List View**, which restores the full grid
The search box	Accepts a serial number, status, device name or product name, as its placeholder states
Edit and **Hide expiration notices**	Both are hidden while the compact list is shown
Download as CSV	Remains available

The map, the InTouch panel and the Event Log panel are not affected.

10.1.5. Adding Devices

Add Devices... opens the `Group > Settings > Add Devices` page, titled **Add Devices Into Groups**.



The Add Devices Into Groups form opened from Add Devices... on the Dashboard. Select Tag(s) and Serial numbers are above Next... and Cancel.

Field or control	Notes
Optional, e.g.: XXXX-XXXX-XXXX	Entry field for a device identifier, in the format the placeholder shows
Select Tag(s)	Tags to apply to the devices being added

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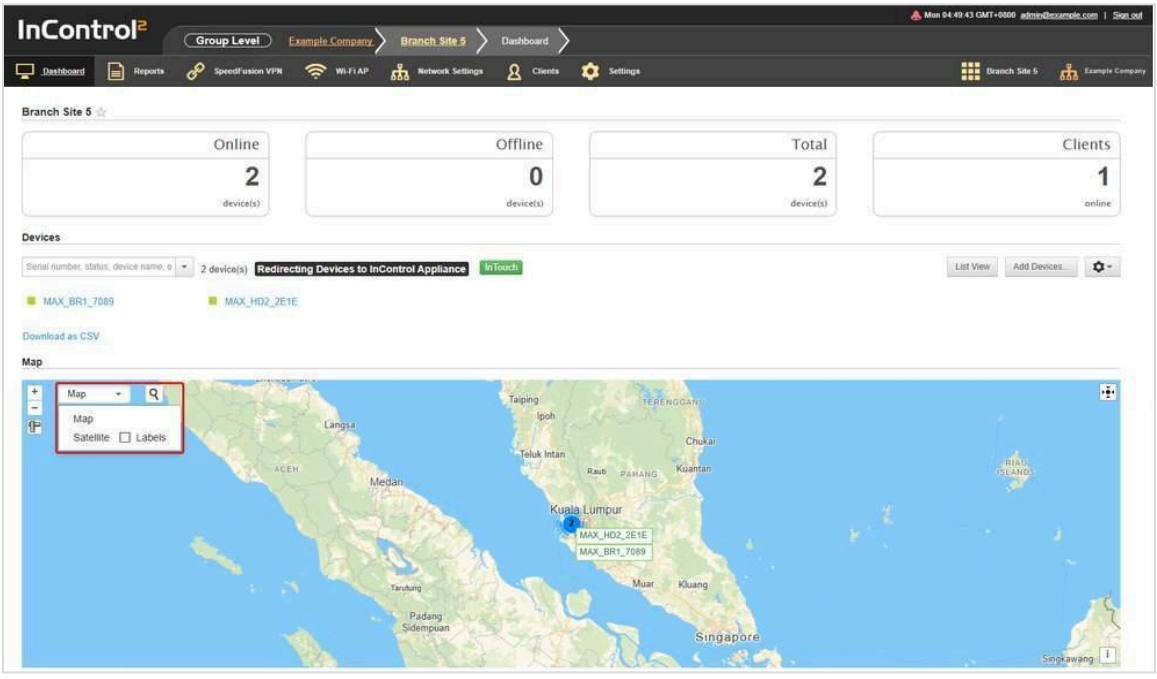
Field or control	Notes
Upload a CSV file	Adds devices from a CSV file rather than one at a time
Next...	Submits the form. At least one serial number is required
Cancel	Closes the form

The page is described under *Add Devices (group level)* in the Settings (Group Level) chapter (13.2 Add Devices (Group Level)). Enter serial numbers one per line, or as CSV lines in the form `"Serial Number","Device Name"`.

10.1.6. The Map

The map has the same controls as the organization level Overview map, and plots the devices in this group only.

Map, at the top left of the map, selects the base layer. It shows the layer in use and opens a short list. This control is not shown in every organization. See the note on the satellite source below the table.



Map opens a two entry list, Map and Satellite, with the Labels checkbox on the Satellite row. The control and its list are outlined in red. List View and InTouch are above the device list, with the Redirecting Devices to InControl Appliance badge beside the device count.

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Entry	Effect
Map	The drawn map. This is the default layer
Satellite	Satellite imagery
Labels	A checkbox on the **Satellite** row. Draws labels on the map

The satellite imagery source is set in `Organization > Organization Settings` under **Map** (9.8.8 Map). It applies to the whole organization, not per group.

Marker labels are set separately, from three options below the map.

Label option	Effect
Show Device Name	Draws the device name against each marker
Show Product Name	Draws the product name against each marker
Hide Labels	Draws no label against markers

A marker can show a past location. If its tooltip reads **This marker indicates the device's location in the past**, the marker shows an earlier location, not necessarily the current one.

For the route a vehicle has taken, open the device and use the location map at the bottom of `Device > Device Details` (14.1.13 The Location Map). It replays a track for a selected day or range, can colour the track by speed, adds events to the track with **Show Events**, and exports it with **Download as GPX**. For notifications when a device enters or leaves an area, see *Geo-fencing* in the Settings (Group Level) chapter (13.11 Geo-fencing).

Zoom in and **Zoom out**, shown as **+** and **–**, zoom the map. **Attributions**, shown as **i**, displays the map's data attributions.

The map also has a distance measuring tool. Its help text reads **Click to start measuring distance**.

10.1.7. The InTouch Panel

The panel lists the InTouch profiles available in the group. A **Grouped By:** control sets how they are arranged.

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The InTouch panel with Grouped By: set to Group. Two profiles are listed under Ungrouped, each with an information icon.

InTouch above the Devices grid scrolls the page down to this panel. Profiles are defined at `Device > Settings > InTouch` (16.3 InTouch), and serial port-based profiles at `Group > Settings > Serial-port-based InTouch` (13.14 Serial-port-based InTouch).

Option	Effect
Group	Arranges the profiles by group
Device	Arranges the profiles by device

Profiles that belong to neither are listed under an **Ungrouped** heading. Each profile is listed by name as a link.

Hover over a profile to see:

- **Device**, the device the profile reaches
- **URL on LAN**, the address on that device's LAN the profile connects to, including its scheme and port

The profile link opens a remote web address rather than a page in InControl 2.

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10.1.8. The Event Log Panel



Time	Device	SSID	Client	Type	Details
08-30 19:30:47	MAX_HD2_2E1E			SpeedFusion	SFC-RELAY-CLIENT-0830: Initiated TLSv1.3 connection to xxx.xxx.xxx.xxx using cipher suite TLS_AES_256_GCM_SHA384
08-30 19:30:46	MAX_HD2_2E1E			SpeedFusion	SFC-RELAY-CLIENT-0830: Initiated TLSv1.3 connection to xxx.xxx.xxx.xxx using cipher suite TLS_AES_256_GCM_SHA384
08-30 19:30:45	MAX_HD2_2E1E			SpeedFusion	SFC-YTO: Initiated TLSv1.3 connection to xxx.xxx.xxx.xxx using cipher suite TLS_AES_256_GCM_SHA384
08-30 19:30:45	MAX_HD2_2E1E			SpeedFusion	SFC-RELAY-CLIENT-0830: Initiated TLSv1.3 connection to xxx.xxx.xxx.xxx using cipher suite TLS_AES_256_GCM_SHA384
08-30 19:30:39	MAX_HD2_2E1E			WAN	Wi-Fi WAN on 5 GHz (Priority 1) connected to (192.168.0.107)
08-30 19:30:22	MAX_HD2_2E1E			WLAN	Radio selected channel 157
08-30 19:30:21	MAX_HD2_2E1E			SpeedFusion	SFC-RELAY-CLIENT-0830: Initiated TLSv1.3 connection to xxx.xxx.xxx.xxx using cipher suite TLS_AES_256_GCM_SHA384
08-30 19:30:20	MAX_HD2_2E1E			SpeedFusion	SFC-YTO: Initiated TLSv1.3 connection to xxx.xxx.xxx.xxx using cipher suite TLS_AES_256_GCM_SHA384
08-30 19:30:20	MAX_HD2_2E1E			SpeedFusion	SFC-RELAY-CLIENT-0830: Initiated TLSv1.3 connection to xxx.xxx.xxx.xxx using cipher suite TLS_AES_256_GCM_SHA384
08-30 19:30:19	MAX_HD2_2E1E			WAN	Wi-Fi WAN on 5 GHz (Priority 1) disconnected
08-30 19:28:17	MAX_HD2_2E1E			SpeedFusion	SFC-RELAY-CLIENT-0830: Initiated TLSv1.3 connection to xxx.xxx.xxx.xxx using cipher suite TLS_AES_256_GCM_SHA384

The Event Log panel. Times are shown as month, day and time. This example shows SpeedFusion, WAN and WLAN events.

Column	What it shows
Time	When the event was reported, as month, day and time
Device	The device that reported it. Links to the device
SSID	The SSID involved, where the event relates to one
Client	The client involved, where the event relates to one
Type	The event category, for example SpeedFusion, WLAN and WAN
Details	The event text

The panel is a short preview. **More...** opens the full Event Log screen under Reports, which adds a Search & Filter panel, filtering by event type, a **Location** column with the coordinates reported with each event, and **Log Archive Download**. See 11.11 Event Log (Group Level) in the Reports chapter.

The panel shows recent events. Event Log search covers a rolling 31 days, and log archive retrieval covers a rolling 24 months. These are separate functions with different time windows.

To investigate an event on a single device, open the device name and use:

- `Device > Reports > Connection Up/Down History` for WAN and SpeedFusion VPN up and down times (15.12 Connection Up/Down History)
- `Device > Reports > WAN Quality Reports` for latency per WAN (15.6 WAN Quality Reports)

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- `Device > Reports > Event Log` for **Offline History** and **Online History** (15.9.3 Offline History and Online History)

All three are described in the Device Reports chapter.

10.1.9. Controls on This Screen

Control	What it does
Search devices...	Filters the Devices grid. To filter by status icon with `Match all`, use the search options on `Group > Settings > Device Management`, described under *Status icons* in the Group Settings chapter (13.1.2 Status Icons)
InTouch	Scrolls the page down to the InTouch panel
Compact View	Replaces the Devices grid with a one line list of device names
List View	Restores the full Devices grid. Replaces **Compact View** while the compact list is shown
Add Devices...	Opens the `Group > Settings > Add Devices` page, described above
Edit	Shows the row selection checkboxes in the Devices grid, and **Update device info by CSV file** beside the export control. See *Selecting devices for a bulk action* below
Tag	Tags the selected devices in bulk. Appears only once a device is selected
Actions	Applies a bulk action to the selected devices. Appears only once a device is selected
Hide expiration notices	Hides expiration notices in the Devices grid. Whether administrators below organization level see expiration notices is set by **Show Subscription Expiration Dates and Notices to non-Organization Administrators** under Advanced Settings in Organization Settings (9.8.4 Advanced Settings)
Download as CSV	Exports the Devices grid
Update device info by CSV file	Updates device information from an uploaded CSV file

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Control	What it does
Map	Selects the map's base layer. Offers **Map** and **Satellite**, with a **Labels** checkbox. Not shown in every organization
Zoom in	Zooms the map in. Shown as **+**
Zoom out	Zooms the map out. Shown as **–**
Attributions	Shows the map's data attributions. Shown as **i**
Small Markers	Draws the map markers at a smaller size
View in Full Screen	Shows the map full screen
Save View	Saves the current map view
Group / Device	Sets how the InTouch panel groups its profiles
Refresh	Reloads the Event Log panel
More...	Opens the full Event Log screen under Reports

10.1.10. Selecting Devices for a Bulk Action

The selection checkboxes, **Tag** and **Actions** appear once **Edit** is clicked. Follow these steps:

Step	What appears
1. Click **Edit**, below the grid	A checkbox column appears on the left of the Devices grid. **Tag** and **Actions** appear above the grid, greyed out
2. Tick one or more devices	**Selected N devices:** appears above the grid, naming them, with **Clear all selections** beside it
3.	**Tag** and **Actions** become active

> ***Caution:*** *Every Actions entry applies to all devices named on the* ***Selected N devices:*** *line, not to the row last clicked. Check that line before applying* `Restore to factory defaults...`, `Remove...`, `Move to...` *or any* `Top Up` *entry.*

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The grid after Edit with one device ticked. Selected 1 devices names it, Tag and Actions are above the grid, and the checkbox column is on the left.

Tag and **Actions** are the same bulk controls as on `Group > Settings > Device Management`, documented in the Settings (Group Level) chapter (13.1.6 The Actions Menu). Their entries vary:

- Entries depend on the devices in the group. A group containing switches and access points offers `AP routing mode...`, `DHCP snooping` and `STP bridge priority`. A group of routers only does not show them.
- Entries that do not apply to the selected device are greyed out, not hidden.
- An entry missing from the menu means no device in the group supports it. A greyed out entry means the selected device does not support it.

On `Group > Settings > Device Management` and `Organization Settings > Device Management`, the checkboxes are shown when the grid loads, and **Tag** and **Actions** become active once a row is ticked.

Edit also shows **Update device info by CSV file** beside **Download as CSV**. **Hide expiration notices** is shown below the grid without **Edit**.

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11. Reports

Reports contains the group level reporting screens: traffic and client summaries, Wi-Fi activity, cellular and Starlink data pools, captive portal activity, connection tests, the event log and the tag list. All screens in this chapter are read only, with these exceptions:

- SIM Card Reports and Starlink Data Pools also define data pools and quotas.
- Tags allows tag descriptions to be edited.

All screens are reached from the group-level menu and cover the devices in the selected group.

Each report screen has its own period selector. The available periods and the retention differ between screens. The options for each screen are listed below.

Five of these reports can be e-mailed on a fixed schedule: Device Reports, Wi-Fi Reports, Usage Reports, Captive Portal Reports and Connection Test Reports. Set the frequency (**Monthly**, **Weekly**, **Daily**) and the recipients for each report at `Group > Settings > Report E-mailing`. See *Report E-mailing* in the Settings (Group Level) chapter (13.8 Report E-mailing (Group Level)). **Other e-mail addresses** is the only recipient option not tied to an InControl 2 role. Use it for recipients without an InControl 2 account.

11.1. Which Report Answers Which Question

The table below lists the screen to use for each type of question.

Question	Screen	See
Was each device up, and in contact with InControl 2, over a period?	Device Reports, Top Devices, **Device Availability** and **Internet Availability**	11.2.2 Top Devices
How much data did the group, a product line or a tagged set of devices use, per WAN?	Usage Reports	11.4 Usage Reports
Which clients used the most data?	Device Reports, Top Clients by Usage	11.2.5 Top Clients by Usage
Which SSIDs carried clients and traffic?	Wi-Fi Reports, SSID Usage	11.3.2 SSID Usage

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Question	Screen	See
Which SIMs or Starlinks are close to their quota?	SIM Card Reports, Starlink Data Pools	11.5 SIM Card Reports (Group Level), 11.6 Starlink Data Pools (Group Level)
How did one Starlink perform (latency, obstruction, packet loss)?	Starlink Reports	11.7 Starlink Reports
How many guests used the captive portal?	Captive Portal Reports	11.9 Captive Portal Reports (Group Level)
How many devices failed the scheduled speed test?	Connection Test Reports	11.10 Connection Test Reports
What happened, on which device, at what time?	Event Log	11.11 Event Log (Group Level)
What depends on a tag before it is changed?	Tags	11.12 Tags
When did each WAN of one device go up and down, and what was its monthly availability?	`Device > Reports > Connection Up/Down History`, in the Device Reports chapter	15.12 Connection Up/Down History

Month	Connection Availability
2026-08	100%
2026-07	100%
2026-06	100%
2026-05	100%
2026-04	57.7%

The monthly Connection Availability table on Connection Up/Down History, which answers the last question in the table. It shows one row per month for the selected WAN.

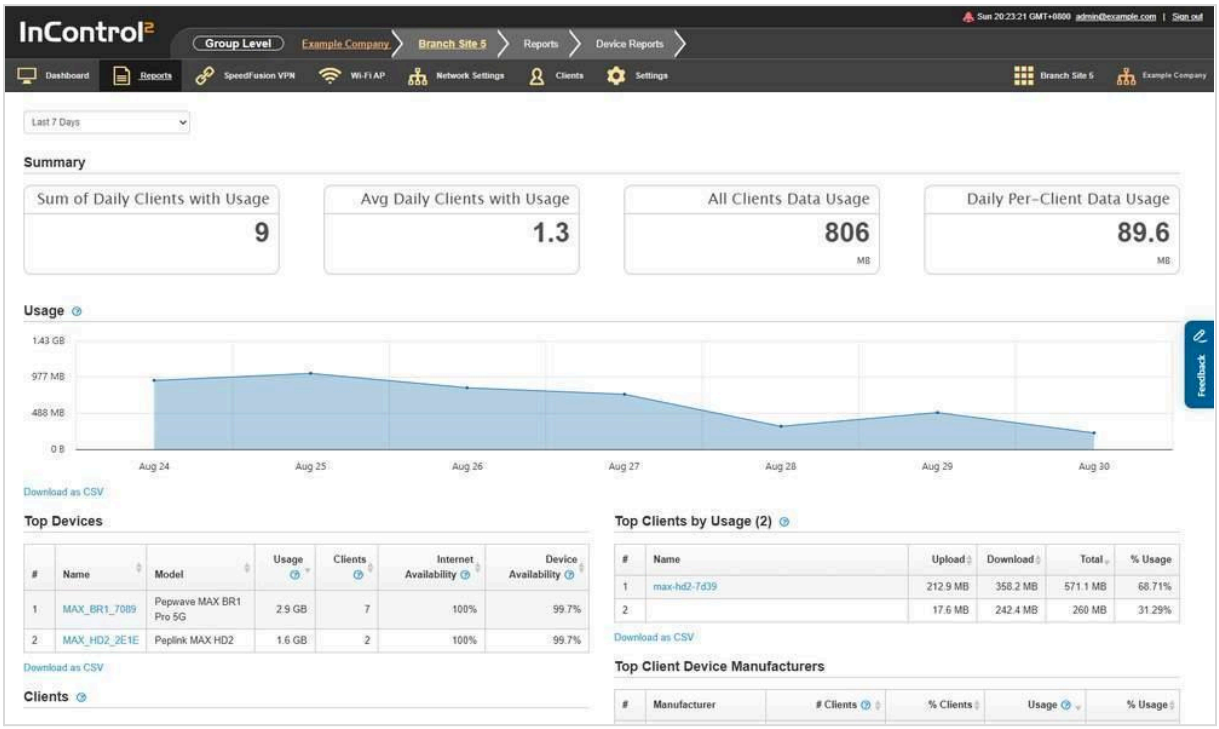
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11.2. Device Reports (Group Level)

Summarises data usage, client counts and availability across the devices in the group over a selected period.

Where to find it

`Group > Reports > Device Reports`



The Device Reports screen. The date range selector is above the Summary panel and applies to every section on the page.

11.2.1. What This Screen Shows

The page is a stack of sections, each with its own heading.

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Section	What it shows
Summary	Sum of Daily Clients with Usage, Avg Daily Clients with Usage, All Clients Data Usage, Daily Per-Client Data Usage
Usage	A bar chart of the data consumed by all clients on all devices for each day in the selected period
Top Devices	A ranked table of devices
Clients	A Clients Per Day chart with two series, **Clients with usage** and **Connected Wi-Fi clients**
Top Clients by Usage (2)	A ranked table of client devices
Top Client Device Manufacturers	A ranked table of manufacturers

Definitions are shown in tooltips on the section and column headings. Hover over a heading to view its definition.

The number in brackets after **Top Clients by Usage** is the number of clients listed in that table.

The Clients chart shows the instruction **Click on a column to view the day's hourly usage**. Click a day in the chart to view its hourly breakdown.

11.2.2. Top Devices

#	Name	Model	Usage	Clients	Internet Availability	Device Availability
1	MAX_BR1_7089	Pepwave MAX BR1 Pro 5G	2.9 GB	7	100%	99.7%
2	MAX_HD2_2E1E	Peplink MAX HD2	1.6 GB	2	100%	99.7%

The Top Devices table. Each device name is a link. The question mark icons beside Usage, Clients and the two availability headings show their definitions.

Column	What it shows
#	Rank within the period
Name	Device name, which links to the device

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Column	What it shows
Model	Product model, for example Pepwave MAX BR1 Pro 5G
Usage	Data consumed on all WAN connections of the device on that row in the selected period
Clients	Unique clients that accessed devices and consumed data in the period. Each client is counted once, regardless of how many times or on how many days it connected. Clients are identified primarily by MAC address and then by IP address
Internet Availability	See *How availability is calculated* below
Device Availability	See *How availability is calculated* below

11.2.3. How Availability Is Calculated

Each availability figure is one quantity divided by another, over the date range selected at the top of the page.

Column	Quantity measured	Measured against
Internet Availability	Total InControl 2 online time of the device in the period	Total uptime of the device in the period
Device Availability	Total uptime of the device in the period	Total length of the period

- **Device Availability** is the share of the period during which the device was powered and running.
- **Internet Availability** is the share of that running time during which the device was in contact with InControl 2. It reflects the device's path to the Internet as seen by InControl 2. It is not a per WAN figure.
- For availability per WAN per month, use `Device > Reports > Connection Up/Down History` (15.12.3 Monthly Availability).
- While a device is offline, InControl 2 does not count its connections as down until the device reconnects, so availability figures can change afterwards. See *Connection Up/Down History* in the Device Reports chapter (15.12 Connection Up/Down History).

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11.2.4. The Clients Chart

The chart plots two series that count different things.

Series	What it counts
Clients with usage	Unique clients that accessed devices and consumed data on each indicated date
Connected Wi-Fi clients	Connected Wi-Fi clients only. Ethernet clients are excluded

Click the bar for any date to open a chart of the connected client count for each hour of that day.

The two views count a long lived client differently.

View	How a client connected for several hours is counted
Hourly chart	Once in each hour it was connected
Daily figure	Once for the day, however many hours it was connected

As a result, the hourly figures can add up to more than the daily figure. Clients are identified primarily by MAC address and then by IP address.

11.2.5. Top Clients by Usage

#	Name	Upload	Download	Total	% Usage
1	max-hd2-7d39	212.9 MB	358.2 MB	571.1 MB	68.71%
2		17.6 MB	242.4 MB	260 MB	31.29%

The Top Clients by Usage table, ranked by Total. The % Usage column shows each client's share of all client usage.

Column	What it shows
#	Rank within the period
Name	Client name, which links to the client

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Column	What it shows
Upload	Data sent by the client
Download	Data received by the client
Total	Upload plus download
% Usage	That client's share of the total client usage

Each client's figures are the sum of its usage across all devices in the period. A client that moved between devices appears once, with its usage combined.

11.2.6. Top Client Device Manufacturers

#	Manufacturer	# Clients	% Clients	Usage	% Usage
1	Peplink	1	50.00%	551.1 MB	67.94%
2	Unknown	1	50.00%	260 MB	32.06%

The Top Client Device Manufacturers table. Clients that could not be identified are grouped on the Unknown row.

Column	What it shows
#	Rank within the period
Manufacturer	Manufacturer identified for the client devices. Clients that cannot be identified are grouped as **Unknown**
# Clients	Number of clients from that manufacturer
% Clients	That manufacturer's share of the client count
Usage	Data used by those clients
% Usage	That manufacturer's share of total usage

Clients that cannot be identified by MAC address are excluded from this table, from both the client counts and the usage figures. As a result, this table can total less than the client tables above it.

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11.2.7. Controls on This Screen

Control	What it does
Date range selector	Sets the period reported on every section of the page
Download as CSV	Exports the section above it, for the selected period. Usage, Top Devices, Clients, Top Clients by Usage and Top Client Device Manufacturers each have their own link

The date range selector offers eight options:

- Today
- Yesterday
- Last 7 Days
- Last 31 Days
- Last 91 Days
- Last 182 Days
- Last 12 Months
- Custom

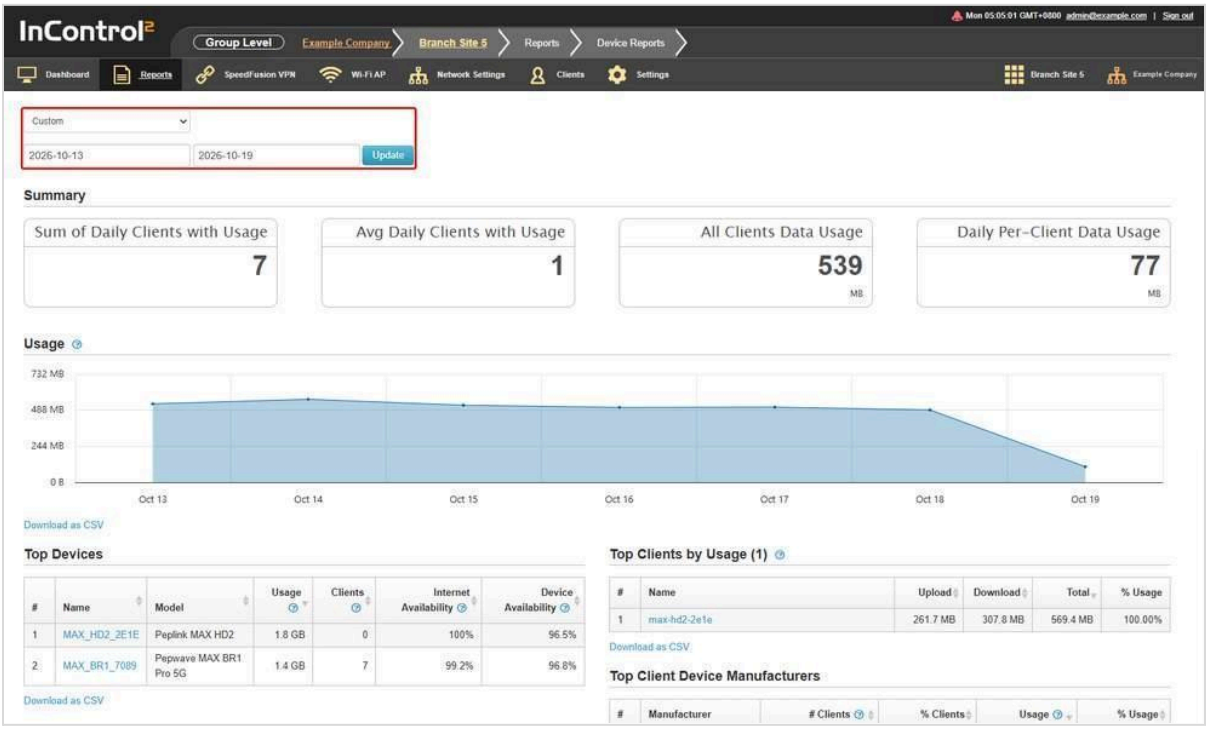
Use **Custom** for a period that the fixed options do not cover.

The longest fixed period on this screen is Last 12 Months. Other report screens offer different ranges. For example, Captive Portal Reports stops at Last 31 Days.

11.2.8. The Custom Range

Selecting **Custom** adds two date fields and an **Update** button below the selector. The report continues to show the previous period until the two dates are set and **Update** is clicked.

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Device Reports with Custom selected. The selector, the two date fields and the Update button are outlined in red. The fields show the period previously displayed.

Field	What it holds
Left field	Start date of the period
Right field	End date of the period
Update	Redraws every section of the page for the dates entered

Both fields are prefilled with the period displayed before **Custom** was selected, in the format `YYYY-MM-DD`.

Every report screen in this chapter that offers **Custom** uses the same two fields and **Update** button.

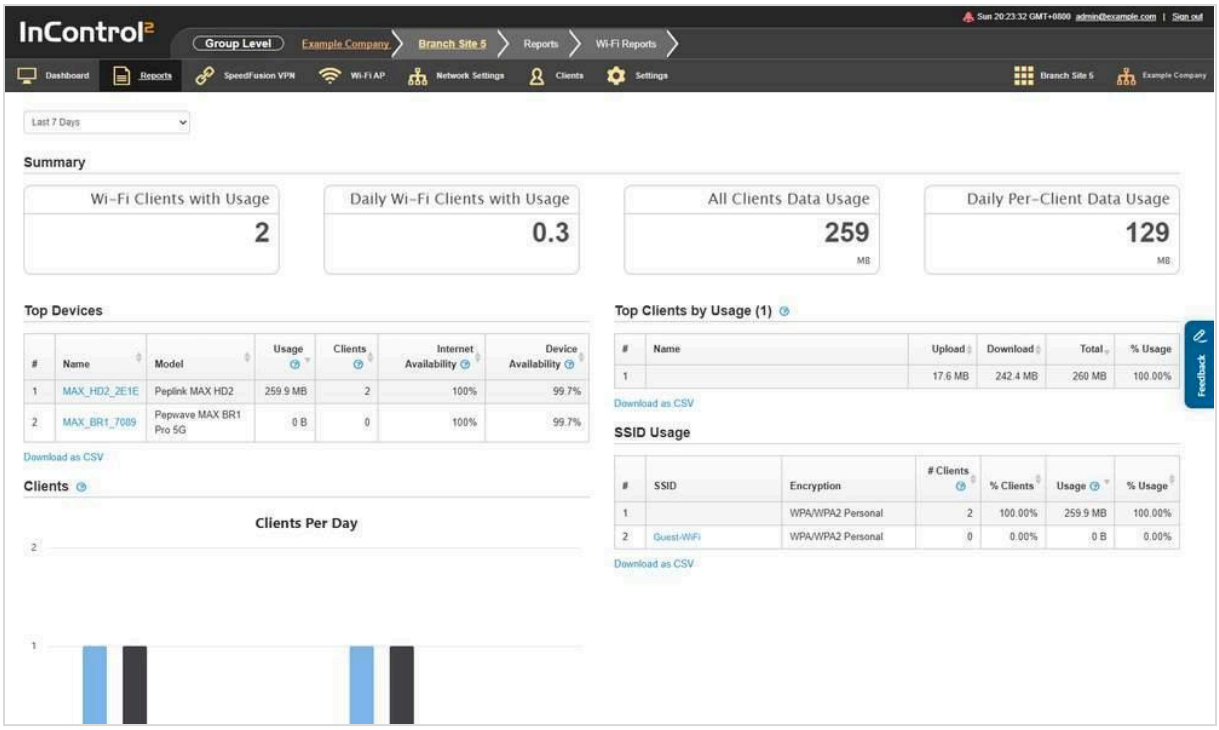
11.3. Wi-Fi Reports (Group Level)

Reports Wi-Fi client activity and SSID usage across the Wi-Fi capable devices in the group.

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Where to find it

Group > Reports > Wi-Fi Reports



The Wi-Fi Reports screen. The SSID Usage table, in the right-hand column under Top Clients by Usage, is unique to this screen.

11.3.1. What This Screen Shows

#	Name	Model	Usage	Clients	Internet Availability	Device Availability
1	MAX_HD2_2E1E	Peplink MAX HD2	259.9 MB	2	100%	99.7%
2	MAX_BR1_7089	Pepwave MAX BR1 Pro 5G	0 B	0	100%	99.7%

Top Devices on Wi-Fi Reports. A device with no Wi-Fi usage in the period is still listed, with 0 B and 0 clients.

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Section	What it shows
Summary	Wi-Fi Clients with Usage, Daily Wi-Fi Clients with Usage, All Clients Data Usage, Daily Per-Client Data Usage
Top Devices	A ranked table of devices
Clients	A Clients Per Day chart with two series, **Wi-Fi clients with usage** and **Connected Wi-Fi clients**
Top Client Device Manufacturers	A ranked table of manufacturers
Top Clients by Usage (1)	A ranked table of client devices
SSID Usage	A ranked table of SSIDs

The Clients chart works as on Device Reports and shows the same instruction, **Click on a column to view the day's hourly usage**. It plots **Wi-Fi clients with usage** instead of **Clients with usage**. On both screens, the **Connected Wi-Fi clients** series excludes Ethernet clients.

Top Devices, Top Clients by Usage and Top Client Device Manufacturers use the same columns and definitions as on Device Reports (11.2.2 Top Devices), including the two availability ratios and the exclusion of clients without an identifiable MAC address. One definition differs: **Usage** in Top Devices counts data consumed by Wi-Fi clients on Wi-Fi enabled devices, not all traffic on the device.

A device with no Wi-Fi clients in the period still appears in Top Devices, with 0 B of usage and zero clients. A listing in the table does not indicate Wi-Fi activity.

11.3.2. SSID Usage

#	SSID	Encryption	# Clients	% Clients	Usage	% Usage
1		WPA/WPA2 Personal	2	100.00%	259.9 MB	100.00%
2	Guest-WiFi	WPA/WPA2 Personal	0	0.00%	0 B	0.00%

The SSID Usage table. An SSID with no traffic in the period is still listed, with 0 clients and 0 B.

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Column	What it shows
#	Rank within the period
SSID	The SSID name
Encryption	Encryption in use, for example WPA/WPA2 Personal
# Clients	Wi-Fi clients connected to that SSID across all devices in the period
% Clients	That SSID's share of the client count
Usage	Data consumed by Wi-Fi clients on that SSID across all devices in the period
% Usage	That SSID's share of total usage

An SSID that carried no traffic in the period is still listed, with zero clients and 0 B of usage.

11.3.3. Controls on This Screen

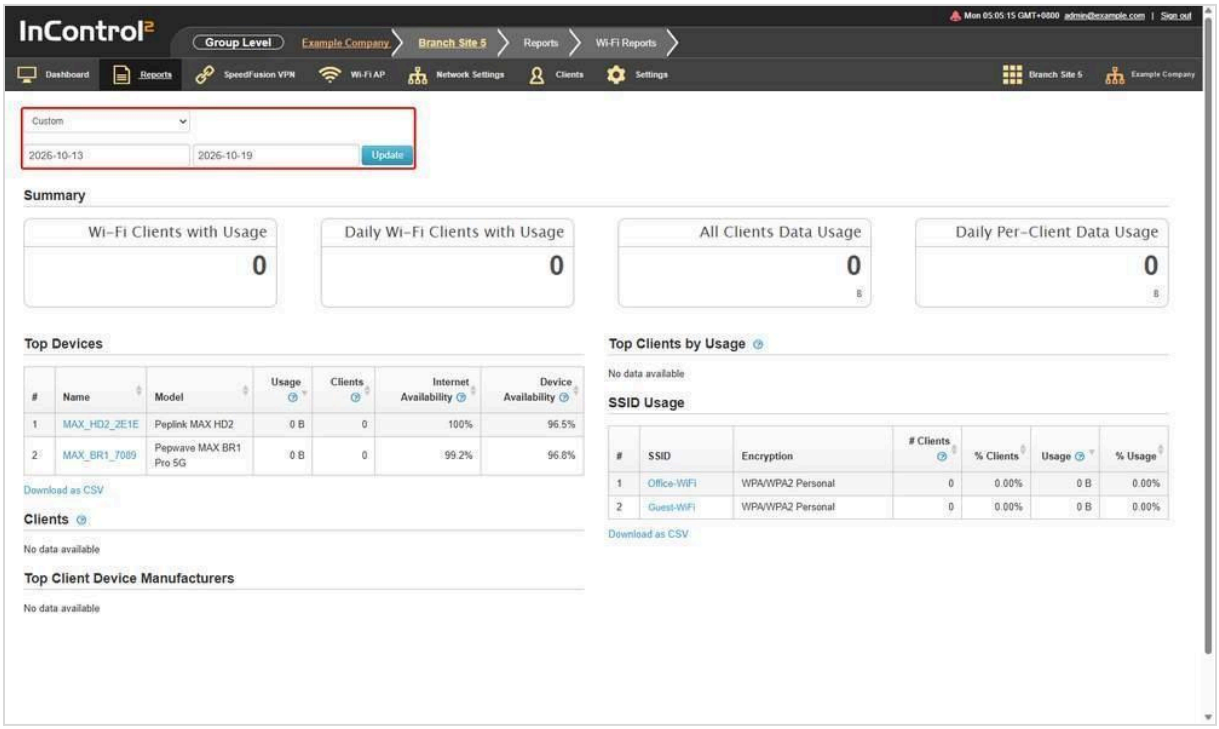
Control	What it does
Date range selector	Sets the period reported on every section of the page
Download as CSV	Exports the section above it. Top Devices, Clients, Top Client Device Manufacturers, Top Clients by Usage and SSID Usage each have their own link

The date range selector offers the same eight options as Device Reports:

- Today
- Yesterday
- Last 7 Days
- Last 31 Days
- Last 91 Days
- Last 182 Days
- Last 12 Months
- Custom

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Custom works as on Device Reports, with date fields in the format `YYYY-MM-DD`. See 11.2.8 The Custom Range.



Wi-Fi Reports with Custom selected. The selector, the two date fields and the Update button are outlined in red, above the Summary panel.

11.4. Usage Reports

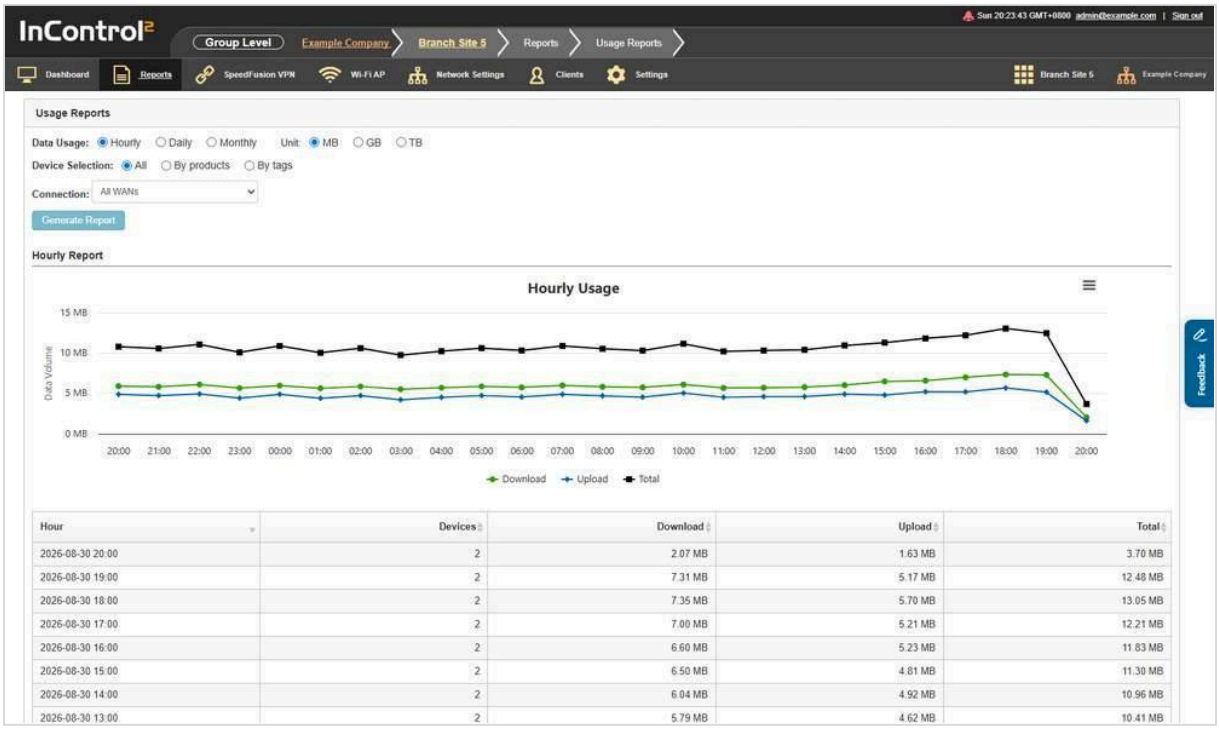
Builds a data usage report for a selected time granularity, unit, device selection and WAN connection. Use it to see how much data a set of devices used on one WAN type.

For example, to report all cellular usage across devices with a given tag, set **Device Selection** to **By tags**, **Connection** to **Cellular**, *which combines every cellular connection, and* ***Data Usage*** *to* ***Monthly****. See* Report parameters*.

Where to find it

`Group > Reports > Usage Reports`

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The Usage Reports screen. The report parameters sit in the panel at the top, and the generated report appears beneath as a chart and a table.

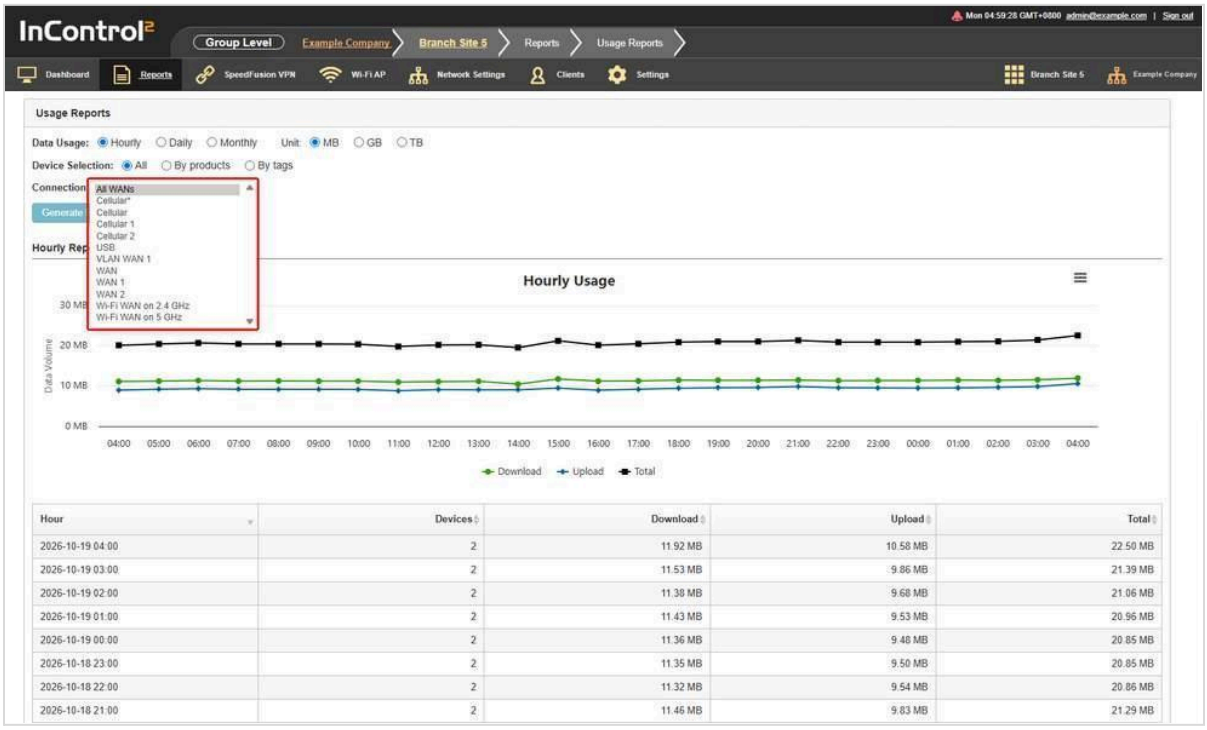
11.4.1. Report Parameters

The panel at the top of the page holds four sets of parameters.

Parameter	Options
Data Usage	Hourly, Daily, Monthly
Unit	MB, GB, TB
Device Selection	All, By products, By tags
Connection	A dropdown of WAN connections

The Connection dropdown lists **All WANs**, **Cellular*** and the WAN connection names found on the group's devices, for example Cellular, Cellular 1, Cellular 2, USB, VLAN WAN 1, WAN, WAN 1, WAN 2, Wi-Fi WAN on 2.4 GHz and Wi-Fi WAN on 5 GHz.

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The Connection dropdown, outlined in red, expanded. Cellular and Cellular are separate entries. All WANs is the default.*

All WANs is selected by default.

Cellular* and **Cellular** are separate entries:

- **Cellular*** combines every cellular connection on the selected devices into one total. Use it for total cellular usage.
- **Cellular**, like the other entries, is a single connection selected by name, in this case the connection named *Cellular* on a device.

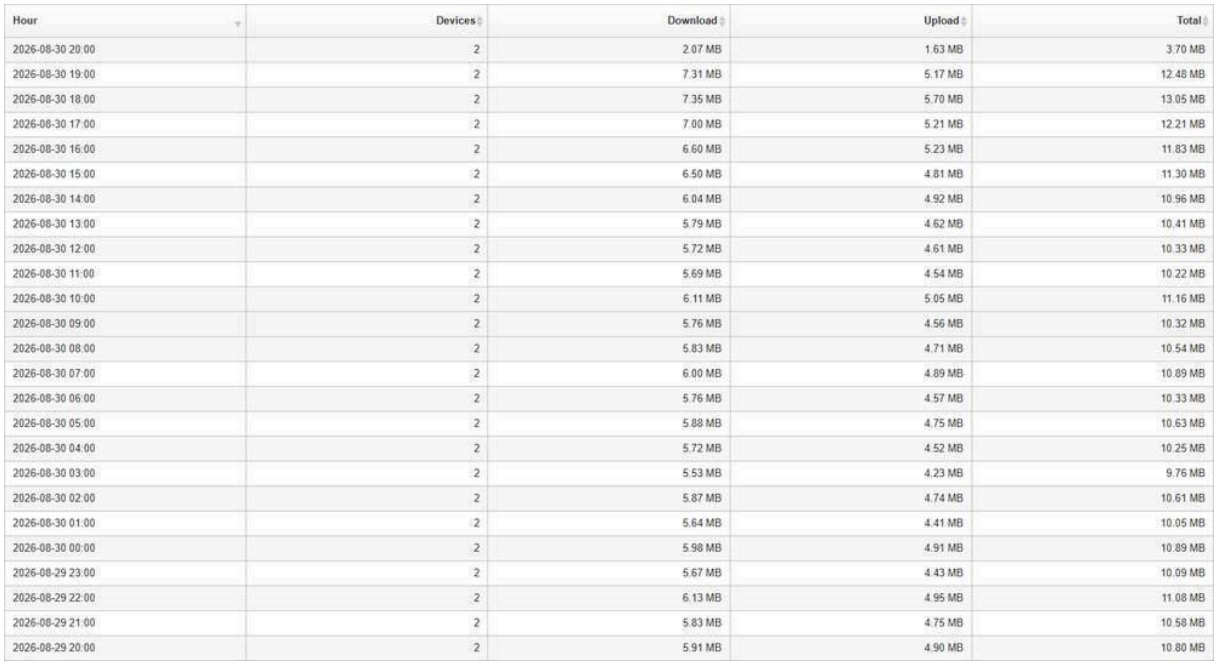
The list is built from the connection names on the group's devices, so it varies by group. Some entries include a device serial number, for example `Cellular 1 - <serial number>`.

Device Selection sets which devices are counted. **All** covers the whole group, **By products** limits the report to selected product models, and **By tags** limits it to devices with selected tags. See Tags, 11.12 Tags.

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11.4.2. The Generated Report

The report heading follows the Data Usage setting. With **Hourly** selected, the section is titled **Hourly Report** and contains a Data Volume chart and a table.



Hour	Devices	Download	Upload	Total
2026-08-30 20:00	2	2.07 MB	1.63 MB	3.70 MB
2026-08-30 19:00	2	7.31 MB	5.17 MB	12.48 MB
2026-08-30 18:00	2	7.35 MB	5.70 MB	13.05 MB
2026-08-30 17:00	2	7.00 MB	5.21 MB	12.21 MB
2026-08-30 16:00	2	6.60 MB	5.23 MB	11.83 MB
2026-08-30 15:00	2	6.50 MB	4.81 MB	11.30 MB
2026-08-30 14:00	2	6.04 MB	4.92 MB	10.96 MB
2026-08-30 13:00	2	5.79 MB	4.62 MB	10.41 MB
2026-08-30 12:00	2	5.72 MB	4.61 MB	10.33 MB
2026-08-30 11:00	2	5.69 MB	4.54 MB	10.22 MB
2026-08-30 10:00	2	6.11 MB	5.05 MB	11.16 MB
2026-08-30 09:00	2	5.76 MB	4.56 MB	10.32 MB
2026-08-30 08:00	2	5.83 MB	4.71 MB	10.54 MB
2026-08-30 07:00	2	6.00 MB	4.89 MB	10.89 MB
2026-08-30 06:00	2	5.76 MB	4.57 MB	10.33 MB
2026-08-30 05:00	2	5.88 MB	4.75 MB	10.63 MB
2026-08-30 04:00	2	5.72 MB	4.52 MB	10.25 MB
2026-08-30 03:00	2	5.53 MB	4.23 MB	9.76 MB
2026-08-30 02:00	2	5.87 MB	4.74 MB	10.61 MB
2026-08-30 01:00	2	5.64 MB	4.41 MB	10.05 MB
2026-08-30 00:00	2	5.98 MB	4.91 MB	10.89 MB
2026-08-29 23:00	2	5.67 MB	4.43 MB	10.09 MB
2026-08-29 22:00	2	6.13 MB	4.95 MB	11.08 MB
2026-08-29 21:00	2	5.83 MB	4.75 MB	10.58 MB
2026-08-29 20:00	2	5.91 MB	4.90 MB	10.80 MB

The table below the Hourly Usage chart. Each row is one hour, newest first, with the number of devices counted and the download, upload and total for that hour.

Column	What it shows
Hour	The hour the row covers, given as date and hour
Devices	Number of devices contributing to that row
Download	Data received in that hour
Upload	Data sent in that hour
Total	Download plus upload

The chart above the table plots Download, Upload and Total as Hourly Usage.

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11.4.3. The Period Each View Covers

There are no date selectors on this screen. Each **Data Usage** view covers a fixed rolling window that ends now:

View	Period covered
Hourly	About the last 25 hours, one row per hour
Daily	The last 46 days, including today
Monthly	The last 24 months

In the Daily view, the current day's row is labelled "Project day-end usage". In the Monthly view, the current month's row is labelled "Project month-end usage". These rows cover a period still in progress. A month with no data is omitted from the Monthly view, not shown as zero.

11.4.4. Controls on This Screen

Control	What it does
Hourly / Daily / Monthly	Sets the granularity of each report row
MB / GB / TB	Sets the unit used in the chart and table
All / By products / By tags	Sets which devices the report covers
Connection	Limits the report to one WAN connection or to All WANs
Generate Report	Runs the report with the parameters above. When the screen opens, the report for the default parameters is already displayed below it
Download as CSV	Exports the generated report table

11.5. SIM Card Reports (Group Level)

Tracks cellular data usage against carrier and custom SIM pools, and lists the SIM cards installed across the group, with the carrier and band each device is using.

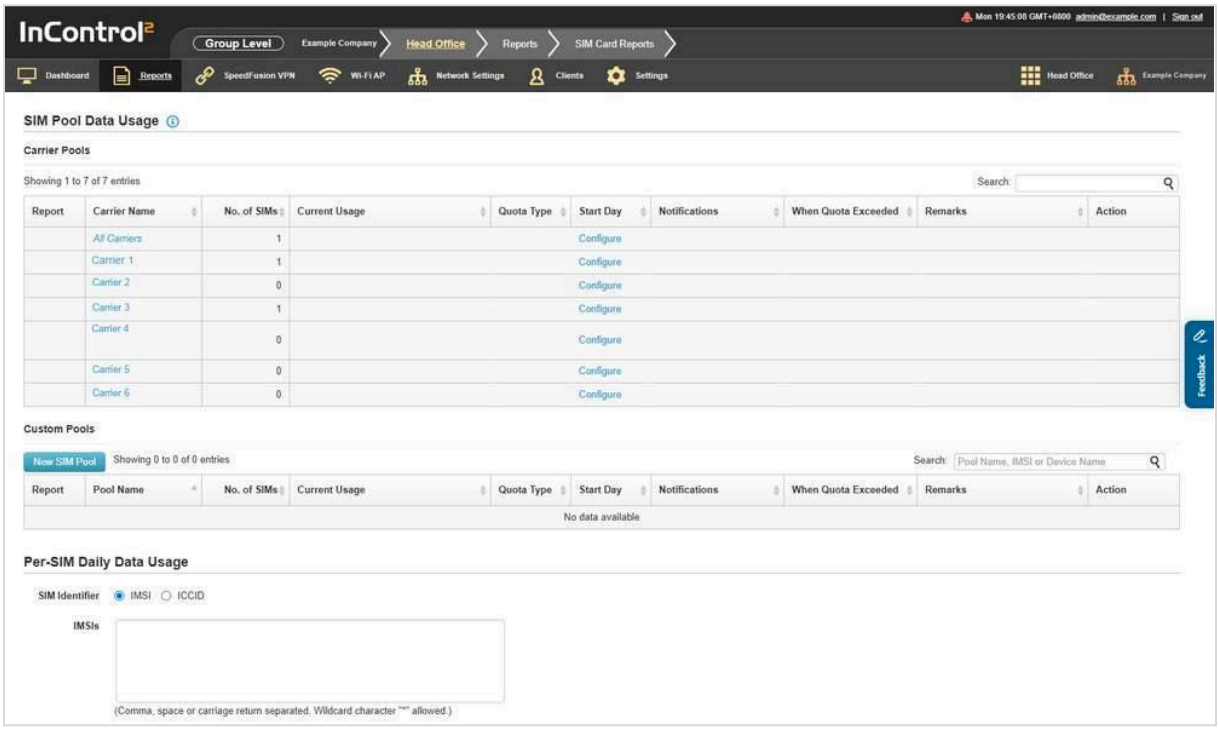
To create a pool for each of several devices in one action, select them at `Group > Settings > Device Management` and select `Create per-device custom SIM pools...` from the Actions

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menu. This creates one custom pool for each selected device that has SIM cards attached. See *Create per-device custom SIM pools* in the Settings (Group Level) chapter (13.1.10 Create Per-device Custom SIM Pools).

Where to find it

`Group > Reports > SIM Card Reports`



The SIM Card Reports screen. Carrier Pools are created by the system. Custom Pools are user defined.

11.5.1. What a SIM Pool Is

A SIM pool profile monitors the total data usage of a set of SIM cards against a quota across billing cycles. It sends alerts by e-mail, Pushover or HTTP/S, and can stop or throttle user traffic once the quota is exceeded. A shared carrier plan can therefore be controlled from one place.

- SIM cards are specified by IMSI.
- The same IMSI may belong to more than one pool.
- **Carrier Pools** are generated by the system, one for every carrier plus one for all carriers. Their IMSI membership is maintained automatically.
- **Custom Pools** are defined and maintained by the user.

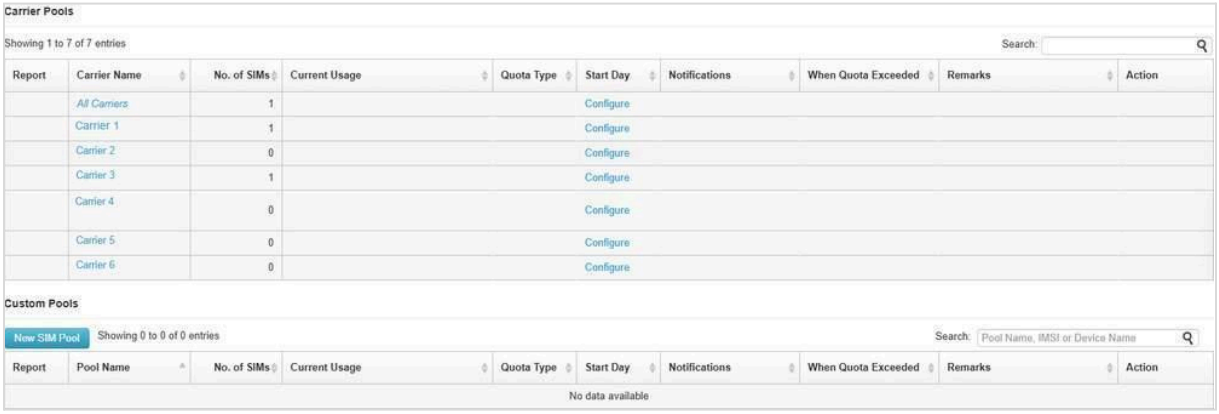
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11.5.2. What This Screen Shows

Section	What it shows
SIM Pool Data Usage	The page heading covering the two pool tables
Carrier Pools	One row per carrier detected in the group, plus an All Carriers row
Custom Pools	User-defined pools
Per-SIM Daily Data Usage	A CSV export of daily usage for selected SIMs
Devices and SIM Cards	The SIM inventory per device

11.5.3. Carrier Pools and Custom Pools

Both tables use the same columns, except the second column, which shows the carrier in one table and the pool in the other.



Carrier Pools above Custom Pools. Each carrier row without a quota offers only Configure. The Custom Pools table is below the New SIM Pool button.

Column	What it shows
Report	Link to the pool's usage report
Carrier Name / Pool Name	The detected carrier, or the pool name
No. of SIMs	Number of SIMs counted in the pool

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Column	What it shows
Current Usage	Data used in the current quota period
Quota Type	The quota period set for the pool
Start Day	The day of the month the quota period starts
Notifications	Notification channels enabled for the pool
When Quota Exceeded	The action taken once the quota is exceeded
Remarks	Free text entered for the pool
Action	Per row actions. Carrier pool rows offer **Configure**

Carrier pools are listed even when no quota is set. In that case, Current Usage, Quota Type, Start Day, Notifications and When Quota Exceeded are blank and the only action is **Configure**. Every carrier detected in the group has a row, even if no SIM is counted against it, so a **No. of SIMs** value of zero is expected. An empty Custom Pools table shows **No data available**.

11.5.4. Per-SIM Daily Data Usage

This section produces a CSV file, not an on-screen table.



The Per-SIM Daily Data Usage export. IMSI is selected, the identifier box is empty, and Download as CSV is greyed out.

Field	Notes
SIM Identifier	Select **IMSI** or **ICCID**. **IMSI** is selected by default

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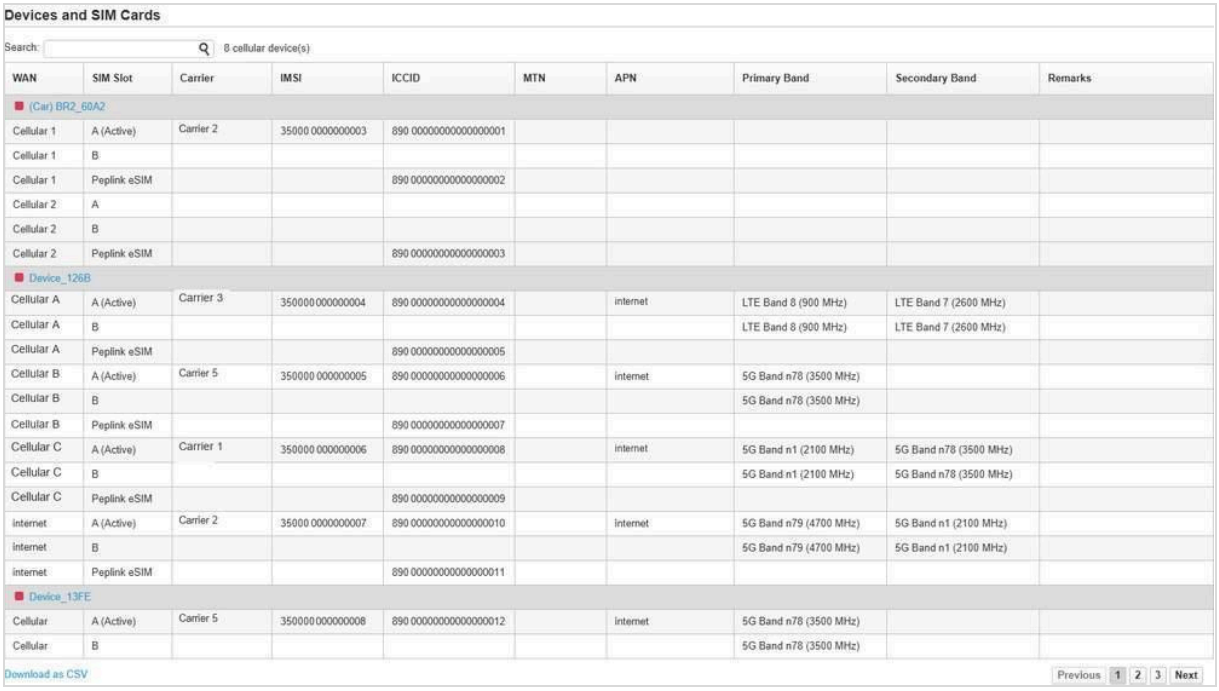
Field	Notes
IMSIs	The identifiers to report on. The screen states they may be separated by commas, spaces or carriage returns, and that the wildcard character * is allowed
Date Range	A **From** and a **to** field

Download as CSV for this section is disabled when no identifiers are entered.

The two Date Range fields are empty by default.

11.5.5. Devices and SIM Cards

The table is grouped by device, with one row per SIM slot.



The SIM inventory grouped by device, with A, B and Peplink eSIM rows under each cellular WAN, the (Active) marker on the slot in use, and the paging controls at the bottom.

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Column	What it shows
WAN	The cellular WAN the slot belongs to, for example Cellular 1
SIM Slot	The slot, given as **A**, **B** or **Peplink eSIM**. The slot in use is marked **(Active)**
Carrier	The carrier the SIM is registered to, with its country
IMSI	The IMSI of the SIM
ICCID	The ICCID of the SIM
MTN	The mobile telephone number recorded for the SIM
APN	The APN in use
Primary Band	The primary band reported
Secondary Band	The secondary band reported
Remarks	Free text entered for the SIM

An empty cell means the slot reported no value. A slot without a SIM still has a row, with the identifier columns blank. Hover over the coloured status dot beside a device name to see the device's current status, for example **Online** or **Offline**.

Above the table, the screen states how many cellular devices are covered, for example **2 cellular device(s)**. The table is paged, with **Previous**, numbered pages and **Next** below it, and has its own **Search:** field.

Each cellular WAN has a row for each physical tray, **A** and **B**, with the active tray marked **(Active)**, plus a **Peplink eSIM** row where present. A device can therefore have more rows than physical trays.

11.5.6. Controls on This Screen

Control	What it does
Search:	Filters the Carrier Pools table
New SIM Pool	Opens the pool editor described below
Pool Name, IMSI or Device Name	Filters the Custom Pools table by pool name, IMSI or device name

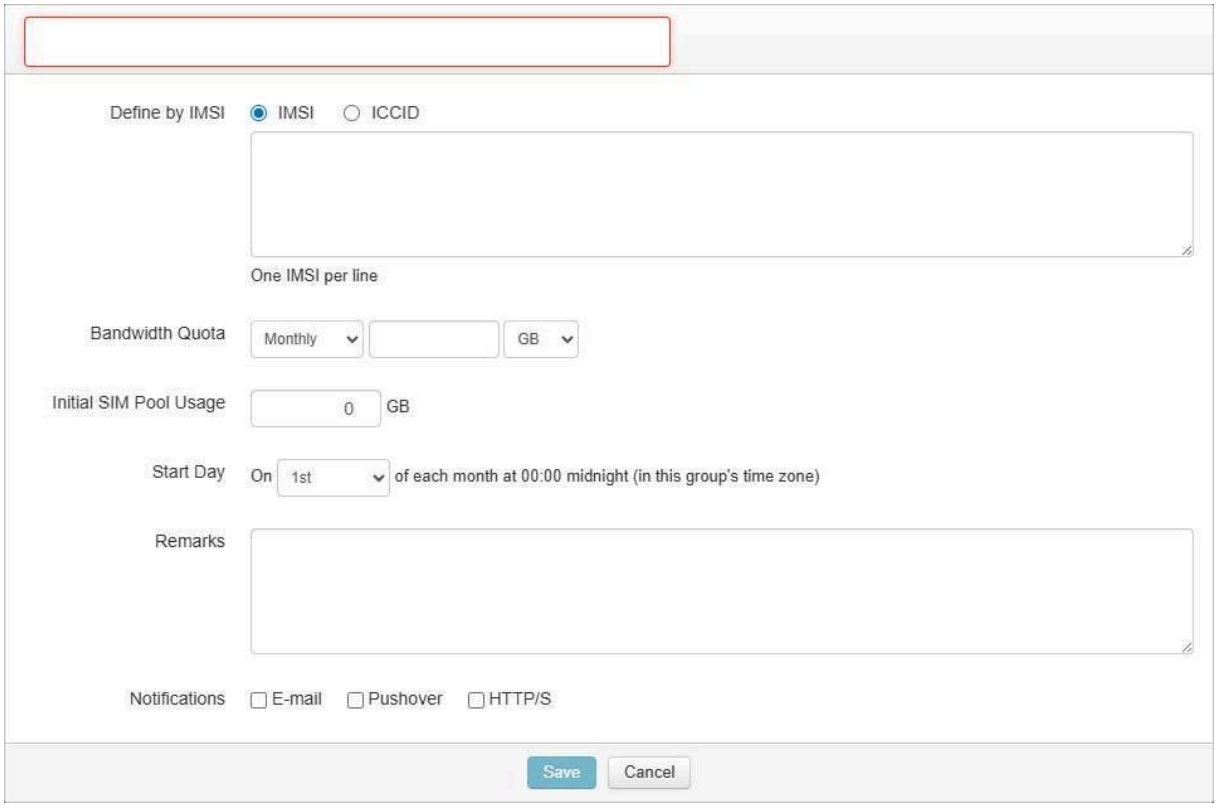
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Control	What it does
IMSI / ICCID	Selects the identifier used for the Per-SIM Daily Data Usage export
Configure	Opens the settings for a carrier pool row
Download as CSV	Exports the section above it. Per-SIM Daily Data Usage and Devices and SIM Cards each have their own link

11.5.7. Creating a Custom SIM Pool

To create a custom SIM pool, enter a pool name, list the SIMs by IMSI or ICCID, set the quota and **Start Day**, select the alert channels, and select the action to take when the quota is exceeded.

Click **New SIM Pool** to open the dialog.



The New SIM Pool dialog. The empty box at the top, outlined in red, is the Pool Name. Start Day runs at 00:00 midnight in the group's time zone.

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Field	Notes
Pool Name	The first box, in the dialog's header. The name entered is shown in the Custom Pools table
Define by	**IMSI** or **ICCID**
Identifier list	One identifier (IMSI or ICCID) per line
Bandwidth Quota	Period, amount and unit
Initial SIM Pool Usage	A starting figure in GB, for a pool that already has usage
Start Day	The day of the month the quota period restarts
Remarks	Free text for the pool
Notifications	**E-mail**, **Pushover**, **HTTP/S**
When Bandwidth Quota Exceeded	**Stop Routing User Traffic**, **Bandwidth Throttling**

> ***Caution: Stop Routing User Traffic*** *stops user traffic once the pool's quota is exceeded, and one pool can hold SIMs across many devices. Check the SIMs in the pool and the quota before saving. Select* ***Bandwidth Throttling*** *where loss of service is not acceptable.*

The dialog's dropdowns offer:

Dropdown	Options
Bandwidth Quota period	Daily, Weekly, Monthly, Yearly
Bandwidth Quota unit	MB, GB, TB
Start Day	1st through 28th, and **Last day**

The Start Day list offers the 1st through the 28th, and **Last day**. The quota period starts at 00:00 midnight on the selected day, in the group's time zone. For a period that follows the calendar month, from the 1st to the end of the month, select **1st**. **Last day** starts at 00:00 on the last day of each month, for a billing cycle that starts on that day.

The dialog states that the quota restarts **of each month at 00:00 midnight (in this group's time zone)**. The reset time follows the group's time zone, not the user's.

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Subject for Usage Alerts sets the subject line of the usage alert. The field accepts the following variables, listed in the dialog:

- `${date_time}`
- `${group_name}`
- `${link}`
- `${n_sims}`
- `${organization_name}`
- `${quota}`
- `${quota_mb}`
- `${start_day}`
- `${start_weekday}`
- `${start_month}`
- `${pool_name}`
- `${usage}`
- `${usage_mb}`
- `${usage_percentage}`

HTTP/S posts the alert to a specified URL. A test action beside the field reports **Sent** or **Failed**. The dialog describes the behaviour as follows:

- An HTTP/S POST call is made to the specified URL for the events selected above.
- The POST data is an array of events in JSON format. Each event includes fields such as `ts`, `device_name`, `device_id`, `client_name`, `client_mac`, `event_type`, `detail`, `longitude`, `latitude`, `gps_timestamp` and `sn`.
- On any error, for example an HTTP response code of 300 or above or a network timeout, the call is retried "at most five times every one minute".

HTTP/S can post quota alerts to an external system, such as a chat or issue tracking system. The payload includes `device_name`, `sn`, `event_type` and `detail`, which identify the device concerned.

Save and **Cancel** close the dialog.

11.5.8. Reset Time Differs Between Levels

SIM pools also exist at organization level. The two levels reset at different times.

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Level	Quota resets at
Group	Midnight in that group's time zone
Organization	Midnight GMT+0

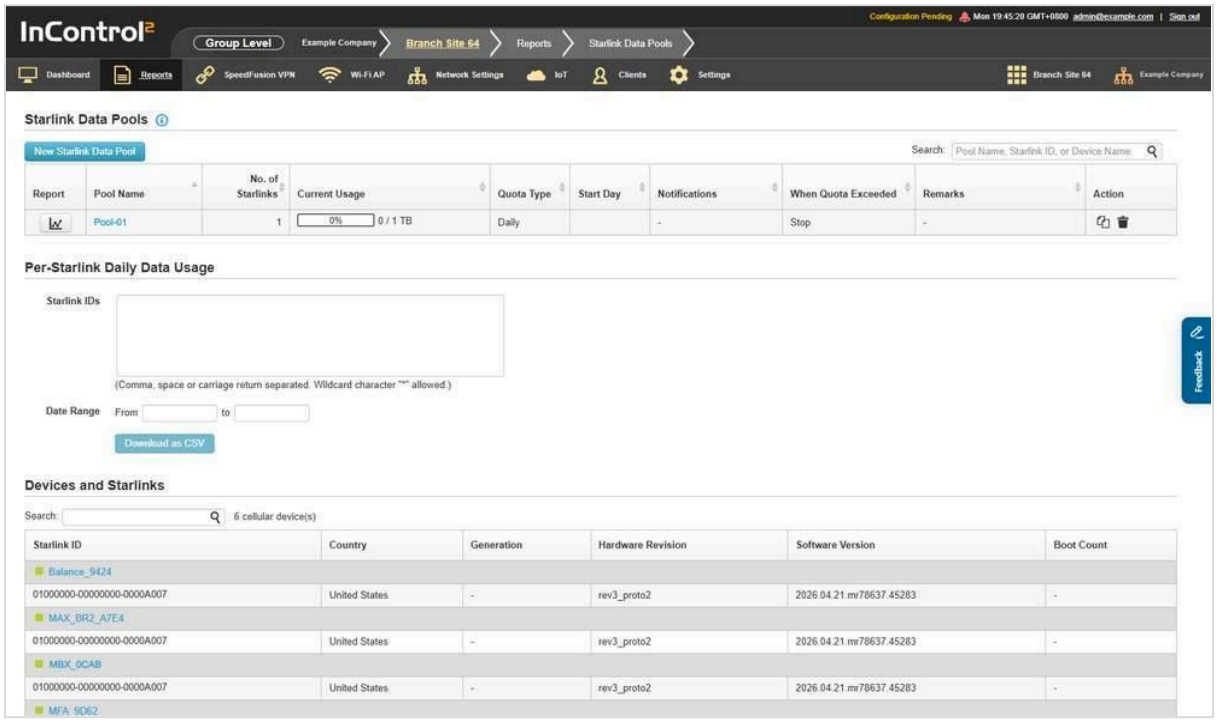
A group pool and an organization pool can therefore show different figures around a day boundary, even when they hold the same SIMs, because their days start at different times. See the Organization Reports chapter for the organization-level screen (4.1 SIM Card Reports (Organization Level)).

11.6. Starlink Data Pools (Group Level)

Applies pooled data quotas to Starlinks attached to devices in the group, and lists those Starlinks.

Where to find it

`Group > Reports > Starlink Data Pools`



The Starlink Data Pools screen with one pool defined. The Devices and Starlinks table at the bottom lists the Starlinks available to pool.

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11.6.1. What a Starlink Data Pool Is

The **Starlink Data Pools** heading has an information icon. Its tooltip states that:

- A Starlink data pool profile tracks the overall data usage of a group of Starlinks during billing cycles.
- Each Starlink is identified by its Starlink ID.
- A Starlink ID can be associated with one or more data pools.

11.6.2. What This Screen Shows

Section	What it shows
Starlink Data Pools	The user-defined pools
Per-Starlink Daily Data Usage	A CSV export of daily usage for selected Starlinks
Devices and Starlinks	The Starlink inventory per device

11.6.3. The Pool Table



One pool row. Current Usage is shown as a bar with the percentage inside it and the amount used against the quota beside it. The Action column has two icons.

Column	What it shows
Report	An icon linking to the pool's usage report
Pool Name	The pool name
No. of Starlinks	Number of Starlinks counted in the pool
Current Usage	Data used in the current quota period, shown as a bar with the percentage used, and the amount used against the quota beside it
Quota Type	The quota period set for the pool, for example **Daily**
Start Day	The day of the month the quota period starts. Blank if no start day is set

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Column	What it shows
Notifications	Notification channels enabled for the pool. A dash if none
When Quota Exceeded	The action taken once the quota is exceeded, shown in short form as **Stop**
Remarks	Free text for the pool. A dash if none
Action	Two icons: **Clone** and delete

Every column except **Report** and **Action** is sortable. With no pools defined, the table shows **No data available**.

11.6.4. Per-Starlink Daily Data Usage



The Per-Starlink Daily Data Usage export. Enter the Starlink IDs and the From and to dates, then click Download as CSV.

Field	Notes
Starlink IDs	The Starlinks to report on. The screen states they may be separated by commas, spaces or carriage returns, and that the wildcard character * is allowed
Date Range	A **From** and a **to** field

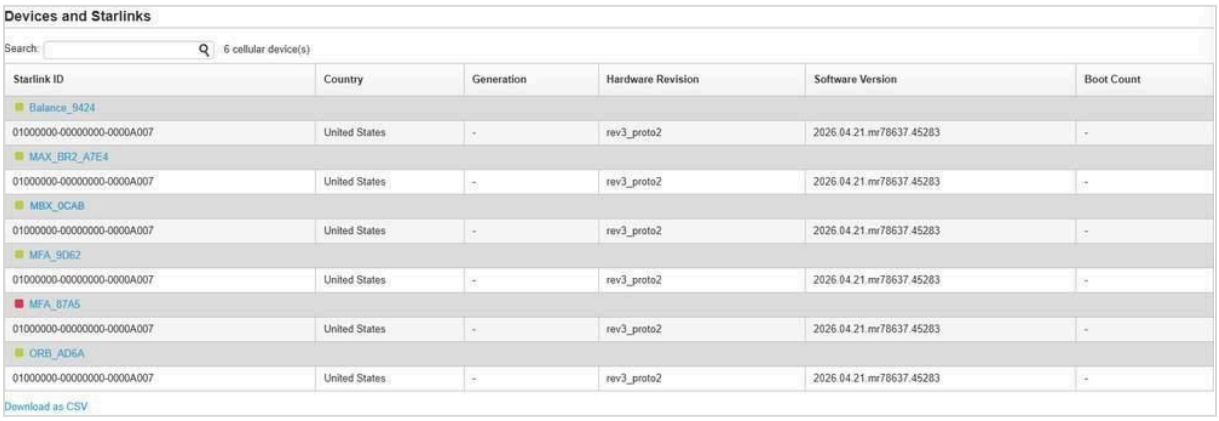
Download as CSV for this section is disabled when no identifiers are entered.

The Date Range fields work as on SIM Card Reports (11.5 SIM Card Reports (Group Level)).

11.6.5. Devices and Starlinks

The table is grouped by device, with one row per Starlink.

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The Starlink inventory. Each device has a grey heading row with its status square, and its Starlinks are listed below it. Search is above the table.

Column	What it shows
Starlink ID	The Starlink identifier
Country	The country reported by the Starlink
Generation	The generation value reported by the Starlink
Hardware Revision	The hardware revision string reported by the Starlink
Software Version	The software version running on the Starlink
Boot Count	The number of boots reported by the Starlink

The same Starlink ID can appear under more than one device if the Starlink has been connected to each. Each row shows the values that device last reported.

Generation and **Boot Count** are not always reported. A dash in either column means the Starlink sent no value, not that the value is zero.

11.6.6. Controls on This Screen

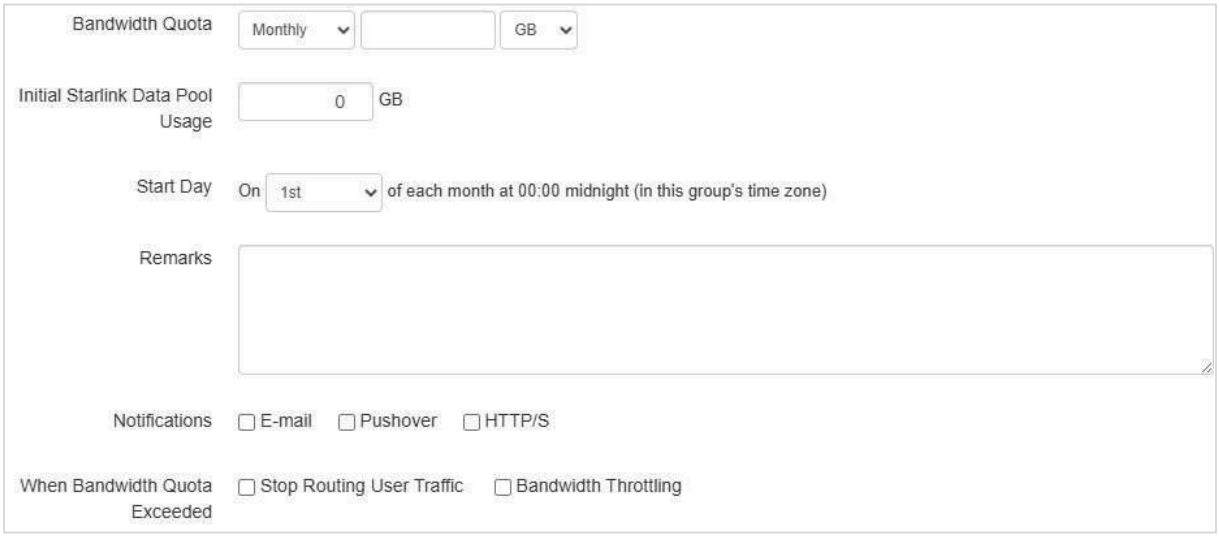
Control	What it does
New Starlink Data Pool	Opens the pool form described below
Pool Name, Starlink ID, or Device Name	Filters the pool table by pool name, Starlink ID or device name
Search:	Filters the Devices and Starlinks table

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Control	What it does
Download as CSV	Exports the section above it. Per-Starlink Daily Data Usage and Devices and Starlinks each have their own link

11.6.7. Creating a Starlink Data Pool

New Starlink Data Pool opens a form with the same layout as the SIM pool editor.



The quota part of the form. The Start Day wording ties the reset to this group's time zone. When Bandwidth Quota Exceeded has two options.

Field	Notes
Pool Name	The name shown in the pool table
Starlink IDs	One ID per line
Bandwidth Quota	Period, amount and unit
Initial Starlink Data Pool Usage	A starting figure, for a pool that already has usage
Start Day	The day of the month the quota period restarts
Remarks	Free text for the pool

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Field	Notes
Notifications	**E-mail**, **Pushover**, **HTTP/S**
When Bandwidth Quota Exceeded	**Stop Routing User Traffic**, **Bandwidth Throttling**

> ***Caution: Stop Routing User Traffic*** *stops user traffic once the pool's quota is exceeded, and one pool can hold Starlinks attached to many devices. Check the Starlink IDs in the pool and the quota before saving. Select* ***Bandwidth Throttling*** *where loss of service is not acceptable.*

Dropdown	Options
Bandwidth Quota period	Daily, Weekly, Monthly, Yearly
Bandwidth Quota unit	MB, GB, TB
Start Day	1st through 28th, and **Last day**

As with SIM pools, the form states that the quota restarts **of each month at 00:00 midnight (in this group's time zone)**.

The notification settings work as on the SIM pool dialog, with one difference in the variable list:

- **Subject for Usage Alerts** accepts `${date_time}`, `${group_name}`, `${link}`, `${n_starlinks}`, `${organization_name}`, `${quota}`, `${quota_mb}`, `${start_day}`, `${start_weekday}`, `${start_month}`, `${pool_name}`, `${usage}`, `${usage_mb}` and `${usage_percentage}`. The count variable is `${n_starlinks}`, not `${n_sims}`.
- **HTTP/S** posts an array of events in JSON format to a specified URL, with a test action that reports **Sent** or **Failed**. On any error, for example an HTTP response code of 300 or above or a network timeout, the call is retried "at most five times every one minute".

Save is unavailable until the required fields are filled in. **Cancel** closes the form.

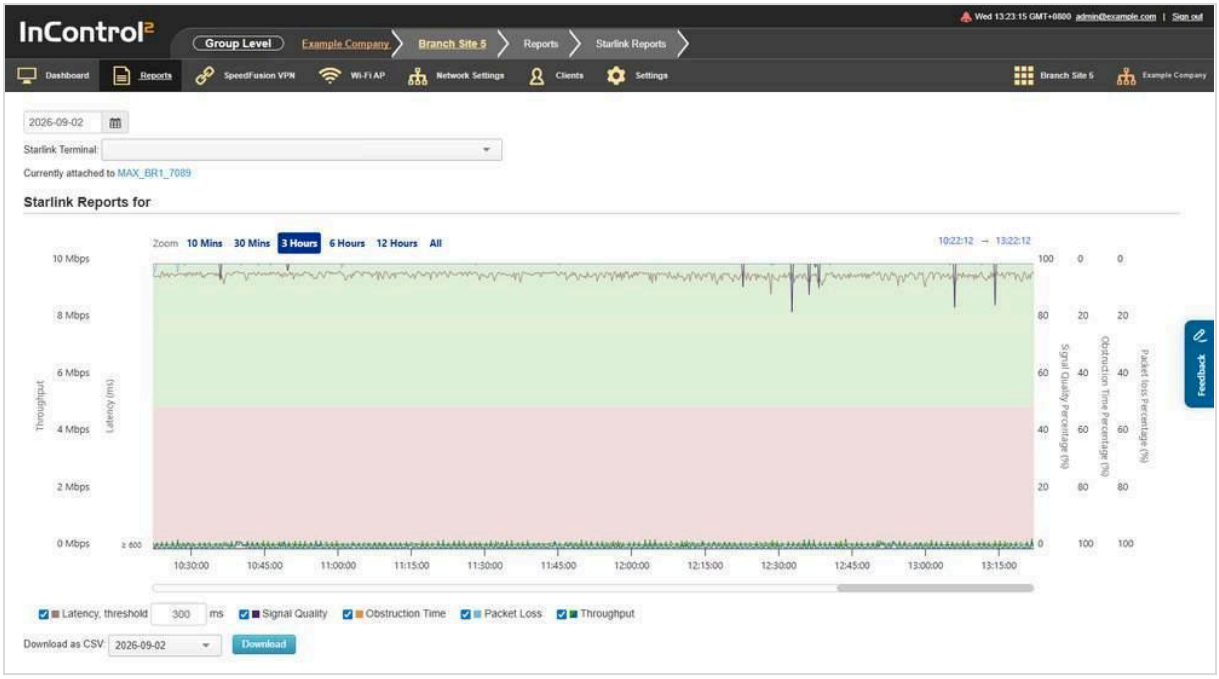
11.7. Starlink Reports

Charts the performance of one Starlink over a time window. This screen is available at group level only. For pooled data allowances across the group's Starlinks, see *Starlink Data Pools (group level)* (11.6 Starlink Data Pools (Group Level)).

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Where to find it

`Group > Reports > Starlink Reports`

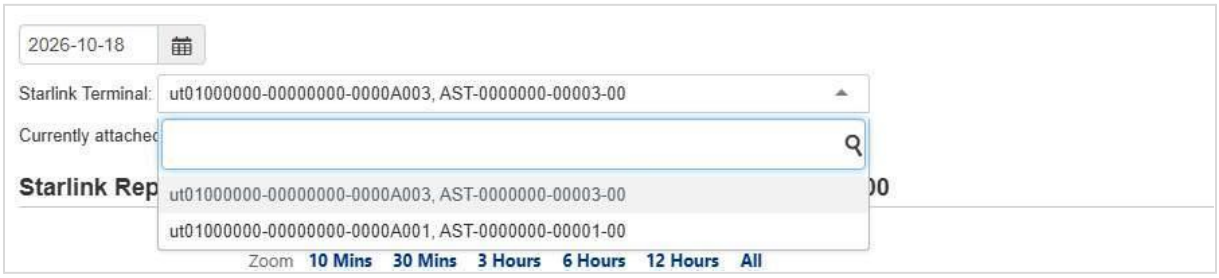


Starlink Reports. The Starlink selector is at the top, the series checkboxes below it, and the charts below those. The heading shows the Starlink currently charted.

11.7.1. Choosing a Starlink

The screen reports on one Starlink at a time, selected from the `Starlink Terminal:` list at the top. The list defaults to `Please Select...`. Each entry shows the Starlink identifier followed by its service line reference, in the form `utXXXXXXXX-XXXXXXXX-XXXXXXXX, AST-XXXXXXX-XXXXX-XX`. The Starlink identifier (`ut...`), the first part of each entry, identifies the Starlink. The service line reference is a separate value.

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The Starlink Terminal list opened. Each entry shows a Starlink identifier and its service line reference. A search box is at the top of the list.

Below the selector, InControl 2 shows the device the Starlink is attached to, as `Currently attached to <device name>`. The heading above the charts shows the selected Starlink.

11.7.2. The Series

Five series are available, each with its own checkbox. All five are selected by default.

Series	What it charts
`Latency`	Round trip latency in milliseconds. Has its own threshold field, in ms
`Throughput`	Data rate. Its information icon reads `Data source: Per-minute Reports`
`Signal Quality`	Signal quality as a percentage
`Obstruction Time`	Proportion of time the Starlink was obstructed, as a percentage
`Packet Loss`	Packet loss

Clear a series checkbox to remove it from the charts.

To distinguish an obstruction problem from a service problem, chart `Obstruction Time` together with `Packet Loss` and `Latency` for the outage period. Packet loss that rises with obstruction indicates a Starlink placement issue. Two related settings are in Settings (Group Level):

- `Ignore Starlink Outage` in the Actions menu at `Group > Settings > Device Management`, which keeps Starlink WANs connected even when the Starlinks detect obstructions. See 13.1.7 What Each Entry Opens.

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- *Stowing Starlinks by location* under Geo-fencing. See 13.11.6 Stowing Starlinks by Location.

11.7.3. The Time Window

Control	What it does
Date	The day being charted
Start and end time	Two time fields that set the window within that day. They default to the last three hours
Month	A month list, offering the current month and the four before it
`Download`	Exports the report

11.8. Captive Portal Dashboard

Shows current captive portal activity for the group, including the clients the portal recognises. For portal activity over a period, use `Group > Reports > Captive Portal Reports` (11.9 Captive Portal Reports (Group Level)).

Where to find it

`Group > Reports > Captive Portal Dashboard`

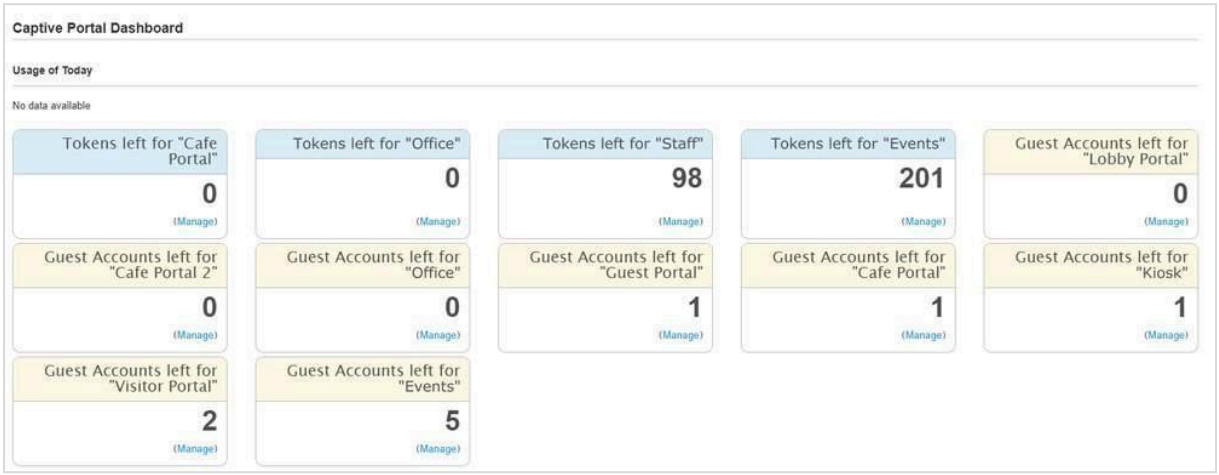
11.8.1. What This Screen Shows

Section	What it shows
Usage of Today	Portal usage so far today
Refresh: On Off	A client table with its own refresh control
Usage of the last 7 days	Portal usage over the past seven days

The two usage panels cover fixed periods, and the screen has no date range selector. The dashboard reports only clients currently recognised by the portal. If there are none, Usage of Today, the client table and Usage of the last 7 days all show **No data available**. An empty dashboard does not indicate that the portal is misconfigured.

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If the group's captive portals use tokens or guest accounts, one tile per portal is also shown below **Usage of Today**.



A group with several portals. Blue tiles show the tokens left for a portal and yellow tiles the guest accounts left, each with a Manage link.

Tile	What it shows
Tokens left for "<portal>"	The number of tokens still available for that portal
Guest Accounts left for "<portal>"	The number of guest accounts still available for that portal

Each tile has a **Manage** link.

The client table has the following columns.

Column	What it shows
Type	The client type
Name	The client name
IP Address	The address held by the client
Kind	The client kind
Manufacturer	Manufacturer identified for the client device
Access Mode	The portal access mode the client used

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Column	What it shows
Action	Per row actions

11.8.2. Controls on This Screen



The Refresh switch set to On above the client table, with Search beside the entry count and Download as CSV below. With no portal clients, the table reads No data available.

Control	What it does
Refresh: On Off	Turns automatic refreshing of the client table on or off
Search:	Filters the client table
Download as CSV	Exports the client table

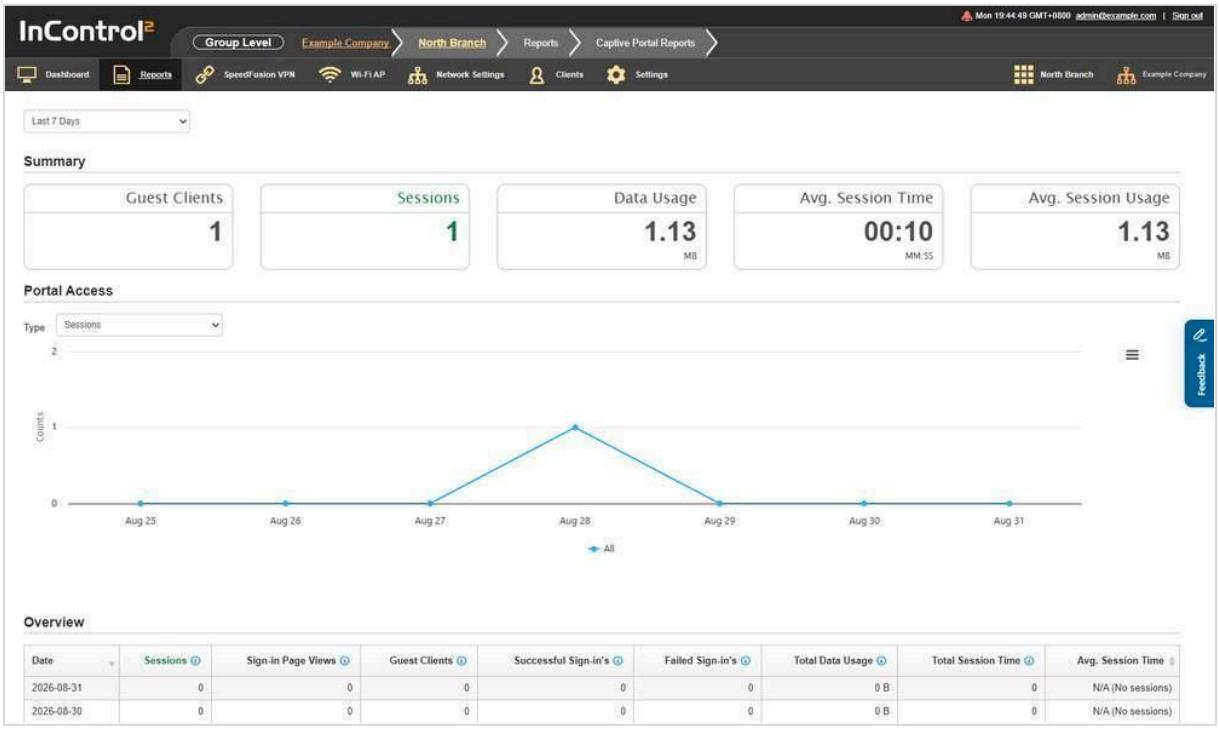
11.9. Captive Portal Reports (Group Level)

Reports captive portal access and guest activity over a selected period, and exports the guest user information collected by the portal. This screen covers the whole group. The device-level version, `Device > Reports > Captive Portal Reports` (15.8 Captive Portal Reports (Device Level)), covers one device. At device level, the device running the portal shows the same data as this screen, and the other devices in the group show **No data available**. Use this screen for portal reporting across the whole group.

Where to find it

`Group > Reports > Captive Portal Reports`

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Captive Portal Reports for a group with portal activity. The five Summary tiles are at the top of the page. The Portal Access chart below them has its own Type dropdown.

11.9.1. What This Screen Shows

The page is a stack of six sections.

Section	What it covers
Summary	Five tiles giving the headline portal figures for the period
Portal Access	One measure of portal access plotted per day, selected from a Type dropdown
Overview	A table of every measure, one row per day
Client Types	The operating systems of the clients that used the portal, as a table and a pie
Visits in Each Access Mode	One measure per day, split by the access mode used
Guest User Information Download	An export of the guest user details the portal collected

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11.9.2. Summary

Tile	What it reports
Guest Clients	Guest clients in the period
Sessions	Portal sessions in the period
Data Usage	Data passed by portal clients, with the unit below the figure
Avg. Session Time	Mean session length, labelled **MM:SS**
Avg. Session Usage	Mean data per session, with the unit below the figure

Sessions counts new sessions only. The tile's information icon states that since InControl 2.8 this value counts new sessions, and that signing in on an existing session is not counted. A guest who reconnects within an existing session does not increase the figure.

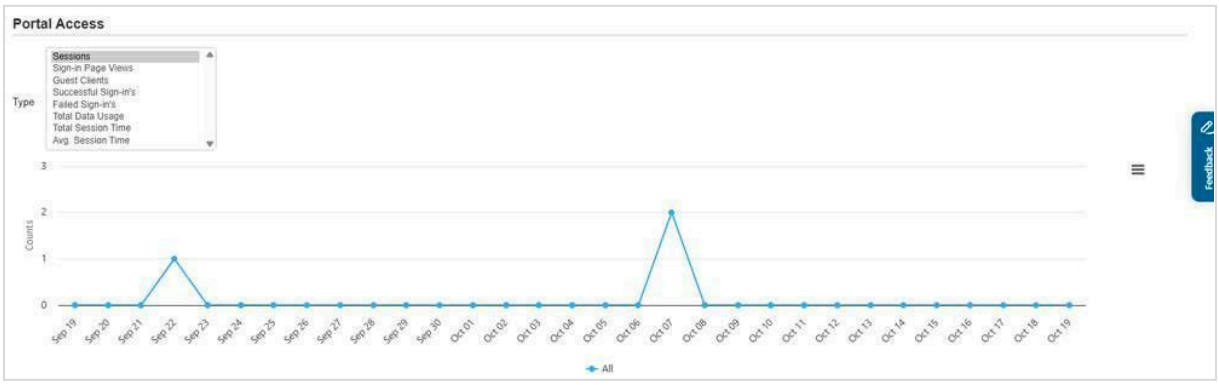
11.9.3. Portal Access

A **Type** dropdown selects the measure the chart plots. It offers eight options, which are also the columns of the Overview table:

- Sessions
- Sign-in Page Views
- Guest Clients
- Successful Sign-in's
- Failed Sign-in's
- Total Data Usage
- Total Session Time
- Avg. Session Time

Sessions is selected by default. The chart plots the selected measure per day, with **Counts** on the vertical axis and a single **All** series.

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The Type list expanded to show its eight options, with Sessions selected, above the chart of daily counts.

11.9.4. Overview

One row per day in the period, newest first.

Date	Sessions	Sign-in Page Views	Guest Clients	Successful Sign-in's	Failed Sign-in's	Total Data Usage	Total Session Time	Avg. Session Time
2026-08-31	0	0	0	0	0	0 B	0	N/A (No sessions)
2026-08-30	0	0	0	0	0	0 B	0	N/A (No sessions)
2026-08-29	0	0	0	0	0	0 B	0	N/A (No sessions)
2026-08-28	1	2	1	1	1	1.13 MB	10 seconds	10 seconds
2026-08-27	0	0	0	0	0	0 B	0	N/A (No sessions)
2026-08-26	0	0	0	0	0	0 B	0	N/A (No sessions)
2026-08-25	0	0	0	0	0	0 B	0	N/A (No sessions)

The Overview table, newest day first. Days with no portal activity show zero and N/A (No sessions). Days with activity show each measure.

Column	What it shows
Date	The day the row covers
Sessions	Sessions started that day
Sign-in Page Views	Views of the sign-in page
Guest Clients	Distinct guest clients
Successful Sign-in's	Sign-ins that succeeded
Failed Sign-in's	Sign-ins that failed
Total Data Usage	Data passed that day
Total Session Time	Session time accumulated that day
Avg. Session Time	Mean session length that day

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A day with no portal activity is still listed, with zeros across the row and **N/A (No sessions)** in Avg. Session Time. Several column headings have information icons. A group with no portal traffic in the selected period shows **No data available** in every section, including Overview. A wider date range may show earlier activity.

11.9.5. Client Types

System	Clients	Percentage
iOS	1	100%

The Client Types table. In this example every portal client runs iOS, so one row shows 100%.

Column	What it shows
System	The operating system identified for the clients, for example iOS
Clients	Number of clients running it
Percentage	That system's share of the clients

The same data is shown as a pie chart beside the table.

11.9.6. Visits in Each Access Mode

A second **Type** dropdown, with the same eight options as Portal Access, sets the measure. The table shows one row per day and one column per access mode in use. If all portals in the group use a single mode, the table shows one column, headed **All**.

Date	All
2026-08-31	0
2026-08-30	0
2026-08-29	0
2026-08-28	1
2026-08-27	0
2026-08-26	0
2026-08-25	0

The access mode table for a group using a single mode. The only column after Date is headed All.

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11.9.7. Controls on This Screen

Control	What it does
Date range selector	Sets the period reported on the page
Type (Portal Access)	Selects the measure the Portal Access chart plots
Type (Visits in Each Access Mode)	Selects the measure the access mode table reports
Download as CSV	Exports the section above it. Overview, Client Types, Visits in Each Access Mode and Guest User Information Download each have their own link. Summary and Portal Access have none. The data behind the chart can be exported from Overview, which holds every measure for the same days

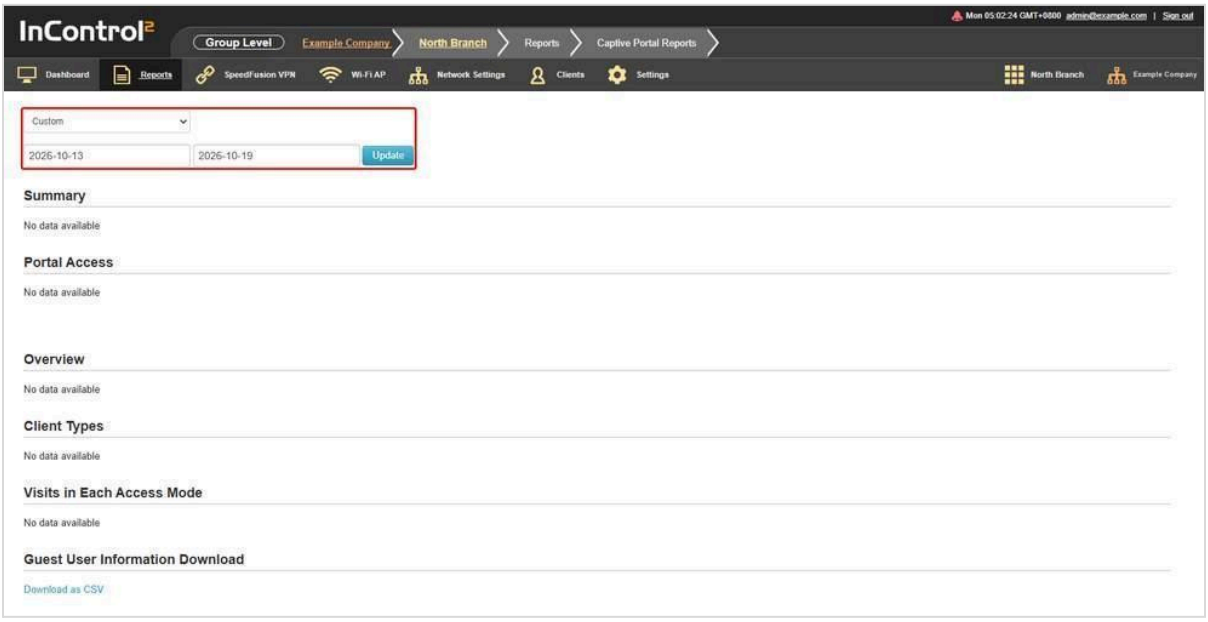
The date range selector on this screen offers five options:

- Today
- Yesterday
- Last 7 Days
- Last 31 Days
- Custom

Custom works as on Device Reports (11.2.8 The Custom Range).

The longest fixed period on this screen is **Last 31 Days**. With **Custom**, the earliest selectable date is about 92 days back.

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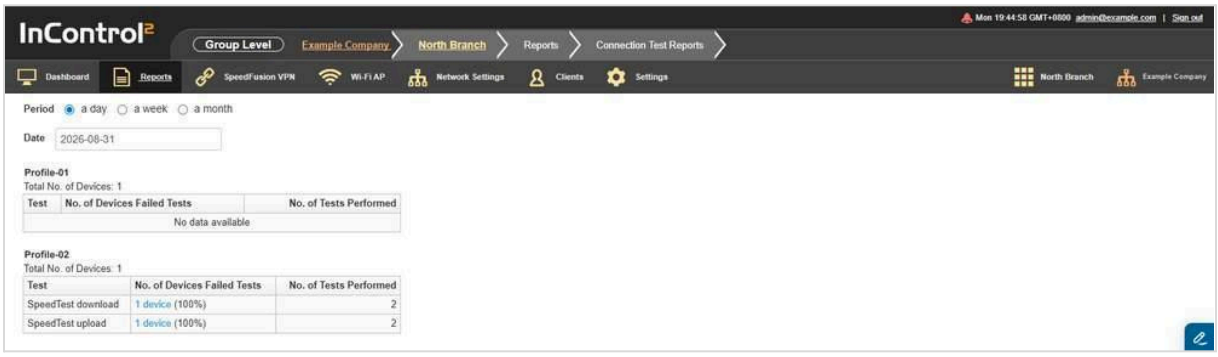
Captive Portal Reports with Custom selected. The selector, the two date fields and Update are outlined in red, above Summary. The sections below show data when the portal has recorded activity in the selected period.

11.10. Connection Test Reports

Reports the results of connection tests run by devices in the group for a selected day, week or month.

Where to find it

`Group > Reports > Connection Test Reports`



Connection Test Reports with results. Each connection test profile in the group has its own table, headed by the profile name and the number of devices it covers.

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11.10.1. What This Screen Shows

One table per connection test profile defined for the group. Each table is headed by the profile name, with **Total No. of Devices** above it, and has one row per test type the profile runs.

Test	No. of Devices Failed Tests	No. of Tests Performed
SpeedTest download	1 device (100%)	2
SpeedTest upload	1 device (100%)	2

One profile's results. Each test type has a row. The failed device count is a link, with its share of the profile's devices in brackets.

Column	What it shows
Test	The test that ran, for example **SpeedTest download** or **SpeedTest upload**
No. of Devices Failed Tests	How many devices failed that test, with their share of the profile's devices in brackets. It counts devices, not failures. A device that failed the same test on several runs counts once. The figure is a link
No. of Tests Performed	How many times the test ran in the period. Every run is counted

The report is per profile and per test, not per device. It shows how many devices failed. To identify the devices, search the Event Log, where Connection Test is one of the event categories. See 11.11.2 Search and Filter.

A table with no results for the selected period shows **No data available** instead of rows.

Connection test profiles are defined at `Group > Network Settings > Connection Tests`. See 8.16 Connection Tests.

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11.10.2. Controls on This Screen



The Period options, with a day selected, and the Date field showing the day the report is based on.

Control	What it does
a day / a week / a month	Sets the Period the report covers. **a day** is selected by default
Date	Sets the day the period is based on. A text field showing the current date, in the format `YYYY-MM-DD`

This screen can be e-mailed on a fixed schedule from `Group > Settings > Report E-mailing` (13.8 Report E-mailing (Group Level)).

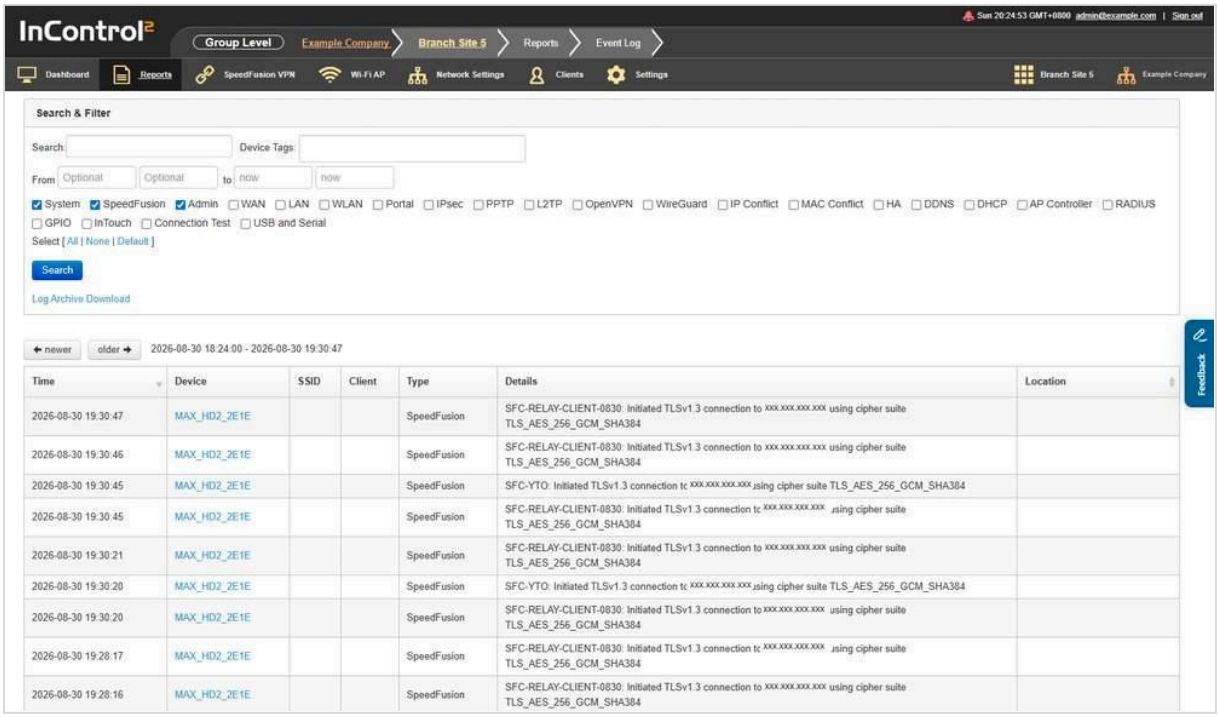
11.11. Event Log (Group Level)

Searches events raised by the devices in the group, filtered by device tag, time range, free text and event category. Use it to find what happened, on which device and when.

Where to find it

`Group > Reports > Event Log`

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The Event Log screen. The Search and Filter panel is above the results. The newer and older buttons page through the matching events.

11.11.1. What This Screen Shows

Results appear below the Search & Filter panel, with the time range of the current page shown above the table.

Column	What it shows
Time	When the event was raised
Device	The device that raised it. The name links to the device
SSID	The SSID involved, where the event relates to one
Client	The client involved, where the event relates to one
Type	The event category, for example SpeedFusion
Details	The event text as the device reported it

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Column	What it shows
Location	The coordinates recorded for the device at that time, as a link. For a mobile device, this shows where the device was when each event was raised, for example where a vehicle was when a WAN dropped

11.11.2. Search and Filter



The Search & Filter panel. System, SpeedFusion and Admin are selected, the From fields read Optional and the to fields read now. Select All, None or Default is below the checkboxes.

Field	What it does
Search:	Free text match against the events. The field is marked **Optional**
Device Tags:	Limits results to devices with a selected tag
From / to	Limits results to a time range. The **to** field defaults to now
Category checkboxes	Limit results to selected event categories

The Device Tags dropdown lists the tags defined for the group.

Twenty three category checkboxes are available:

- System
- SpeedFusion
- Admin
- WAN
- LAN
- WLAN
- Portal

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- IPsec
- PPTP
- L2TP
- OpenVPN
- WireGuard
- IP Conflict
- MAC Conflict
- HA
- DDNS
- DHCP
- AP Controller
- RADIUS
- GPIO
- InTouch
- Connection Test
- USB and Serial

Below the checkboxes, **Select [All | None | Default]** selects all categories, clears them, or restores the default selection in one action.

11.11.3. How to Reconstruct an Outage

1. Set **From** to a few minutes before the start of the outage.
2. Select **WAN** as well as **System** and **SpeedFusion**. By default, only System, SpeedFusion and Admin are selected, so WAN events are hidden until **WAN** is selected.



Step 1 and step 2. The From fields and the WAN checkbox, outlined in red. System, SpeedFusion and Admin are the three categories selected by default.

3. Limit the results to the affected site: select its tag in **Device Tags:**, or enter the device name in **Search:**.
4. Click **Search**, then use **older** and **newer** to page through results.
5. For an event older than 31 days, use **Log Archive Download** instead.

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11.11.4. Controls on This Screen

Control	What it does
Search	Runs the search with the filters set above
Select [All | None | Default]	Selects all categories, clears them, or restores the default selection
Log Archive Download	Retrieves an archive of the log, which covers a much longer period than a search
newer	Pages to more recent events
older	Pages to older events
Download as CSV	Exports matching events. The export is capped, see below

The **newer** and **older** buttons appear both above and below the results table.

11.11.5. The CSV Export Is Capped

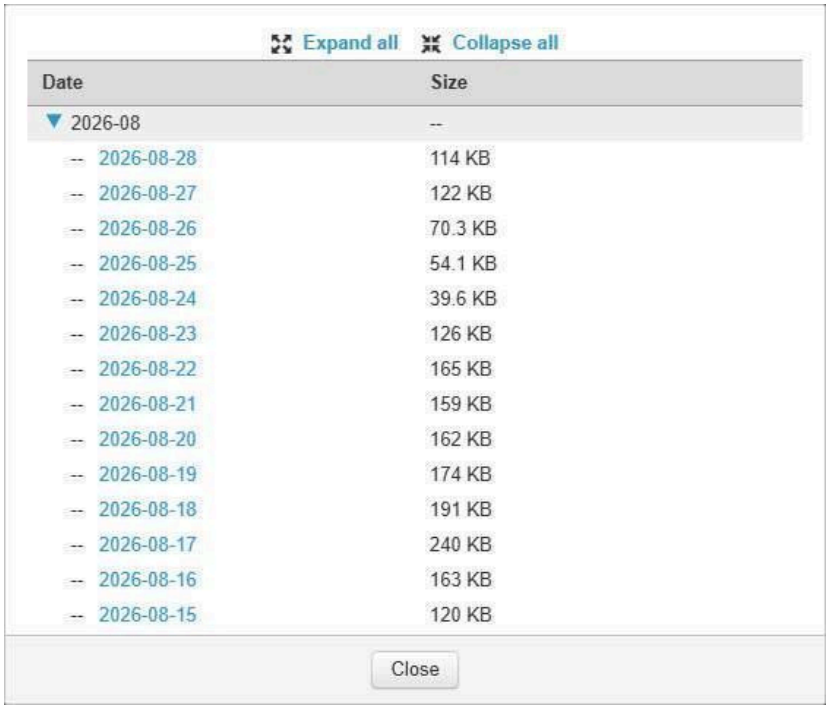
Download as CSV does not export every event a search matches. The link's tooltip states the limit.

- The download is limited to 1000 events in the last 7 days of the specified time period.
- A search covering several weeks exports only the last 7 days of that range, and only the first 1000 events within it.
- To export a complete set, narrow the time range or filter by category or device tag, and export in batches.

11.11.6. The Log Archive Download Dialog

Log Archive Download opens a dialog. It does not start a download directly.

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The Log Archive Download dialog. Months are collapsible rows, the days inside the expanded month are the download links, and Close closes the dialog.

Control	What it does
Expand all	Opens every month in the list
Collapse all	Closes every month in the list
Date	One row per month, expandable to the days inside it. Each day is a link that retrieves that day's archive
Size	The size of that day's archive. Month rows show a dash
Close	Closes the dialog

- The archive is per day, not per month. A month row groups the days, and each day is a separate download.
- The current month is expanded by default. Earlier months are collapsed.
- The list covers 24 months back from the current month. The oldest month is removed as a new one is added.
- The most recent days are not yet listed, because the archive is about 3 days behind. Use **Search** for those days.

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11.11.7. How Far Back the Log Reaches

Event Log search and Log Archive Download cover different periods.

Mechanism	How far back it reaches
Event Log search	A rolling 31 days
Log Archive Download	A rolling 24 months

- Events older than 31 days cannot be found with **Search**, regardless of the filters. Use **Log Archive Download** instead.
- The dialog lists the current month and the 24 months before it.
- The most recent days are not yet available as an archive, which is typically about 3 days behind the present (11.11.6 The Log Archive Download Dialog).
- There is no retention setting in Organization Settings. Both periods are fixed and cannot be extended.
- These periods apply to the Event Log only. The usage and captive portal report screens have their own periods.

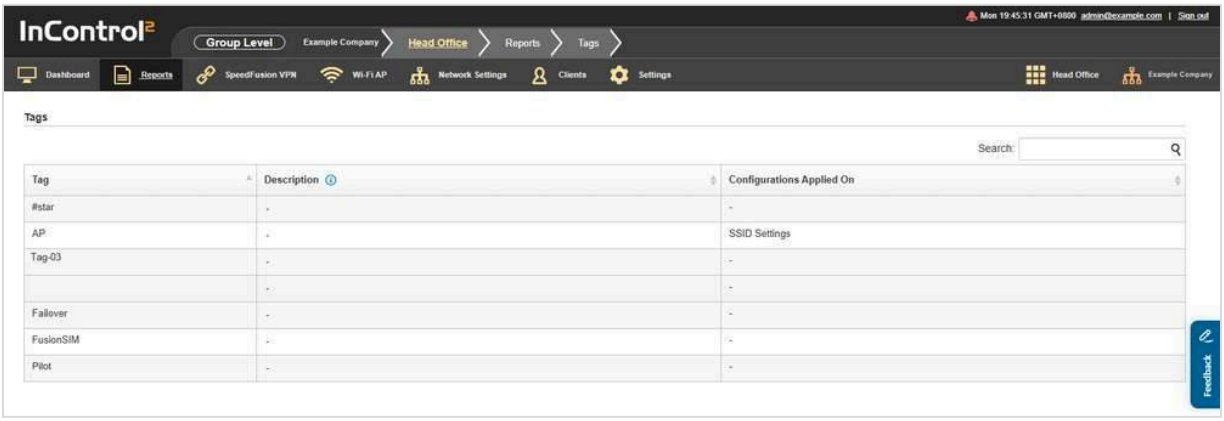
11.12. Tags

Lists the device tags defined for the group and shows which configurations use each one. These are the same tags used elsewhere in the interface to target devices, including the **Device Tags:** filter on the Event Log screen (11.11.2 Search and Filter) and the **By tags** device selection on Usage Reports (11.4.1 Report Parameters). Use this screen to see which tags exist and which configurations depend on them before changing a tag. Only the tag description can be edited here. The screen has no option to create, rename or delete a tag.

Where to find it

`Group > Reports > Tags`

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The Tags screen. The Configurations Applied On column shows which settings depend on each tag.

11.12.1. What This Screen Shows

Column	What it shows
Tag	The tag name
Description	The tag description. A dash if none
Configurations Applied On	The configurations that target devices by this tag, for example **SSID Settings** or **External InControl Appliance Settings**. A dash if no configuration uses the tag. Check this column before changing how a tag is used

Tags are listed alphabetically. A tag name that starts with a symbol is sorted before the letters.

11.12.2. Controls on This Screen

Control	What it does
Search:	Filters the tag list
Description cell	Click to open an inline text box with **Save** and **Cancel** for editing the tag description. **Cancel** leaves the description unchanged

Caution: *Tag descriptions are shared across the organization. A description belongs to the tag, not to this group. A saved description applies across the whole organization and is visible in every other group that has the same tag defined.*

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12. Clients

The Clients page lists connected devices, along with their addresses, connection details and current traffic rates. The list is available at two levels: group level covers every device in the group, and device level covers one device. The two levels differ in one column and one control.

For client counts over a period and top clients by usage across the group, see Device Reports (11.2 Device Reports (Group Level)) and Wi-Fi Reports (11.3 Wi-Fi Reports (Group Level)) in the Reports chapter. For one device, see *Top Clients by Usage* (15.2.4 Top Clients by Usage) and DPI Reports (15.4 DPI Reports) in the Device Reports chapter, which show that device's heaviest clients and its traffic by application category.

12.1. Clients (Group Level)

Use this screen to locate a client within the group and see how it is connected.

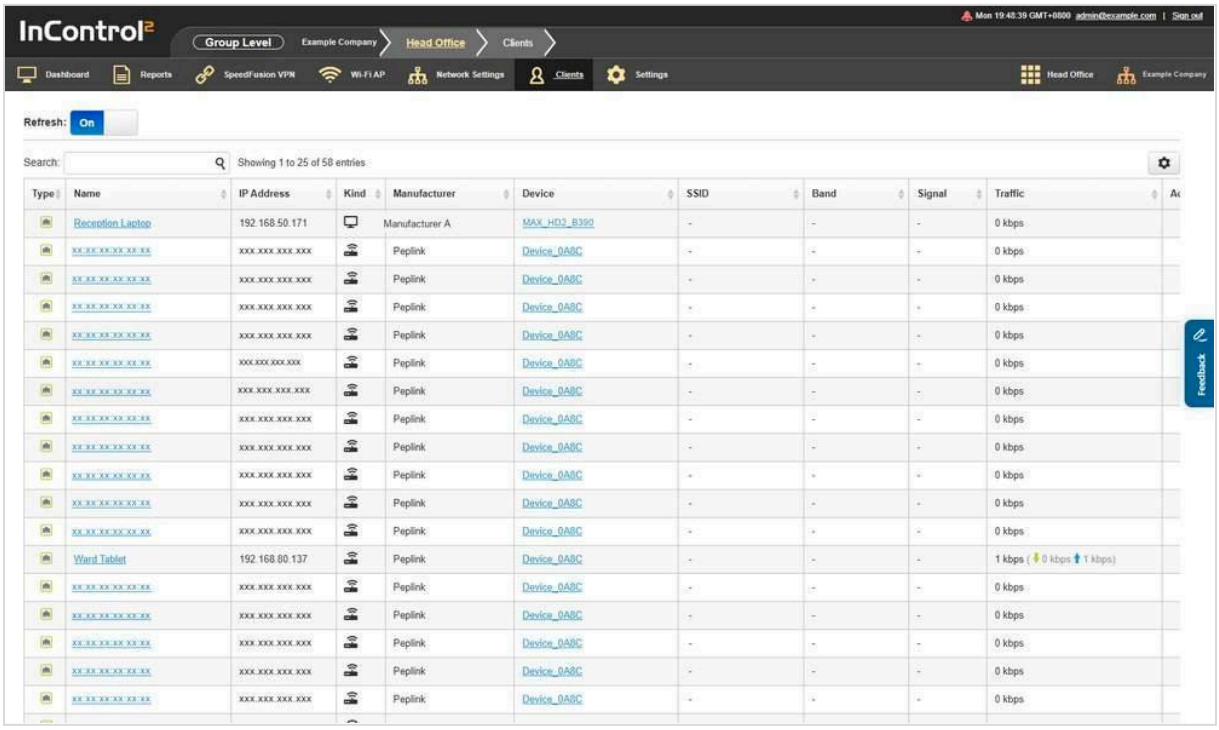
Lists the clients currently connected across all devices in the group. For the clients that used the most data over a past period, use *Top Clients by Usage* in Device Reports.

To locate a client, enter it in **Search:**. **Device** shows the device it is attached to, and **SSID**, **Band** and **Signal** show how it is connected. To see the **Port**, open that device and go to `Device > Clients`. See 12.2 Clients (Device Level).

Where to find it

`Group > Clients`

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The group level client list. The Device column shows the device each client is connected to.

12.1.1. What This Screen Shows

One row per client. The list is paged and shows the range displayed, for example **Showing 1 to 25 of 58 entries**. **Previous**, the page numbers and **Next** are below the grid.

Column	What it shows
Type	Shown as an icon. Hover over it to display the text
Name	The client device's name. Links to that client's entry
IP Address	The client's IP address
Kind	Shown as an icon. Hover over it to display the text
Manufacturer	The manufacturer identified for the client
Device	The Peplink device the client is connected to
SSID	The SSID the client joined, for wireless clients
Band	The band the client is using, for wireless clients

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Column	What it shows
Signal	The signal reported for the client
Traffic	The client's current traffic rate, not a total. Shown as the total rate, then download and upload, for example `5 Mbps (↓4 Mbps ↑72 kbps)`. An idle client shows `0 kbps`. Sort this column to find the busiest client
Access Mode	The access mode applied to the client
Action	Per row actions for the client. At group level it contains **Monitor**

Type and **Kind** are displayed as icons and describe how InControl 2 classifies the client. Hover over an icon to display its text.

- **Type** shows how the client is attached to the network, for example **Ethernet**.
- **Kind** shows the type of client, for example **Desktop** or **Network Appliance**.

These are examples only. Each column can report other values.

12.1.2. Controls on This Screen

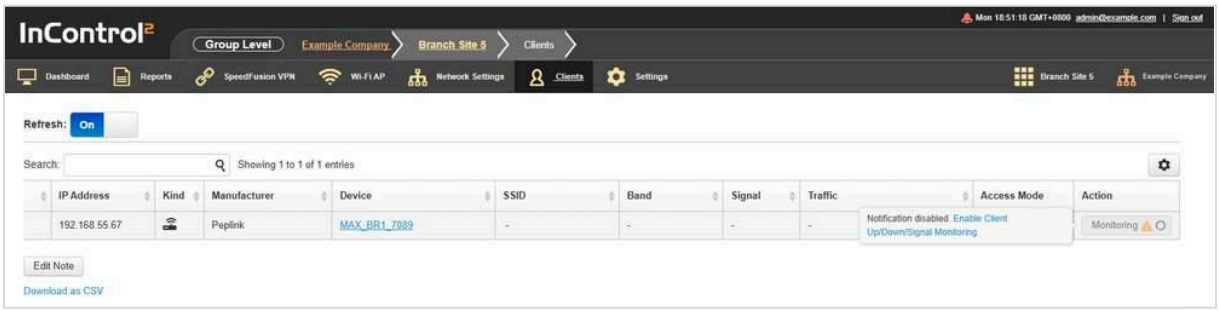
Control	What it does
Refresh: On Off	Turns automatic refreshing of the list on or off
Search:	Filters the list
Monitor	Row action in the **Action** column, one per client. Adds the client to **Client Up/Down/Signal Monitoring**. See *Monitor and client notifications* below
Edit Note	Opens the note for a client. Located below the grid
Previous, page numbers, Next	Move through the pages of the list
Column customization	Opens **Column Customization**, a Show / Column list for selecting which columns appear. **MAC Address** is available there and is off by default. Enable it when a client has no name or its IP address changes. **Apply to all groups** applies the selection to every group, and **Reset to Defaults** restores the standard columns
Download as CSV	Exports the list

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Edit Note, the paging links and **Download as CSV** are located below the grid.

12.1.3. Monitor and Client Notifications

Monitor is a row action in the **Action** column, one button per client. It adds the client to the **Client Up/Down/Signal Monitoring** notification.



The Action column after Monitor is clicked. The button reads Monitoring with a warning marker, and the tooltip shows the notification as disabled. Edit Note and Download as CSV are below the grid.

- Clicking **Monitor** changes that row's button to **Monitoring**.
- If **Client Up/Down/Signal Monitoring** is disabled in the group's notification settings, the button carries a warning marker and its tooltip reads **Notification disabled**, followed by the link **Enable Client Up/Down/Signal Monitoring**, which opens the group's notification settings at that notification.
- To monitor a client, click **Monitor** on the client's row and enable **Client Up/Down/Signal Monitoring** in the notification settings. No notification is sent while that setting is disabled.
- **Client Up/Down/Signal Monitoring** sends a notification when the client's Wi-Fi signal drops below the threshold and another when it recovers. See *Notifications* in the Settings (Group Level) chapter (13.7 Notifications) for the profile and the delivery channels (e-mail, Pushover, HTTP/S webhook).

Monitor critical clients, such as a point of sale terminal, a payment kiosk or a camera recorder, to receive an alert when the client disconnects while the router remains online.

12.2. Clients (Device Level)

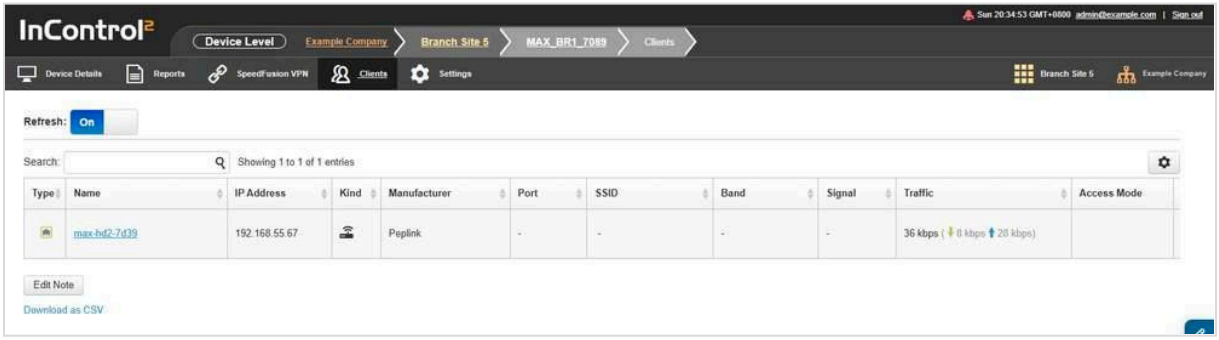
Use this screen to find which port a client is connected to and to set up remote access to equipment behind the device.

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Lists the clients on one device.

Where to find it

`Device > Clients`



The device level client list. A Port column replaces the Device column, and the InTouch control is in the Action column. Edit Note and Download as CSV are below the list.

12.2.1. How It Differs from the Group-level List

The screen shows the same list, limited to a single device, with the following differences.



A device level client row. The Port column is between Manufacturer and SSID, in the position of the Device column at group level.

Difference	Group level	Device level
Scope	Every client on every device in the group	Clients on the selected device only
Sixth column	**Device**, the device the client is connected to, with a link to it	**Port**, the port the client is connected to
Extra row action	Not present	**InTouch**, beside **Monitor** in the **Action** column
Download as CSV	Exports the group's clients	Exports the device's clients

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All other columns are the same as at group level: Type, Name, IP Address, Kind, Manufacturer, SSID, Band, Signal, Traffic, Access Mode and Action.

At device level, every row belongs to the selected device, so the **Port** column replaces the **Device** column.

12.2.2. Controls on This Screen

Control	What it does
Refresh: On Off	Turns automatic refreshing of the list on or off
Search:	Filters the list
InTouch	Row action in the **Action** column, beside **Monitor**, on the device-level list only. Adds an InTouch profile for remote management; its tooltip reads **Add an InTouch profile for remote management**. Use it to access equipment on the LAN behind the router, such as an IP camera or a PLC, from InControl 2. The profile then appears in the InTouch panel on the group Dashboard (10.1.7 The InTouch Panel), where hovering over it shows the **Device** and the **URL on LAN** it opens. See *InTouch* in the Device Level Tools chapter (16.3 InTouch)
Monitor	Row action in the **Action** column. Works as at group level, with the same tooltip and the same link to the group notification settings. See *Monitor and client notifications* (12.1.3 Monitor and Client Notifications)
Edit Note	Opens the note for a client. Located below the grid, as at group level
Download as CSV	Exports the list

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13. Settings (Group Level)

This chapter covers the group-level Settings menu, which administers a group as a whole: its devices, how InControl 2 communicates with them, their firmware, the group administrators and the change history. Every screen in this chapter operates at group level, so a setting made once applies to all targeted devices in the group. Several screens show no settings until their management checkbox is selected.

Settings made on the device are overwritten where InControl 2 manages them. Where InControl 2's management option is enabled for Wi-Fi AP SSID and Radio, SpeedFusion VPN, Outbound Policy, Firewall Rules, Web Admin Settings or Time zone, InControl 2 overwrites any change made directly on the device with the settings defined in InControl 2. The full rule set is under *Bulk Configurator* below (13.12 Bulk Configurator).

When two settings target the same device

Several configuration options under `Group > Settings` can select the same device more than once. Each option resolves the overlapping device precedence by its own rule:

Screen	Which setting the device takes	See
Bulk Configurator	The topmost configuration in the list	13.12 Bulk Configurator
GPIO	The topmost profile in the list	13.13 GPIO
Serial-port-based InTouch	The first enabled profile from the top. The device-level setting overrides the group	13.14 Serial-port-based InTouch
Scheduled Reboot (Device System Management)	The first matched schedule instruction	13.4.8 Scheduled Reboot
Geo-fencing	Notifications are sent for every fence. Wi-Fi AP and tagging actions run for the topmost fence only	13.11 Geo-fencing

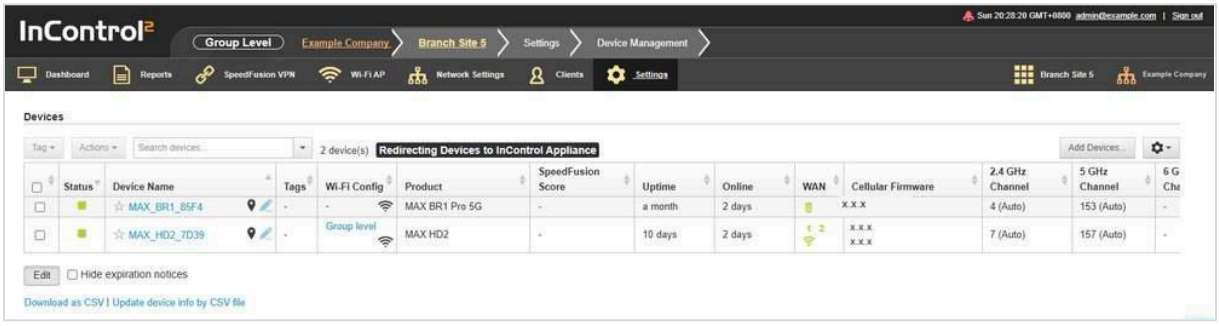
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13.1. Device Management (Group Level)

Lists every device in the group and provides the entry points for adding devices, or for exporting or updating device information in bulk. The grid includes Wi-Fi channel figures and client counts, so it also serves as a fleet overview. The **Redirecting Devices to InControl Appliance** notice above the grid refers to appliance redirection, which is configured under *External InControl Appliance Settings* on the Device System Management screen (13.4.9 External InControl Appliance Settings).

Where to find it

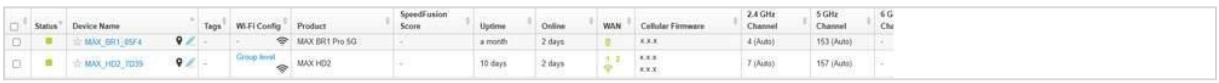
`Group > Settings > Device Management`



The device list. The columns to the right of Device Name continue past the visible edge of the table.

13.1.1. What This Screen Shows

The page contains one grid, **Devices**, with a device count above it, for example `2 device(s)`.



The Devices grid with two devices listed. The columns run from Status and Device Name to the 2.4 GHz, 5 GHz and 6 GHz Channel columns.

Column	What it shows
Status	Device status icons. Each icon has a tooltip naming the condition it reports. The full icon set is listed under *Status icons* below

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Column	What it shows
Device Name	The device name. Each name links to that device
Tags	Tags applied to the device
Wi-Fi Config	The source of the device's Wi-Fi configuration. A device configured at group level shows `Group level`, which links to the group's Wi-Fi AP SSID settings (7.2 Group-wide SSID Settings)
Product	Product model, for example `MAX BR1 Pro 5G`
SpeedFusion Score	SpeedFusion Score for the device
Uptime	Device uptime, shown as a relative time
Online	Online time, shown as a relative time
WAN	WAN information
Cellular Firmware	Cellular module firmware version. A device with two modules lists both
2.4 GHz Channel	Channel in use, with the selection method in brackets, for example `4 (Auto)`
5 GHz Channel	Channel in use, with the selection method in brackets
6 GHz Channel	Channel in use. `-` when the band is not in use
Usage	Current throughput, for example `7.0 kbps`
Clients	Client count
Firmware	Device firmware version and build
Last Config Applied	When configuration was last applied, shown as a relative time

Relative times show the exact timestamp as a tooltip. Hover over a value such as `4 days ago` to display the full date and time.

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13.1.2. Status Icons

A status icon set sits above the grid with a `Match all` option. Each icon has a tooltip stating its meaning. The tables below list each tooltip and serve as the reference for the Status column.



The panel opened from the arrow beside the search box. Match all and Match any are under Tags, and the Starred, Flags and WANs icon sets are at the bottom.

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Device state and enabled features:

Tooltip	Reports
Online	The device is online
With GPS data	The device is reporting GPS data
Follow another device's GPS location	The device takes its location from another device rather than from its own GPS
Wi-Fi AP enabled	Wi-Fi AP is enabled on the device
Captive portal enabled	A captive portal is enabled on the device
Router mode	The device is in router mode
Scheduled reboot	A reboot schedule is set on the device
eSIM Pooled Plan	The device is on an eSIM pooled plan
Cellular WAN connections are locked to specific SIM cards.	The cellular WAN connections are locked to specific SIM cards

Conditions that need attention:

Tooltip	Reports
Device's web admin password remains with the default one.	The device web admin password has never been changed
Invalid license	The device has an invalid licence
Firmware upgrade is available.	A newer firmware version is available for the device
One or more Starlink terminal connected to this device has firmware pending to install.	A connected Starlink has firmware waiting to install
One or more WANs hit 100% usage and restricted to routing management traffic only.	A WAN has reached its usage allowance and carries management traffic only

Configuration state. Check these when a device does not take group settings:

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Tooltip	Reports
Config patches available	Configuration patches are waiting for the device
Configuration to device stopped. Configuration rolled back.	Configuration was stopped and the previous configuration was restored
InControl stopped to apply configurations to device.	InControl 2 has stopped applying configuration to the device
Device disabled configurations from InControl	The device is refusing configuration from InControl 2

WAN icons:

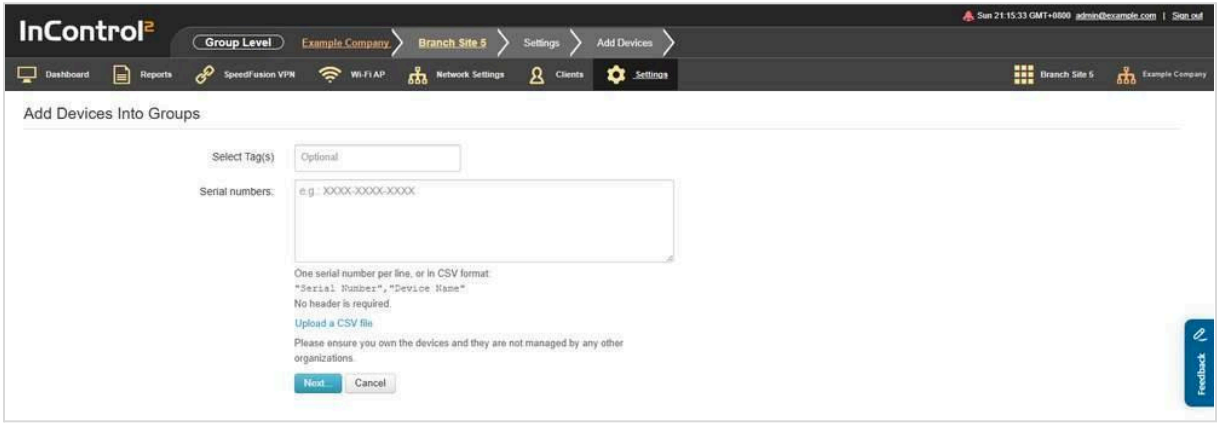
Tooltip	Reports
Ethernet	An Ethernet WAN
Wi-Fi	A Wi-Fi WAN
Cellular	A cellular WAN
Priority-1 down WANs	WANs at priority 1 that are down

13.1.3. Controls on This Screen

Control	What it does
Search devices...	Filters the device list
Search options (arrow beside **Search devices...**)	Opens a panel with **Match all** and **Match any** under Tags, and the Starred, Flags and WANs icon sets listed under *Status icons* above
Tag	Opens the **Tag** menu, described under *The Tag menu* below. Disabled until a device row is selected
Actions	Opens the **Actions** menu, described under *The Actions menu* below. Disabled until a device row is selected

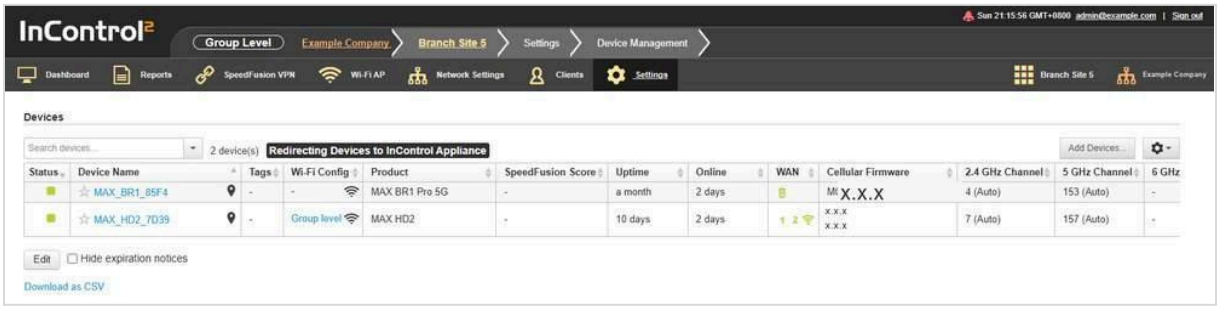
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Control	What it does
Add Devices...	Opens the `Group > Settings > Add Devices` page, headed **Add Devices Into Groups** and described under *Add Devices* below (13.2 Add Devices (Group Level))
Edit	Toggles the grid's edit mode. When clicked, the row checkboxes, **Tag**, **Actions** and **Update device info by CSV file** are hidden
Hide expiration notices	Suppresses expiration notices in this list. Shown beside **Edit** when the page opens
Download as CSV	Exports the device list as a CSV file
Update device info by CSV file	A link under the device table that uploads device names and locations from a CSV file. See *Update device info by CSV file* below



The Add Devices page opened from Add Devices... The breadcrumb reads Settings > Add Devices, and the page is headed Add Devices Into Groups.

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After Edit is clicked, the row checkboxes, Tag, Actions and Update device info by CSV file are hidden. Hide expiration notices remains beside Edit.

13.1.4. Selecting Devices for a Bulk Action

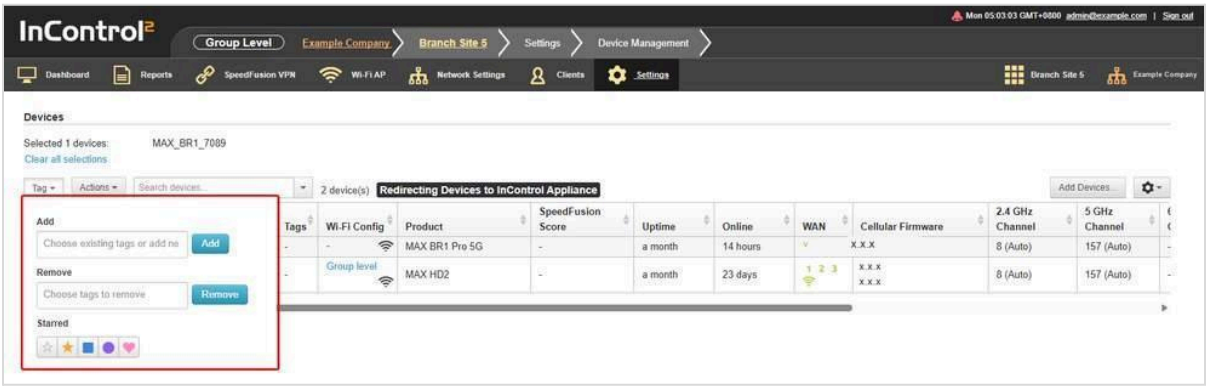
Tag and **Actions** are the bulk controls on this screen. Both are disabled until at least one device row is selected.

Selecting a row changes the area above the grid:

- A **Selected N devices:** line appears, for example `Selected 1 devices:`, with the count and the names of the selected devices.
- **Clear all selections** appears beside it and clears the selection.
- **Tag** and **Actions** become active.

13.1.5. The Tag Menu

Tags the selected devices in bulk. The menu has three entries.



The Tag menu with one device selected, outlined in red. Add and Remove each pair a tag entry field with a button of the same name.

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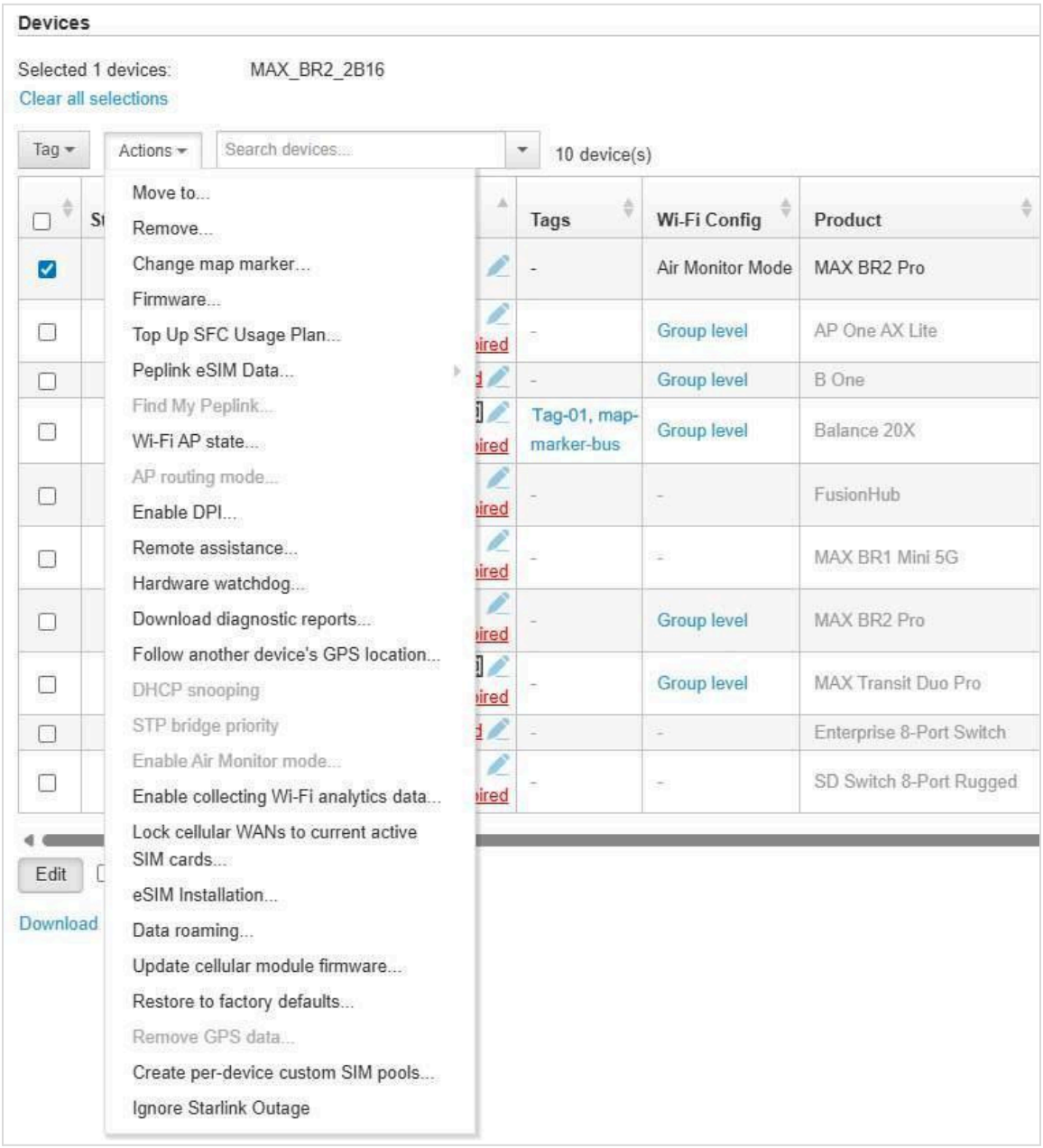
Entry	What it holds
Add	A tag entry field and an **Add** button, which applies the tags to the selected devices
Remove	A tag entry field and a **Remove** button, which removes the tags from the selected devices
Starred	A row of five markers, with no button of its own

Device Selection on most other screens in this chapter selects devices by tag, so tags applied here determine which devices later settings reach.

13.1.6. The Actions Menu

Runs a single bulk action against the selected devices.

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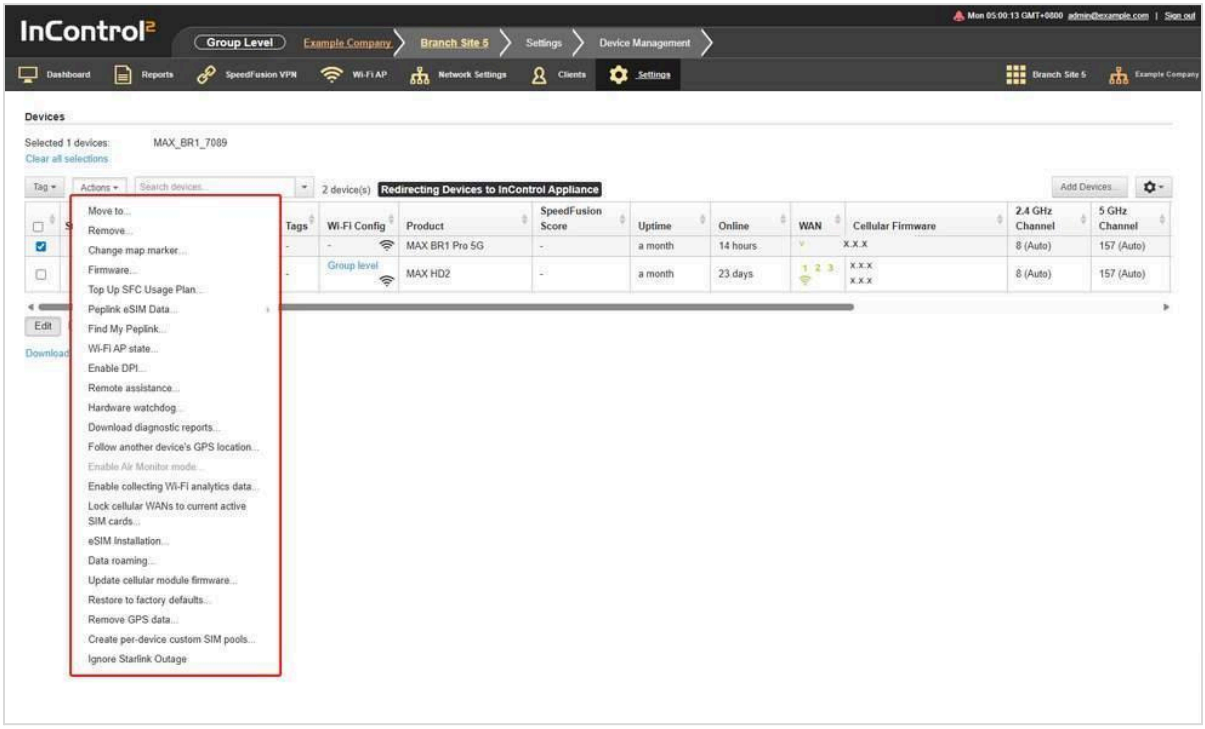


The Actions menu with one device selected. The Selected 1 devices line above the grid names the device, and entries that do not apply to it are greyed.

The entry list is not fixed. Entries appear according to the device types in the group, and entries that do not apply to the selected device are greyed rather than hidden. A group with switches and access points adds `AP routing mode...`, `DHCP snooping` and `STP bridge priority`, which a

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group of routers only does not show. The table below lists all entries. The entries shown in a given group depend on its device types.



The full Actions menu, outlined in red, with Restore to factory defaults... near the bottom.

Every entry except `Firmware...` and `Peplink eSIM Data...` opens a form. Each form can be closed with **Cancel** or **Close**, so no entry commits a change on the click alone. `Firmware...` opens the device's Firmware Management screen (16.1 Firmware Management), and `Peplink eSIM Data...` opens a submenu of three entries.

Cancel changes nothing. The commit button is named for the action: **Save** on most forms, and **Move**, **Create** or **Activate** on the three that do something other than save a setting.

Check the Selected N devices: line first. Every entry applies to the whole selection. This is most important for `Restore to factory defaults...`, `Remove...` and the entries beginning `Top Up`.

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13.1.7. What Each Entry Opens

Entry	Opens
`Move to...`	A target group dropdown, plus **Retain tags and InControl managed settings**, **Retain device name** and **Retain device location**. The form warns that the move may move some group level SpeedFusion VPN profiles to organization level to keep connections up. The button is **Move**
`Remove...`	Removes the selected devices from InControl 2. The form states that all data collected from them will be cleared from the system, and asks whether InControl 2 managed settings on the devices should be **removed** or **retained**. The default is **retained**. The button is **OK**
`Change map marker...`	A grid of eleven marker icons: plain pin, aircraft, bus, fire appliance, car, police car, boat, taxi, van, truck and ambulance. The form has no text controls
`Firmware...`	**Not a form.** Opens the selected device's Firmware Management screen, described in the Device-Level chapter (16.1 Firmware Management). Applies to routers and switches
`Top Up SFC Usage Plan...`	Adds SpeedFusion Connect usage to the selected devices
`Peplink eSIM Data...`	**Not a form.** A parent entry with three entries: `Top Up Peplink NA & EU eSIM Data Plan...`, `Top Up Peplink Global eSIM Data Plan...` and `Add device to Peplink eSIM Data Pooled Plan...`
`Find My Peplink...`	Locates the selected devices. Greyed on devices that do not support it

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Entry	Opens
`Wi-Fi AP state...`	**On** or **Off**, with the affected devices named in the form
`AP routing mode...`	Sets the routing mode on access points. Greyed unless the selection includes one
`Enable DPI...`	**Enable** or **Disable** for deep packet inspection. The form lists its firmware requirements: AP One on 3.7.3 or 3.8.1 and above, and listed Balance and MAX models on 7.0.1 and above
`Remote assistance...`	**Enable** or **Disable**. Enable offers a choice between a day count with direct connection disallowed, or direct connection allowed with remote assistance on until manually turned off
`Hardware watchdog...`	**Enable** or **Disable**
`Download diagnostic reports...`	Downloads diagnostic reports from the selected devices
`Follow another device's GPS location...`	A device picker with **Followed Device** and **Unfollow** as the two states
`DHCP snooping`	An **Enable** checkbox. The form states that it is for SD Switches only, and that it prevents unauthorised DHCP servers from offering addresses to clients: when enabled, DHCP server discovery messages reach only the switch ports set to **Allow DHCP Server**. Off by default
`STP bridge priority`	A **Priority** dropdown with the sixteen standard values, 0 to 61440 in steps of 4096. The switch with the lowest priority is elected root. Default 32768
`Enable Air Monitor mode...`	Puts supported devices into Air Monitor mode. Greyed on devices without it

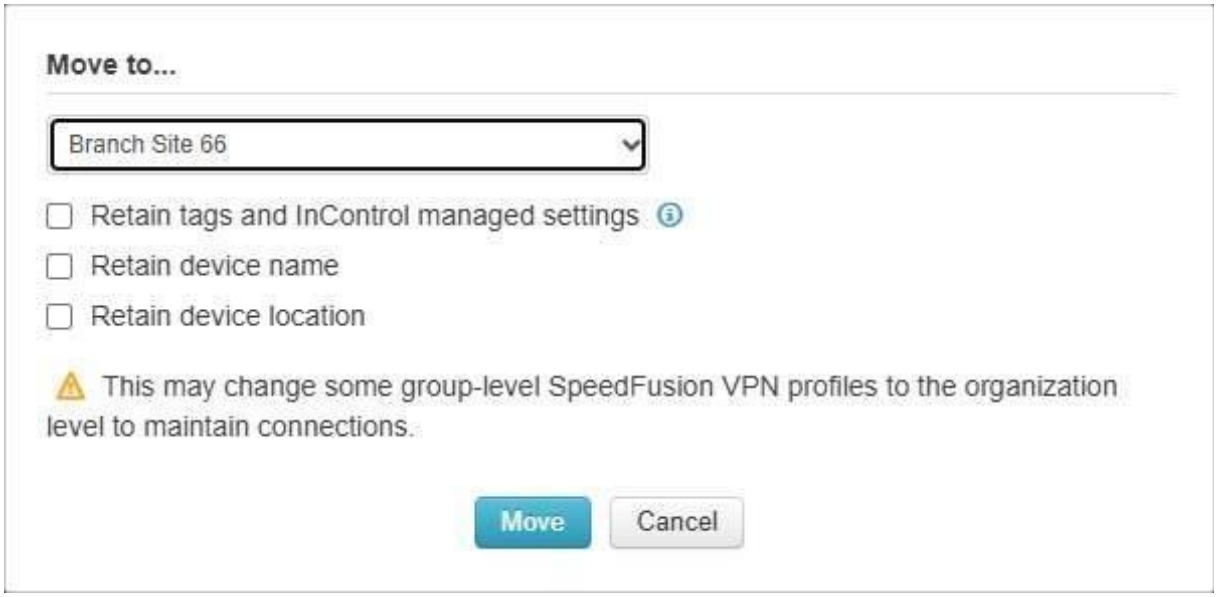
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Entry	Opens
`Enable collecting Wi-Fi analytics data...`	**Enable** or **Disable**. Requires firmware 7.0 and above on Balance and MAX, 3.5.4 and above on AP devices
`Lock cellular WANs to current active SIM cards...`	**Lock**, so the device connects only on the currently active SIM cards, or **Unlock**, so it connects on any SIM card
`eSIM Installation...`	A short question form, described below
`Data roaming...`	**Enable** or **Disable**, applied to every cellular WAN on every selected device
`Update cellular module firmware...`	Updates the cellular module, which is separate from device firmware
`Restore to factory defaults...`	Returns the selected devices to factory settings
`Remove GPS data...`	Clears stored GPS history. Greyed where there is none
`Create per-device custom SIM pools...`	The largest form in the menu, described below
`Ignore Starlink Outage`	**Enable** or **Disable**, Disable by default. Available for routers, greyed for switches

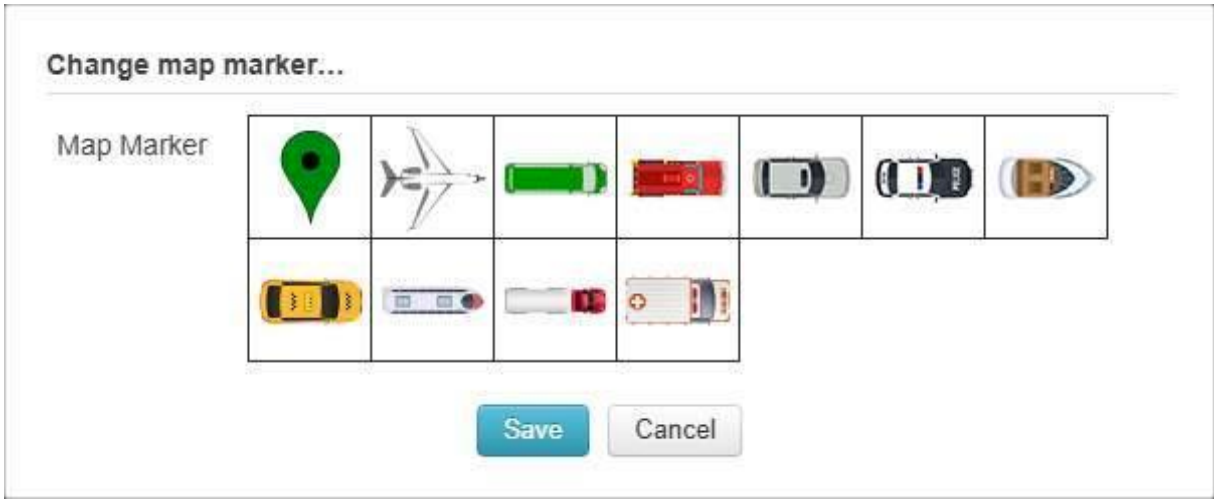
Caution: *Clear* ***Retain tags and InControl managed settings*** *on* `Move to...` *only when intended. The devices then arrive in the new group without their tags and InControl 2 managed settings, and the organization Operation Log records All InControl managed settings are removed from the device(s). Tag based Device Selection rules in the new group do not match these devices until they are tagged again.*

Caution: `Restore to factory defaults...` *returns every device on the* ***Selected N devices:*** *line to factory settings, and each listed device loses its configuration. Check that line before clicking the commit button.*

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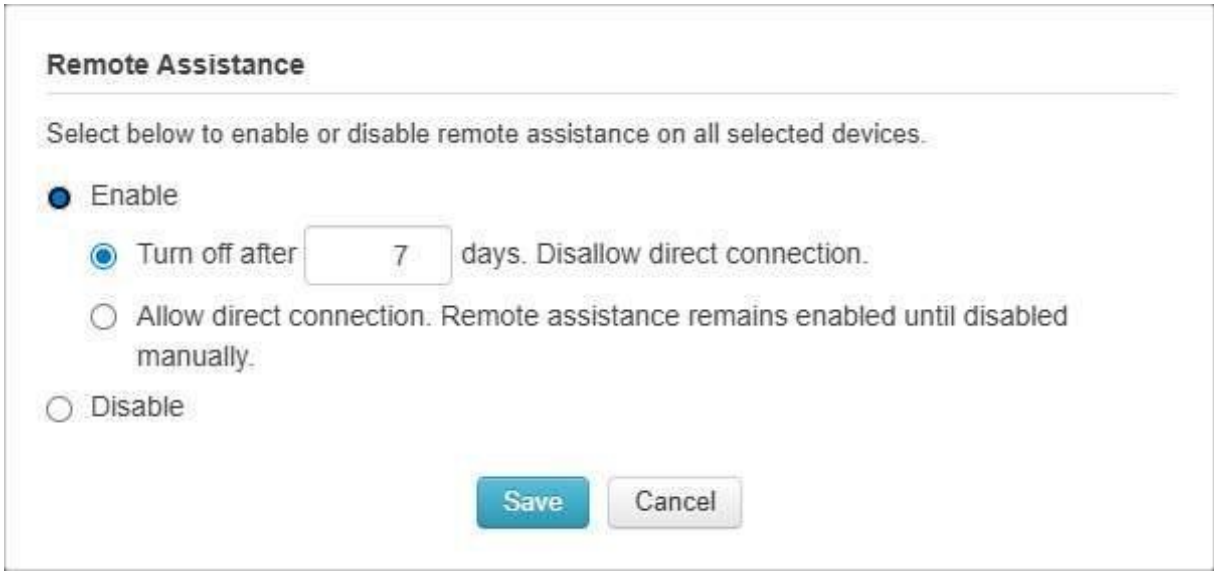


Move to... with a target group selected. The three Retain checkboxes are above the warning about group level SpeedFusion VPN profiles, and the button is Move.



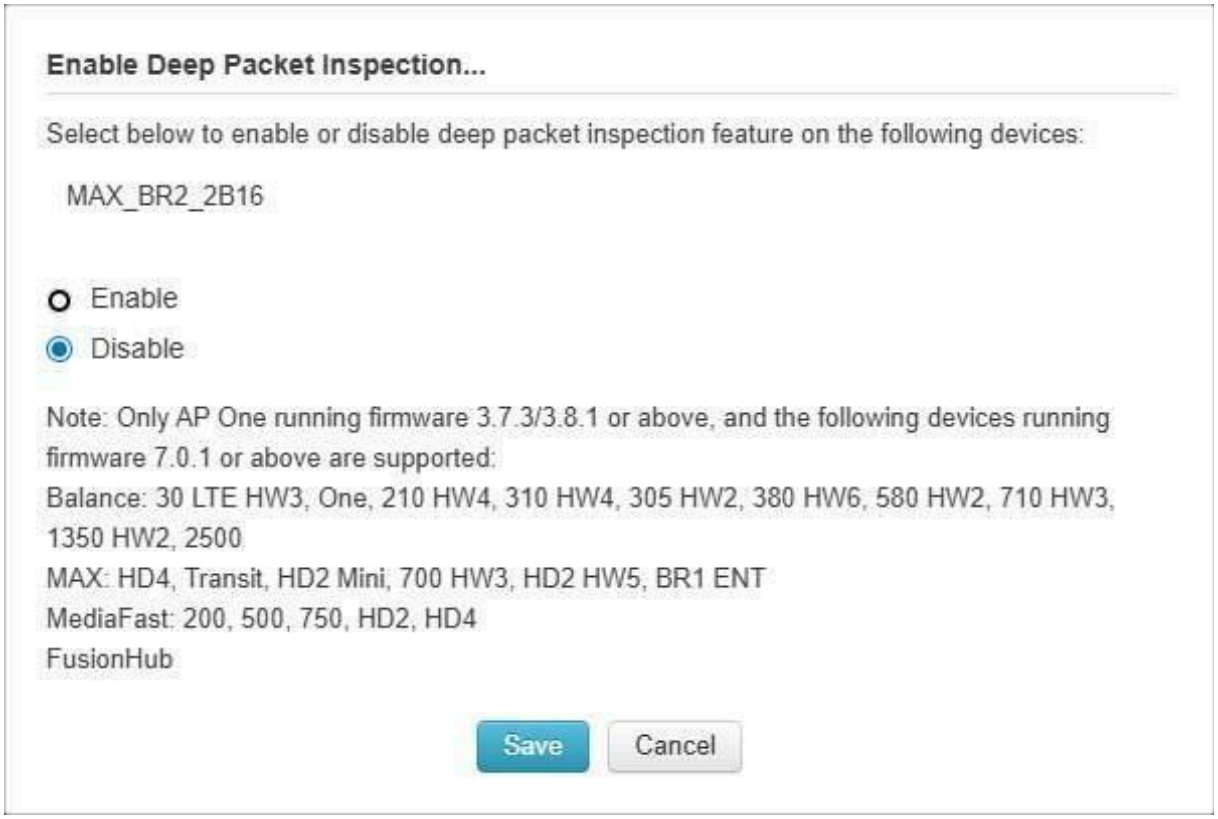
Change map marker... A grid of marker icons with Save and Cancel below it.

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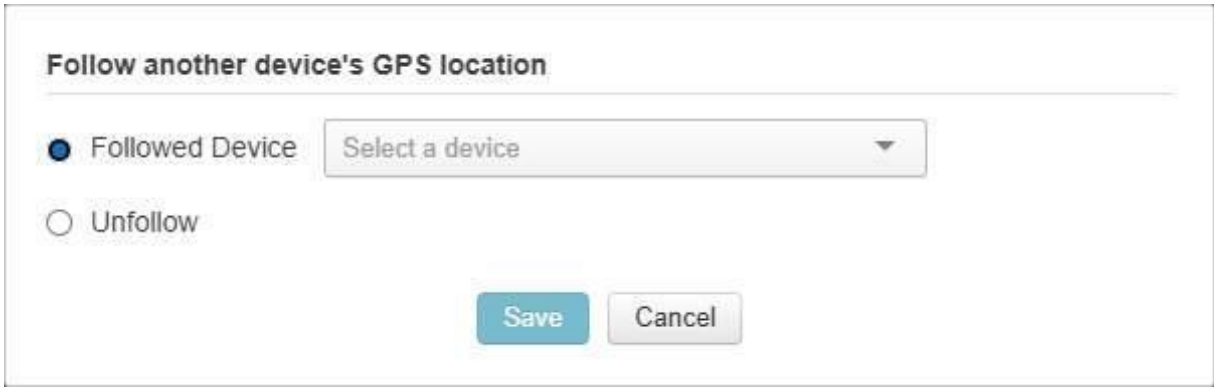


Remote Assistance with Enable selected. Below it, Turn off after a number of days (7 here) disallows direct connection, and Allow direct connection is the alternative.

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Enable Deep Packet Inspection. The form names the selected device, and its note lists the supported models and firmware.



Follow another device's GPS location. Followed Device takes a device from the dropdown, and Unfollow is the other choice.

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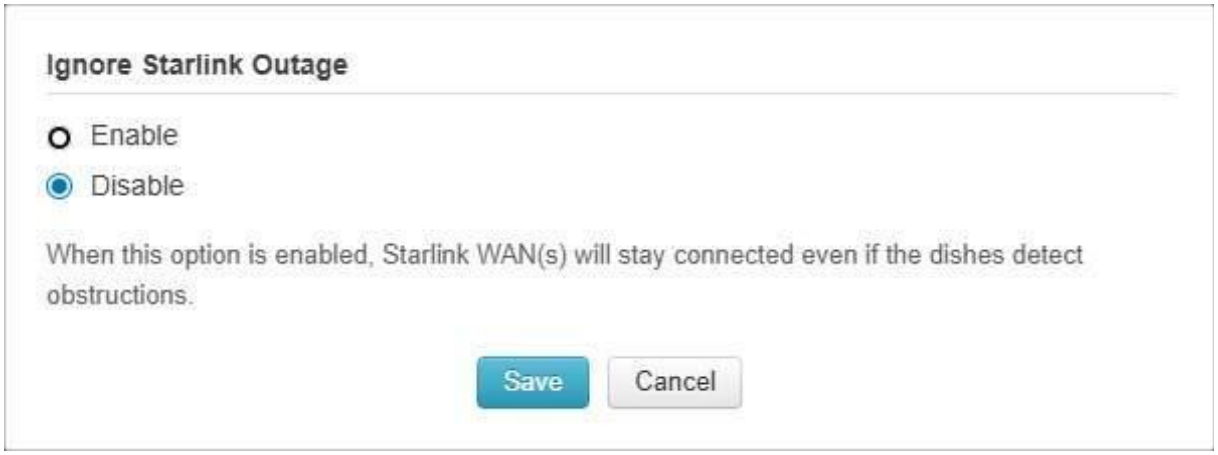


DHCP Snooping. A single Enable checkbox, with a note stating that it is for SD Switches only and disabled by default.



STP Bridge Priority showing the default value, 32768. The note states that the switch with the lowest bridge priority is elected root switch.

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Ignore Starlink Outage with Disable selected. The note states that with Enable, Starlink WANs stay connected even if the Starlinks detect obstructions.

This menu has no reboot entry. Reboot a single device from `Device > Settings > Device Tools` (16.4 Device Tools), or set a reboot schedule under *Scheduled Reboot* on Device System Management (13.4.8 Scheduled Reboot). `Download diagnostic reports...` is the bulk equivalent of **Diagnostic Report** on Device Details (14.1.7 Diagnostic Report).

13.1.8. The Menu Changes with the Device You Selected

Entries that do not apply to the selected device are greyed rather than hidden. A greyed entry means the action does not apply to that device. This is expected and does not indicate a fault.

The list is the same for every device. Only the set of available entries changes. For a router and a switch in the same group:

Entry	Router	Switch
`Wi-Fi AP state...`	Live	Greyed
`Enable DPI...`	Live	Greyed
`Download diagnostic reports...`	Live	Greyed
`Enable collecting Wi-Fi analytics data...`	Live	Greyed
`Lock cellular WANs to current active SIM cards...`	Live	Greyed

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Entry	Router	Switch
eSIM Installation...	Live	Greyed
Data roaming...	Live	Greyed
Update cellular module firmware...	Live	Greyed
Ignore Starlink Outage	Live	Greyed
DHCP snooping	Greyed	Live
STP bridge priority	Greyed	Live

All other entries are live for both: Move to..., Remove..., Change map marker..., Firmware..., Top Up SFC Usage Plan..., Peplink eSIM Data..., Remote assistance..., Hardware watchdog..., Follow another device's GPS location..., Restore to factory defaults... and Create per-device custom SIM pools.... Three are greyed for both a router and a switch and require a device that supports them: Find My Peplink..., AP routing mode... and Enable Air Monitor mode....

Note the following:

- **The switch entries appear only when the group contains a switch.** A group of routers only does not list DHCP snooping or STP bridge priority.
- **A mixed selection widens the menu.** With devices of different types selected together, an entry is live when **any** selected device supports it. When an action is specific to one device type, select by device type, and check the **Selected N devices:** line before clicking.

13.1.9. eSIM Installation

The form asks questions rather than presenting settings, and the second question depends on the answer to the first. For installation on one device, and the requirements of each installation method, see *How to install an eSIM* in the Device Level Tools chapter (16.4.8 How to Install an eSIM).

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eSIM Installation. Selecting Yes adds a second question, Tied to, with Device or IMEI.

The form opens with two counts and one question:

Line	Meaning
Number of selected devices that are online and with an eSIM	How many of the selected devices the action can reach
Number of eSIMs on the devices	Total eSIM profiles across those devices
Are the eSIM profiles tied to specific devices or IMEIs?	**Yes** or **No**

The answer determines the next question:

- **Yes** adds a **Tied to** question, with **Device** or **IMEI**.
- **No** asks which cellular WAN to use, **Cellular WAN 1** or **Cellular WAN 2**.



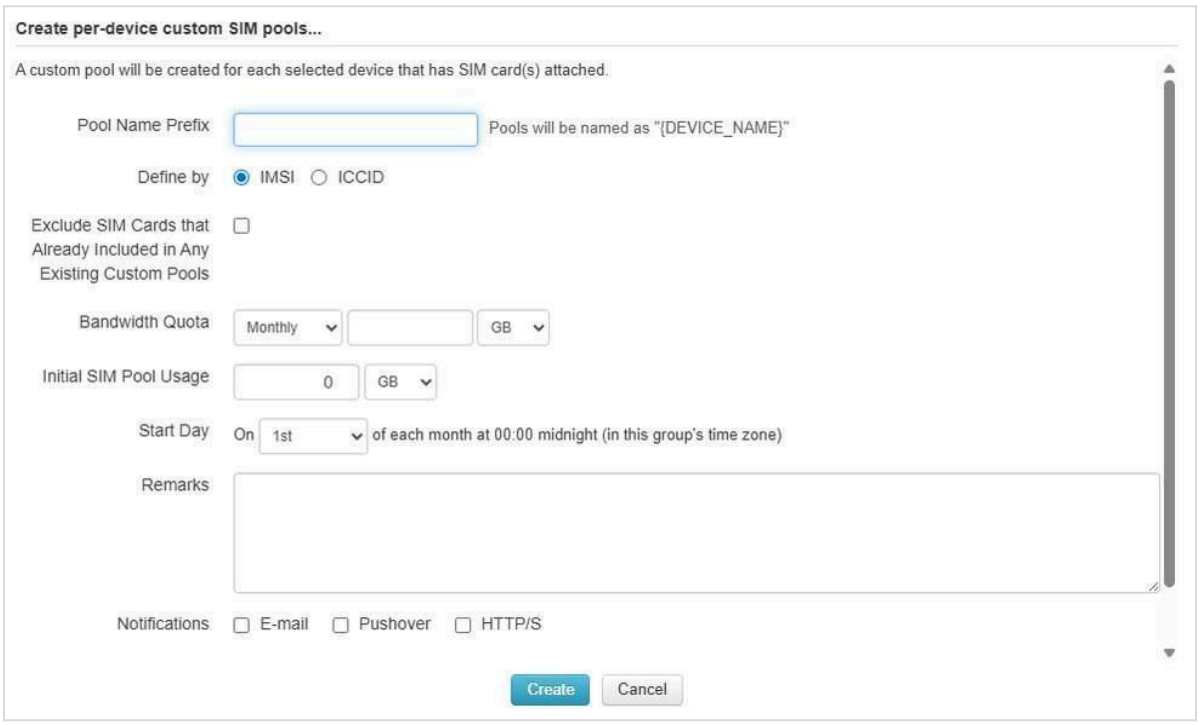
eSIM Installation with No selected. The form asks which eSIM on a dual eSIM unit receives the profile: Cellular WAN 1 or Cellular WAN 2.

The button is **Activate**. Nothing is activated until it is clicked.

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13.1.10. Create Per-device Custom SIM Pools

Creates one custom pool for each selected device that has SIM cards attached, named with the **Pool Name Prefix** followed by the device name. The form has sixteen controls, six of which reveal further fields.



Create per-device custom SIM pools in its default state. Each notification checkbox at the bottom reveals its own block of fields.

Control	Values
Pool Name Prefix	Free text, placed before the device name
Define by	**IMSI** or **ICCID**
Exclude SIM Cards that Already Included in Any Existing Custom Pools	Checkbox
Bandwidth Quota	**Daily**, **Weekly**, **Monthly** or **Yearly**, with a figure and **MB**, **GB** or **TB**
Initial SIM Pool Usage	A figure with **MB** or **GB**, for a pool that starts partway through its cycle

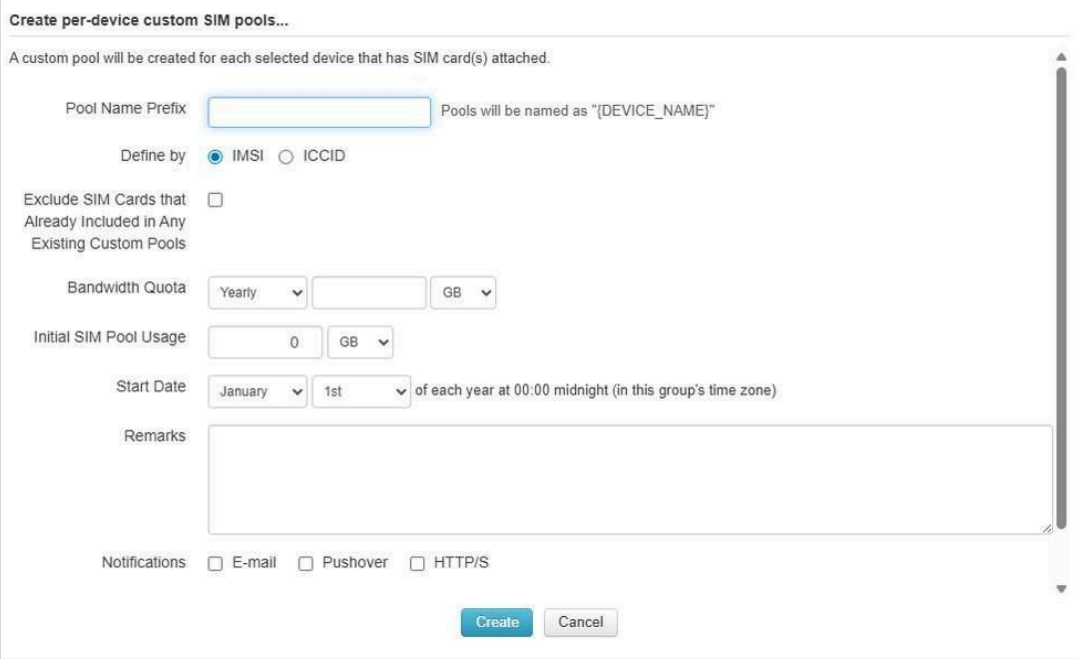
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Control	Values
Start Day	**1st** to **28th**, plus **Last day**, so the cycle start is valid in every month
Remarks	Free text
Stop Routing User Traffic	Checkbox, applied when the quota is exceeded. **Bandwidth Throttling** is the alternative and requires firmware 8.5.3 or newer. Earlier firmware uses **Stop Routing User Traffic** instead
Bandwidth Throttling	Checkbox

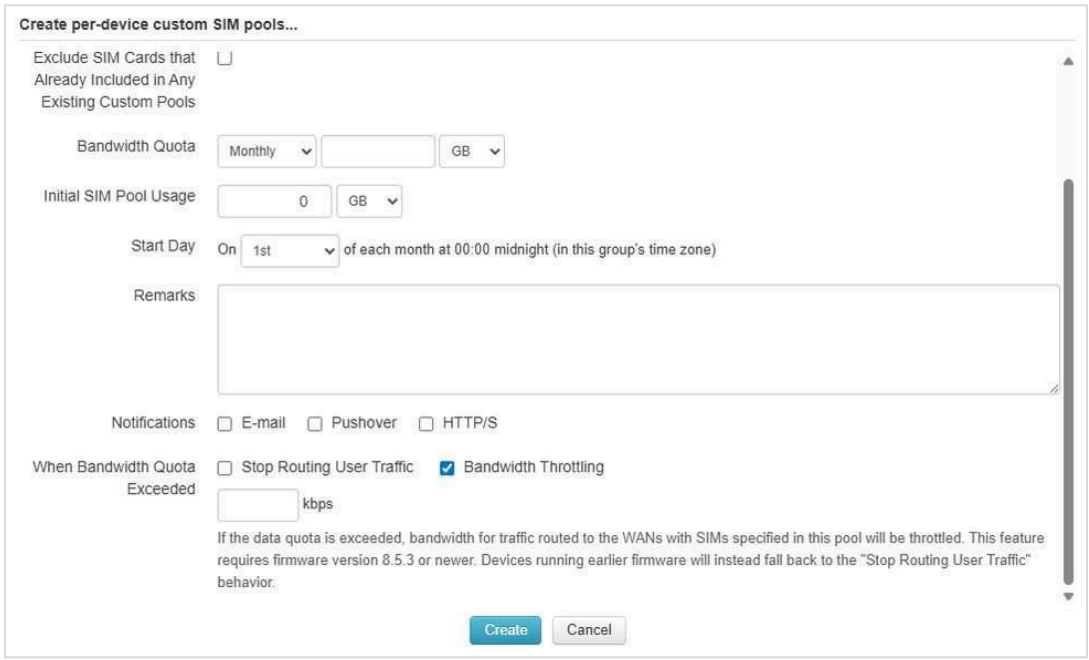
Six settings reveal further fields:

Set this	And this appears
Bandwidth Quota to **Weekly**	**Start Weekday**, Sunday to Saturday
Bandwidth Quota to **Yearly**	**Start Date**, as a month and a day
Bandwidth Throttling	**When Bandwidth Quota Exceeded**, for the throttled rate
HTTP/S	**HTTP/S Notification URL**
Pushover	**Pushover Application/API Token** and **Pushover user/group key(s)**
E-mail	Eighteen further controls, described below

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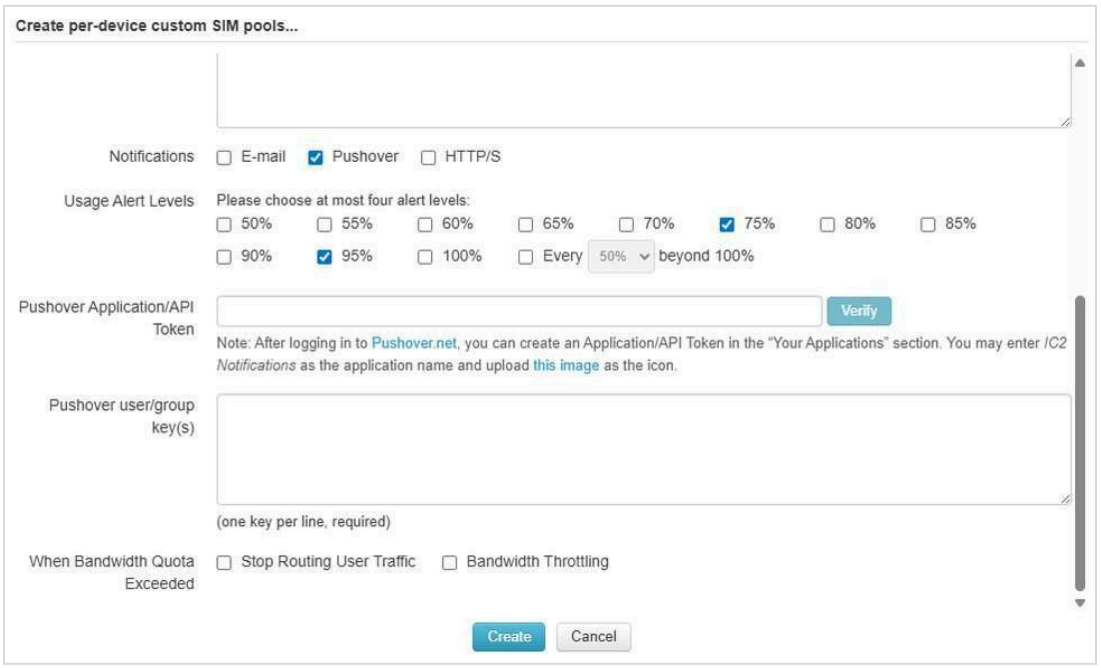


Bandwidth Quota set to Yearly. The Start Date row takes a month and a day.

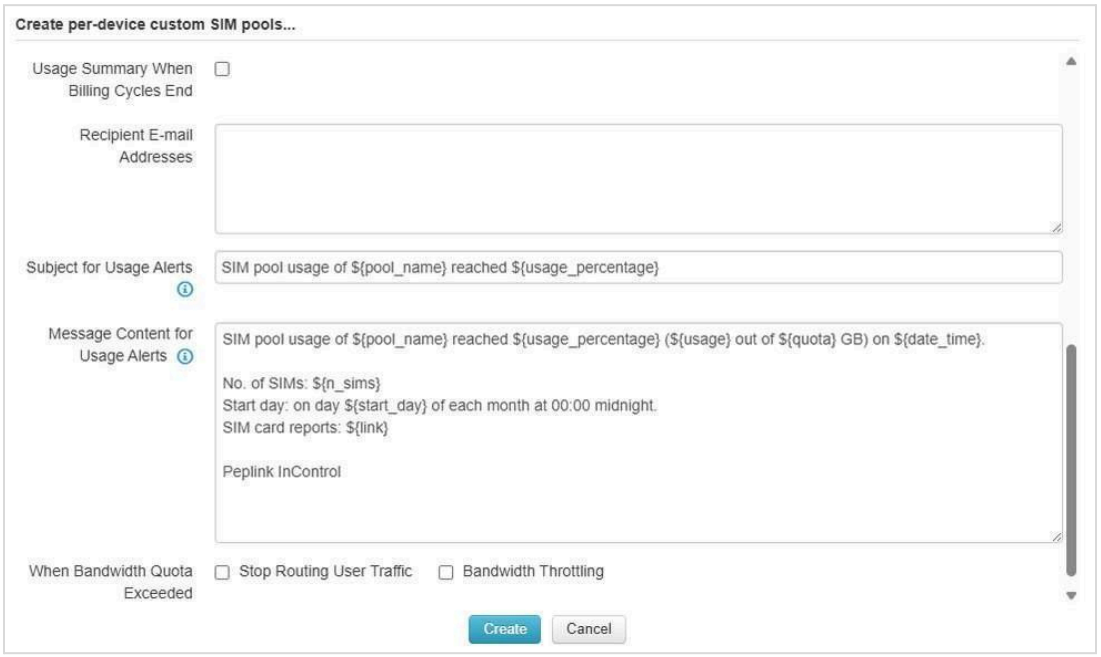


Bandwidth Throttling selected. A kbps field appears below it, with a note that this requires firmware 8.5.3 or newer and that earlier firmware uses Stop Routing User Traffic instead.

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Pushover selected. The alert levels appear, followed by the Pushover Application/API Token field with its Verify button and the user or group key box, one key per line.



E-mail selected. The full set of alert levels, a beyond 100% option, a billing cycle summary, and the recipient, subject and message fields.

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The **E-mail** block contains:

- **Alert levels** as eleven independent checkboxes, from 50% to 100% in steps of five.
- **Every 50% / 100% beyond 100%**, a checkbox with its own step choice, for pools expected to exceed their quota.
- **Usage Summary When Billing Cycles End**, a separate checkbox.
- **Recipient E-mail Addresses**, **Subject for Usage Alerts** and **Message Content for Usage Alerts**.

The button is **Create**.

Note the following:

- The alert levels are independent checkboxes, not a single threshold. A pool can alert at 80% and at 100% only.
- **Initial SIM Pool Usage** lets a pool created partway through a cycle start from the usage already consumed rather than from zero.

13.1.11. Update Device Info by CSV File

Renames devices or sets their site addresses in bulk.

Update device info by CSV file is a link under the device table, beside **Download as CSV**. It is not in the **Actions** menu. It opens a dialog with a drop zone, `Drop CSV file here to upload (or Click)`, and a single **Done** button.

The dialog sets these rules for the file:

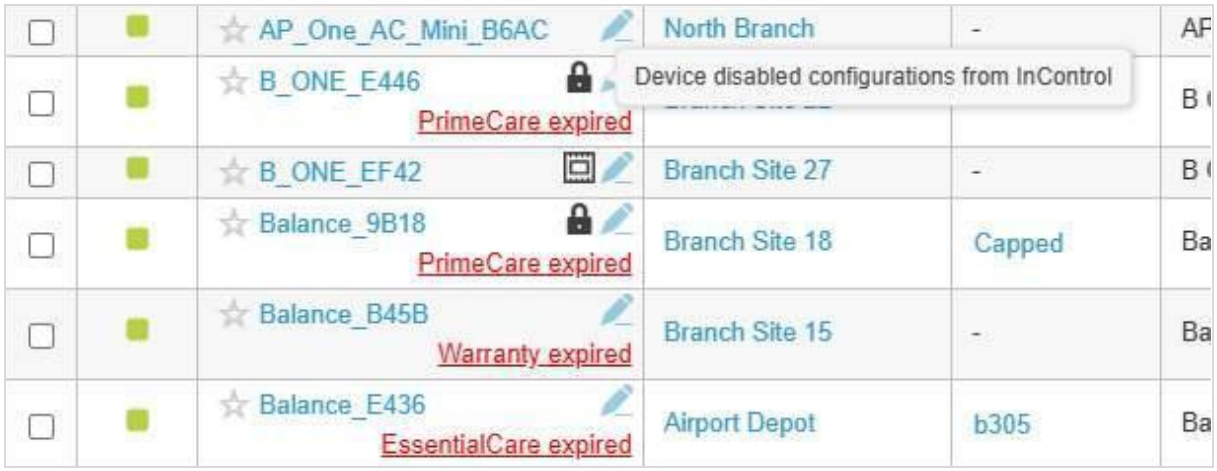
- The file contains either two fields, `"SN", "Name"`, or five fields, `"SN", "Name", "Address", "Latitude", "Longitude"`.
- The first line must be a field header.
- Every value is required except latitude and longitude. When those are empty, they are looked up from the address.
- Uploaded addresses, latitudes and longitudes overwrite each device's static location.
- A device that reports its own GPS location ignores the static location.

> ***Caution:*** *An upload with the five field layout replaces the static location of every device listed in the file. Download the device list with* ***Download as CSV*** *first, so the previous names and locations can be restored.*

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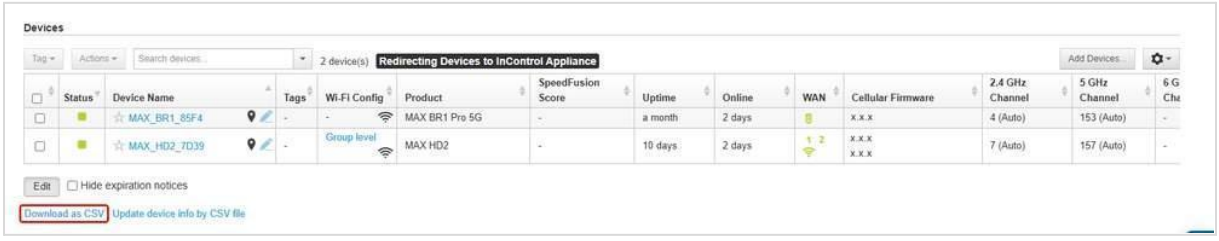
13.1.12. Checking the Fleet After a Change

1. Save the group level change on its own screen.
2. Open `Group > Settings > Device Management`.
3. Check **Last Config Applied** for each device. A value that has not changed since the save indicates a device that has not received the change.
4. Check the Status column for the four configuration state icons listed under *Status icons*: `Config patches available`, `Configuration to device stopped. Configuration rolled back.`, `InControl stopped to apply configurations to device.` and `Device disabled configurations from InControl`. Each indicates a device that has not received the change.



Step 4. *A lock icon beside a device name. Its tooltip reads Device disabled configurations from InControl. The organization level grid is shown; the group level grid uses the same icons.*

5. Click **Download as CSV** to save a copy of the grid.



Step 5. *Download as CSV, outlined in red, below the Devices grid beside Update device info by CSV file.*

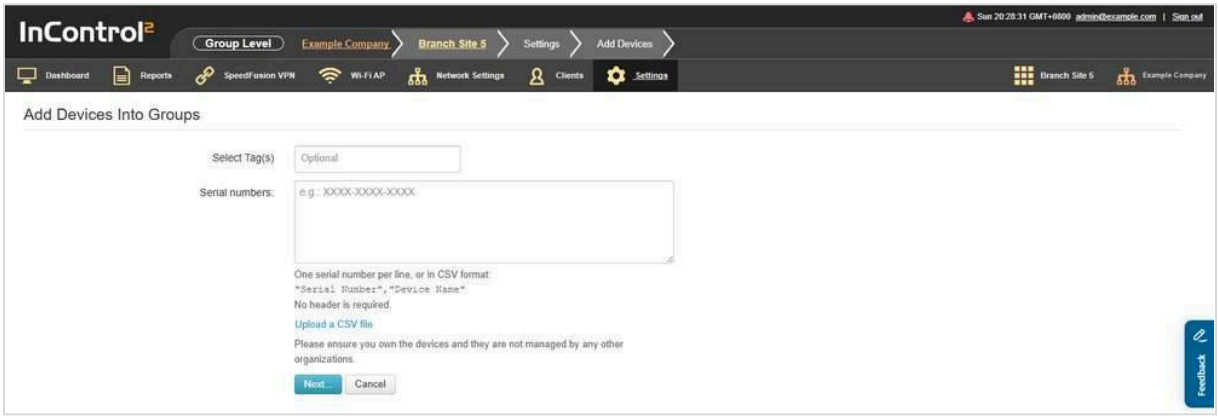
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13.2. Add Devices (Group Level)

Adds devices to the group by serial number, with optional tagging in the same step. The page states: `Please ensure you own the devices and they are not managed by any other organizations.` A device held by another organization cannot be added here.

Where to find it

`Group > Settings > Add Devices`



The serial number box accepts one serial number per line. The Select Tag(s) field above it is optional.

13.2.1. What This Screen Shows

The page contains one form, **Add Devices Into Groups**.

Field	Notes
Select Tag(s)	Optional. Tags to apply to the devices being added. Tag-based Device Selection rules elsewhere in this chapter, such as Logging, SNMP, NetFlow and Notifications, then match the new devices without separate tagging through the *Tag menu* on Device Management (13.1.5 The Tag Menu)

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Field	Notes
Serial numbers	One serial number per line, or in CSV format `"Serial Number","Device Name"`. No header row is required. The box shows the placeholder `e.g.: XXXX-XXXX-XXXX`. The CSV format includes an optional device name, so devices can be named as they are added

13.2.2. Controls on This Screen

Control	What it does
Upload a CSV file	Supplies the serial numbers from a file. It remains on the form at every step of the wizard
Next...	Continues to the next step of the wizard
Cancel	Cancels the addition

13.2.3. What Next... Does

Next... continues the wizard on the same page. **Upload a CSV file**, **Next...** and **Cancel** remain at each step.



The first step. Select Tag(s), the serial number box, and the three controls that remain throughout the wizard: Upload a CSV file, Next... and Cancel.

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The result of Next... with the serial number box empty. The box, outlined in red, shows the message Serial number is required, and the rest of the form is unchanged.

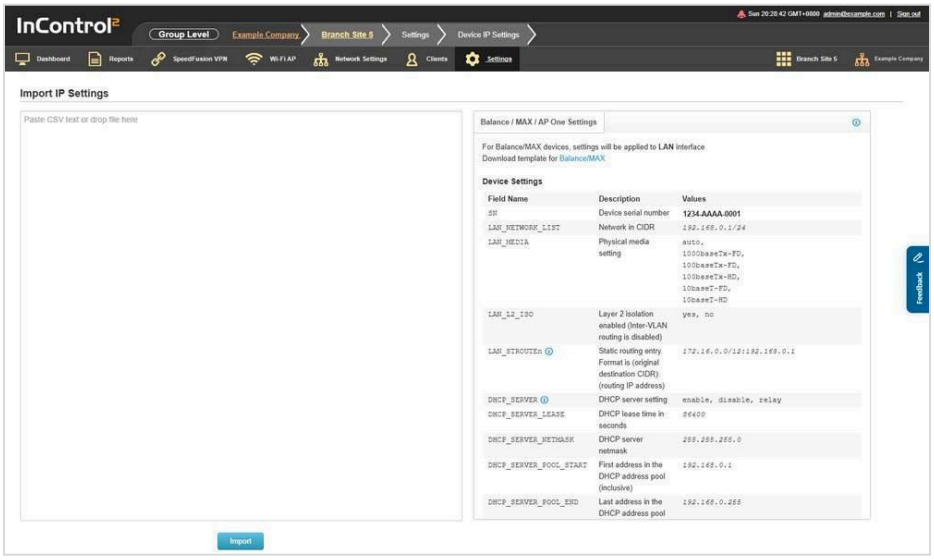
At least one serial number is required before the wizard continues.

13.3. Device IP Settings

Imports LAN and VLAN IP settings for many devices at once from CSV text, and lists the field names the CSV must use. The two field tables are reference text on the page, not editable grids.

Where to find it

`Group > Settings > Device IP Settings`



The import box at the top accepts pasted CSV text or a dropped file. The two reference tables below it list every field name the CSV may contain.

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13.3.1. The Import Box

The screen opens on a single tab, **Balance / MAX / AP One Settings**.

Control	What it does
Paste CSV text or drop file here	Accepts the settings as pasted text or as a dropped file
Import	Applies the pasted or dropped settings
Download template for Balance/MAX	Downloads a CSV template for Balance and MAX devices
Balance / MAX / AP One Settings	The tab containing the instructions and field reference shown here

The page states that for Balance and MAX devices the settings are applied to the LAN interface.

A separate link on this screen has the tooltip `Click here for legacy AP One devices' IP settings`. Legacy AP One units are configured there rather than through this field set.

13.3.2. Device Settings Field Reference

The **Device Settings** table lists the field names that apply to the device itself.

Field Name	Description	Values
SN	Device serial number. The only field that identifies the device, so every row must contain a correct serial number	`1234-AAAA-0001`
LAN_NETWORK_LIST	Network in CIDR	`192.168.0.1/24`
LAN_MEDIA	Physical media setting	`auto`, `1000baseTx-FD`, `100baseTx-FD`, `100baseTx-HD`, `10baseT-FD`, `10baseT-HD`
LAN_L2_ISO	Layer 2 isolation enabled (Inter-VLAN routing is disabled)	`yes`, `no`

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Field Name	Description	Values
LAN_STROUTEn	Static routing entry. Format is (original destination CIDR):(routing IP address)	`172.16.0.0/12:192.168.0.1`
DHCP_SERVER	DHCP server setting	`enable`, `disable`, `relay`
DHCP_SERVER_LEASE	DHCP lease time in seconds	`86400`
DHCP_SERVER_NETMASK	DHCP server netmask	`255.255.255.0`
DHCP_SERVER_POOL_START	First address in the DHCP address pool (inclusive)	`192.168.0.1`
DHCP_SERVER_POOL_END	Last address in the DHCP address pool (inclusive)	`192.168.0.255`
DHCP_RESERVATION	DHCP reserved addresses	`00:00:00:00:00:01#192.168.0.10#optional-name-field`
DHCP_LOG_ENABLE	DHCP logging enabled	`yes`, `no`
DHCP_SERVER_DNS	DNS primary and (optional) secondary addresses	`192.168.0.1 192.168.0.2`
DHCP_SERVER_WINS	WINS primary and (optional) secondary addresses	`192.168.0.1 192.168.0.2`, `default`
DHCP_OPTION_15	DHCP Option 15 domain name	`example.com`
DHCP_RELAY_OPTION_82	DHCP Option 82 (52 hex) enabled	`yes`, `no`
DHCP_RELAY_SERVER	DHCP primary and (optional) secondary relay addresses	`192.168.0.1 192.168.0.2`

13.3.3. Which Fields Are Required

Several rows in the table have an information icon. Their tooltips state which fields are required.

DHCP_SERVER determines which other fields are required:

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DHCP_SERVER set to	Required alongside it	Optional alongside it
`enable`	DHCP_SERVER_LEASE, DHCP_SERVER_NETMASK, DHCP_SERVER_POOL_START, DHCP_SERVER_POOL_END, DHCP_LOG_ENABLE	DHCP_RESERVATION, DHCP_SERVER_DNS, DHCP_SERVER_WINS, DHCP_OPTION_15
`relay`	DHCP_RELAY_OPTION_82, DHCP_RELAY_SERVER, DHCP_LOG_ENABLE	
`disable`	No `DHCP_SERVER_*` fields are required	

Any `DHCP_SERVER_*` field that is not specified is ignored.

`DHCPn_SERVER` follows the same rule for the VLAN fields, using the `n` prefixed names, and ignores unspecified `DHCPn_SERVER_*` fields in the same way.

LAN_STROUTEn is optional. The tooltip states it may be left blank or the column omitted, and that multiple static routes are defined by incrementing the route number, for example `LAN_STROUTE1` and `LAN_STROUTE2`.

AP_IP_ADDR_MODE sets the address type of an AP and takes `static` or `dhcp`. Its tooltip states that with `static` the fields AP_IP_ADDR, AP_LAN_SUBNETMASK, AP_GATEWAY and AP_DNS are required, and that with `dhcp` those four fields are ignored.

DHCP_RESERVATION is optional and takes a space separated list. Each entry has the format `[MAC address]#[IP address]#[optional name]`. The name field supports ASCII alphanumeric characters, _ and - only. Do not use any other character, including a space.

13.3.4. VLAN Settings Field Reference

The **VLAN Settings** table lists the same settings per VLAN. The `n` in each field name is the VLAN index. VLAN entries are optional. Multiple VLANs are defined by incrementing the LAN and DHCP number, for example `LAN1_VLAN_ID`, `LAN1_NAME` through to `LAN5_VLAN_ID`, `LAN5_NAME`.

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Field Name	Description	Values
LANn_VLAN_ID	ID of the VLAN	`1-4094`
LANn_NAME	Name of the VLAN	`"VLAN 1"`, `"Marketing Network"`, etc
LANn_NETWORK_LIST	Network in CIDR	`192.168.0.1/24`
LANn_L2_ISO	Layer 2 isolation enabled (Inter-VLAN routing is disabled)	`yes`, `no`
DHCPn_SERVER	DHCP server setting	`enable`, `disable`, `relay`
DHCPn_SERVER_LEASE	DHCP lease time in seconds	`86400`
DHCPn_SERVER_NETMASK	DHCP server netmask	`255.255.255.0`
DHCPn_SERVER_POOL_START	First address in the DHCP address pool (inclusive)	`192.168.0.1`
DHCPn_SERVER_POOL_END	Last address in the DHCP address pool (inclusive)	`192.168.0.255`
DHCPn_RESERVATION	DHCP reserved addresses	`00:00:00:00:00:01#192.168.0.10#optional-name-field`
DHCPn_LOG_ENABLE	DHCP logging enabled	`yes`, `no`
DHCPn_SERVER_DNS	DNS primary and (optional) secondary addresses	`192.168.0.1 192.168.0.2`
DHCPn_SERVER_WINS	WINS primary and (optional) secondary addresses	`192.168.0.1 192.168.0.2`, `default`
DHCPn_OPTION_15	DHCP Option 15 domain name	`example.com`
DHCPn_RELAY_OPTION_82	DHCP Option 82 (52 hex) enabled	`yes`, `no`
DHCPn_RELAY_SERVER	DHCP primary and (optional) secondary relay addresses	`192.168.0.1 192.168.0.2`

Caution: *VLANs imported here are applied to the devices only. The tooltip on the VLAN reference states that they are not imported to the VLAN Networks page on InControl 2. Create them on the VLAN Networks page as well to keep the two consistent.*

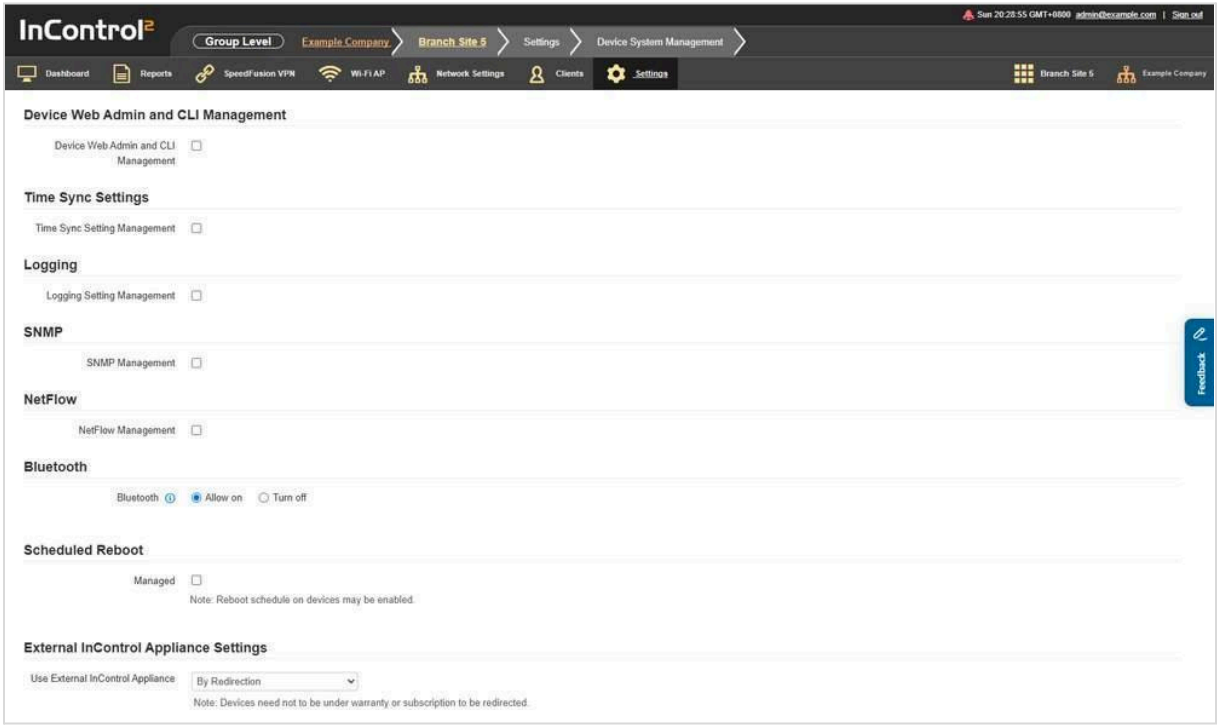
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13.4. Device System Management

Manages the device-level system settings for the whole group, section by section, including event, SNMP and flow record export, and configures redirection to an external InControl Appliance. The Bulk Configurator rules (13.12.1 What the Page Tells You First) list Web Admin Settings and Time zone among the settings InControl 2 manages. Where InControl 2 manages them, a change made on the device is overwritten, so make lasting changes here.

Where to find it

`Group > Settings > Device System Management`



Each section has its own management checkbox. A section's settings are configurable at group level only after its checkbox is selected.

13.4.1. The Section Gates

The screen is divided into sections, and most have their own management checkbox. Until a section's checkbox is selected, InControl 2 does not manage that setting at group level and the section's settings are hidden. Every section is gated except Bluetooth and External InControl Appliance Settings. Selecting a gate is itself a change: the section is managed at group level as

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soon as the changes are saved. Before selecting the gate, read 8.1.1 Before You Tick a Manage Checkbox.

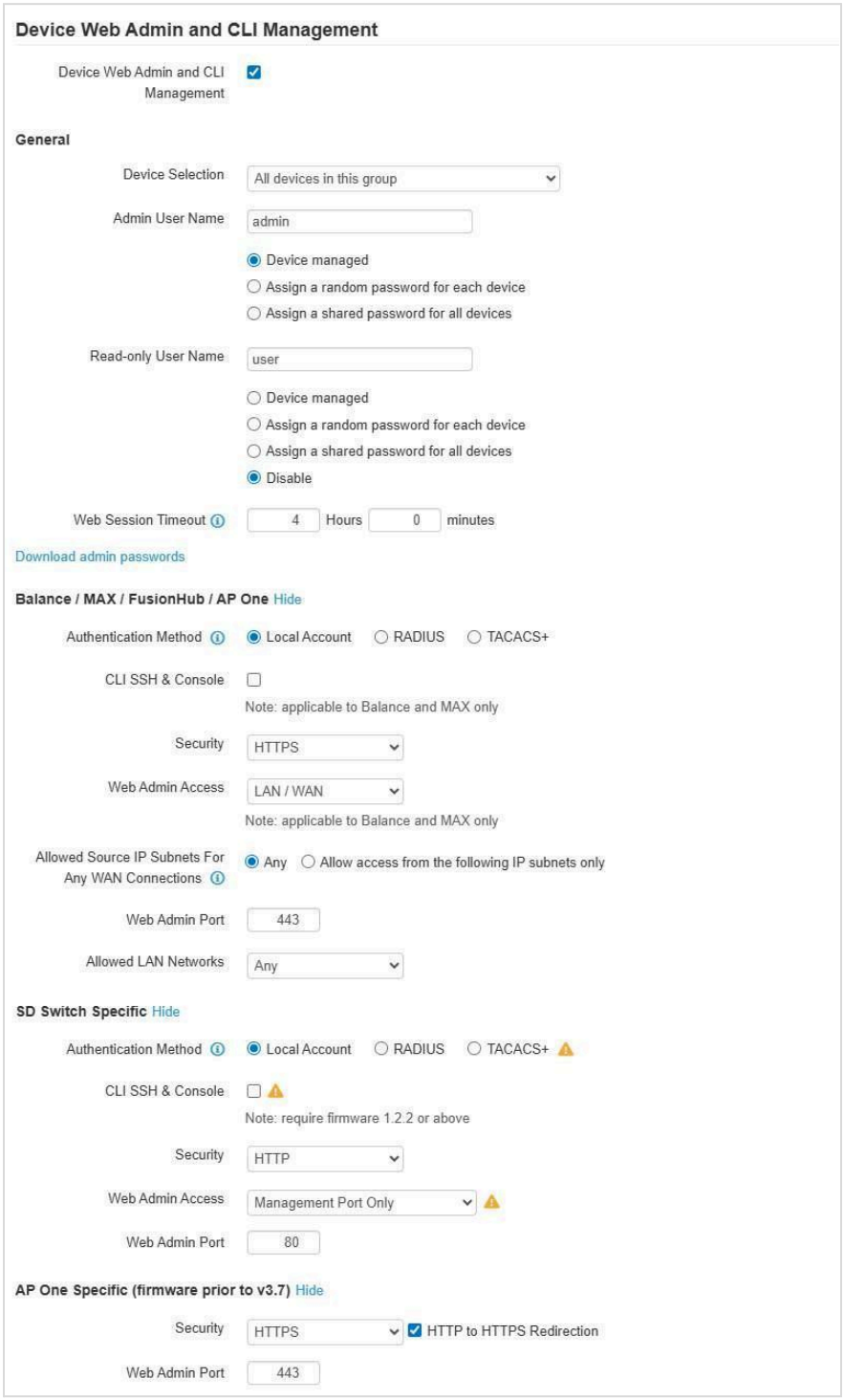
Section	Gate checkbox
Device Web Admin and CLI Management	Device Web Admin and CLI Management
Time Sync Settings	Time Sync Setting Management
Logging	Logging Setting Management
SNMP	SNMP Management
NetFlow	NetFlow Management
Scheduled Reboot	Managed

Below Scheduled Reboot the page states: `Note: Reboot schedule on devices may be enabled.` With the group level gate off, a reboot schedule may still be running on the devices themselves.

Most gated sections have their own **Device Selection** list, so each targets its own subset of the group. Logging, SNMP and NetFlow each have one, Device Web Admin and CLI Management has one under **General**, and Scheduled Reboot sets Device Selection per instruction. Time Sync Settings has no Device Selection list.

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13.4.2. Device Web Admin and CLI Management



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The section with its gate selected. General is followed by separate blocks for Balance / MAX / FusionHub / AP One, SD Switch Specific and AP One Specific.

Setting	What the interface states
Web Session Timeout	Given in hours and minutes. A web login session is logged out automatically after it has been idle longer than this. `Default: 4 hours 0 minutes`
Authentication Method	`Local Account`, `RADIUS`, `TACACS+`
NAS-Identifier	Option list beginning `None`, `Device Name`, `LAN MAC Address`, `Device Serial Number`. `Require firmware 8.6.0 or above.`
Primary Server, Secondary Server	The authentication servers. `Require firmware 8.5.3 or above.`
Source Network Address	A VLAN network or `Untagged LAN`. `Note: Untagged LAN will be applied if a device does not have the selected VLAN Network defined.`
Allowed Source IP Subnets For Any WAN Connections	`Any`, or `Allow access from the following IP subnets only`

Three of these settings carry warnings.

Web Session Timeout accepts `0 hours 0 minutes`, which means an unlimited session time. InControl 2 states that this should be used only in special situations, as it lowers the system security level if users do not log out before closing the browser. Clicking Logout in the web admin ends a session before it expires.

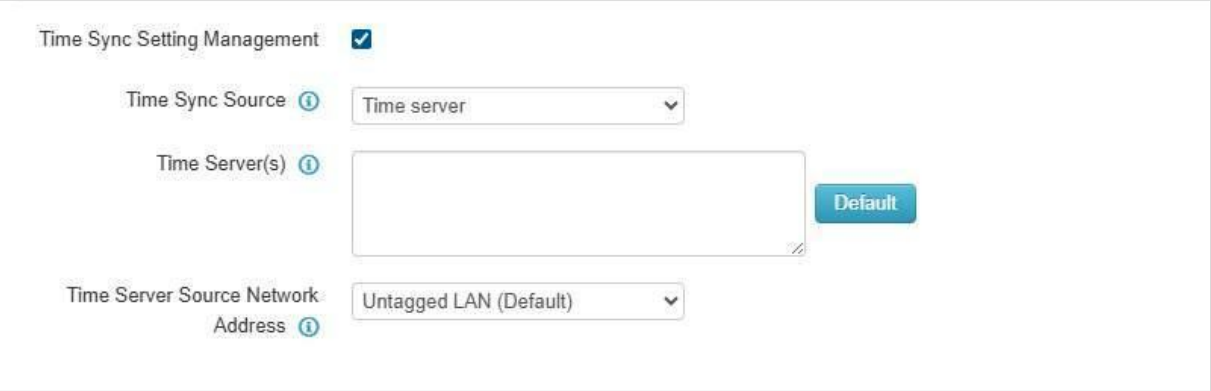
Authentication Method determines which accounts are active. With an external method selected, the web admin authenticates against that service and the local `admin` and `user` accounts are disabled. If the device cannot reach the external service, the local accounts are enabled again for emergency access, so a RADIUS or TACACS+ outage does not lock the device out permanently. TACACS+ support is available on all products except Balance/MAX and AP One with firmware below 8.1.0 and 3.8.1 respectively.

Allowed Source IP Subnets For Any WAN Connections restricts web admin access from WAN connections to the listed subnets.

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- `Any` allows web admin access from anywhere with no IP address restriction.
- `Allow access from the following IP subnets only` restricts access to the subnets defined.
- Each subnet is written as `w.x.y.z/m`, where `w.x.y.z` is an IP address and `m` is the subnet mask in CIDR format, between 0 and 32 inclusive, for example `192.168.0.0/24`.
- Enter multiple subnets one per line.
- On Balance and MAX the restriction applies only when `LAN / WAN` is selected in the Web Admin Access field above it. Set that field first.

13.4.3. Time Sync Settings



Time Sync Setting Management selected. Time Sync Source, Time Server(s) with its Default button, and Time Server Source Network Address appear below it.

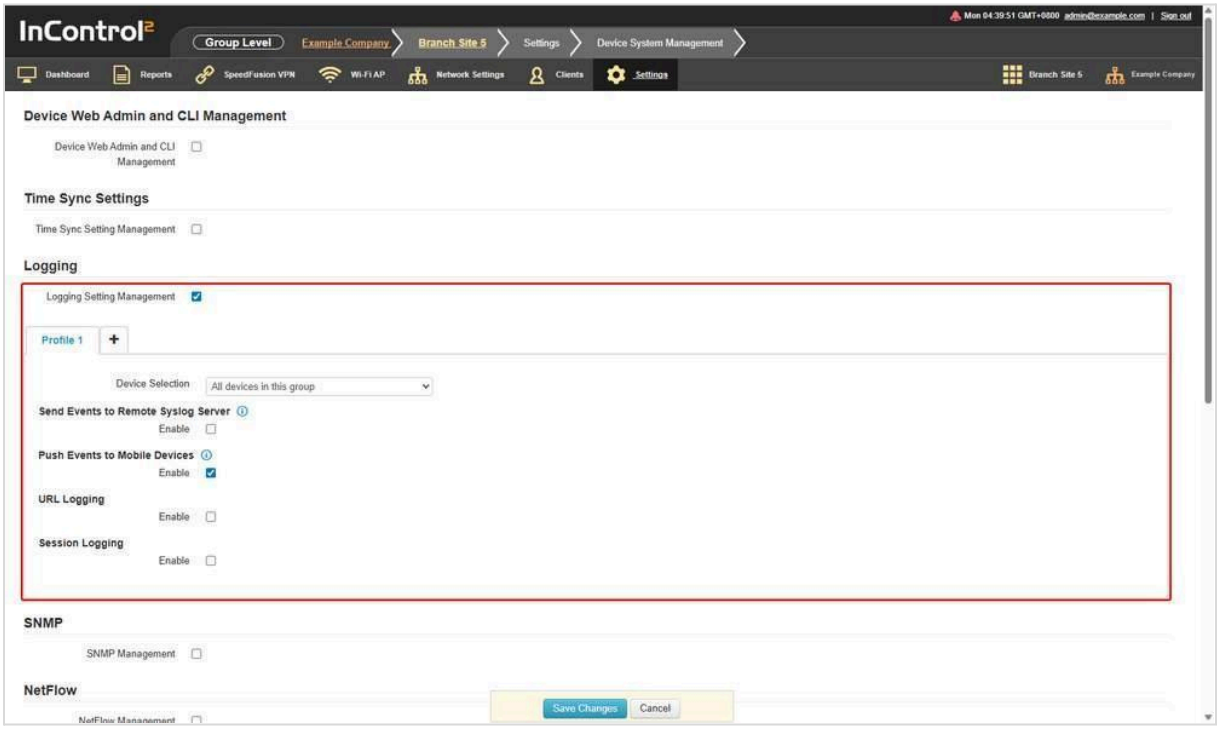
Setting	Options and notes
Time Sync Source	`Time server`, `GPS`, `GPS with Time Server as fallback`. On unsupported devices only time servers are used as the source
Time Server(s)	The time servers to use, with a `Default` option. On unsupported devices only the first time server is used
Time Server Source Network Address	A VLAN network or the untagged LAN. If the selected VLAN network is unavailable, the untagged LAN is used

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The two unsupported device notes are stated in the tooltips. On devices that do not support GPS time sync, a group set to `GPS` uses time servers, and only the first entry of a time server list is used.

13.4.4. Logging

Selecting **Logging Setting Management** reveals a logging profile on its own tab, **Profile 1**.



Logging Setting Management selected. The checkbox and the Profile 1 tab it reveals are outlined in red. The four logging destinations each appear as a single Enable checkbox under the profile's Device Selection list.

Setting	Notes
Device Selection	`All devices in this group`, `Devices with any of the following tags`, `Devices with all of the following tags`, `Devices with none of the following tags`
Send Events to Remote Syslog Server	`Enable` checkbox
Push Events to Mobile Devices	`Enable` checkbox

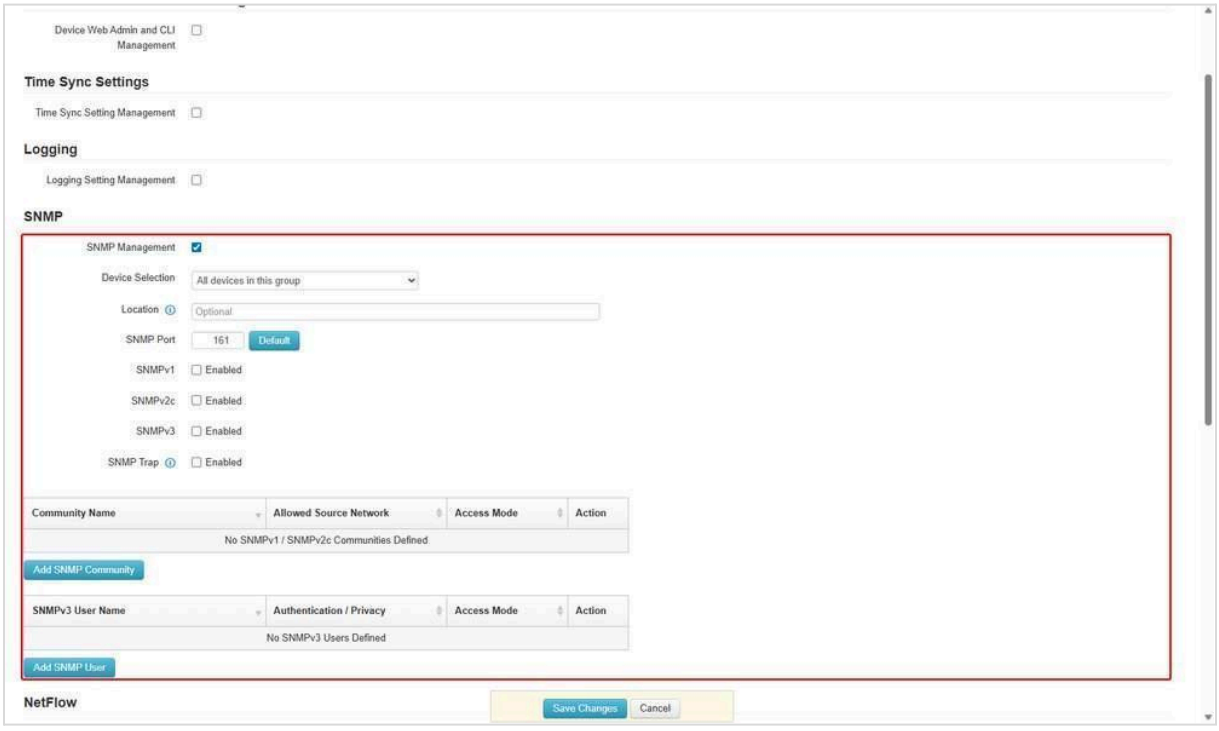
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Setting	Notes
URL Logging	`Enable` checkbox
Session Logging	`Enable` checkbox

The four checkboxes are independent. The Device Selection list applies to the profile rather than to the section as a whole.

13.4.5. SNMP

Selecting **SNMP Management** reveals the SNMP service settings and two credential lists.



SNMP Management selected. The checkbox and the settings it reveals, including the two credential lists, are outlined in red. The lists define the communities and users permitted to use each enabled version.

Setting	Notes
Device Selection	`All devices in this group` plus the three tag-based choices

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Setting	Notes
Location	The DisplayString value of `sysLocation`. Not applicable to AP One running firmware prior to 3.7
SNMP Port	The port SNMP listens on, with a `Default` option
SNMPv1 Enabled	Checkbox
SNMPv2c Enabled	Checkbox
SNMPv3 Enabled	Checkbox
SNMP Trap Enabled	Checkbox. Not applicable to AP One running firmware prior to 3.7

Two lists are below these settings.

SNMPv1 and SNMPv2c communities, with columns **Community Name**, **Allowed Source Network**, **Access Mode** and **Action**. When empty it reads `No SNMPv1 / SNMPv2c Communities Defined`. **Add SNMP Community** adds an entry.

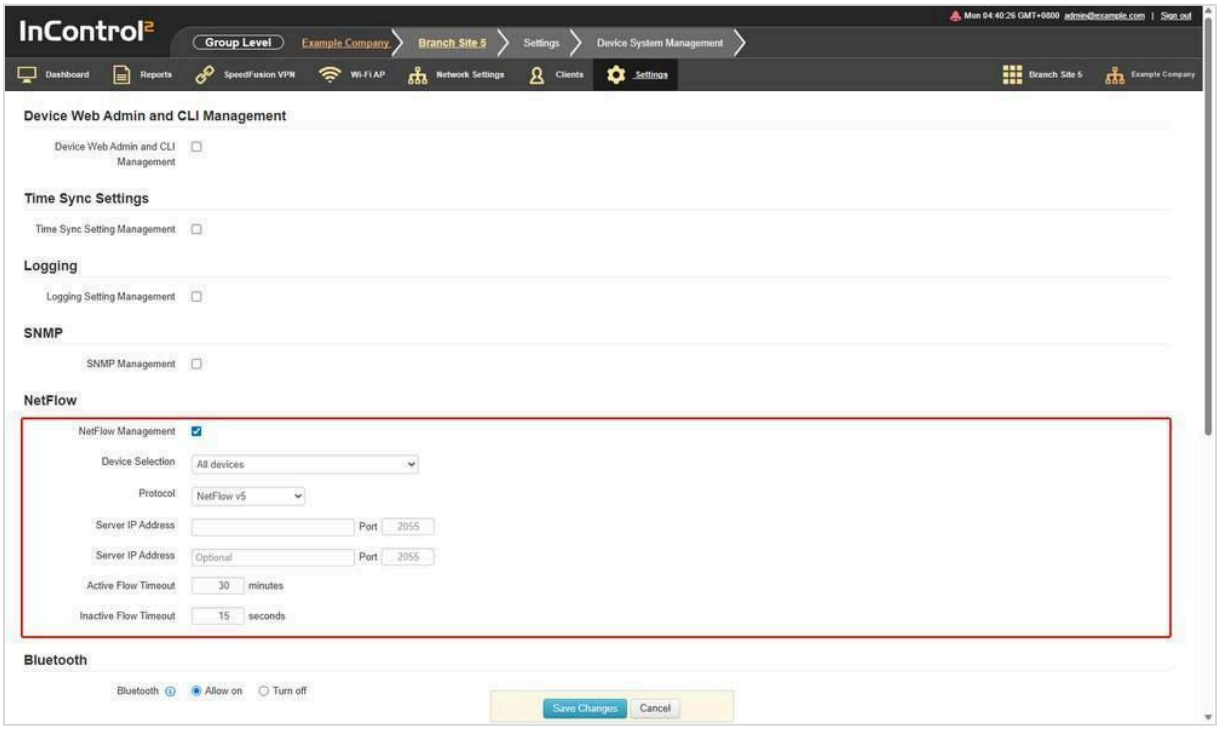
SNMPv3 users, with columns **User Name**, **Authentication / Privacy**, **Access Mode** and **Action**. When empty it reads `No SNMPv3 Users Defined`. **Add SNMP User** adds an entry.

Enabling a version does not create a credential. Selecting `SNMPv3 Enabled` does not create an SNMPv3 user, so add the matching entry in the list below before polling the device.

13.4.6. NetFlow

Selecting **NetFlow Management** reveals the flow export settings.

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NetFlow Management selected. The checkbox and the fields it reveals are outlined in red. There are two collector rows, and the two timeouts use different units.

Setting	Notes
Device Selection	`All devices` plus the three tag-based choices
Protocol	`NetFlow v5`, `NetFlow v9`, `IPFIX`
Server	Collector **IP Address** and **Port**. Two server rows are available
Active Flow Timeout	A number, in `minutes`
Inactive Flow Timeout	A number, in `seconds`

The two timeouts use different units: Active Flow Timeout is in minutes and Inactive Flow Timeout in seconds.

13.4.7. Bluetooth

Bluetooth is not gated. The tooltip on the setting describes each option.

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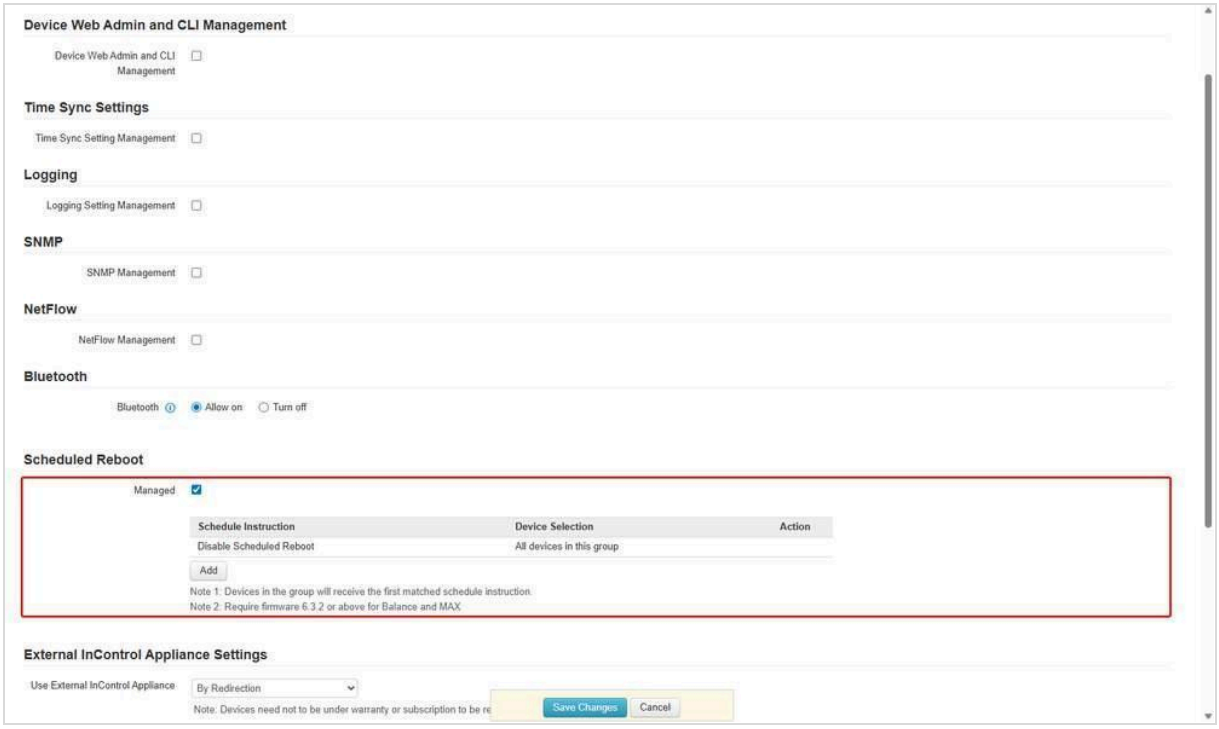
The Bluetooth section with Allow on selected. It has no management checkbox.

Option	Effect
Allow on	Bluetooth on all devices in the group can be turned on or off in the Peplink app or on the web admin
Turn off	Bluetooth on all devices in the group is unconditionally turned off

`Allow on` permits Bluetooth to be switched on at the device. It does not switch it on.

13.4.8. Scheduled Reboot

Selecting **Managed** reveals a list of schedule instructions.



Managed selected. The checkbox and the Schedule Instruction list it reveals are outlined in red. Each entry pairs an instruction with a device selection, and Add appends another.

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The list has the columns **Schedule Instruction**, **Device Selection** and **Action**. The first entry shows the instruction `Disable Scheduled Reboot` with the device selection `All devices in this group`. **Add** appends another instruction.

Two notes are below the list:

- `Note 1: Devices in the group will receive the first matched schedule instruction.`
- `Note 2: Require firmware 6.3.2 or above for Balance and MAX`

Under Note 1, a device selected by two instructions takes the first that matches it. Order the list from the most specific selection to the most general.

13.4.9. External InControl Appliance Settings

Directs the group's devices to a customer operated InControl Appliance instead of the hosted service.



By Redirection selected, with Device Selection set to devices with a tag and a Primary Appliance Address entered. The note below the first field applies to this mode.

Field	Options or notes
Use External InControl Appliance	`Disabled`, `By Redirection`, `By Configuration`
Device Selection	`All devices`, `Devices with any of the following tags`, `Devices with all of the following tags`, `Devices with none of the following tags`
Tags	Free text tag entry, used with the three tag-based Device Selection options. Each entered tag has a `×` to remove it
Primary Appliance Address	Address of the appliance

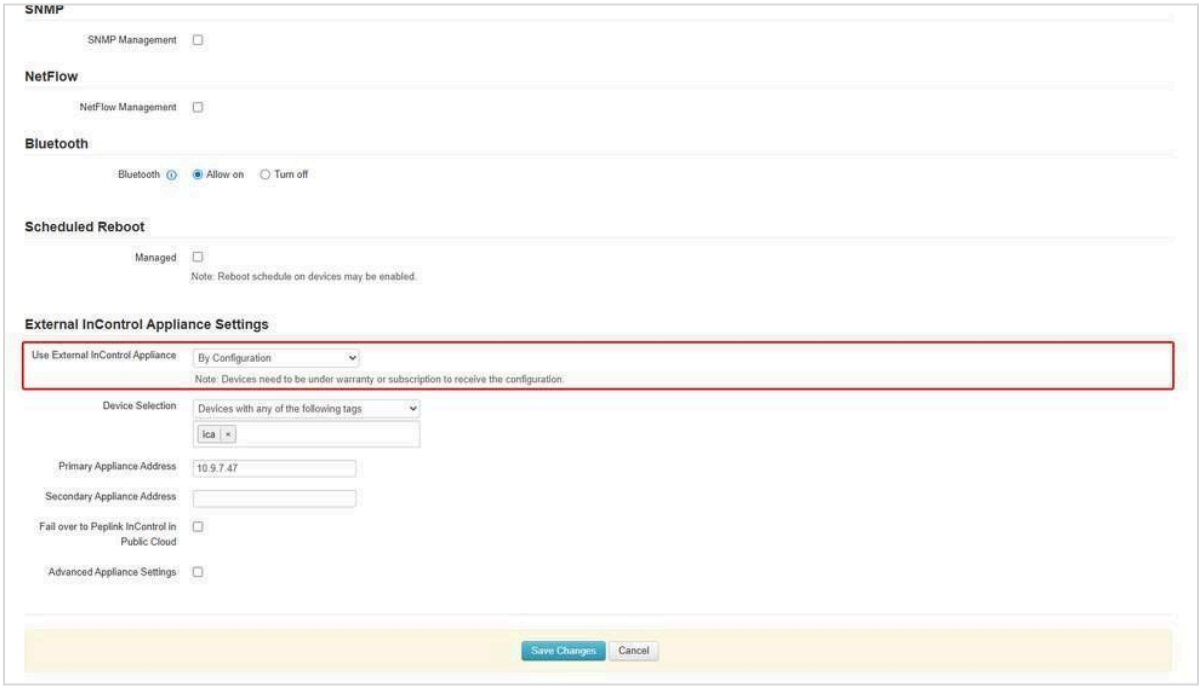
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Field	Options or notes
Secondary Appliance Address	Optional second address
Advanced Appliance Settings	Checkbox that reveals two further fields, described below

With **Use External InControl Appliance** set to `Disabled` or `By Redirection` the page states: `Note: Devices need not to be under warranty or subscription to be redirected.`

13.4.10. What Changes When By Configuration Is Chosen

Selecting `By Configuration` changes the screen in two ways.



By Configuration selected. The field and the note below it, outlined in red, now require warranty or subscription, and a Fail over to Peplink InControl in Public Cloud checkbox appears lower in the block.

Change	Detail
The note is replaced	It becomes `Note: Devices need to be under warranty or subscription to receive the configuration.`

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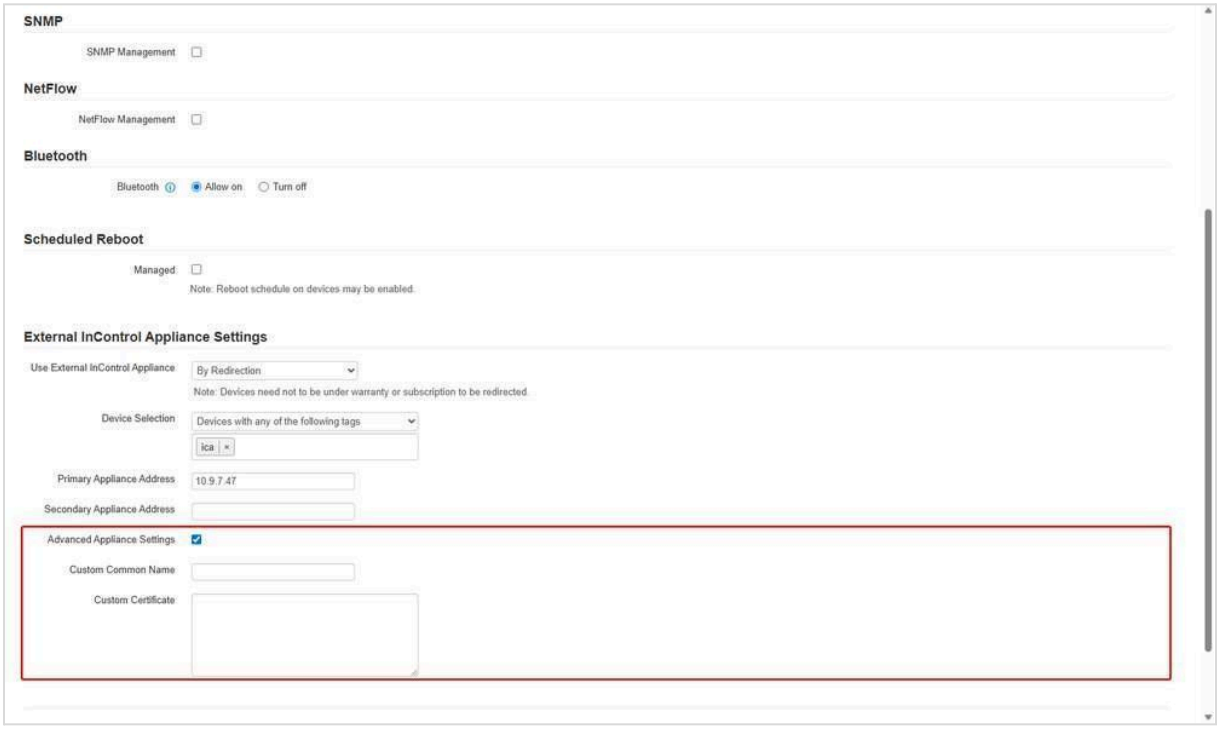
Change	Detail
A new checkbox appears	**Fail over to Peplink InControl in Public Cloud**

Redirection reaches devices with no active warranty or subscription. Configuration does not.

> ***Caution:*** *Confirm which mode your appliance deployment expects before saving.* `By Redirection` *and* `By Configuration` *apply to every device the Device Selection rule matches. The warranty note reverses between the two, and* `By Configuration` *adds the* ***Fail over to Peplink InControl in Public Cloud*** *checkbox. For help choosing a mode, contact Peplink support or your Peplink partner.*

13.4.11. Advanced Appliance Settings

Selecting **Advanced Appliance Settings** reveals two fields.



Advanced Appliance Settings selected. The checkbox and the two fields it reveals, outlined in red, are at the bottom of the appliance block.

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Field	Notes
Custom Common Name	A single line text field
Custom Certificate	A text area for the full certificate

Take the values for both fields from your InControl Appliance deployment.

13.4.12. Controls on This Screen

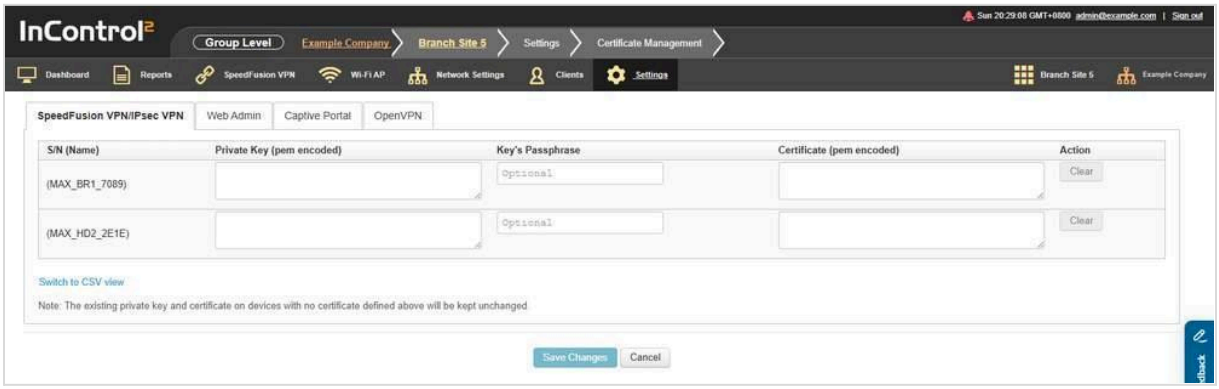
Control	What it does
Save Changes	Saves the changes. Disabled until something is changed
Cancel	Discards the changes

13.5. Certificate Management (Group Level)

Holds the private keys and certificates that InControl 2 pushes to each device in the group, organized by certificate purpose.

Where to find it

`Group > Settings > Certificate Management`



One row per device, with the certificate tabs across the top. The SpeedFusion VPN/IPsec VPN tab is shown.

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13.5.1. Tabs

The page has four tabs.

Tab	Purpose
SpeedFusion VPN/IPsec VPN	Certificates for SpeedFusion VPN and IPsec VPN. This tab opens first
Web Admin	Certificates for the device web admin interface
Captive Portal	Certificates for the captive portal. This tab is a profile editor, not the device grid, so the columns and controls described below do not apply to it
OpenVPN	Certificates for OpenVPN

13.5.2. What This Screen Shows

One row per device. The devices listed depend on the tab, and the three grid tabs do not list the same devices. For example, Web Admin can include FusionHub and switches, while OpenVPN lists no access points.

> ***Caution:*** *Check which tab is selected before pasting a key into a row. A device listed on one tab may not appear on another.*

Column	What it shows
S/N (Name)	Device serial number, with the device name in brackets
Private Key (pem encoded)	Text area for the PEM encoded private key
Key's Passphrase	Passphrase for the key. Marked `Optional`
Certificate (pem encoded)	Text area for the PEM encoded certificate
Action	The per row **Clear** button

The page states: `Note: The existing private key and certificate on devices with no certificate defined above will be kept unchanged.` A blank row does not remove the existing certificate from that device.

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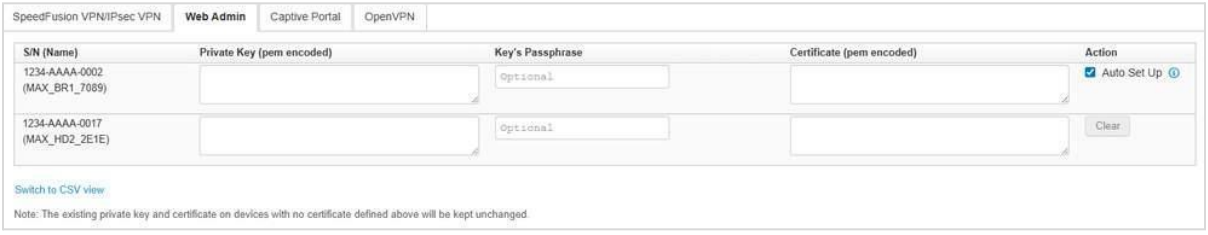
13.5.3. Controls on This Screen

Control	What it does
Clear	Clears the certificate entry for that row. Disabled while the row is empty
Switch to CSV view	Switches the grid to a CSV representation
Save Changes	Saves the changes. Disabled until something is changed
Cancel	Discards the changes

13.5.4. What Differs Between the Tabs

The SpeedFusion VPN/IPsec VPN, Web Admin and OpenVPN tabs share the columns and controls above, and each shows the note about devices with no certificate defined. Two tabs add their own items.

Web Admin is the only tab whose Action column offers more than **Clear**.

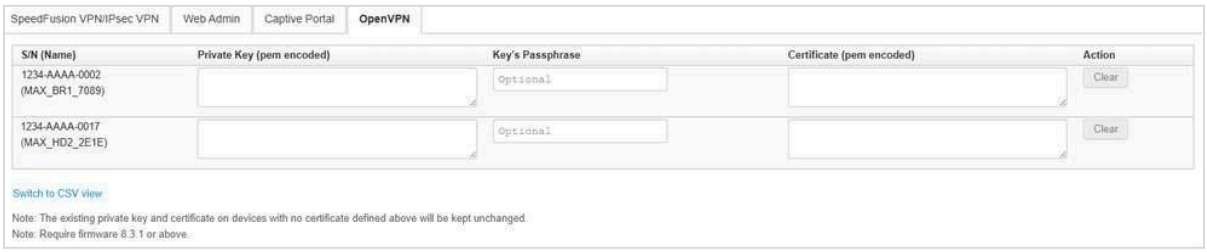


The Web Admin tab. In the Action column the first device row shows a selected Auto Set Up checkbox with an information icon, and the second row shows Clear.

What it adds	Detail
`Auto Set Up` in the Action column	A checkbox labelled **Auto Set Up**, with an information icon, shown on some device rows in place of **Clear**

OpenVPN adds a firmware requirement.

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The OpenVPN tab. Below the note about undefined certificates is a second note, Require firmware 8.3.1 or above.

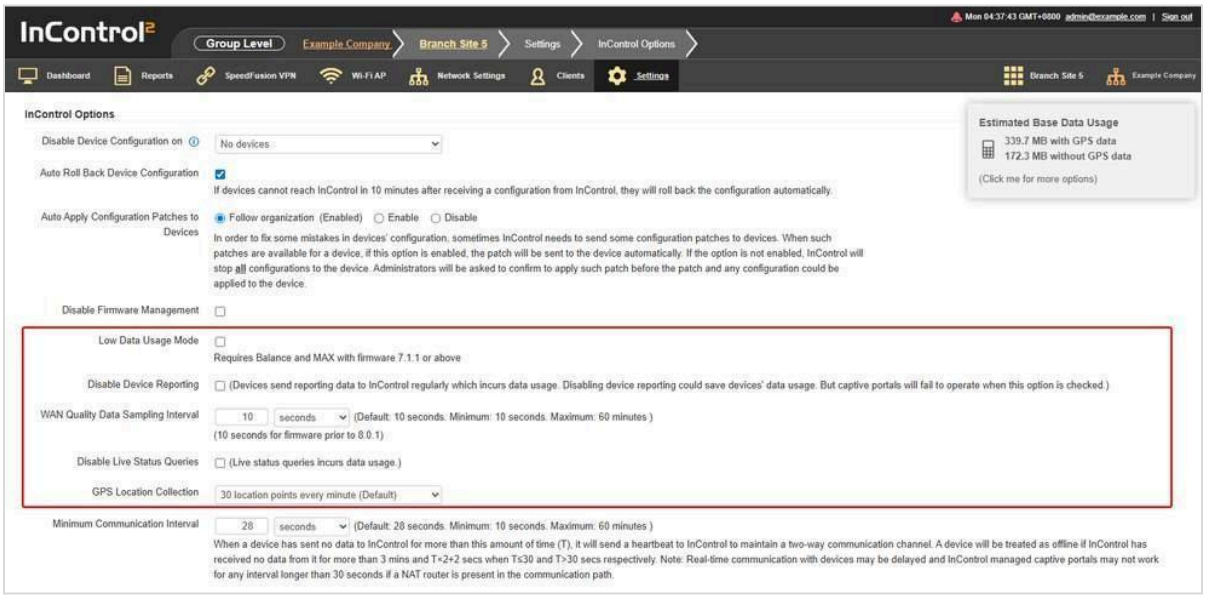
Below the first note the tab states: `Note: Require firmware 8.3.1 or above.` Devices on older firmware do not accept an OpenVPN certificate from this tab.

13.6. InControl Options

Controls the extent to which InControl 2 manages the devices in the group, how quickly a device that stops communicating is marked offline, and how much data is consumed by management traffic.

Where to find it

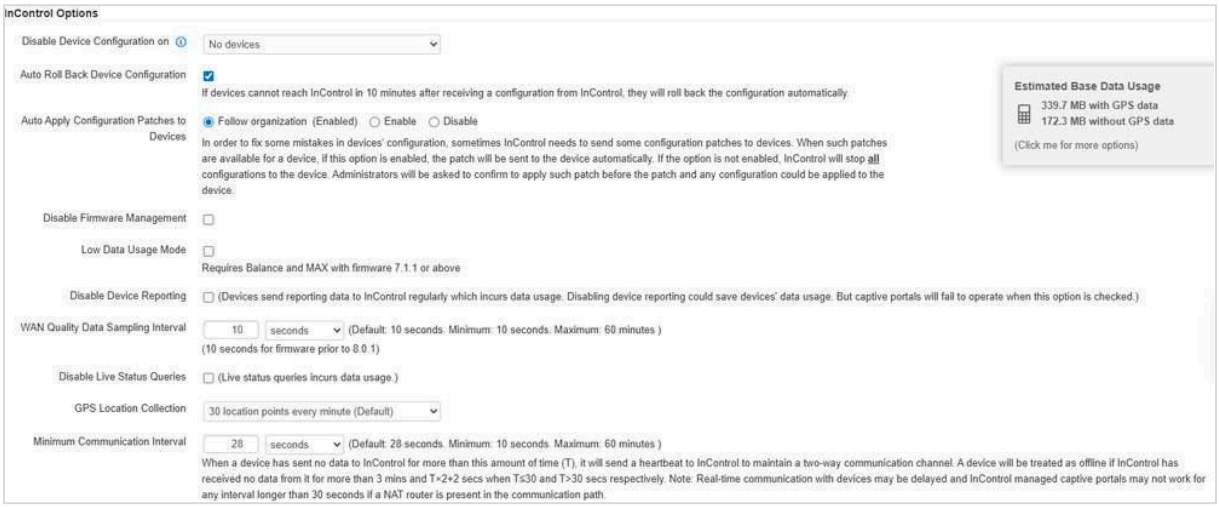
`Group > Settings > InControl Options`



The Low Data Usage Mode block, outlined in red, contains the checkbox and the four settings below it that reduce management traffic.

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13.6.1. Configuration Control



The InControl Options block. The four configuration control settings are at the top, and the Estimated Base Data Usage panel is to the right.

Setting	Options and notes
Disable Device Configuration on	`No devices`, `All devices`, `Devices with any of the following tags`, `Devices with all of the following tags`, `Devices with none of the following tags`. The tooltip states: InControl will not make any configuration changes to selected devices
Auto Roll Back Device Configuration	Checkbox. The page states: `If devices cannot reach InControl in 10 minutes after receiving a configuration from InControl, they will roll back the configuration automatically.` Selected by default in a new group
Auto Apply Configuration Patches to Devices	`Follow organization (Enabled)`, `Enable`, `Disable`
Disable Firmware Management	Checkbox

The page states the effect of turning **Auto Apply Configuration Patches to Devices** off. If the option is not enabled, InControl 2 stops all configuration to the device, and an administrator must confirm the patch before that patch or any further configuration can be applied.

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Two of these settings provide a change freeze and a safety net:

- **To freeze configuration on selected sites**, tag the devices and set **Disable Device Configuration on** to `Devices with any of the following tags` with that tag. InControl 2 makes no configuration changes to those devices until the selection is changed back.
- **Auto Roll Back Device Configuration** applies when a group change disconnects a device: a device that cannot reach InControl 2 within 10 minutes of receiving a configuration rolls it back. Devices whose configuration was rolled back show the `Configuration to device stopped. Configuration rolled back.` icon on Device Management (13.1.2 Status Icons).

13.6.2. Low Data Usage Mode

The page states that this block requires Balance and MAX with firmware 7.1.1 or above.

Setting	Options and notes
Disable Device Reporting	Checkbox. The page warns that captive portals will fail to operate when this option is checked
WAN Quality Data Sampling Interval	A number plus `seconds` or `minutes`. The page states: default 10 seconds, minimum 10 seconds, maximum 60 minutes, and 10 seconds for firmware prior to 8.0.1
Disable Live Status Queries	Checkbox. The page notes that live status queries incur data usage
GPS Location Collection	`30 location points every minute (Default)`, `60 location points every hour`, `1 location point every 30 minutes`, `1 location point every hour`, `Disabled`

Disabling device reporting reduces data usage but also stops InControl 2 managed captive portals from working.

13.6.3. Minimum Communication Interval

This interval determines how quickly InControl 2 marks a device offline. At the default of 28 seconds, a device is treated as offline when InControl 2 has received nothing from it for more

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than 3 minutes. A longer interval reduces cellular data usage but lengthens this time: at 5 minutes, it becomes more than 10 minutes 2 seconds.

A number plus `seconds` or `minutes`. The page states: default 28 seconds, minimum 10 seconds, maximum 60 minutes.

The page states the offline rule. When a device has sent no data for longer than this interval (T), it sends a heartbeat. A device is treated as offline if InControl 2 has received no data from it for more than 3 minutes when T is 30 seconds or less, and for more than T×2+2 seconds when T is greater than 30 seconds.

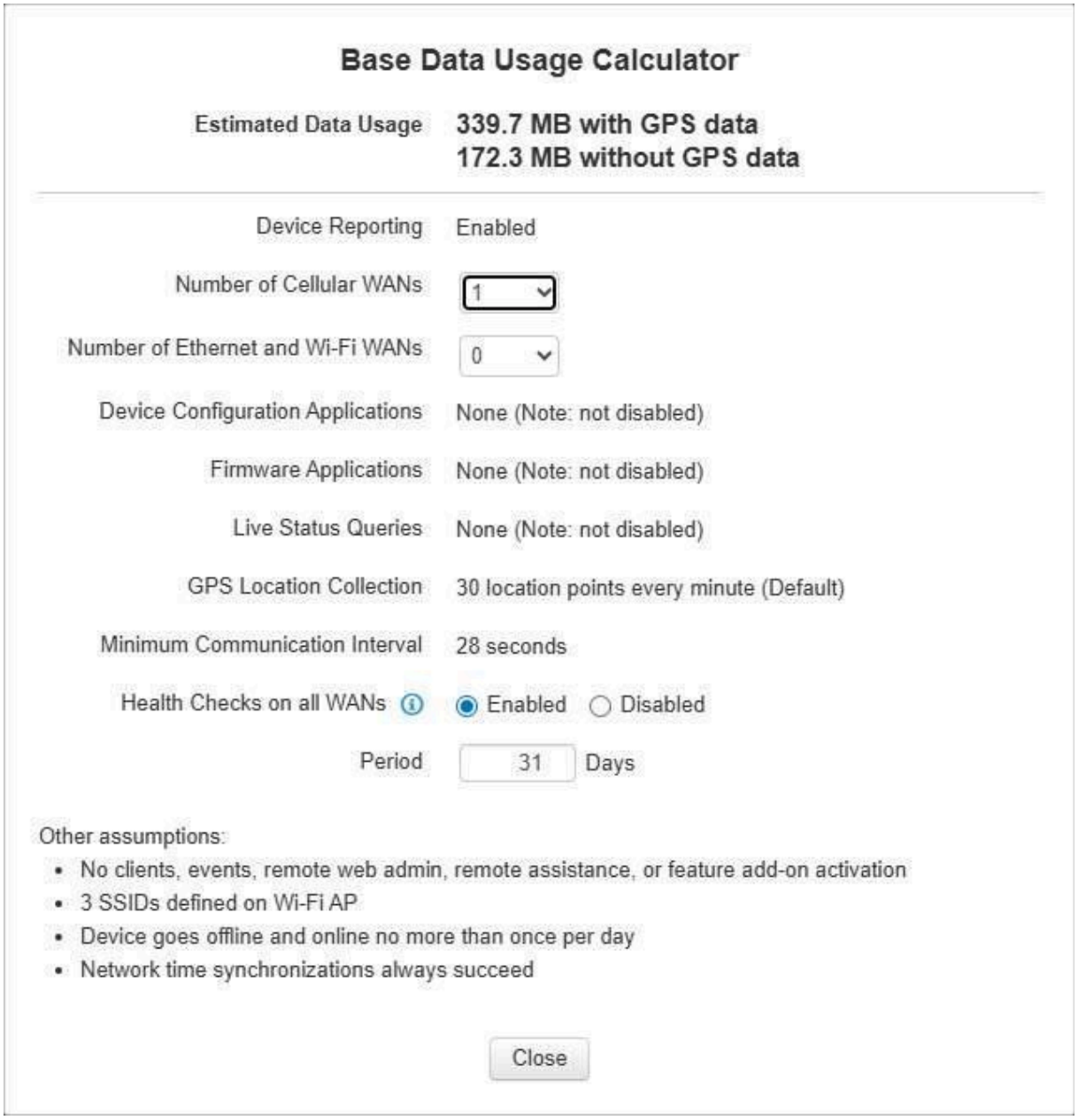
The page also cautions that real-time communication with devices may be delayed and InControl 2 managed captive portals may not work for any interval longer than 30 seconds if a NAT router is present in the communication path.

13.6.4. The Base Data Usage Calculator

The **Estimated Base Data Usage** figure has the prompt `(Click me for more options)`. It opens the **Base Data Usage Calculator**, which shows how the estimate is calculated.

The figure changes with the selected options, so it shows the data cost of a setting before saving. The figures shown in the screenshot are examples only. Values vary by group and period. The period the estimate covers is set in the **Period** field inside the calculator.

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The calculator opened from the Estimated Base Data Usage figure. Only three rows are editable; the others show the settings the estimate is based on.

The estimate is shown twice at the top, **with GPS data** and **without GPS data**.

Three rows are editable in the dialog:

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Field	Options
Number of Cellular WANs	`0` through `21`
Number of Ethernet and Wi-Fi WANs	`0` through `13`
Period	A number, in `Days`

The other rows show the settings the estimate is based on and are not editable: **Device Reporting**, **Device Configuration Applications**, **Firmware Applications**, **Live Status Queries**, **GPS Location Collection**, **Minimum Communication Interval** and **Health Checks on all WANs**.

Health Checks on all WANs shows `Enabled` or `Disabled` and reports the current state of the devices. Its tooltip states: `Note: This field is not a setting. Please make health check changes over the web admin.`

Device Configuration Applications, Firmware Applications and Live Status Queries each show their count followed by `(Note: not disabled)`.

The dialog lists the assumptions behind the estimate:

- No clients, events, remote web admin, remote assistance, or feature add-on activation
- 3 SSIDs defined on Wi-Fi AP
- Device goes offline and online no more than once per day
- Network time synchronizations always succeed

Close closes the dialog. The calculator changes no settings.

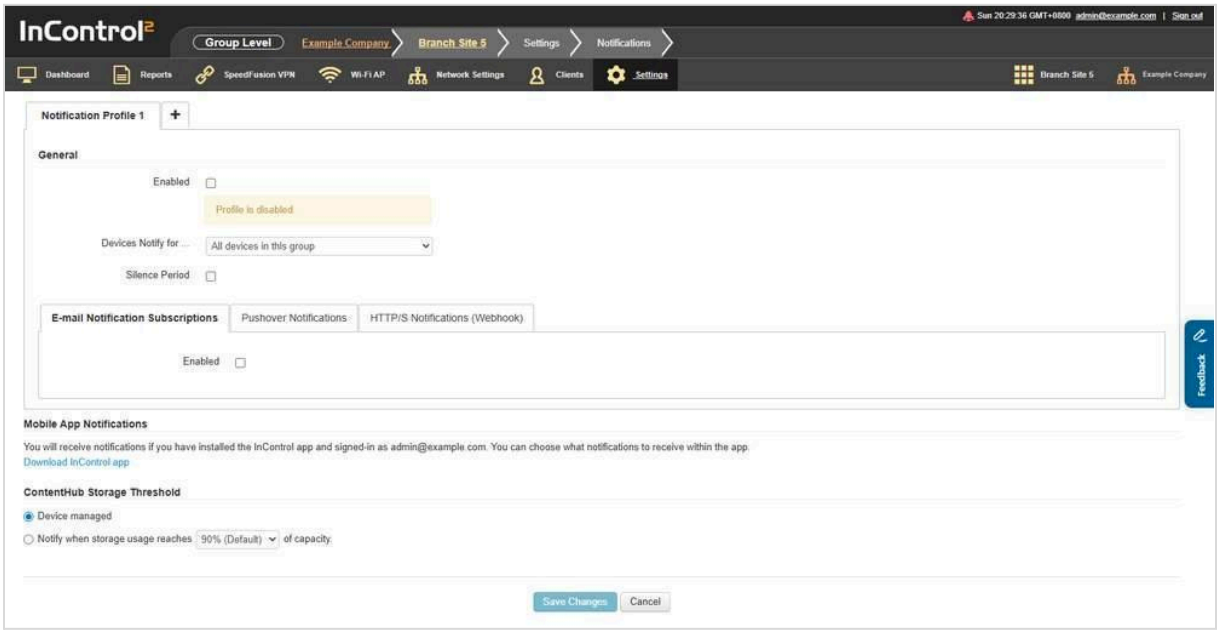
13.7. Notifications

Defines who is notified about events in the group, through which channel, and for which devices. The page also carries a **Suppressed E-mail Addresses** heading. For help with a suppressed address, contact Peplink support or your Peplink partner.

Where to find it

`Group > Settings > Notifications`

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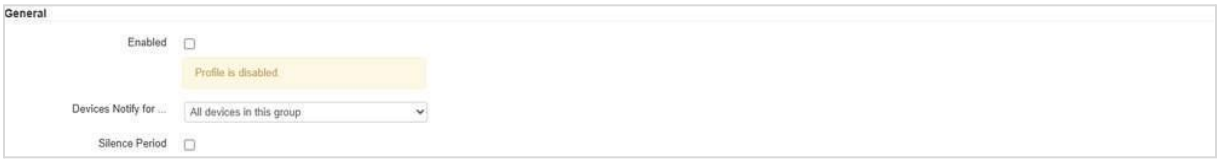


Notification Profile 1 is a profile tab. The three delivery channel tabs are lower down, inside the profile.

13.7.1. Notification Profiles

Profiles appear as tabs across the top, for example **Notification Profile 1**.

13.7.2. General



The General block with Enabled cleared. The page shows Profile is disabled. below the checkbox.

Setting	Options and notes
Enabled	Checkbox. While it is cleared, the page states `Profile is disabled.`
Devices Notify for ...	`All devices in this group`, `Devices with any of the following tags`, `Devices with none of the following tags`

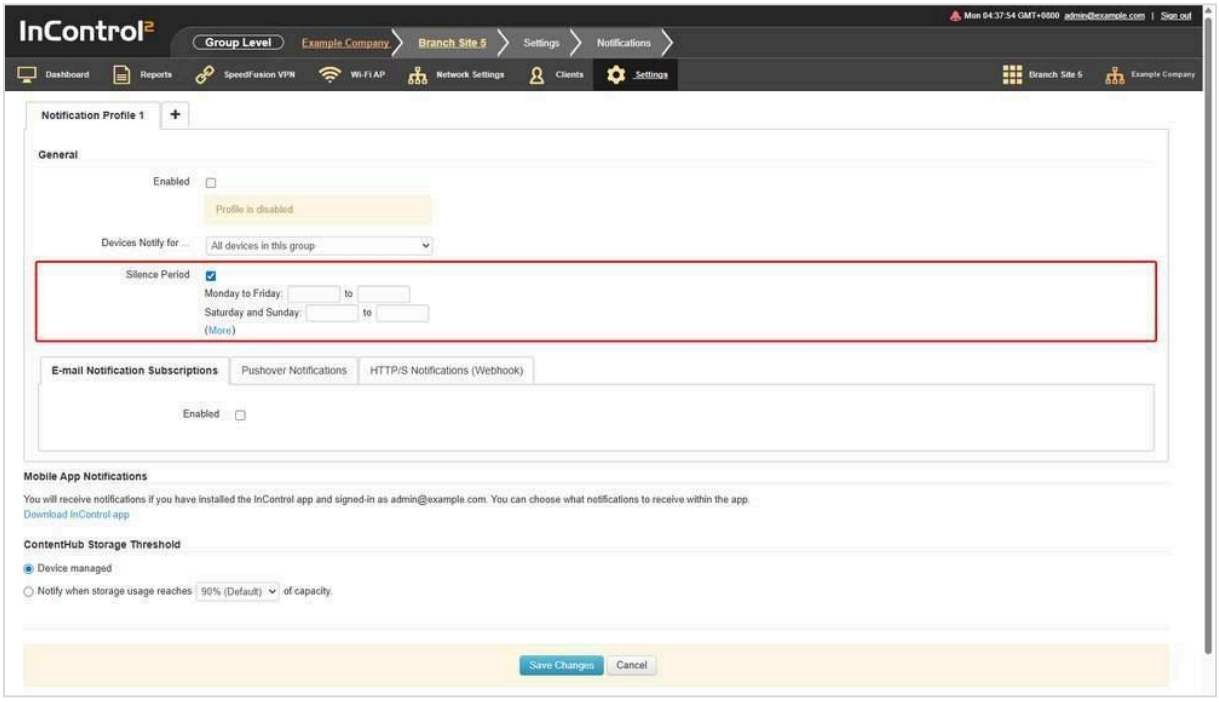
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Setting	Options and notes
Silence Period	Checkbox. Reveals the quiet hours, described below

To limit a profile to a subset of sites, tag those devices and set **Devices Notify for ...** to `Devices with any of the following tags` with that tag.

13.7.3. Silence Period

Selecting **Silence Period** reveals two time ranges by default, one for weekdays and one for the weekend.



Silence Period selected. The checkbox and the time ranges it reveals are outlined in red. The weekday and weekend ranges each have their own start and end time.

Row	Fields
Monday to Friday:	A start time and an end time
Saturday and Sunday:	A start time and an end time

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- Weekday and weekend hours are independent. A weekday silence period does not apply to the weekend.
- A **(More)** link at the end of the block switches the Silence Period to separate start and end times for each day, Sunday to Saturday.

13.7.4. Delivery Channels

A profile sends alerts only when its own **Enabled** checkbox and the channel's gate are both on. Pushover has no enable control. Then select each event and, for e-mail, its recipients.

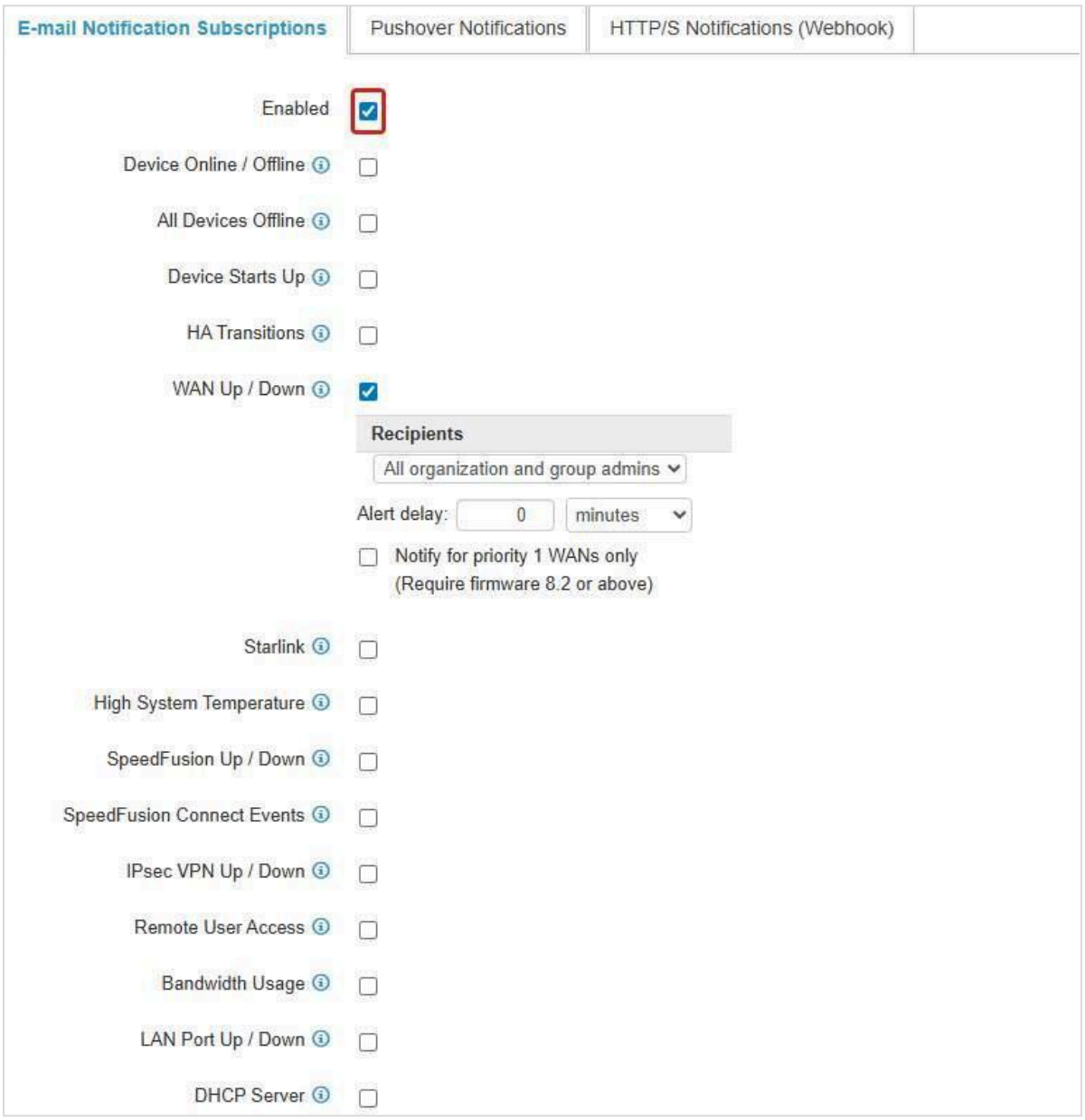
The profile has three tabs, one per delivery channel.

Tab	Purpose
E-mail Notification Subscriptions	E-mail recipients and their subscriptions. This tab opens first
Pushover Notifications	Notifications through Pushover
HTTP/S Notifications (Webhook)	Notifications delivered to a webhook

The profile's **General** block remains above the open channel tab. The **Enabled**, **Devices Notify for ...** and **Silence Period** settings belong to the profile, not to the channel. Each channel has its own gate: **E-mail Notification Subscriptions** has its own **Enabled** checkbox, the webhook tab is gated by the **HTTP/S Notification URL** checkbox, and **Pushover Notifications** has no enable control.

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E-mail Notification Subscriptions



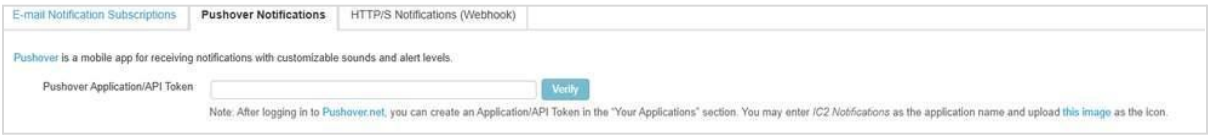
The e-mail channel with its Enabled checkbox selected, outlined in red. Each event type has its own checkbox, and a selected event such as WAN Up / Down shows its Recipients choice and extra options below it. The list continues below the visible area.

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The tab has its own **Enabled** checkbox. When the channel is enabled, the tab lists every event type with a checkbox and a **Recipients** choice, so each event can go to different recipients. See *Events you can be notified about* below.

Recipients option	Who receives it
All organization and group admins	Every administrator of the organization and of the group
All group admins	Every administrator of this group
An organization admin	One selected organization administrator
A group admin	One selected group administrator
Other e-mail addresses	Entered addresses, including people without an InControl 2 account

Pushover Notifications



The Pushover channel. One token field with a Verify button beside it, and the note below describing how to obtain the token.

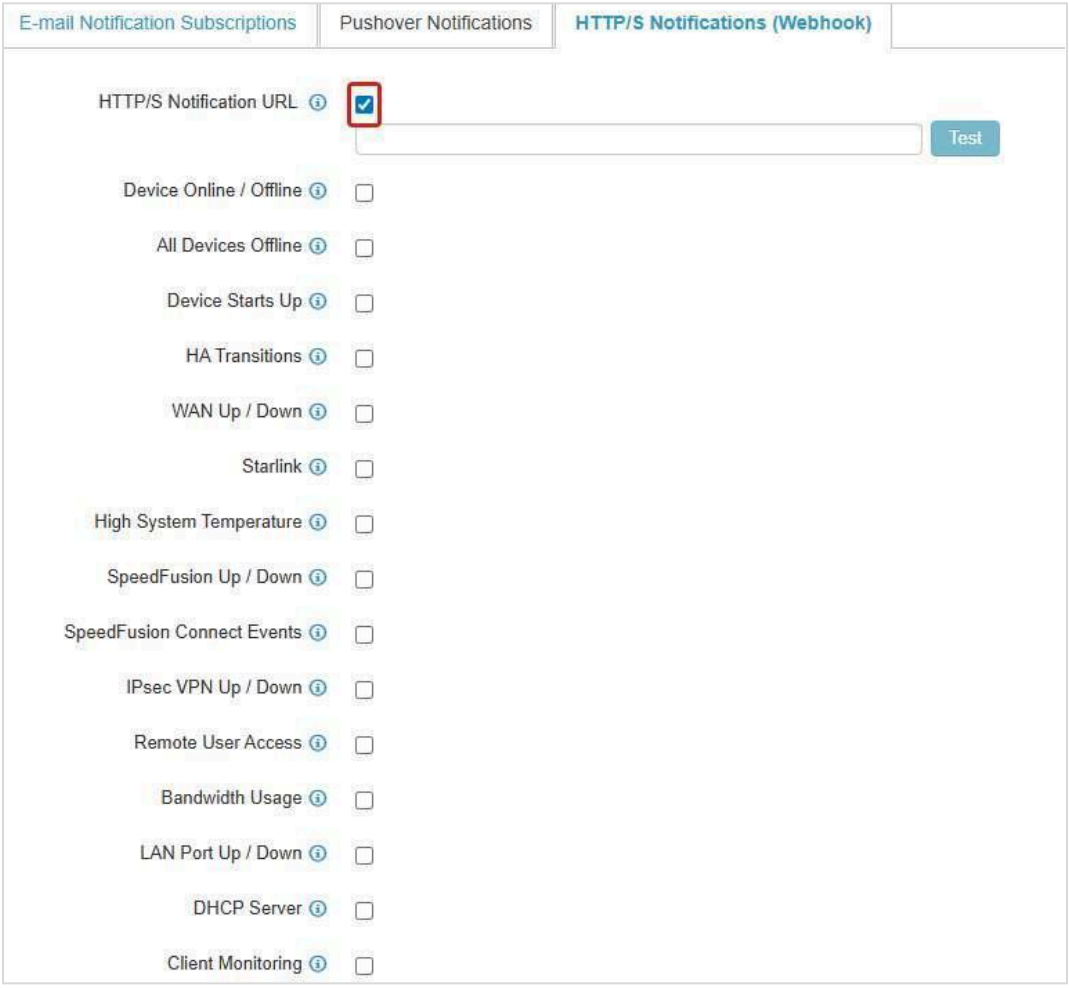
Control	Notes
Pushover Application/API Token	Text field for the token
Verify	Checks the token entered

The tab describes the service: `Pushover is a mobile app for receiving notifications with customizable sounds and alert levels.`

The tab also states how to obtain the token: after signing in to Pushover.net, create an Application/API Token in the `Your Applications` section. The tab suggests `IC2 Notifications` as the application name and provides an image on the page to use as the icon. The token is created in Pushover and then pasted here. InControl 2 does not generate it.

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HTTP/S Notifications (Webhook)



The webhook channel with the HTTP/S Notification URL checkbox selected, outlined in red. The address field and the Test button appear below it, followed by one checkbox per event type. The list continues below the visible area.

The tab has a checkbox labelled **HTTP/S Notification URL**, which enables the channel. When it is selected, the tab contains:

- an address field for the URL that receives the notifications
- a **Test** button, which reports **Sent** or **Failed**
- one checkbox per event type

The webhook offers two event types that e-mail and Pushover do not: **Site Survey Report Updates** and **Connection Test Report Updates**.

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13.7.5. Events You Can Be Notified About

E-mail and Pushover offer the same 31 event types. The webhook offers those 31 plus the two report updates noted above.

Area	Event types
Device state	Device Online / Offline, All Devices Offline, Device Starts Up, HA Transitions, High System Temperature
WAN and VPN	WAN Up / Down, Starlink, SpeedFusion Up / Down, SpeedFusion Connect Events, IPsec VPN Up / Down, Remote User Access, Bandwidth Usage
LAN and clients	LAN Port Up / Down, DHCP Server, Client Monitoring, AirProbe Alarms
Configuration and firmware	Configuration Changes Applied, Configuration Rolled Back, Too Many Firmware Update Attempts, Web Admin Logins
Cellular	SIM Card Switch Over, SIM Card Insertion / Removal, PLMN Switch Over
Tests and storage	Connection Test Fails, ContentHub Storage Alarms
Accessories and IoT	Smart Reader Attachment / Detachment, POTS and MAX Adapter Power Supply Changes, POTS Adapter Call Events, GPIO Events, USB and Serial Port Events, IoT Threshold Events

Several events have extra options that reduce the number of alerts:

Event	Extra options
Device Online / Offline	Up to three levels, each sent when a device has been offline for more than a set number of minutes, hours or days, each with its own recipients. **Include device notes in notifications** adds the device's notes to the alert. How soon a device counts as offline is set by **Minimum Communication Interval** on InControl Options (13.6.3 Minimum Communication Interval)
All Devices Offline	The same three levels

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Event	Extra options
WAN Up / Down	**Alert delay**, and **Notify for priority 1 WANs only**, which requires firmware 8.2 or above. **Notify for priority 1 WANs only** is optional. With it selected, no alert is sent when a backup WAN fails, so leave it cleared where backup WAN failures need attention
HA Transitions, SpeedFusion Up / Down, IPsec VPN Up / Down, Remote User Access	**Alert delay**, in minutes, hours or days, so a brief interruption does not raise an alert
Starlink	Individual alerts, including Motors stuck, Thermal shutdown, Thermal throttle, Unexpected location, Mast not near vertical, Slow Ethernet speeds, Roaming, Install pending, Bandwidth restricted and Moving while not mobile
Client Monitoring	**Client Online/Offline**, a **Wi-Fi Signal Threshold** from -51 dBm down to -113 dBm, and the list of monitored client MAC addresses. Requires firmware 8.5.1 or above. The tooltip states that a notification is sent when a client's Wi-Fi signal drops below or returns to the threshold, so a single threshold produces both a degradation and a recovery notification

Example configuration:

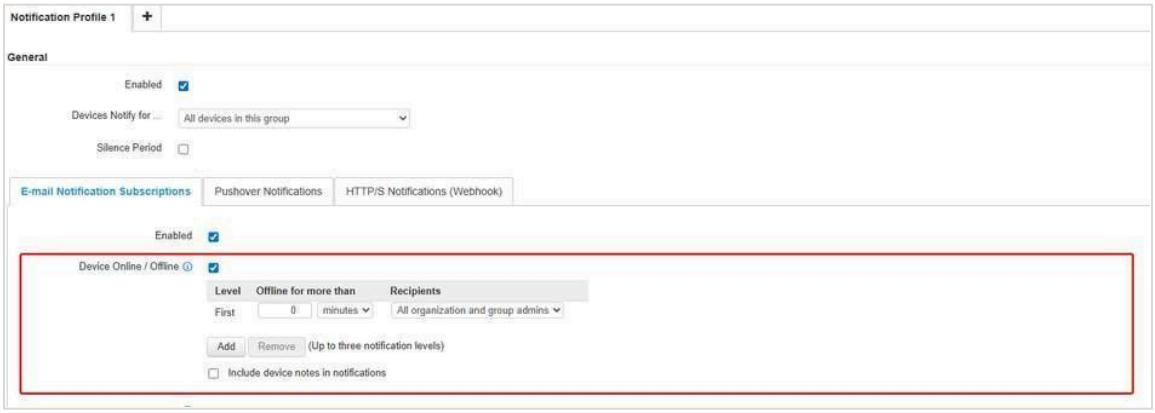
1. Send **Device Online / Offline** level one to a primary contact after a few minutes offline, and level three to a second contact after a longer outage.
2. Turn on **Notify for priority 1 WANs only** for **WAN Up / Down** so that backup WAN failures do not raise alerts.
3. Send **Configuration Rolled Back** to the administrator who made the change. This event means a configuration change disconnected a device from InControl 2.
4. Use the webhook to send the same events to another notification system.

Caution: *Notification profiles are set per group. There is no organization level Notifications screen, so each group needs its own profile.* ***Create Group*** *in Settings (Organization Level) (9.3.2 Settings Cloning) can clone the Notifications settings from an existing group. Recipients set to a specific administrator are not cloned and must be selected again.*

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13.7.6. E-mail Me When a Device Goes Offline

1. Open `Group > Settings > Notifications` in the group that contains the device. Profiles are set per group.
2. On the profile tab, for example **Notification Profile 1**, select **Enabled** in the **General** block (13.7.2 General).
3. Set **Devices Notify for ...** to `All devices in this group`, or to `Devices with any of the following tags` with the device's tag.
4. Open the **E-mail Notification Subscriptions** tab and select its **Enabled** checkbox.
5. Select **Device Online / Offline**. Set up to three levels, each sent when a device has been offline for more than the selected number of minutes, hours or days.
6. Select **Recipients** for each level. `Other e-mail addresses` sends to entered addresses, including people without an InControl 2 account. Select `Include device notes in notifications` to add the device's notes.
7. Click **Save Changes**.



Steps 4 to 6. On E-mail Notification Subscriptions, Enabled and Device Online / Offline are selected. The block outlined in red contains the Level, Offline for more than and Recipients table, Add and Remove for up to three notification levels, and Include device notes in notifications.

How soon a device counts as offline is set by **Minimum Communication Interval** (13.6.3 Minimum Communication Interval). If the e-mail does not arrive, check that `Receive E-mails` in your own profile includes `Notifications`. See 2.10.3 Your Account.

13.7.7. Mobile App Notifications

Not a configurable block. The page states that you receive notifications if you have installed the InControl app and signed in with the same account, and that notification choices are made inside the app. A **Download InControl app** link is provided.

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The Mobile App Notifications block. It contains a line of text and the Download InControl app link, and no settings.

13.7.8. ContentHub Storage Threshold



Device managed is selected. The other option takes a percentage, shown at 90% (Default).

Option	Effect
Device managed	The device decides
Notify when storage usage reaches ... of capacity	InControl 2 notifies at the selected percentage

The percentage list is `99%`, `98%`, `97%`, `96%`, `95%`, `90% (Default)`, `85%`, `80%`, `75%`, `70%`.

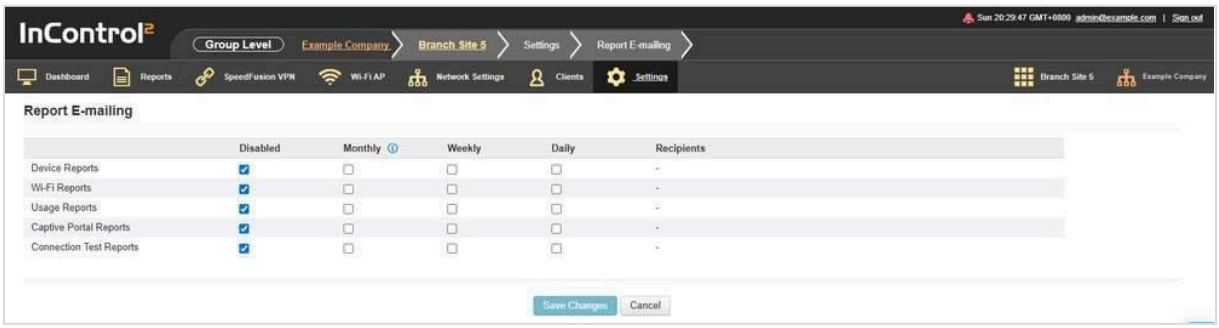
13.8. Report E-mailing (Group Level)

Schedules the group's reports to be e-mailed on a fixed cycle. This screen schedules delivery only. It does not change how long the underlying data is kept, and retention differs per report family. See the Reports chapter (11 Reports) for the date range each report offers. The organization level screen (9.5 Report E-mailing (Organization Level)) offers Usage Reports only. Device Reports, Wi-Fi Reports, Captive Portal Reports and Connection Test Reports are e-mailed from this group-level screen.

Where to find it

`Group > Settings > Report E-mailing`

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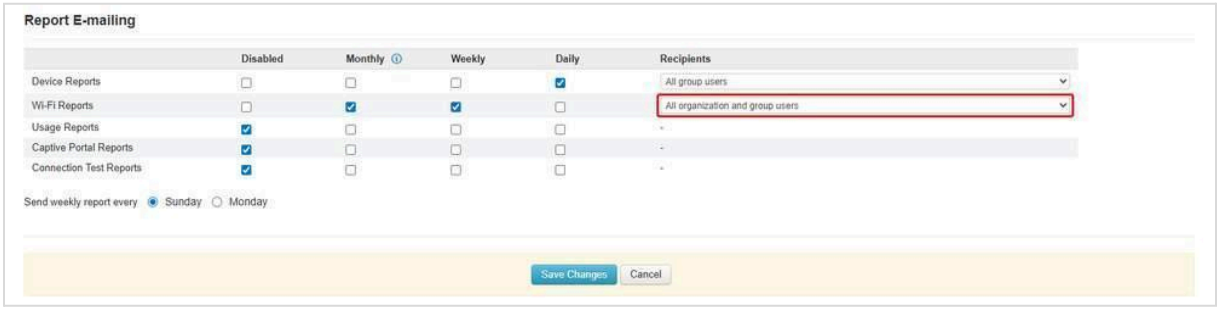
One row per report family and one checkbox per frequency. Disabled is a separate column.

13.8.1. What This Screen Shows

A grid of report families against frequencies.



The default grid: Disabled selected for all five report families, and a dash in every Recipients cell.



Monthly and Weekly selected for Wi-Fi Reports. Its Recipients dropdown, outlined in red, replaces the dash. Device Reports keeps its Daily schedule and its own dropdown, and Send weekly report every appears below the grid with Sunday or Monday.

Column	What it shows
Disabled	Turns e-mailing off for that report family
Monthly	E-mails the report on the first of every month, per the tooltip on the column

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Column	What it shows
Weekly	E-mails the report weekly. Selecting it reveals `Send weekly report every`, with a choice of **Sunday** or **Monday**
Daily	E-mails the report daily
Recipients	Who receives that report family

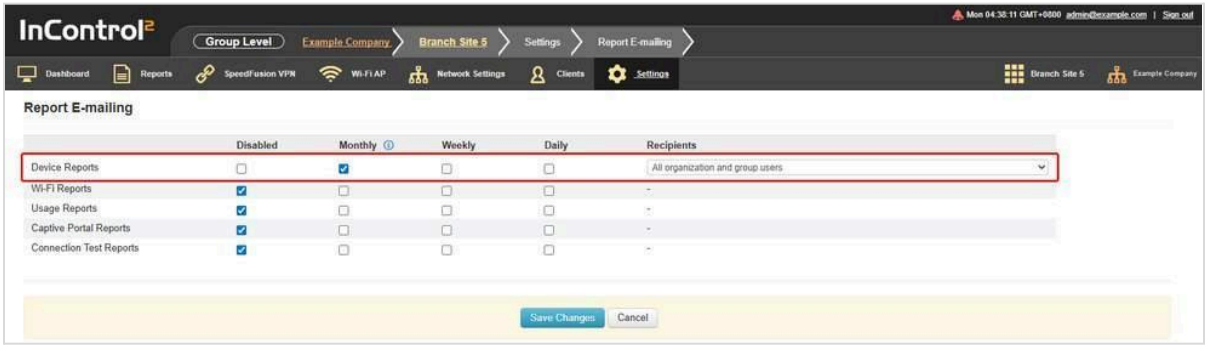
The five report families are:

- Device Reports
- Wi-Fi Reports
- Usage Reports
- Captive Portal Reports
- Connection Test Reports

Each frequency is an independent checkbox, so one report family can be sent on more than one cycle.

13.8.2. Recipients Appear Only Once a Frequency Is Chosen

The **Recipients** cell shows `-` for every report family until a frequency is selected for that family. Selecting one changes that family's cell to a dropdown. Families with no frequency selected keep their `-`.



Monthly selected for Device Reports. Only that row, outlined in red, has a Recipients dropdown, and the four families below it still show a dash.

For Device Reports, Wi-Fi Reports, Usage Reports and Connection Test Reports, the dropdown offers nine choices, in this order:

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- All organization and group users
- All organization and group administrators
- All organization users
- All organization administrators
- All organization viewers
- All group users
- All group administrators
- All group viewers
- Other e-mail addresses

Captive Portal Reports has its own shorter list, with no split between organization and group scope:

- All super organization admins, captive portal admins and viewers
- All captive portal admins and viewers
- Other e-mail addresses

Note the following:

- Recipients are chosen per report family. Each family has its own dropdown.
- The nine option list distinguishes users, administrators and viewers, and organization scope from group scope.
- `Other e-mail addresses` is the only option on either list that does not select by role. The others resolve to accounts in the organization or in the group.

13.8.3. Controls on This Screen

Control	What it does
Save Changes	Saves the schedule. Disabled until something is changed
Cancel	Discards the changes

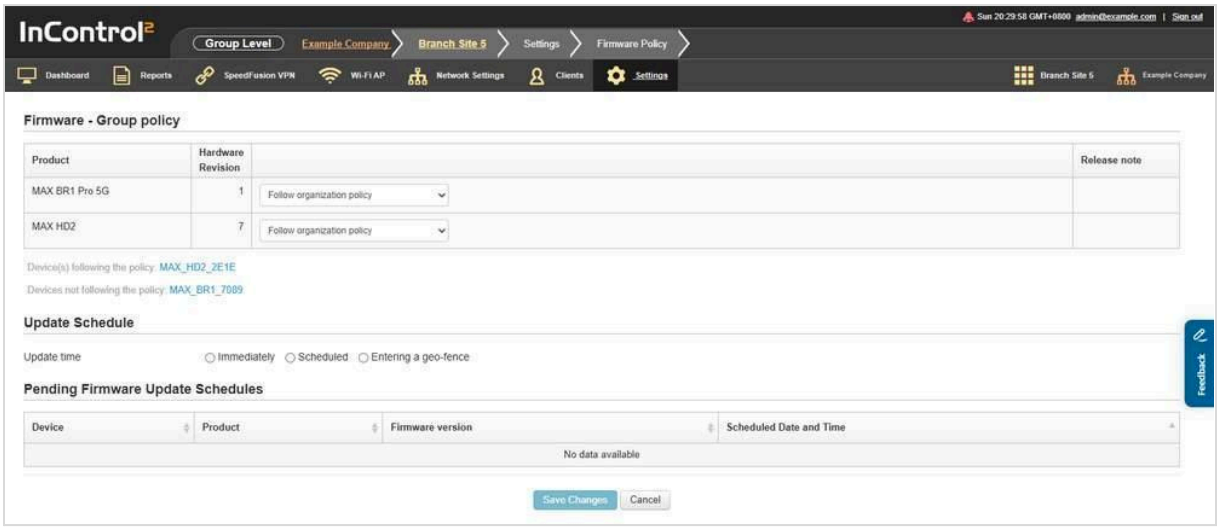
13.9. Firmware Policy (Group Level)

Sets the firmware version each product model in the group should run, and when the update should happen.

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Where to find it

`Group > Settings > Firmware Policy`



One policy row per product and hardware revision. Below the grid, InControl 2 lists which devices follow the policy and which do not.

13.9.1. The Policy Grid

Firmware - Group policy has one row per product model and hardware revision combination.



Two policy rows, one per product and hardware revision, each set to Follow organization policy.

Column	What it shows
Product	The product model, for example `MAX BR1 Pro 5G`
Hardware Revision	The hardware revision the row applies to

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Column	What it shows
Firmware version	The version this group should run, selected from a dropdown. The default is `Follow organization policy`, so a group follows the organization policy until a version is set
Release note	Link to the release note for the selected version

Each row's dropdown begins with two policy choices before the version list:

- `Follow organization policy`
- `Firmware management disabled`

and ends with `Custom`, after the version list. `Custom` presents its own fields when selected.

The version list differs per row, because each product and hardware revision has its own list of released versions.

The policy grid also has **Upgrade only**, which determines which devices a selected version reaches. It has the same name and tooltip on the organization and device-level firmware screens.

Upgrade only	Which devices receive the firmware
Selected	Only devices running a firmware version lower than the specified one
Not selected	All devices running a different version of firmware, not only those on an older one

Leave it selected for an upgrade only policy. When it is cleared, the policy enforces the specified version on every device that differs from it, so a device running a newer build is returned to the selected build.

Below the grid InControl 2 lists which devices follow the policy and which do not, as `Device(s) following the policy:` and `Devices not following the policy:`. Each device name links to that device's firmware page.

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13.9.2. Update Schedule

Update Schedule is a section at the bottom of the page, below the policy grid. Its **Update time** choice applies to the whole policy, not to one row.

Option	Effect
Immediately	The update runs as soon as the policy is saved
Scheduled	The update runs at a set time
Entering a geo-fence	The update runs when the device enters a geo-fence. The screen states: `You should create a geofence here for the affected devices and choose the action "Apply Firmware".`

Selecting `Scheduled` reveals these fields:

Field	What it sets
Start date	The day updates begin
Start time	The time updates begin
Daily end time	Optional. The screen states: `If this is defined, updates will only be performed between the start and end time on the start day and subsequent days.`
Time interval between devices	A gap of 0 to 59 minutes and 0 to 59 seconds between one device's update and the next

> ***Caution:*** *Saving the policy with* ***Update time*** *at* `Immediately` *sends the firmware to every matching device of that product in the group at once. With* ***Upgrade only*** *cleared, this includes returning newer devices to the selected version. On a large group, select* `Scheduled` *and confirm* ***Upgrade only*** *before clicking* ***Save Changes****.*

`Entering a geo-fence` relates to *Geo-fencing* below (13.11 Geo-fencing), where a fence has an **Apply Firmware** action.

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13.9.3. Pending Firmware Update Schedules

Column	What it shows
Device	The device the update is queued for
Product	The product model
Firmware version	The version queued
Scheduled Date and Time	When the update will run

An empty list shows **No data available**.



The pending list with nothing queued, showing its four columns.

13.9.4. Rolling Out Firmware in Stages

Firmware Policy selects devices by product model and hardware revision only. It has no selection by tag, so stage a rollout with groups or with per device settings.

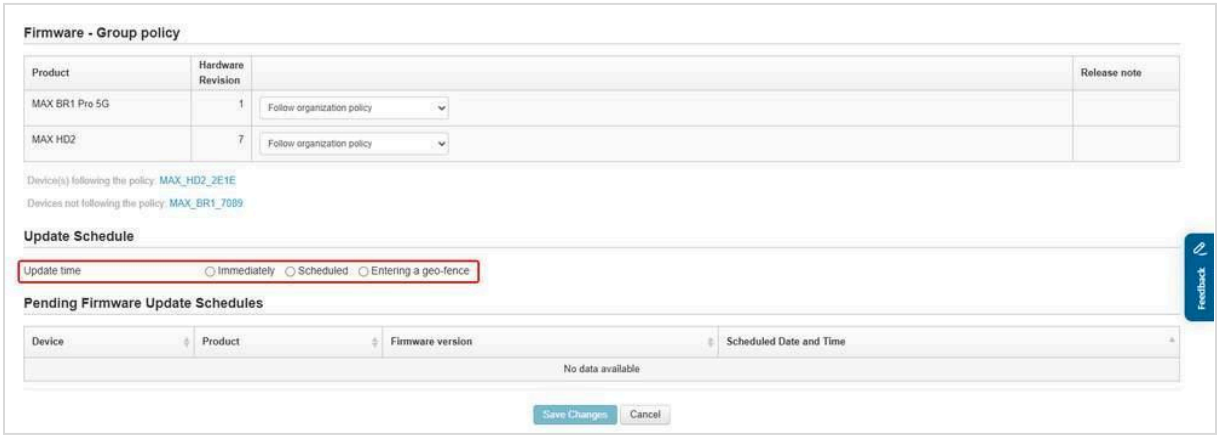
1. Select a pilot. Either use a small pilot group with its own Firmware Policy, or set one or two pilot devices to the new version on `Device > Settings > Firmware Management` (see *Firmware Management* in Device Level Tools, 16.1 Firmware Management).



Step 1. *Applying Firmware and Update Schedule, outlined in red, on a pilot device's Firmware Management screen. Current Schedule below lists the updates queued for the device.*

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2. On each pilot, keep **Upgrade only** selected and set **Update Schedule** to `Scheduled`, so the update runs at a set time rather than on save.



Steps 2 and 4. Update time, outlined in red, under Update Schedule. Select Scheduled. The product rows above contain the Firmware version dropdowns, and Pending Firmware Update Schedules is below.

3. Confirm the pilot update is queued: **Current Schedule** on a device's Firmware Management screen (16.1.6 Current Schedule), or **Pending Firmware Update Schedules** on this screen for a pilot group.
4. When the pilots are stable, select the same version for the product row on this screen, again with **Upgrade only** selected and **Update Schedule** at `Scheduled`.
5. Check **Pending Firmware Update Schedules** to confirm the devices and the time.
6. After the scheduled time, check **Devices not following the policy:** below the grid. Each device listed there has not received the version, and each name links to that device's firmware page.

- Set **Daily end time** to keep updates within a maintenance window. Updates run only between the start and end time, on the start day and the following days.
- Set **Time interval between devices** so devices update one after another rather than all at once.

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Steps 5 and 6. Pending Firmware Update Schedules lists the queued updates, and the names under Devices not following the policy, both outlined in red, are the devices still to update.

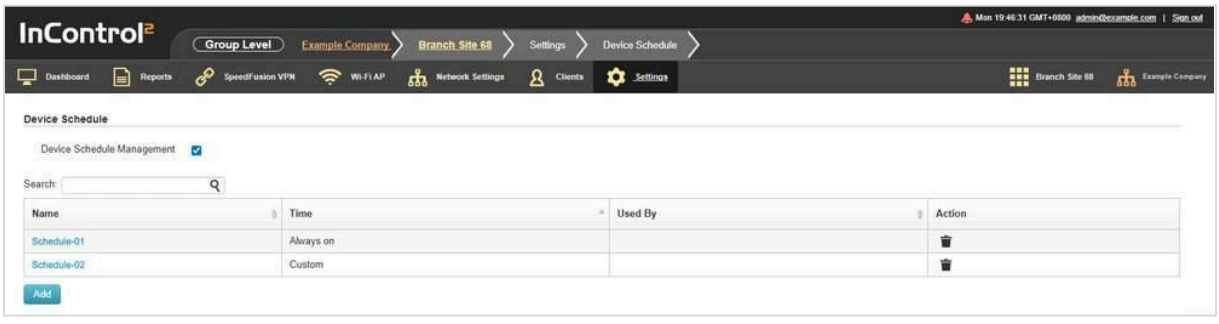
7. To revert a single device, open its Firmware Management screen and select **Reboot to last firmware**, which returns it to the firmware it ran before the current one.

13.10. Device Schedule

Defines named time schedules at group level, such as business hours, for use by other features.

Where to find it

`Group > Settings > Device Schedule`



The screen with Device Schedule Management selected and schedules defined. The Time column shows the template each schedule was built from, not its hours.

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13.10.1. Switching Group Management On

The screen is gated by the **Device Schedule Management** checkbox. Group level schedules apply only when it is selected. Before selecting the gate, read 8.1.1 Before You Tick a Manage Checkbox.

13.10.2. The Schedule List

One row per schedule defined in the group.

Column	What it shows
Name	The schedule name
Time	The time coverage of the schedule, shown as the **Schedule Templates** value it was built from, for example `Always on`
Used By	What currently uses the schedule. Empty when unused
Action	Per row actions

An empty list shows **No data available**.

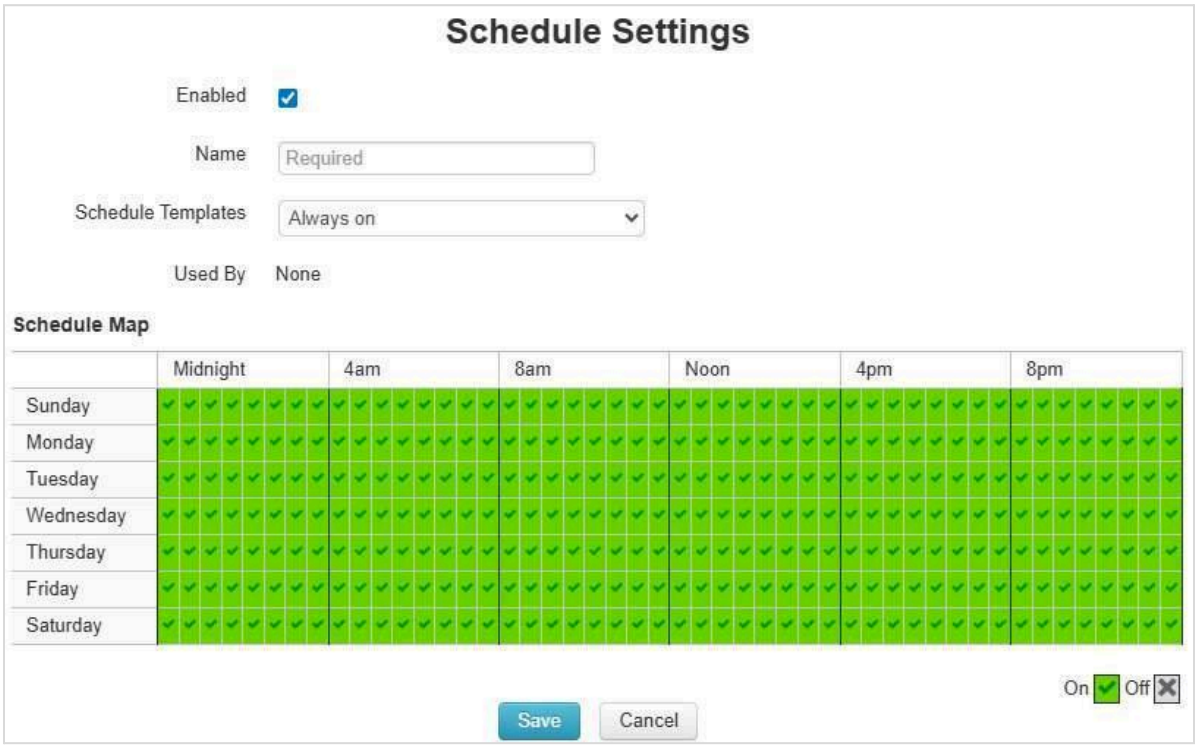
The **Time** column shows the template, not the hours. A schedule edited cell by cell in the Schedule Map shows `Custom`. Open the schedule to see its actual coverage.

13.10.3. Controls on This Screen

Control	What it does
Device Schedule Management	Switches group level schedule management on or off
Search:	Filters the schedule list
Add	Opens the **Schedule Settings** editor

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13.10.4. The Schedule Settings Editor



The Schedule Map at the bottom defines the schedule. Selecting a template fills it in, and individual cells can then be adjusted.

Field	Notes
Enabled	Turns the schedule on or off without deleting it
Name	The schedule name
Schedule Templates	`Always on`, `Always off`, `8am to 5pm on weekdays only`, `Weekdays only`, `Custom`
Used By	Shows what uses this schedule. A new schedule shows `None`
Schedule Map	A grid of the seven days against the hours of the day, marked `On` or `Off`

The Schedule Map is labelled along the top with `Midnight`, `4am`, `8am`, `Noon`, `4pm` and `8pm`, and down the side with `Sunday` through `Saturday`.

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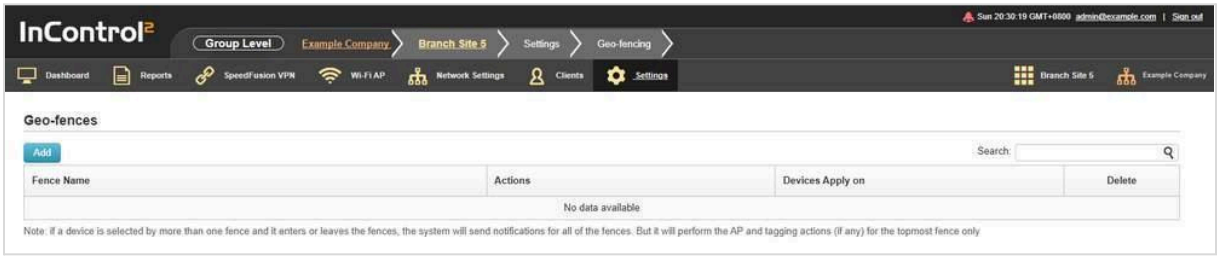
The editor has **Save** and **Cancel** buttons.

13.11. Geo-fencing

Defines geographic fences and the actions InControl 2 takes when a device enters or leaves one, for example applying firmware only when a vehicle enters a depot.

Where to find it

`Group > Settings > Geo-fencing`



The fence list. The note below describes what happens when several fences select the same device.

13.11.1. The Fence List

Column	What it shows
Fence Name	The fence name
Actions	The actions configured on that fence
Devices Apply on	Which devices the fence applies to
Delete	Removes the fence

An empty list shows **No data available**.

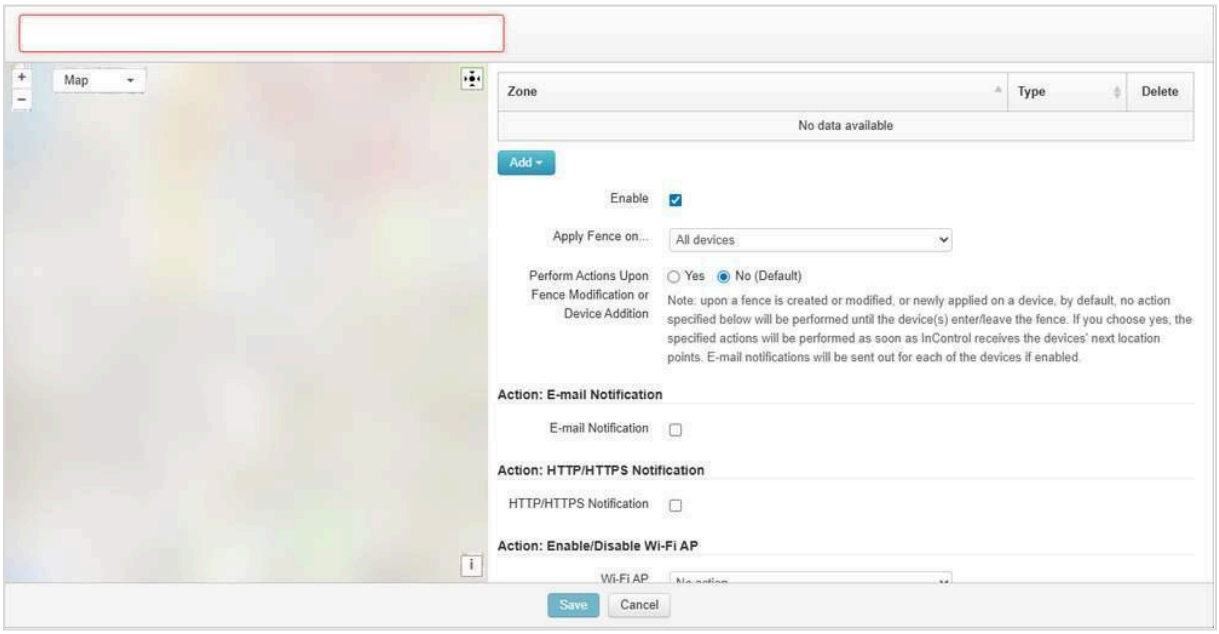
The fence list page states: `Note: if a device is selected by more than one fence and it enters or leaves the fences, the system will send notifications for all of the fences. But it will perform the AP and tagging actions (if any) for the topmost fence only`. Fence order affects the AP and tagging actions, but not notifications.

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13.11.2. Controls on This Screen

Control	What it does
Search:	Filters the fence list
Add	Opens the fence editor

13.11.3. The Fence Editor



The map on the left defines the zone. The settings and action blocks on the right define what happens on entry and exit.

Top of the editor:

Field	Notes
Map	The map on which the zone is drawn. Its controls are **Zoom in**, **Zoom out** and **Attributions**. Below it is a zone list with the columns **Zone**, **Type** and **Delete** and its own **Add** button. The zone list shows `No data available` until a zone is drawn, and the **Type** value of a zone appears in its row after the zone is added

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Field	Notes
Enable	Turns the fence on or off without deleting it
Apply Fence on...	`All devices`, `Devices with any of the following tags:`, `Devices with none of the following tags:`. The default is `All devices`, so a new fence applies to every device in the group until this is changed
Perform Actions Upon Fence Modification or Device Addition	`Yes` or `No (Default)`

The editor describes **Perform Actions Upon Fence Modification or Device Addition**: by default no action is performed when a fence is created, modified or newly applied to a device, until the device enters or leaves the fence. Selecting `Yes` performs the actions as soon as InControl 2 receives the devices' next location points, and e-mail notifications are sent for each of those devices if enabled.

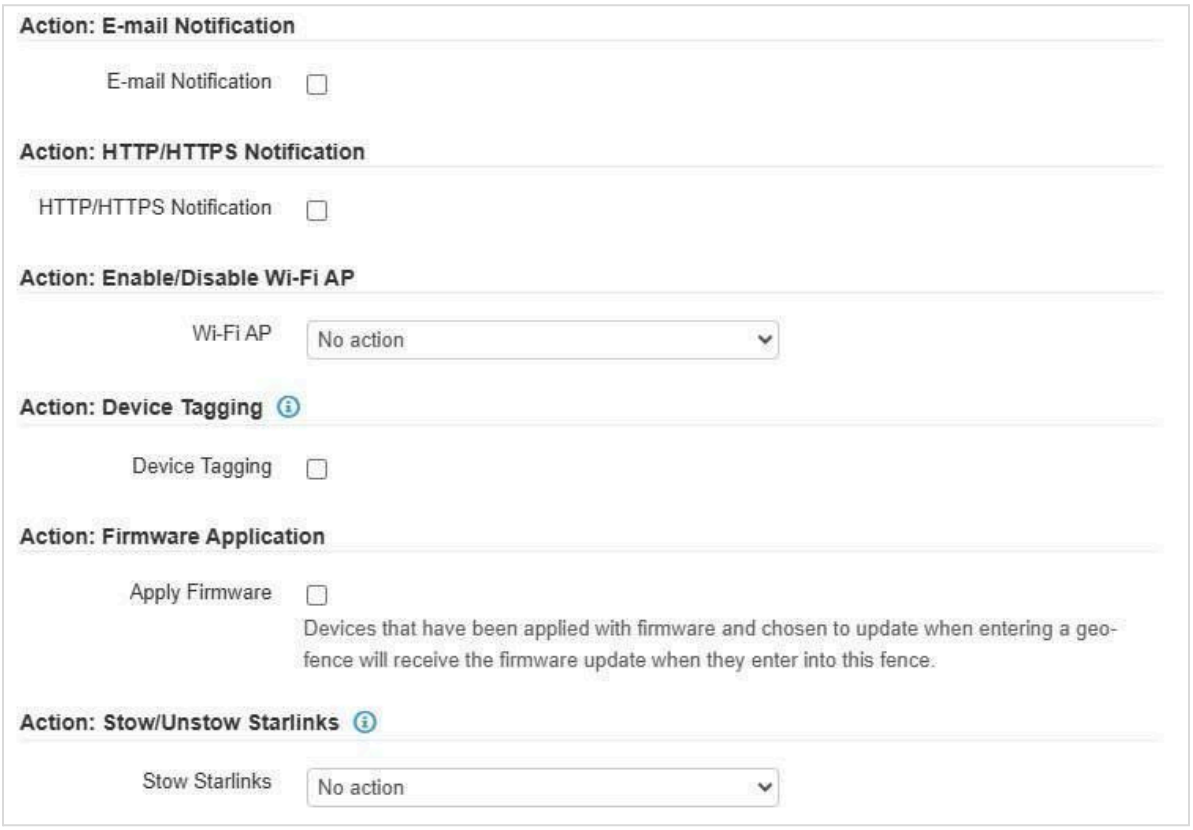
> ***Caution:*** *`Yes` on **Perform Actions Upon Fence Modification or Device Addition** performs the fence's actions on every device the fence applies to as soon as InControl 2 receives its next location point, rather than on the next entry. Check **Apply Fence on...** before saving.*

Action blocks:

Action	Options
E-mail Notification	A checkbox. Selecting it reveals **Recipient E-mail Addresses**, **Subject**, **Message Content**, **Show Translation Settings** and **Silence Period**
HTTP/HTTPS Notification	A checkbox. Selecting it reveals a **URL** field
Enable/Disable Wi-Fi AP	`No action`, `Enable on leave, disable on enter`, `Disable on leave, enable on enter`. The default is `No action`, so a new fence does not change Wi-Fi AP state until this is set
Device Tagging	Device Tagging. Adds tags to devices as they enter or leave the fence
Firmware Application	Apply Firmware

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Action	Options
Stow/Unstow Starlinks	`No action`, `Stow on enter, unstow on leave`, `Stow on leave, unstow on enter`. The default is `No action`, so a new fence does not stow any Starlink until this is set



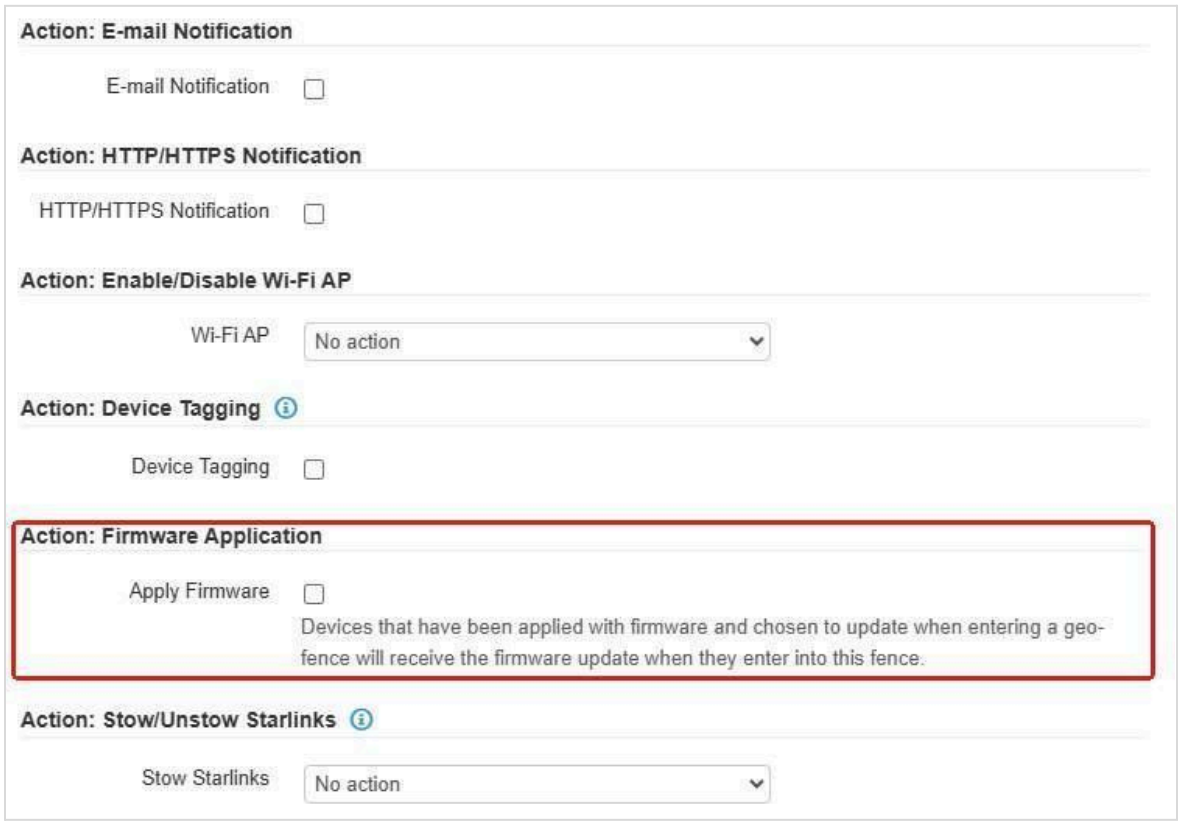
The six action blocks, on the right side of the editor below the settings. Wi-Fi AP and Stow Starlinks are dropdowns; the other four are checkboxes.

For the firmware action the editor states that devices applied with firmware and set to update when entering a geo-fence receive the firmware update when they enter this fence. This corresponds to `Entering a geo-fence` on the Firmware Policy screen (13.9.2 Update Schedule).

To update a mobile fleet at a depot:

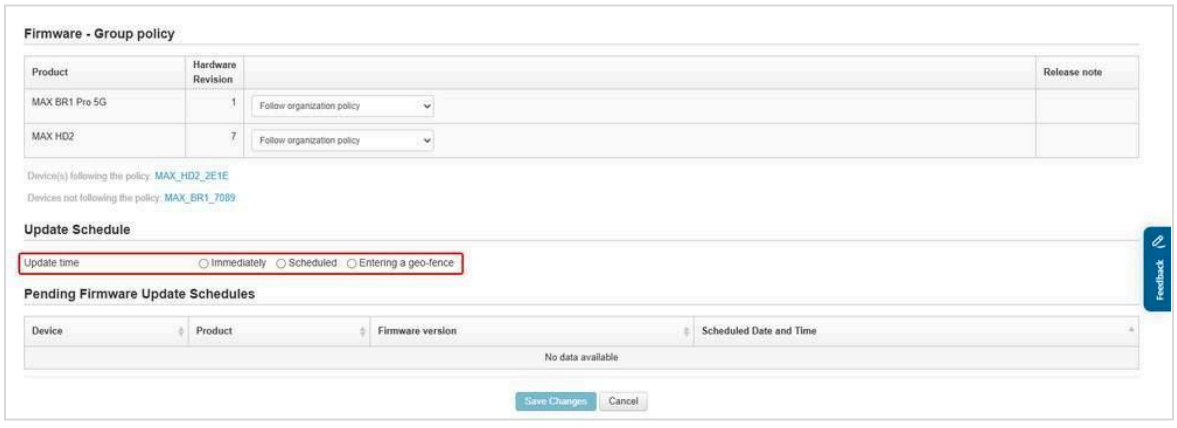
1. Draw a fence around the depot in the fence editor.
2. Select **Apply Firmware** on that fence and save it.

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Step 2. *The Apply Firmware checkbox, outlined in red, under Action: Firmware Application in the fence editor.*

3. On Firmware Policy, under **Update Schedule**, set **Update time** to `Entering a geo-fence`. See 13.9.2 Update Schedule.



Step 3. *Update time, outlined in red, under Update Schedule on Firmware Policy. Entering a geo-fence is the third choice.*

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4. Vehicles receive the firmware when they enter the depot fence.

The editor has **Save** and **Cancel** buttons.

13.11.4. The E-mail Notification Subject Line

The **E-mail Notification** action block has a **Subject** field, which can contain variables. The tooltip lists every available variable:

Variable group	Variables
Device	`${device_name}`, `${device_names}`, `${device_url}`, `${sn}`
Fence and event	`${fence_name}`, `${entered_or_left}`, `${event_type}`, `${result}`
Location and speed	`${latitude}`, `${longitude}`, `${location}`, `${current_speed}`, `${speed_limit}`
Time	`${date_time}`, `${current_year}`, `${unixtime}`, `${gps_unixtime}`
Organization	`${organization_id}`

The editor's note states that `${device_name}` is substituted by the GPS device and all devices following its GPS location. The default message reads `The device(s) ${device_name}`.

13.11.5. Device Tagging Turns a Fence into a Configuration Trigger

The **Device Tagging** tooltip states that tags are added to devices when they enter or leave a geo-fence, and that any tag-based configuration becomes geo enabled as a result.

Tags drive device selection on most other screens in this chapter. Firewall rule sets, GPIO profiles, Serial-port-based InTouch profiles, InControl Options and External InControl Appliance Settings all offer `Devices with any of the following tags` and its variants. When one of those selects a tag applied by a fence, the configuration follows the device's location.

The tooltip gives an example: to enable SSID A while a device is in zone A, and to enable SSID B and disable SSID A when the device moves to zone B, tag the device from each fence and select on that tag in the Wi-Fi configuration.

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Where several fences select the same device, tagging actions run for the topmost fence only (13.11.1 The Fence List), so fence order determines which location based configuration applies.

13.11.6. Stowing Starlinks by Location

The **Stow/Unstow Starlinks** action stows or unstows the Starlinks connected to this group's devices' WANs, matched by the WAN names given, on entering or leaving the fence.

The tooltip adds:

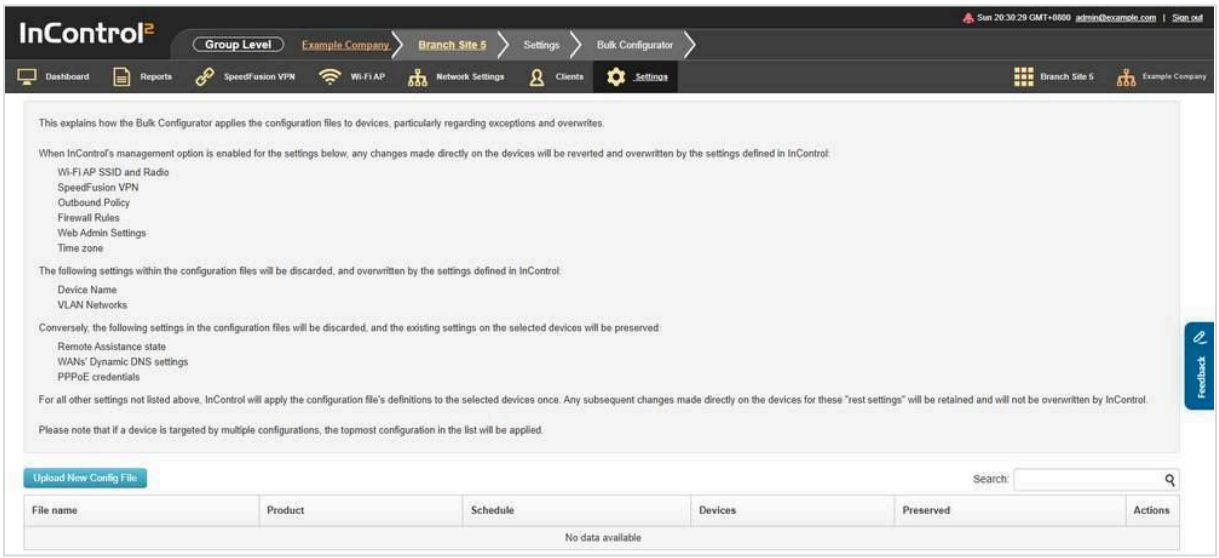
- **The action requires firmware 8.5.0 or above.** Devices on older firmware do not act on it.
- Targeting is by **WAN name**, not by device. Use consistent WAN names across the fleet so the action reaches every intended device.

13.12. Bulk Configurator

Applies device configuration files to many devices at once, and states which settings such a file can and cannot change.

Where to find it

`Group > Settings > Bulk Configurator`



The rules at the top of the page govern how a configuration file is applied. Read them before uploading a file.

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13.12.1. What the Page Tells You First

The page opens with the rules that govern how a configuration file is applied. They explain why a setting in a file may not reach the device.

Category	Settings	Outcome
Managed by InControl	Wi-Fi AP SSID and Radio, SpeedFusion VPN, Outbound Policy, Firewall Rules, Web Admin Settings, Time zone	Where InControl 2's management option is enabled, changes made directly on the devices are reverted and overwritten by the settings defined in InControl 2
Discarded from the file	Device Name, VLAN Networks	Discarded, and overwritten by the settings defined in InControl 2
Preserved on the device	Remote Assistance state, WANs' Dynamic DNS settings, PPPoE credentials	Discarded from the file, and the existing device settings are preserved
Everything else	All other settings	Applied from the file once. Later changes made directly on the device are retained and are not overwritten by InControl 2

Managed settings are enforced continuously. Other settings in a bulk configuration file are applied once.

The page also states that if a device is targeted by multiple configurations, the topmost configuration in the list is applied.

13.12.2. The Configuration List

Column	What it shows
File name	The uploaded configuration file
Product	The product the file applies to

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Column	What it shows
Schedule	When the file is applied
Devices	Which devices the file targets
Preserved	Which settings are preserved
Actions	Per row actions

An empty list shows **No data available**.

13.12.3. Controls on This Screen

Control	What it does
Search:	Filters the configuration list
Upload New Config File	Opens the **Configuration File Upload** dialog, described below

13.12.4. The Configuration File Upload Dialog

Upload New Config File opens a dialog headed **Configuration File Upload**.



The dialog contains the file control, with Save and Cancel below it.

Control	What it does
Upload	Supplies the configuration file
Save	Adds the file to the configuration list
Cancel	Cancels the upload

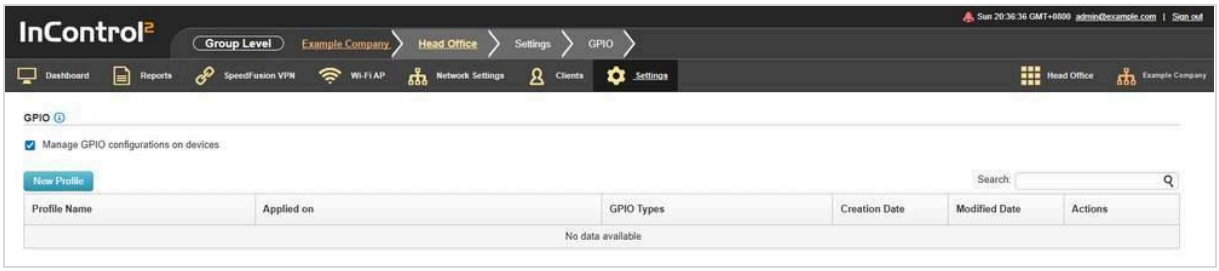
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13.13. GPIO

Defines GPIO port profiles at group level and applies them to selected devices, for example for ignition sensing across a vehicle fleet. GPIO is a hardware feature. Only devices with GPIO ports can use a profile.

Where to find it

`Group > Settings > GPIO`



The screen is gated. Manage GPIO configurations on devices must be selected before group level profiles take effect.

13.13.1. Switching Group Management On

The screen is gated by the **Manage GPIO configurations on devices** checkbox. Before selecting the gate, read 8.1.1 Before You Tick a Manage Checkbox.

The tooltip on this screen states:

- **GPIO profiles require firmware 8.6.0 or above.** Devices on older firmware do not receive them.
- If a device is selected by more than one profile, the profile created earlier is applied. Creation order determines the profile, not list position.

13.13.2. The Profile List

Column	What it shows
Profile Name	The profile name
Applied on	Which devices the profile targets

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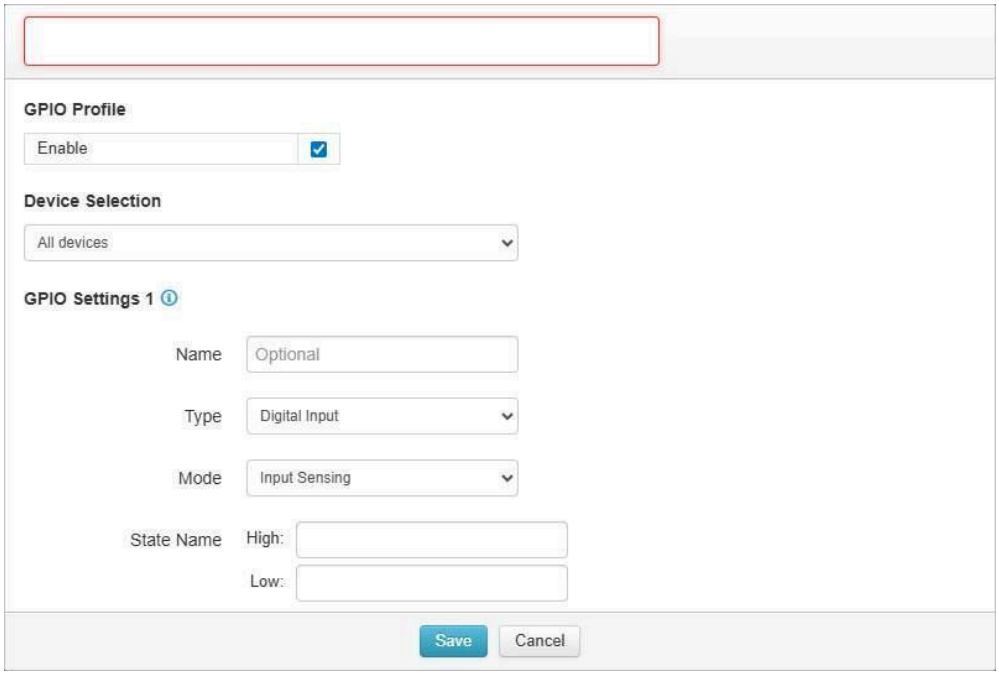
Column	What it shows
GPIO Types	The GPIO types the profile configures
Creation Date	When the profile was created
Modified Date	When it was last changed
Actions	Per row actions

An empty list shows **No data available**.

13.13.3. Controls on This Screen

Control	What it does
Manage GPIO configurations on devices	Switches group level GPIO management on or off
Search:	Filters the profile list
New Profile	Opens the GPIO profile editor

13.13.4. The GPIO Profile Editor



One port block per GPIO port. Add GPIO Port appends another block to the profile.

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Field	Notes
Enable	Turns the profile on or off without deleting it
Device Selection	`All devices`, `Devices with any of the following tags`, `Devices with all of the following tags`, `Devices with none of the following tags`
Name	The profile name

Each port block under **GPIO Settings** is numbered, with an information icon and a delete icon in its heading. A block with **Type** set to `Digital Input` contains:

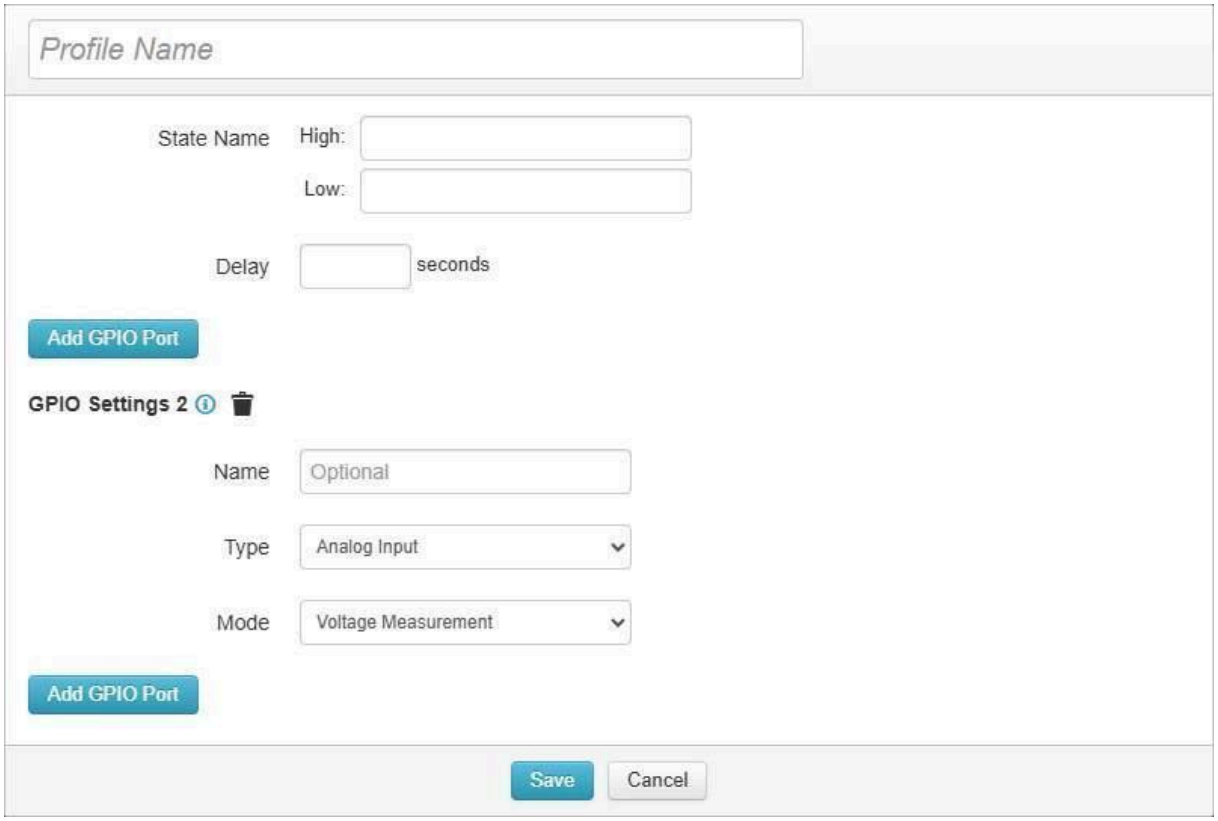
Field	Options and notes
Name	The port name. Marked `Optional`
Type	`Digital Input`, `Digital Output`, `Analog Input`
Mode	`Input Sensing`, `Input Transition Sensing`, `Ignition Sensing`, `Input Reset Pin`
State Name High:	Label shown for the high state. Use a name that describes the state of the connected equipment
State Name Low:	Label shown for the low state
Delay	A number, in seconds

The editor has **Save** and **Cancel** buttons.

13.13.5. Adding a Second Port

Add GPIO Port appends another numbered block, `GPIO Settings 2`, below the first. Each block has its own **Add GPIO Port** button.

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GPIO Settings 2 with Type set to Analog Input. Unlike the first block, it has no State Name or Delay fields, and Mode offers a single option.

The fields in a block depend on the selected **Type**. With **Type** set to `Analog Input`:

Field	Options and notes
Name	The port name. Marked `Optional`
Type	`Digital Input`, `Digital Output`, `Analog Input`
Mode	`Voltage Measurement` is the only option

An `Analog Input` block has no State Name fields and no Delay field. Those three fields belong to `Digital Input`. `Digital Output` is the third Type and presents its own fields when selected.

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13.13.6. How Blocks Are Matched to Physical Ports

Blocks are not assigned to a physical port manually. A tooltip in the editor describes how InControl 2 matches them:

- Blocks are applied sequentially, in the order they appear in the profile.
- Each block is assigned to the first available GPIO port that is currently unconfigured **and** supports that block's **Type** and **Mode**.
- That port then counts as configured.
- The process continues until every block has been applied, or until every GPIO port on the device has been configured.

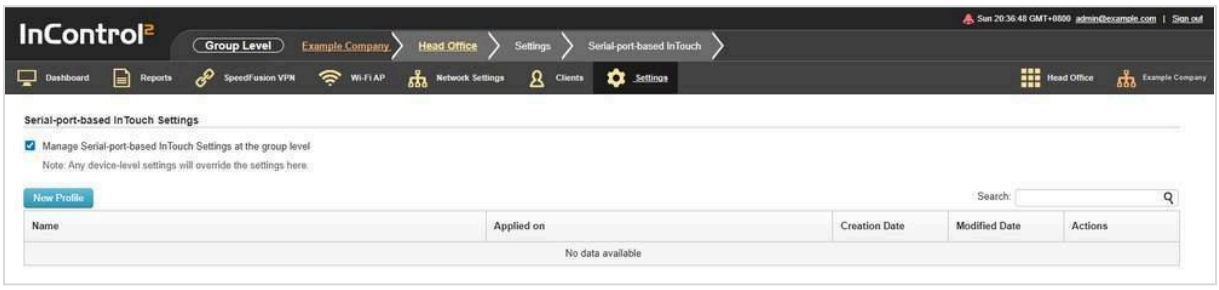
Block order therefore determines port assignment, and reordering blocks moves them to different physical ports. A block whose Type and Mode no port supports is not applied. This applies on a mixed fleet where models have different ports.

13.14. Serial-port-based InTouch

Defines serial port profiles at group level so that serial attached equipment at many sites can be reached through InTouch.

Where to find it

`Group > Settings > Serial-port-based InTouch`



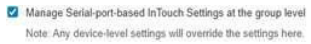
The screen is gated, and the note below the checkbox states that device level settings override the settings made here.

13.14.1. Switching Group Management On

The screen is gated by the **Manage Serial-port-based InTouch Settings at the group level** checkbox. Before selecting the gate, read 8.1.1 Before You Tick a Manage Checkbox.

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Directly below it the page states: `Note: Any device-level settings will override the settings here.` Group-level settings apply only where no device level setting exists. If a profile does not apply, check the device settings.



The gate checkbox selected, with the note that device level settings override the settings made here.

13.14.2. The Profile List

Column	What it shows
Name	The profile name
Applied on	Which devices the profile targets
Creation Date	When the profile was created
Modified Date	When it was last changed
Actions	Per row actions

An empty list shows **No data available**.

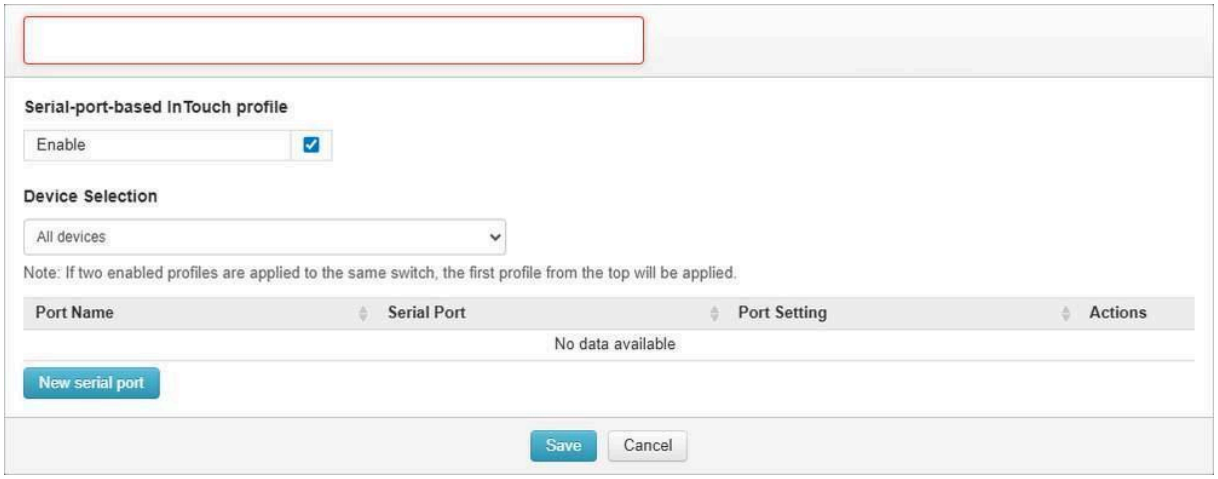
The editor states: `Note: If two enabled profiles are applied to the same switch, the first profile from the top will be applied.` Profile order determines which profile applies.

13.14.3. Controls on This Screen

Control	What it does
Manage Serial-port-based InTouch Settings at the group level	Switches group level management on or off
Search:	Filters the profile list
New Profile	Opens the profile editor

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13.14.4. The Profile Editor



The port list is empty until New serial port is used. Device Selection at the top determines which devices the profile reaches. The empty name box at the top is outlined in red until a profile name is entered.

Field	Notes
Enable	Turns the profile on or off without deleting it
Device Selection	`All devices`, `Devices with any of the following tags`, `Devices with all of the following tags`, `Devices with none of the following tags`
Name	The profile name

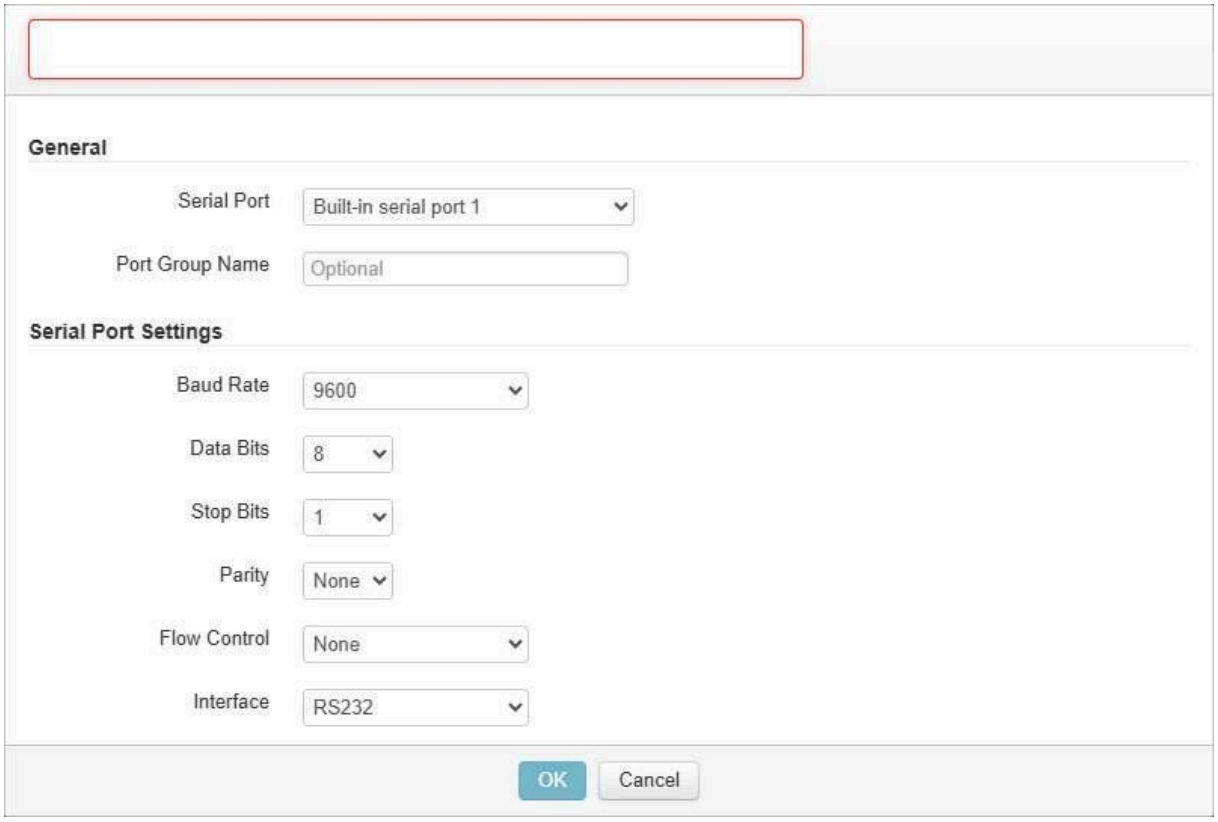
The port list has the columns **Port Name**, **Serial Port**, **Port Setting** and **Actions**, and shows **No data available** while empty.

The editor has **Save** and **Cancel** buttons.

13.14.5. Adding a Serial Port

New serial port opens a second editor over the profile, where a single port is defined. Use it once for each port on the device. The profile's port list shows the defined ports.

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The port editor over the profile. The name box at the top is outlined in red until it is filled, and the port parameters are grouped under General and Serial Port Settings.

A port name is required.

General

Field	Options
Serial Port	`Built-in serial port 1`, `A USB serial port`
Port Group Name	Free text. Marked `Optional`

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Serial Port Settings

Field	Options	Opens on
Baud Rate	`600`, `1200`, `2400`, `4800`, `9600`, `19200`, `38400`, `57600`, `115200`, `230400`	`9600`
Data Bits	`8` is the only option	`8`
Stop Bits	`1` is the only option	`1`
Parity	`None`, `Even`, `Odd`	`None`
Flow Control	`None`, `RTS/CTS`, `Xon/Xoff`	`None`
Interface	`RS232` is the only option	`RS232`

Two more fields are below these:

Field	Notes
Inactivity Timeout	A number, in `second(s)`
Health Check Keystrokes	Free text. The editor states the escapes it accepts: `\s` for space, `\n` for carriage return, `\t` for tab

Note the following:

- The editor defaults are `9600`, `8`, `1`, `None`, `None`. Match these to the connected equipment.
- The port editor closes with **OK** and **Cancel**. The profile is saved separately, with the **Save** button on the profile editor.

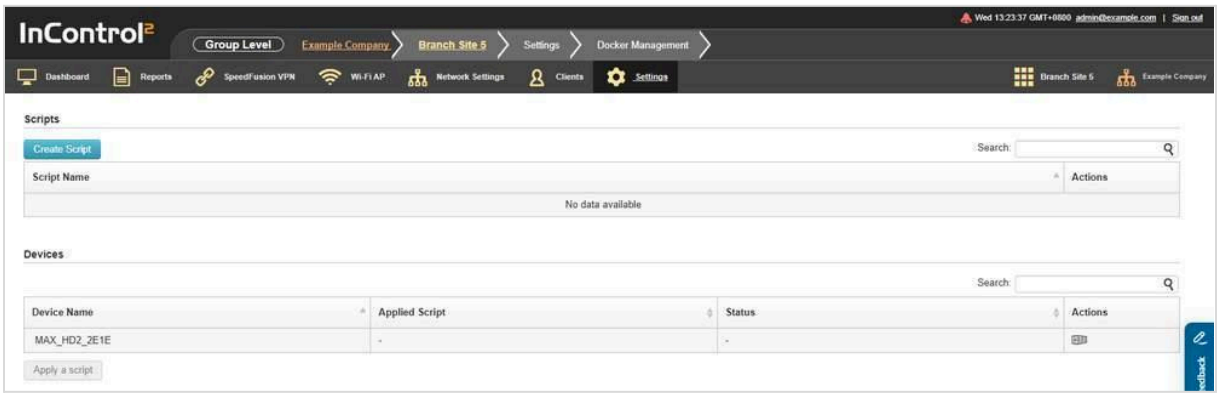
13.15. Docker Management

Holds container scripts for the group and shows which script is applied to each device. A script created here is available to the devices in this group.

Where to find it

`Group > Settings > Docker Management`

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Docker Management. The Scripts panel is above and the Devices panel below, each with its own search box.

13.15.1. What This Screen Shows

Two panels, in this order.

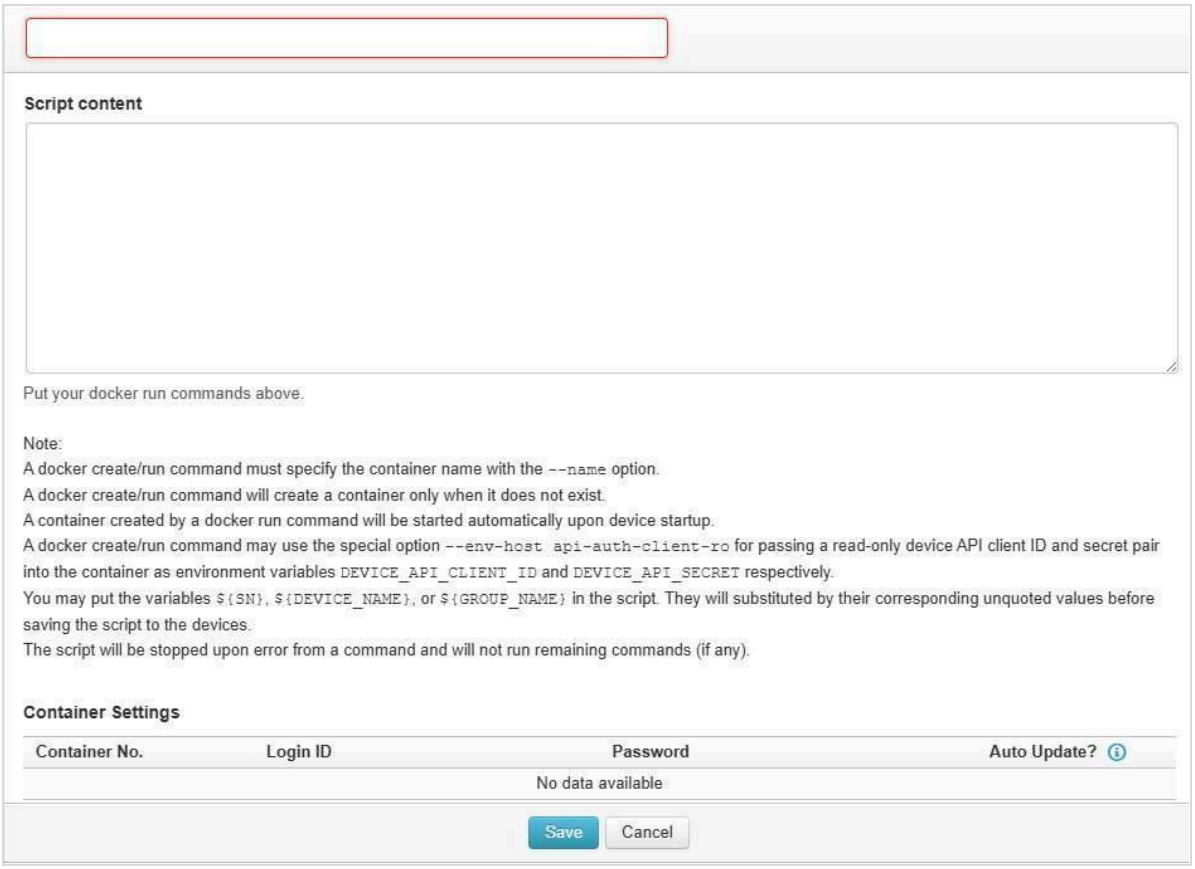
Panel	What it covers
Scripts	The container scripts held for this group
Devices	The devices in the group, and the script applied to each

13.15.2. Scripts

Column	What it shows
`Script Name`	The script
`Actions`	Per script actions

`Create Script` adds a script. The grid shows **No data available** until a script is added.

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The Create Script dialog. A name field at the top, Script content for the docker run commands with notes below, and Container Settings with Container No., Login ID, Password and Auto Update?.

13.15.3. Devices



The Devices panel with one device and no script applied. Apply a script is below the grid and is greyed.

Column	What it shows
Device Name	The device

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Column	What it shows
Applied Script	The script applied to it, or a dash. A dash means no script is attached, which is the default state
Status	The state of that script on the device
Actions	Per-device actions

Apply a script below the grid attaches a script to a device.

13.16. Ad Delivery Service

Where to find it

Group > Settings > Ad Delivery Service

This entry opens the Ad Delivery Service, a separate site at ad.peplink.com, outside the InControl 2 interface. The Ad Delivery Service is documented by that service and is outside the scope of this manual.

Two related roles, Ad Delivery Service Administrator and Ad Delivery Service Viewer, are assigned on the Group Settings screen below (13.17.2 Administration).

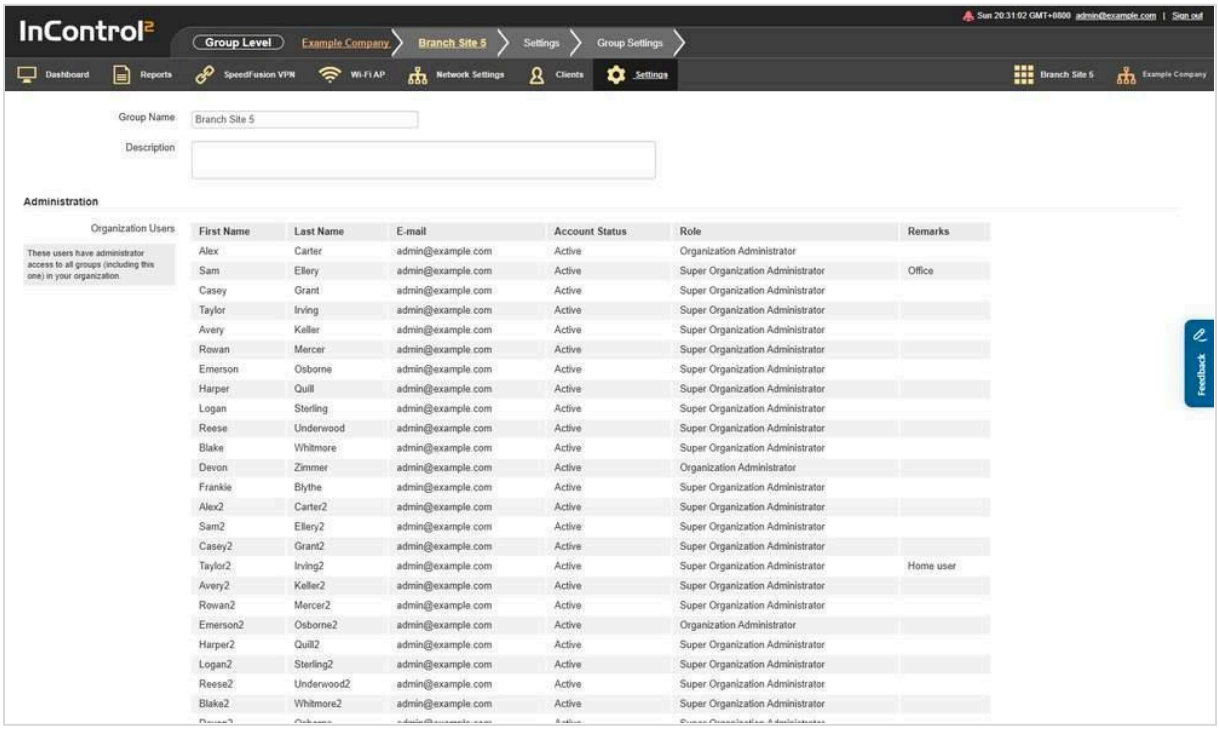
13.17. Group Settings

Names the group, sets its time zone and address, controls what group level administrators and viewers can see and do, and holds the group's Starlink API credentials.

Where to find it

Group > Settings > Group Settings

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The Administration block at the top separates organization users, listed for reference, from group users, whose roles can be changed here.

13.17.1. Group Name and Description



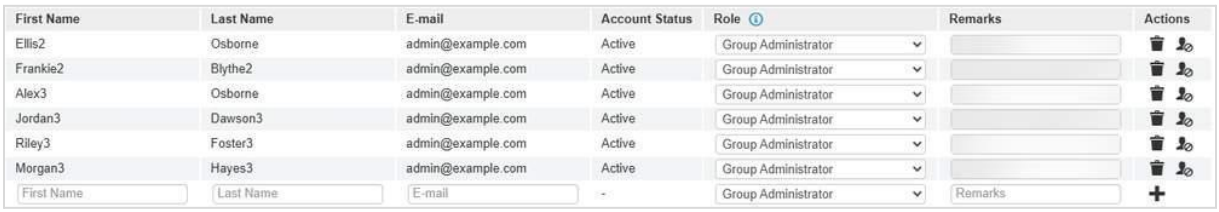
Group Name and Description at the top of the page.

Field	Notes
Group Name	The name of the group
Description	Free text description of the group

13.17.2. Administration

The block contains two lists. **Organization Users** is read only. Add **Group Users** in the blank row and assign the narrowest suitable role. No group role extends beyond this group.

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The Group Users list. Each row has a Role dropdown, a Remarks field and two action icons, and the empty row at the bottom ends in a + icon.

Organization Users is a read-only list. The page states that these users have administrator access to all groups in the organization, including this one.

Column	What it shows
First Name	Given name
Last Name	Family name
E-mail	The account e-mail address
Account Status	For example `Active`
Role	For example `Organization Administrator` or `Super Organization Administrator`
Remarks	Free text note

Group Users lists the users with administrator access to this group only. It adds an **Actions** column, and its **Role** and **Remarks** values are editable.

The Role dropdown offers:

- Group Administrator
- Group Viewer
- Captive Portal Administrator
- Captive Portal Report Viewer
- Ad Delivery Service Administrator
- Ad Delivery Service Viewer
- Group Dashboard Viewer
- InTouch User
- Fleet Manager

A tooltip on the Group Users list describes each role:

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Role	What the role may do
Group Administrator	Full access to the group. Can view this group's dashboard, reports, settings and device details, and can make configuration changes. Cannot access other groups in the organization, and cannot access social user data
Group Viewer	Can view the dashboard, reports, device details and some settings for this group. Has no editing ability, and cannot access other groups in the organization
Group Dashboard Viewer	Can see this group's dashboard only. Cannot see reports, settings or device details. Has no editing capability, and cannot access other groups in the organization
Captive Portal Administrator	Access to the Captive Portal section in this group only. Also has read and deletion rights on social user data
Captive Portal Report Viewer	Access to the Captive Portal Reports in this group only. Also has read access rights on social user data
InTouch User	InTouch access to client devices over TCP/IP, or to devices' serial ports
Fleet Manager	Access to the map on this group's dashboard page only

Note the following when assigning roles:

- **Social user data access belongs to the Captive Portal roles, not the group roles.** A Group Administrator has full access to the group but cannot access social user data. A Captive Portal Administrator can read *and delete* it, and a Captive Portal Report Viewer can read it.
- **Group Viewer and Group Dashboard Viewer differ.** A Group Viewer sees reports, device details and some settings. A Group Dashboard Viewer sees the dashboard only.
- **InTouch User is an access role, not a viewing role.** It grants access to client devices over TCP/IP and to devices' serial ports.

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A blank row at the bottom of the Group Users list adds an administrator, with **First Name**, **Last Name**, **E-mail**, a Role dropdown and **Remarks**. The list is exported and imported through **Download as CSV** and **Upload CSV**.

Adding a group user

1. Open `Group > Settings > Group Settings` and go to **Administration**, **Group Users**.
2. In the blank row at the bottom of the list, enter **First Name**, **Last Name** and **E-mail**.
3. Select a **Role**, for example **Group Viewer** for read-only access, and add **Remarks** if required.
4. Click the **+** icon at the end of the row.
5. Click **Save Changes** at the bottom of the page. The page confirms `User(s) ... added successfully.`

When the e-mail address already has a Peplink ID, the user is listed as **Active** immediately, under the name on that Peplink ID rather than the name entered. The user receives an e-mail from InControl 2, subject `Added to InControl group: <group name>`, with a link to the group. No acceptance is required: the user can open the group at their next sign in.

To remove access, click **Remove** on the user's row, then **Save Changes**. The page confirms `User(s) ... removed successfully.` The user receives an e-mail, subject `Removed from InControl group: <group name>`, which names the group, the organization and the administrator who removed them.

Two tooltips on the list read `Suspended this user account's Group Administrator privileges.` and `Reactivated this user account's Group Administrator privileges.` Suspending and reactivating act on the user's privileges, and a suspended administrator is reactivated from the same list. Each row also has a **Remove** control.

13.17.3. Time Zone



The Time Zone dropdown with Devices follow this time zone setting below it.

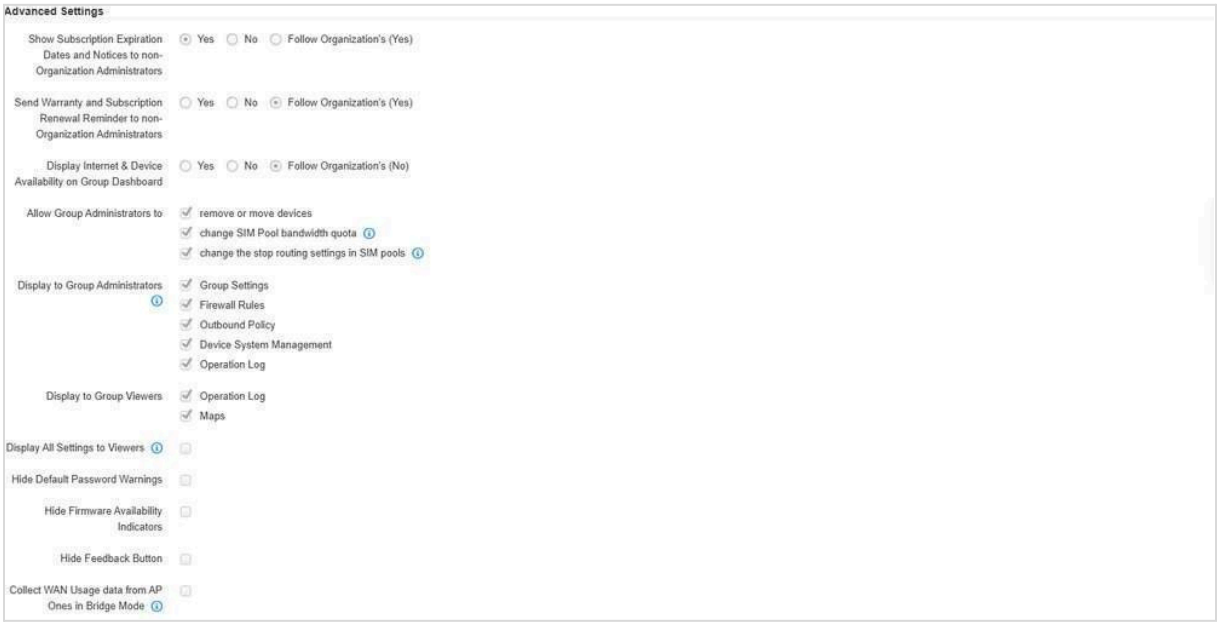
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Field	Notes
Time Zone	A list of UTC offset entries, from `(UTC-12:00) International Date Line West` to `(UTC+14) Kiritimati Island`
Devices follow this time zone setting	Checkbox. Applies the group time zone to the devices themselves

The time zone alone changes how InControl 2 displays times. The checkbox applies the time zone to the devices.

13.17.4. Advanced Settings

Three settings have three options, where the third follows the organization and shows the organization's current value in brackets.



The Advanced Settings block. The three option settings are at the top, followed by the checkbox groups and the standalone checkboxes.

Setting	Options
Show Subscription Expiration Dates and Notices to non-Organization Administrators	`Yes`, `No`, `Follow Organization's (Yes)`

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Setting	Options
Send Warranty and Subscription Renewal Reminder to non-Organization Administrators	`Yes`, `No`, `Follow Organization's (Yes)`
Display Internet & Device Availability on Group Dashboard	`Yes`, `No`, `Follow Organization's (No)`

The other settings are checkboxes, grouped by the users they affect.

Group	Checkboxes
Allow Group Administrators to	remove or move devices; change SIM Pool bandwidth quota; change the stop routing settings in SIM pools
Display to Group Administrators	Group Settings; Firewall Rules; Outbound Policy; Device System Management; Operation Log
Display to Group Viewers	Operation Log; Maps
Standalone	Display All Settings to Viewers; Hide Default Password Warnings; Hide Firmware Availability Indicators; Hide Feedback Button; Collect WAN Usage data from AP Ones in Bridge Mode

These checkboxes control what a Group Administrator or Group Viewer can see. If a menu is missing for a group user, check this block first.

Four tooltips in this block state the limits of these checkboxes:

- **Display to Group Administrators** only suppresses the display of those pages to Group Administrators on the browser end.
- **change SIM Pool bandwidth quota** only makes the SIM pools' bandwidth quota field uneditable on the browser end for Group Administrators.
- **change the stop routing settings in SIM pools** only makes the SIM pools' `Stop Routing User Traffic` option uneditable on the browser end for Group Administrators.
- **Display All Settings to Viewers** refers to group viewers only.

The first three act on the browser end only and are not access control. To restrict a user's abilities, assign a narrower role in *Administration* above.

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Hide Default Password Warnings and **Hide Firmware Availability Indicators** hide the `Device's web admin password remains with the default one.` and `Firmware upgrade is available.` status icons on Device Management (13.1.2 Status Icons). Leave them cleared on any group monitored for those conditions.

The tooltip on **Collect WAN Usage data from AP Ones in Bridge Mode** states that since InControl 2.14.1, no WAN usage data is collected from AP Ones in bridge mode, because they have no WAN interface. Enabling the option collects that usage as WAN usage.

13.17.5. Peplink App Settings

The section heading on screen is **Peplink App**.



The Peplink App block. Each setting offers Yes, No, or the organization's value in brackets.

Setting	Options
Allow managing devices in Peplink App	`Yes`, `No`, `Follow Organization's (No)`
When removing a device from the app, remove it from InControl too	`Yes`, `No`, `Follow Organization's (No)`

With the second setting at `Yes`, removing a device in the app also removes it from InControl 2.

13.17.6. Starlink API Settings



The Starlink API Settings block. The Client Secret is masked, with Show and Verify beside it.

Field	Notes
Starlink Client ID	The client identifier
Starlink Client Secret	The client secret, masked. A **Show** button reveals it

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Field	Notes
Verify	Checks the credentials

13.17.7. Map

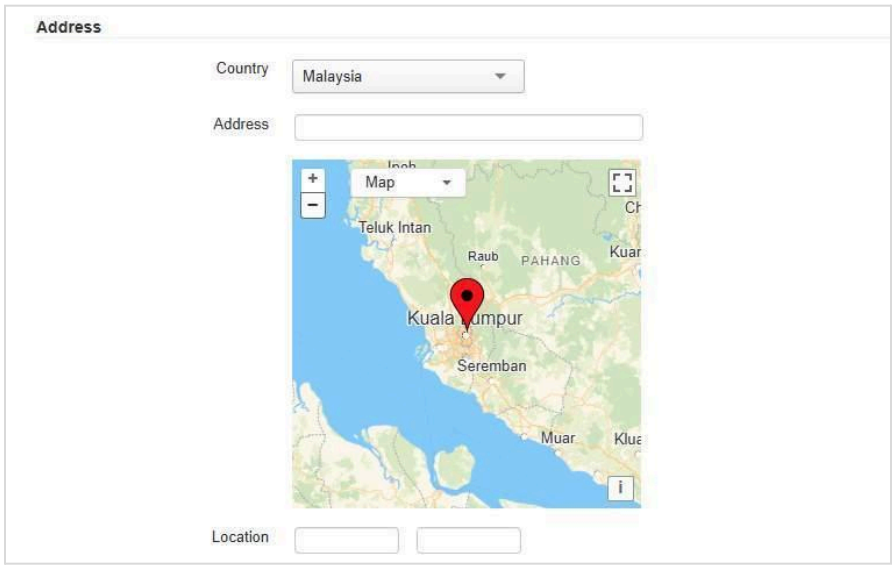
The **Custom Map Markers** block offers an `Online` marker and an `Offline` marker, each with a `+` control that uploads a replacement marker image.



Custom Map Markers, with an Online tile and an Offline tile, each with a + control.

The tooltip states the requirements: the image must be in PNG format, and the dimensions are forcefully resized to 50 by 50. Use a square PNG to avoid distortion.

13.17.8. Address



The Address block: Country, Address, the map preview with its zoom, Map, full screen and attribution controls, and the two Location fields.

Field	Notes
Country	A full country list, from `Afghanistan` to `Zimbabwe`

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Field	Notes
Address	Free text street address
Location	Latitude and longitude, entered as text, with a map preview

The map preview has `+` and `–` zoom buttons, an `i` button whose tooltip reads `Attributions`, and a **Toggle full-screen** button.

The tooltip on the block states: `The Location field may not correspond to the address.` The two are entered separately, so check the coordinates separately from the street address.

13.17.9. Controls on This Screen

Control	What it does
Save Changes	Saves the changes. Disabled until something is changed
Cancel	Discards the changes

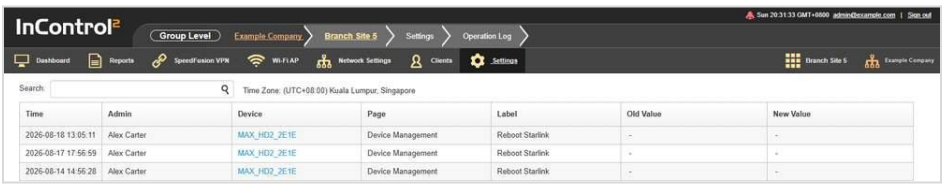
13.18. Operation Log (Group Level)

Records the changes administrators made in the group, with the old and new values.

It records changes made in InControl 2. Changes made on the device itself through Remote Web Admin or Web CLI, and Device Tools actions such as Ping, do not appear here. For those, the device's own Event Log (15.9 Event Log (Device Level)) shows each Remote Web Admin session, with the user and source address, and a `Changes applied` entry when a change is applied on the device.

Where to find it

`Group > Settings > Operation Log`



Each entry names the administrator, the device and the setting changed. The time zone of the log is stated above the table.

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13.18.1. What This Screen Shows

Column	What it shows
Time	When the change was made
Admin	The administrator who made it
Device	The device affected. The device name is a link
Page	The screen the change was made on, for example `Device Management`
Label	The setting that changed, for example `Reboot Starlink`
Old Value	The value before the change. `-` where there was none
New Value	The value after the change. `-` where there is none

Actions with no before and after value, such as a reboot, are recorded with `-` in both value columns.

Retention is not configurable.

Above the table the log states its time zone, for example `Time Zone: (UTC+08:00) Kuala Lumpur, Singapore`. Timestamps are in that time zone, not in your local time.

13.18.2. Controls on This Screen

Control	What it does
Search:	Filters the log
First, Previous, Page, Next, Last	Pages through the log, for example `Showing 1 to 25 of 413 entries`

13.18.3. Finding What Changed Before an Outage

1. Note the device's **Offline Time** from its offline and online history (see *Event Log (device level)* in Device Reports, 15.9.3 Offline History and Online History).

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Offline Time	Online Time	Duration
2026-08-28 14:09:14	2026-08-28 14:14:13	5 minutes
2026-08-15 03:48:56	2026-08-15 03:53:14	4 minutes
2026-08-10 23:58:22	2026-08-11 00:01:45	3 minutes

Step 1. *Each row pairs an Offline Time with the matching Online Time and the length of the gap. Note the Offline Time of the outage.*

2. Open `Group > Settings > Operation Log`.
3. Enter the device name in **Search:**.
4. Compare each entry's **Time** with the Offline Time, both in the time zone stated above the table.



Steps 3 and 4. The Search: box and the Time Zone line, outlined in red, above the log. Each Time is in that time zone.

5. Check **Page**, **Label**, **Old Value** and **New Value** for the entries just before the outage. Changes made in the Peplink App are also recorded, under the page `Peplink App Configuration`.



Step 5. *Page, Label, Old Value and New Value, outlined in red. A reboot shows a dash in both value columns.*

6. For changes across several groups, use the organization level Operation Log, which adds a **Group** column and a **Time Zone:** selector (see *Operation Log (organization level)* in Settings (Organization Level), 9.7 Operation Log (Organization Level)).

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14. Device Level Management

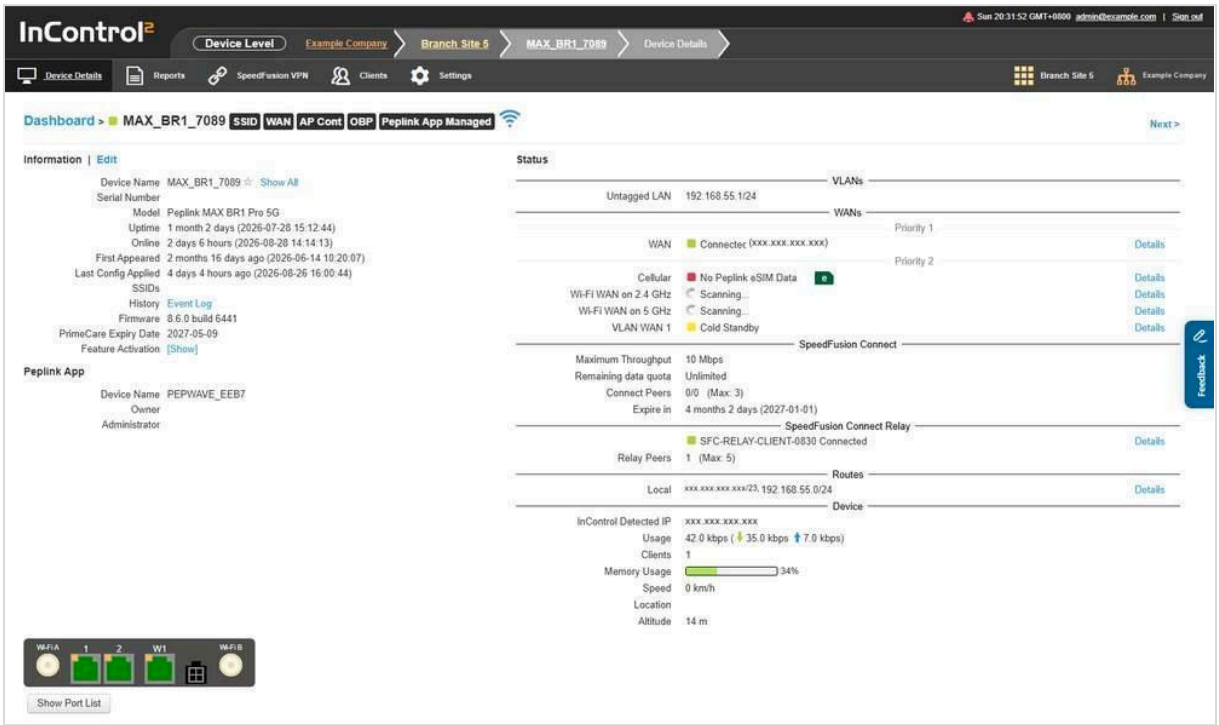
Device Level Management covers the screen InControl 2 opens when a single device is selected. It describes one device rather than a group and is almost entirely read only. Configuration for the same device is under the device `Settings` menu, described in *Device Level Tools* (16 Device Level Tools).

14.1. Device Details

Device Details shows the identity, subscription state, connection status and location of one device on a single page.

Where to find it

`Device > Device Details`



Device Details. Information and the Peplink App on the left, Status on the right, and the status badges on the heading line beside the device name.

The page has five areas:

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- The heading line, with the device name and its status badges
- **Information**, the device identity and subscription fields
- **Peplink App**, the device's owner and administrators, below Information
- **Status**, the current operational state, on the right
- The port panel and the location map at the bottom of the page

Hover over the square beside the device name to see the device's state, for example `Online`.

14.1.1. Checking a Device's Status

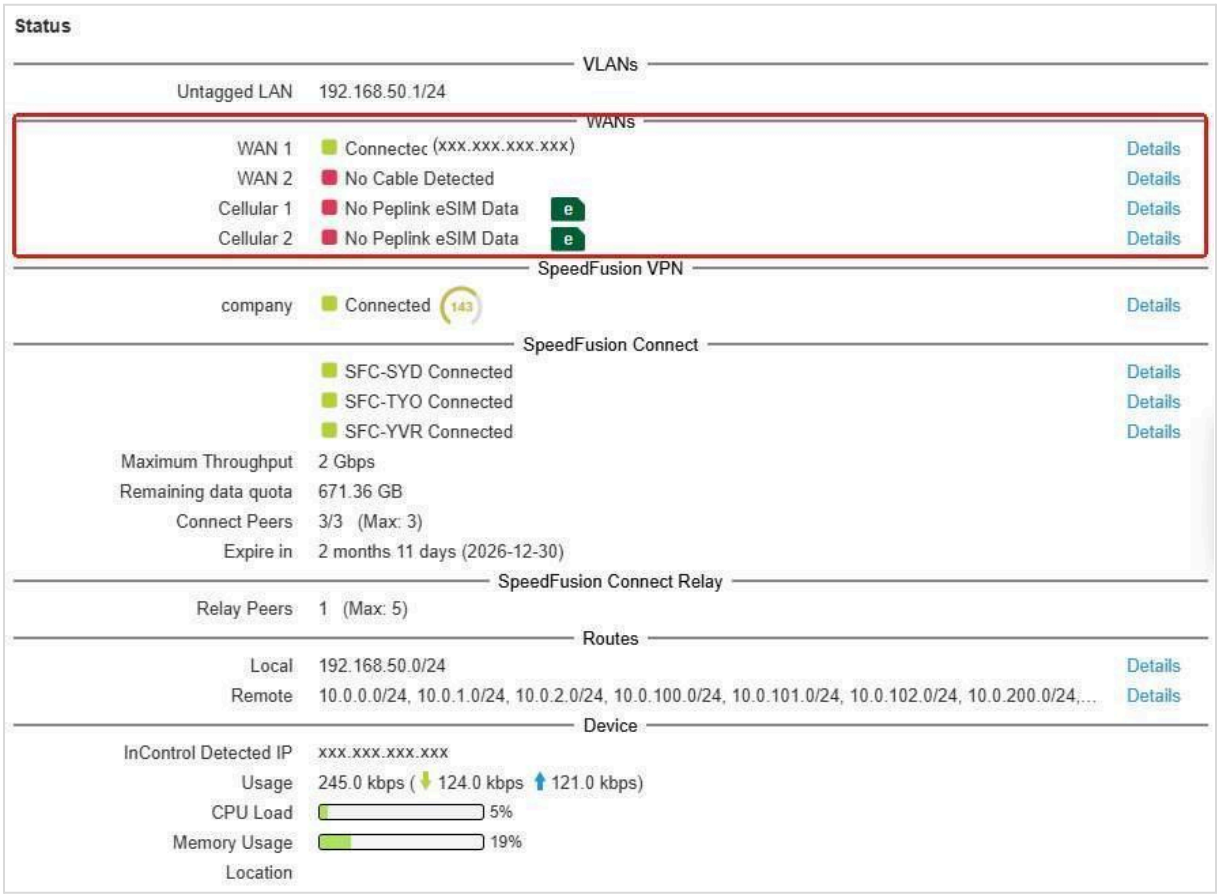
1. Hover over the square beside the device name to check whether the device is **Online**.
2. Compare **Uptime** with **Online** under Information. A short Uptime means the device restarted or lost power. A long Uptime with a short Online means the device lost its connection to InControl 2 while running.



Step 2. *Uptime and Online, outlined in red, each with the date and time they count from.*

3. Under **Status > WANs**, identify any WAN that is down and open its **Details** link.

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Step 3. *The WANs group, outlined in red: one row per WAN with its state and a Details link on the right.*

4. Check **Last Config Applied**. If a change was applied shortly before the problem, `Group > Settings > Operation Log` shows who made it. See 13.18 Operation Log (Group Level).
5. Open **History > Event Log** for details. See 15.9 Event Log (Device Level).

14.1.2. Status Badges on the Heading Line

Each badge beside the device name marks an area InControl 2 manages. A badge appears only when its condition applies, so a device can show all, some or none of them.



The heading line. The device name is followed by the SSID, WAN, AP Cont, OBP and Peplink App Managed badges.

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Badge	What it means
SSID	SSID and radio settings are being managed
WAN	Device's WAN settings are being managed
AP Cont	AP Controller enabled: Wi-Fi configuration is disabled for this device
OBP	Outbound Policy is being managed
Peplink App Managed	This device is managed by InControl and the Peplink App at the same time

For Wi-Fi AP SSID and Radio, SpeedFusion VPN, Outbound Policy, Firewall Rules, Web Admin Settings and Time zone, where InControl 2's management option is enabled, changes made directly on the device are reverted and overwritten by InControl 2, as `Group > Settings > Bulk Configurator` states (see 13.12.1 What the Page Tells You First). Check the badges before changing a device through Remote Web Admin or Web CLI.

Each description above is the badge's own tooltip.

AP Controller. AP Controller is a function of the device's own web admin, not of InControl 2. With it, a router acts as the controller for the access points connected to it and manages their Wi-Fi. Only one of the two can own a device's Wi-Fi configuration, so enabling AP Controller in web admin removes Wi-Fi configuration from InControl 2. The **AP Cont** badge reports this condition.

If a device does not apply the SSID settings configured in **Wi-Fi AP**, check Device Details for this badge before checking the settings.

Other badges appear when their condition applies. Their tooltips read:

- `VLAN networks are being managed`
- `Device's LAN IP settings are being managed`
- `Firewall Rules are being managed`
- `SpeedFusion VPN connections being managed`
- `AP availability is scheduled`
- `Connection tests are scheduled`
- `Bulk configuration applied`
- `Synergy Controller enabled`
- `Synergy mode enabled`
- `Service provider default`

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Three badge conditions state that InControl 2 is not managing the device:

- `Device disabled configurations from InControl`
- `Controller Managed: Configuration of this device is disabled on InControl.`
- `Device's configuration and firmware are under Peplink app's control. InControl is not managing them.` This is the tooltip of the **SFC App Managed** badge

If a device does not apply a configuration change, check for these three badges first. Each means configuration is refused or handled elsewhere.

14.1.3. When a Change Cuts a Device Off

If an outbound policy or firewall rule change from InControl 2 leaves a device unable to reach InControl 2, the device rolls the change back and InControl 2 stops configuring it. Correct the rule, then save a change to outbound policy or firewall rules. If the device lost contact for another reason, use the `HERE` link described below.

A separate page indicator reports this state. Its tooltip states:

- Configuration to this device has stopped
- A change to outbound policy or firewall rules applied from InControl 2 left the device unable to reach InControl 2, so the device rolled the configuration back
- InControl 2 applies no further configuration to the device until a change is made to outbound policy or firewall rules
- The tooltip has a `HERE` link that attempts to apply the configuration again, for the case where the device lost contact for another reason

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14.1.4. Information



The Information block, with the Show All link beside the device name and the Event Log and [Show] links further down. Serial number and SSID values are hidden in this image.

Field	What it shows
Device Name	The device name in InControl 2, with a **Show All** link beside it
Serial Number	The serial number of the device
Model	The Peplink product model reported by the device
Uptime	How long the device has been running, with the date and time it is counted from
Online	How long the device has been online, with the date and time the current online period began
First Appeared	How long ago the device first appeared in InControl 2, with the date and time
Last Config Applied	How long ago configuration was last applied to the device, with the date and time
SSIDs	The SSIDs on the device. Hover over an SSID to see its security mode and its BSSID on each band
History	An **Event Log** link for this device. Event Log search covers a rolling 31 days. Log archive retrieval covers 12 months at device level (24 months at group level) and is a separate function on a different screen (see 15.9.4 Log Archive Download)

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Field	What it shows
Firmware	The firmware version and build the device is running
PrimeCare Expiry Date	The expiry date of the device's PrimeCare subscription. PrimeCare and SpeedFusion Connect are separate subscriptions with separate dates. This date is not the SpeedFusion Connect **Expire in** date under Status
Feature Activation	A **[Show]** link. See *Feature Activation* below

Rows appear only when the device reports them. A device without a cellular WAN, without Wi-Fi or without a GPS fix shows fewer rows than the example.

For the difference between **Uptime** and **Online**, see 14.1.1 Checking a Device's Status. A device that reconnects keeps its uptime and restarts its online figure.

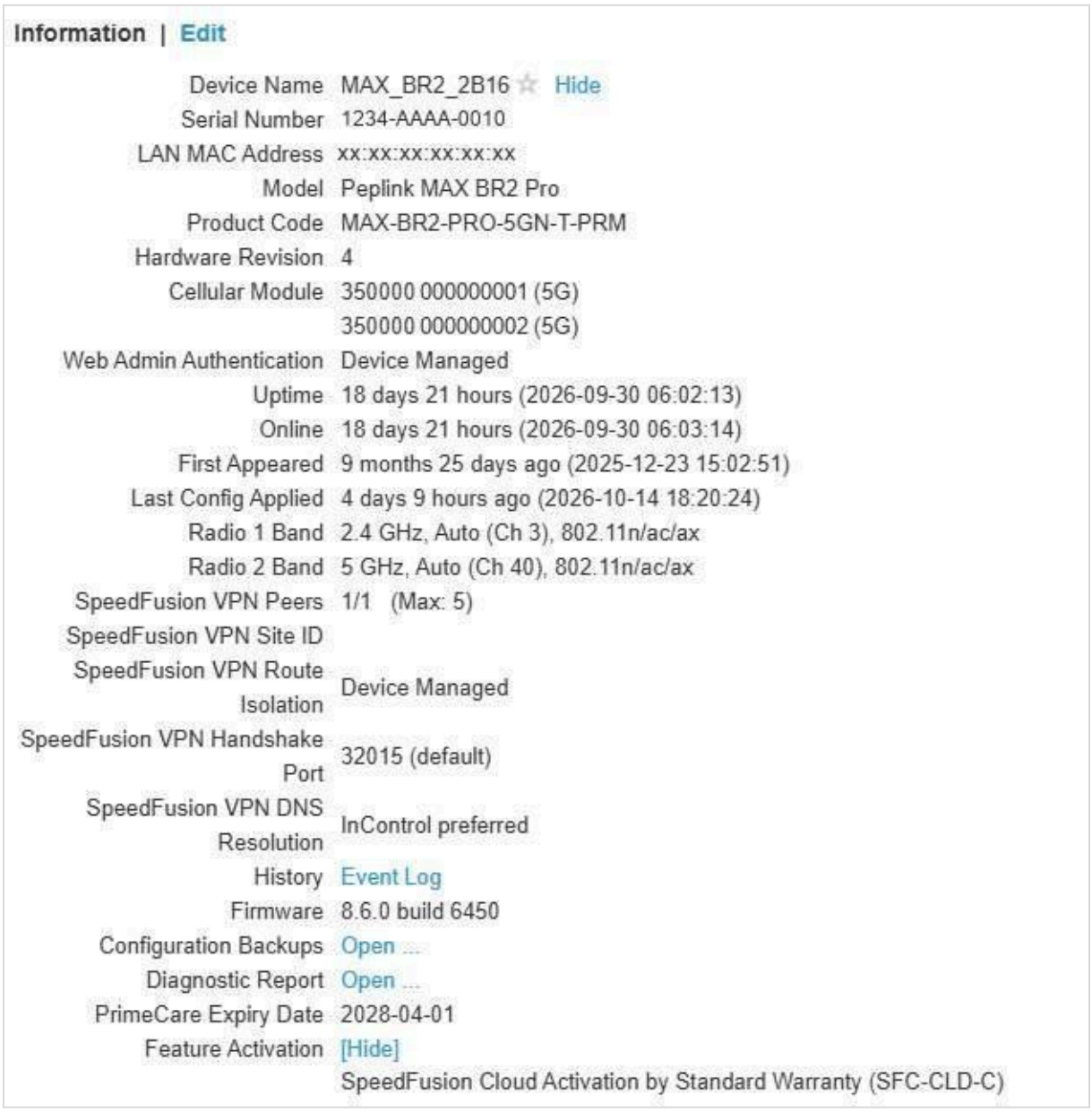
The group Dashboard shows **Uptime**, **Online** and **Last Config Applied** for every device in the group (see 10.1.3 The Devices Grid), so a fleet wide power or reboot event is visible on one page.

For expiry across the organization, use **Subscription Status** in `Organization > Organization Settings > Subscriptions and Licenses` (9.9.1 Subscription Status). It lists each device's **Subscription Status** and **Subscription Expiration Date** and filters to **About to expire** or **Expired**.

14.1.5. The Expanded Information View

Show All expands Information in place and changes to **Hide**. The expanded view keeps every field above and adds the following.

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Information after Show All, with Hide beside the device name. Rows such as LAN MAC Address, Product Code and the SpeedFusion VPN fields are now listed. The Site ID value is hidden in this image.

Field	What it shows
LAN MAC Address	The MAC address of the device LAN interface
Product Code	The ordering code of the device

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Field	What it shows
Hardware Revision	The hardware revision of the device
Cellular Module	The IMEI of each cellular module, with the module type in brackets, for example `(5G)`
Web Admin Authentication	Where web admin authentication is decided, for example `Device Managed`
Radio 1 Band	The band, the channel selection and channel, and the 802.11 modes in use on the first radio
Radio 2 Band	The same for the second radio
Supported SSIDs	How many SSIDs the device supports
SpeedFusion VPN Peers	Peers in use against the device licence limit
SpeedFusion VPN Site ID	The site identifier the device uses for SpeedFusion VPN
SpeedFusion VPN Route Isolation	The route isolation setting, for example `Device Managed`
SpeedFusion VPN Handshake Port	The handshake port, marked when it is the default
SpeedFusion VPN DNS Resolution	How SpeedFusion VPN resolves names, for example `InControl preferred`
Configuration Backups	An `Open ...` link to the configuration backups held for this device. See *Configuration Backups* below
Diagnostic Report	An `Open ...` link to download a diagnostic report from this device. See *Diagnostic Report* below

The SpeedFusion VPN identity of the device, including Site ID and handshake port, is shown only in the expanded view.

Configuration Backups and **Diagnostic Report** each have an `Open ...` link that opens a dialog.

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14.1.6. Configuration Backups

Configuration Backups shows when the device's configuration was saved and by what, and can return the device to an earlier configuration.

`Open ...` opens a dialog listing the backups as a tree, with **Expand all** and **Collapse all** above it.

Column	What it shows
Name	A folder per date, holding one file per backup, named by its time
Type	**Folder** or **File**
Size	The size of the backup file
Made By	What saved the configuration: **InControl**, **Web admin** or **Command-line interface**
Action	**Download** and **Apply**, on each file

Download saves the backup file. **Apply** loads that backup onto the device. **Close** closes the dialog.

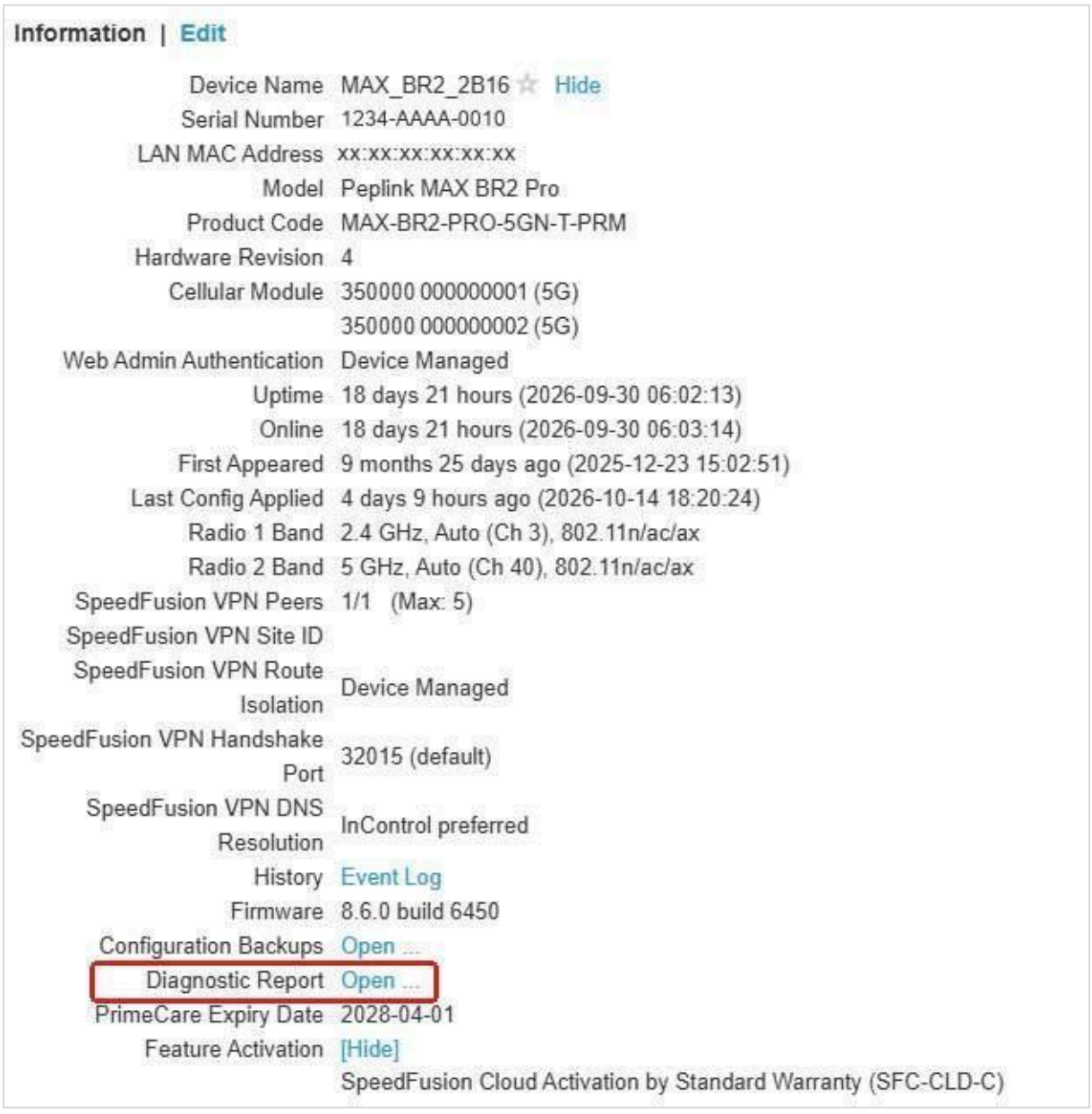
> ***Caution: Apply*** *loads that backup onto the device and replaces its current configuration. Check the date and* ***Made By*** *of the file before clicking it.*

14.1.7. Diagnostic Report

To download a diagnostic report from one device, for example at the request of Peplink support:

1. Click **Show All**, then `Open ...` beside **Diagnostic Report**. The dialog is titled **Download Diagnostic Report**.

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Step 1. *The Diagnostic Report row and its Open ... link, outlined in red, near the bottom of the expanded Information view.*

2. Click **Request for a report**. The device prepares a new report.
3. Download the latest report from the link shown with its date.
4. Click **Close**.

While the device is offline, the dialog reads **Device is offline** and no report can be requested.

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To download diagnostic reports from several devices at once, use `Download diagnostic reports...` in the **Actions** menu of `Group > Settings > Device Management`. See 13.1.7 What Each Entry Opens.

14.1.8. Feature Activation

[Show] expands the Feature Activation list in place and changes to **[Hide]**. For each activated feature on the device, the list gives:

- The activated feature
- The source of the activation, for example a standard warranty, with the activation SKU in brackets
- The associated plan, where one applies



Feature Activation after [Show]. The link now reads [Hide] and the activation is listed beneath it with its SKU in brackets.

Hover over an entry to see the date the activation was applied, for example `Applied on 2021-08-03`. Activations on the same device can have different dates.

14.1.9. Peplink App

The **Peplink App** block below Information shows the device as recorded in the Peplink App.

Field	What it shows
Device Name	The device name recorded in the Peplink App. It can differ from the InControl 2 device name
Owner	The single owner of the device, with an × control beside the entry. Click × only to change the device's owner in the Peplink App
Administrator	The administrators of the device, listed one per line

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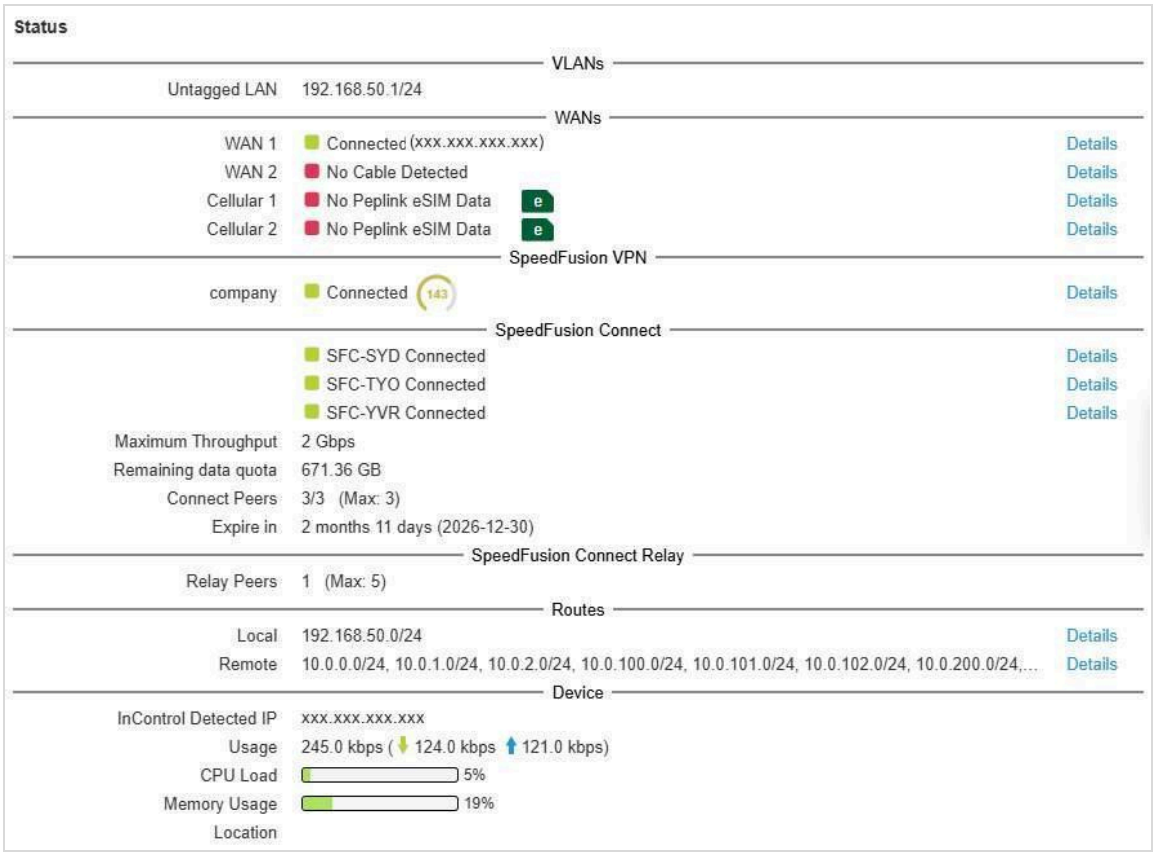
This block corresponds to two badges on the heading line. Only one of them leaves InControl 2 in charge:

- **Peplink App Managed**: the device is managed by InControl and the Peplink App at the same time.
- **SFC App Managed**: the device's configuration and firmware are under the Peplink app's control and InControl 2 is not managing them.

Check which badge the device shows before changing its settings in InControl 2.

14.1.10. Status

Status is grouped under headings. A group appears only when the device has data to report under it.



The Status panel with its group headings: VLANs, WANs, SpeedFusion VPN, SpeedFusion Connect, SpeedFusion Connect Relay, Routes and Device. The Location value is hidden in this image.

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Group	What it lists
VLANs	Each VLAN on the device and its address and prefix, including the untagged LAN
WANs	Each WAN interface, its priority band, its current state and a **Details** link. Cellular, Wi-Fi WAN and VLAN WAN interfaces all appear here
SpeedFusion VPN	Each SpeedFusion VPN peer and its state, with a **Details** link
SpeedFusion Connect	Maximum Throughput, Remaining data quota, Connect Peers, Expire in, then each connected peer with its own **Details** link
SpeedFusion Connect Relay	The relay peers, with the number active and the device's limit
Routes	The local routes the device reports, with a **Details** link
Device	The operational counters listed below

Fields in the **Device** group:

Field	What it shows
InControl Detected IP	The address from which the device connects to InControl 2
Usage	Current throughput, broken out into download and upload
Clients	The number of clients currently on the device
CPU Load	A bar and a percentage
Memory Usage	A bar and a percentage
Speed	The reported ground speed of the device
Location	The reported coordinates as a link, with the time they were reported
Altitude	The reported altitude

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Four items have tooltips:

- **Connect Peers** shows how many connections are connected, how many are configured, and the device licence limit.
- **Relay Peers** shows the peers, how many are active, and the device licence limit.
- The **e** badge on a cellular WAN row means Peplink eSIM is active.
- The Find My Peplink hostname of a WAN, for example `wan.null.mypep.link`, can be copied from the page. When the WAN's IP address is private and the Find My Peplink option **Resolve Private IP Address** is off, the tooltip reads `Unresolvable as the Find My Peplink option "Resolve Private IP Address" is off.`

The licence limits in those two tooltips apply to that device only.

Using the Status panel:

- The **WANs** rows show which link is currently down. For when and how often it dropped, see `Device > Reports > Connection Up/Down History` (15.12 Connection Up/Down History). For latency before it dropped, see `Device > Reports > WAN Quality Reports` (15.6 WAN Quality Reports).
- **CPU Load** and **Memory Usage** show current values. Check them when a site is slow while its WANs are healthy.
- To top up SpeedFusion Connect on several devices, use `Top Up SFC Usage Plan...` in the **Actions** menu of `Group > Settings > Device Management`. See 13.1.7 What Each Entry Opens.

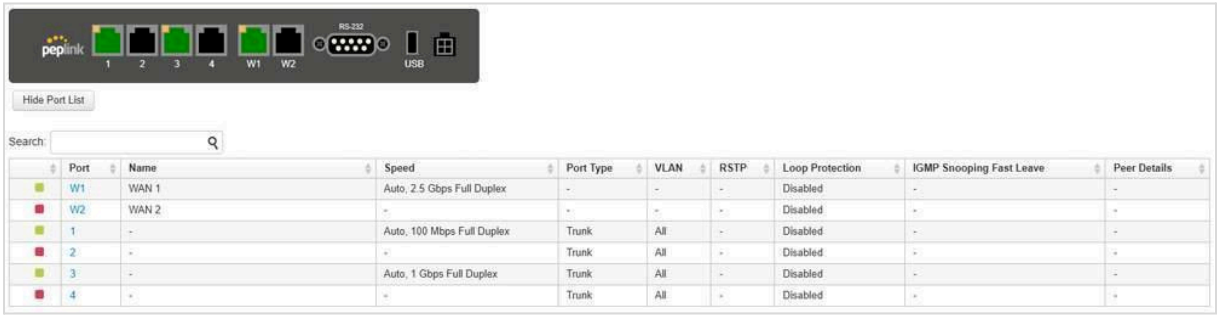
14.1.11. The Port Panel

- A graphic of the device's physical ports appears below Information. Each port is drawn in its current state and labelled as on the hardware.
- Wireless radios appear on the same graphic, labelled **Wi-Fi A** and **Wi-Fi B** on the model shown.
- The graphic matches the hardware, so a model with different ports or without a second radio shows a different graphic.
- Hover over a port to see its details. A LAN port shows Link Status, Speed, Port Type and Networks. The WAN port shows its Name, Link Status, Speed and whether PoE is available.
- **Show Port List** is below the graphic.

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14.1.12. The Port List

Show Port List opens the port table in place and changes to **Hide Port List**. The table has a **Search:** box and one row per port.



The port graphic with the port list open beneath it. Hide Port List has replaced Show Port List, and the table has one row per port.

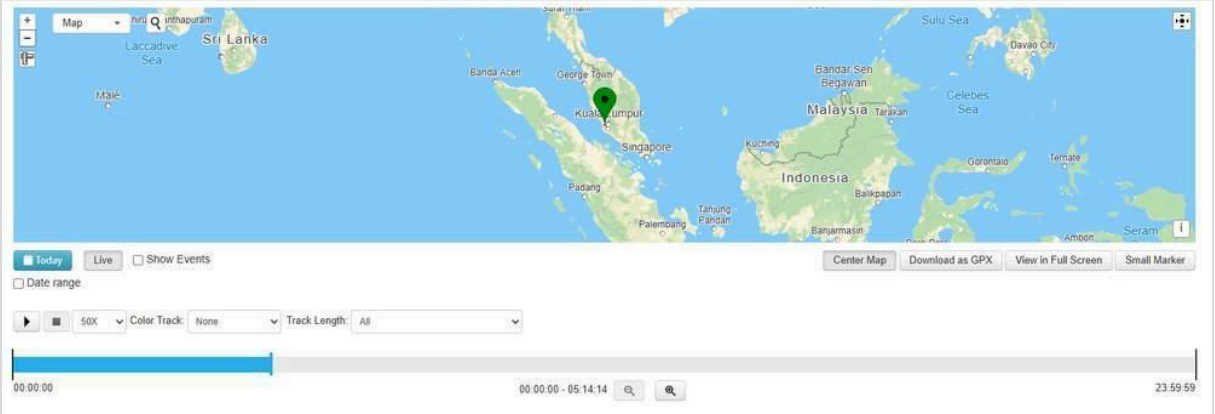
Column	What it shows
Port	The port label as marked on the hardware
Name	The name given to the port
Speed	The negotiated speed and duplex, and whether the speed is set to auto
Port Type	The port type, for example `Trunk`
VLAN	The networks carried on the port
RSTP	The RSTP state of the port
Loop Protection	Whether loop protection is on for the port
IGMP Snooping Fast Leave	The IGMP snooping fast leave state of the port
Peer Details	Details of what the port is connected to

Columns that do not apply to a port show `-`. A WAN port therefore leaves most of the switching columns empty.

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14.1.13. The Location Map

The map at the bottom of the page plots the locations the device reported and can replay a track over a selected day.



The location map. Below it are the date button, Live, Show Events and Date range on the left, and Center Map, Download as GPX, View in Full Screen and Small Marker on the right, then the playback controls and the timeline.

Control	What it does
Map	Selects the map's base layer, **Map** or **Satellite**, as on the group Dashboard map. Not shown in every organization
Zoom in	Zooms the map in
Zoom out	Zooms the map out
Attributions	Shows the map attributions
The date itself	Opens the date picker. The button is labelled with the day currently shown
Date range	Switches the selection from a single day to a range
Live	Follows the device live
Show Events	Adds events to the track
Center Map	Recentres the map on the device
Download as GPX	Downloads the displayed track as a GPX file
View in Full Screen	Expands the map to fill the browser
Small Marker	Switches the map marker to a smaller one

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Control	What it does
Playback speed	1X, 10X, 50X, 100X or 200X
Color Track	**None** or **by Speed**, colouring the track by the speed of the device
Track Length	All, Custom, 4 Hours, 3 Hours, 2 Hours, 1 Hour, 30 minutes or 15 minutes

A timeline below the map shows the span of the day, with the covered period marked and its start and end times labelled at each end.

The map also has a measuring tool. Its tooltip reads `Click to start measuring distance`. Other icon controls are the search icon, the playback start and stop buttons, and the timeline zoom buttons. The map shows positions the device has already sent and does not send commands to the device.

For a vehicle that loses connection on a route, select the day, tick **Show Events** and replay the track to see where on the route each event occurred. **Download as GPX** exports the track.

The number of points in the track is set by **GPS Location Collection** in `Group > Settings > InControl Options` (13.6.2 Low Data Usage Mode). Options range from `30 location points every minute (Default)` to `1 location point every hour`, or `Disabled`.

A marker can show a past location. If its tooltip reads **This marker indicates the device's location in the past**, the marker shows an earlier location, not necessarily the current one.

14.1.14. Controls Elsewhere on This Screen

Control	What it does
Dashboard	Opens the Dashboard of the group the device belongs to
Next >	Moves to the next device in the same group
Edit	On the **Information** heading line. Opens the editable form for the Information block
Show All	Expands Information in place, and changes to **Hide**
Event Log	Opens the Event Log for this device
[Show]	Expands Feature Activation in place, and changes to **[Hide]**

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Control	What it does
Location coordinates	Opens a Google Maps search for the reported coordinates, a third-party site outside InControl 2
Details	Opens the detail view for that Status row. One appears against each WAN, against each SpeedFusion Connect peer and against Routes
Show Port List	Opens the port table in place, and changes to **Hide Port List**
Wi-Fi AP toggle	Turns the device's Wi-Fi AP on or off from this page. Its tooltip states the current state and the effect of clicking, for example `Wi-Fi AP currently on. Click to turn off.` While Wi-Fi AP scheduling is enabled, the switch is replaced by an information icon whose tooltip reads `Wi-Fi AP scheduling is enabled. Manual AP toggling is unavailable.` The heading line badge `AP availability is scheduled` reports the same condition

> ***Caution:*** *Turning Wi-Fi AP off with the* ***Wi-Fi AP toggle*** *disconnects every wireless client on this device. Read the tooltip, which states the current state and the effect, before clicking.*

Notes on two of these controls:

- **Edit** opens the form for changing the Information fields.
- Each **Details** link applies to the row it is on. The link on a cellular WAN row covers that WAN, and the link on Routes covers the routes.

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15. Device Reports

The Reports menu of a single device contains thirteen read-only screens covering traffic, availability, wireless, deep packet inspection and logging for that device. Each screen uses the data the device has reported to InControl 2, so a device with little activity shows **No data available** on some screens. Reporting at group and organization level is covered in separate chapters (see 11 Reports and 4 Organization Reports). Several reports offer longer date ranges at group level than at device level. The retention window differs by report family and by level, so check the date range of each screen.

Which report answers which question

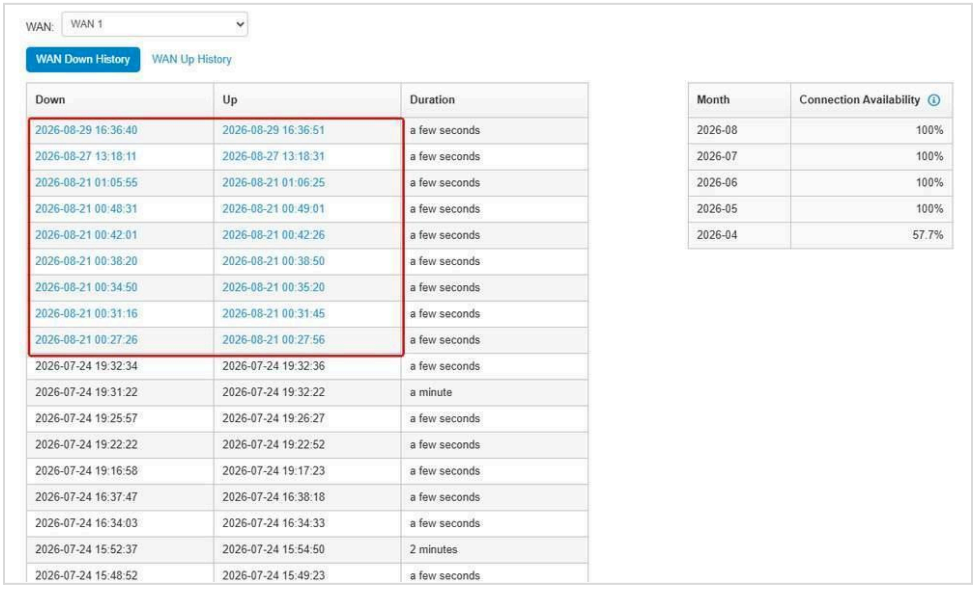
Question	Go to	See
Did the device restart or lose power?	**Device Availability** on Device Reports, and **Uptime** on Device Details	15.2.3 Internet Availability and Device Availability, 14.1.4 Information
Which WAN dropped, when, and for how long?	Connection Up/Down History, **WAN** tab	15.12 Connection Up/Down History
What happened around that drop?	Select the timestamp in Connection Up/Down History: the Event Log opens on a ten minute window	15.9 Event Log (Device Level)
Was the link degraded before it dropped?	WAN Quality Reports, latency with **WAN Up** and **WAN Down** marks	15.6 WAN Quality Reports
Was the cellular signal weak?	WAN Quality Reports with the cellular WAN selected: RSRP, SINR and RSRQ over time	15.6.4 Cellular Signal
Did SpeedFusion keep the site up?	SpeedFusion Score, WAN table, and Connection Up/Down History, **SpeedFusion VPN** tab	15.1 SpeedFusion Score, 15.12 Connection Up/Down History
Who or what used the data?	Top Clients by Usage, DPI Reports, and Bandwidth and Usage Reports on **Monthly**	15.2.4 Top Clients by Usage, 15.4 DPI Reports, 15.7 Bandwidth and Usage Reports

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Question	Go to	See
What was the monthly availability?	Connection Up/Down History, monthly table	15.12.3 Monthly Availability
Why is traffic blocked?	Firewall Log, Content Blocking Log	15.10 Firewall Log, 15.11 Content Blocking Log



Device Availability, outlined in red, on Device Reports. A day below 100 percent is a day on which the device was not running for the full day.



The linked Down and Up timestamps, outlined in red, on the WAN tab. Selecting one opens the Event Log on a ten minute window around it.

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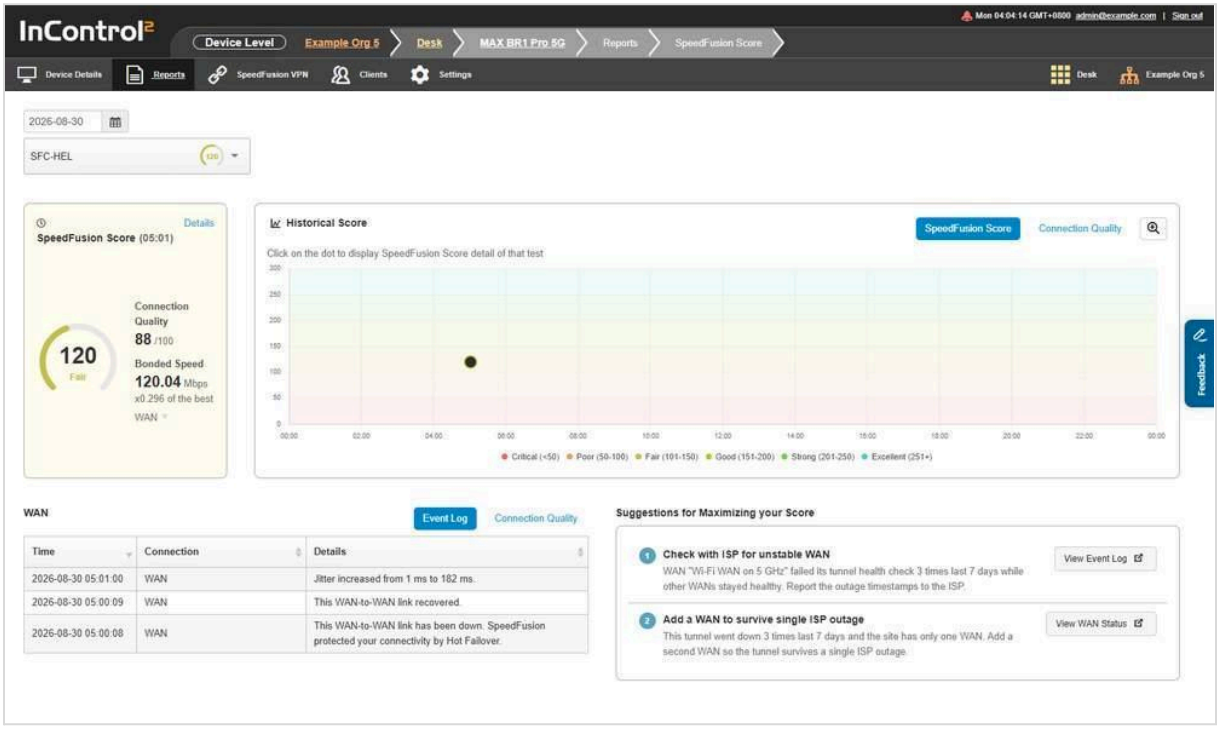
15.1. SpeedFusion Score

Rates one SpeedFusion profile at a point in time and lists InControl 2's suggestions for improving it. Use it to assess the health of a tunnel.

To find the weakest tunnels in a group, check the **SpeedFusion Score** column on the group Dashboard (10.1.3 The Devices Grid), then open this screen on the devices with the lowest scores.

Where to find it

`Device > Reports > SpeedFusion Score`



SpeedFusion Score with a date and profile selected. The score and its rating are at the top, with Historical Score, WAN and Suggestions below.

15.1.1. Date and Profile

When opened without a selection, the screen selects today's date and one of the device's SpeedFusion profiles, and shows that profile's latest score. A device with no score history shows **No data available**. Two controls set what is reported:

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Control	What it selects
Date field	The day to report on
Profile selector	The SpeedFusion profile to score. Lists the profiles configured on the device. The score is per profile, not per device: a device with several SpeedFusion profiles has a separate score for each, and the scores can differ widely

Changing either control redraws the report for that day and profile. Both a date and a profile are required. If the screen shows **No data available**, check both selectors.

15.1.2. The Score

The section heading shows the time of the test, for example **SpeedFusion Score(05:01)**.

Field	What it shows
SpeedFusion Score	The score as a number, with a rating word below it, such as Fair
Connection Quality	A score out of 100 for the test
Bonded Speed	Throughput in Mbps, with the same figure expressed as a multiple of the best single WAN, for example x0.296 of the best WAN

Details opens the **Score Detail** dialog, a reference table of the rating scale, one row per rating from Excellent down to Critical:

Column	What it shows
Scale	The rating word
SpeedFusion Score	The score range for that rating, for example 151 to 200 for Good
Description	A short description of the rating

Close closes the dialog.

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The Score Detail dialog opened from Details. It lists each rating with its score range and a description. Close closes it.

The **Bonded Speed** multiple compares the bonded speed (download plus upload) with the speed of the best single WAN from its most recent per WAN test. A multiple below x1 means the tunnel delivered less than that WAN alone.

15.1.3. Historical Score

Plots scores over time, to show whether a profile is degrading. It has two views:

View	What it plots
SpeedFusion Score	The score across the period
Connection Quality	The connection quality figure across the period

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Historical Score for one day. Each dot is a test, and the background bands match the rating legend below. SpeedFusion Score and Connection Quality switch the view.

The chart states **Click on the dot to display SpeedFusion Score detail of that test**. Each point is a test that can be opened.

Open Historical Report is a separate control in this section.

The chart legend shows the score range for each rating:

Rating	Score
Critical	Below 50
Poor	50 to 100
Fair	101 to 150
Good	151 to 200
Strong	201 to 250
Excellent	251 and above

The scale is open ended at the top. There is no maximum score.

15.1.4. WAN

A table of the events behind the score, with two views, **Event Log** and **Connection Quality**.

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Time	Connection	Details
2026-08-30 05:01:00	WAN	Jitter increased from 1 ms to 182 ms.
2026-08-30 05:00:09	WAN	This WAN-to-WAN link recovered.
2026-08-30 05:00:08	WAN	This WAN-to-WAN link has been down. SpeedFusion protected your connectivity by Hot Failover.

The WAN table. Each row shows the time, the connection and the event, here a jitter increase, a link going down and the same link recovering.

Column	What it shows
Time	Timestamp of the event
Connection	The WAN the event relates to
Details	The event, for example a jitter increase, a link going down, or a link recovering

The table states when SpeedFusion maintained connectivity, for example **This WAN-to-WAN link has been down. SpeedFusion protected your connectivity by Hot Failover.**

15.1.5. Suggestions for Maximizing Your Score

InControl 2 lists specific recommendations based on the device's recorded data. Each has a heading, an explanation citing that data, and a control that opens the relevant screen.

Control	Where it goes
View Event Log	The device's Event Log
View WAN Status	The device's overview screen

Each suggestion states the cause and the next step. For example, **Check with ISP for unstable WAN** explains that one WAN failed its tunnel health check 3 times in the last 7 days while the other WANs remained healthy, and advises reporting the outage timestamps to the ISP.

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15.1.6. Controls on This Screen

Control	What it does
Date field	Sets the day to report on
Profile selector	Selects the SpeedFusion profile to score
Details	Opens the Score Detail dialog, a table of the rating scale
SpeedFusion Score	Switches Historical Score to the score view
Connection Quality	Switches Historical Score to the connection quality view
Open Historical Report	Opens the historical report
Event Log	Switches the WAN panel to its event view
Connection Quality	Switches the WAN panel to its connection quality view
View Event Log	Opens the device's Event Log
View WAN Status	Opens the device's overview screen

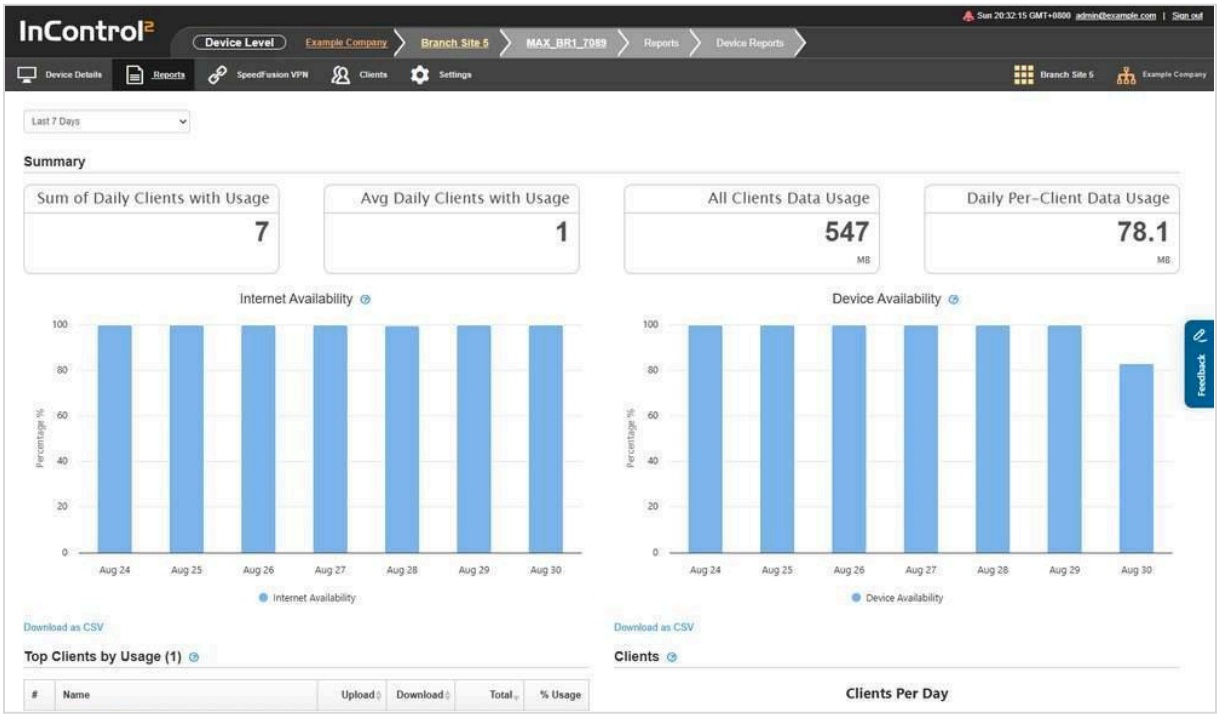
15.2. Device Reports (Device Level)

Shows clients, data usage and uptime for one device over a selected date range.

Where to find it

`Device > Reports > Device Reports`

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The top of Device Reports. The date range selector is above the Summary tiles, and a Download as CSV link is below each chart.

15.2.1. Choosing the Date Range

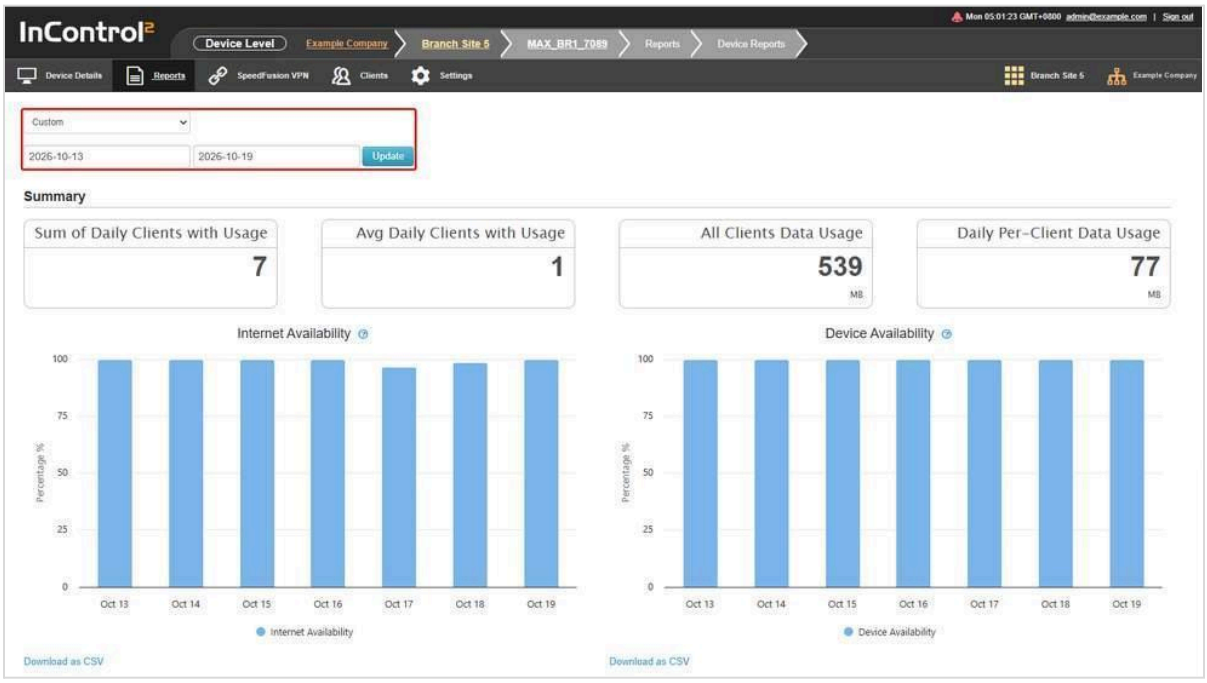
A single date range selector above the report applies to every section on the page. At device level, the available ranges depend on the device. Every device offers these five:

- Today
- Yesterday
- Last 7 Days
- Last 31 Days
- Custom

Many devices also offer longer ranges, up to the same eight as group level: **Last 91 Days**, **Last 182 Days** and **Last 12 Months**.

Custom sets a start and end date instead of a preset range. Selecting it adds two date fields and an **Update** button below the selector: the left field is the start date and the right field the end date. Both are pre-filled with the current period, in the format `YYYY-MM-DD`. Click **Update** to redraw the report.

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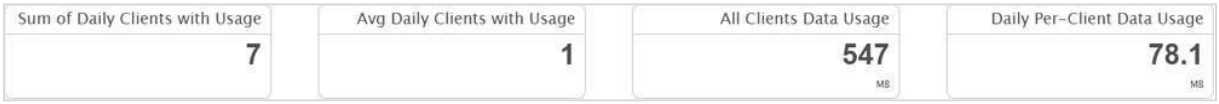


Device Reports with Custom selected. The selector, the two date fields and Update, outlined in red, are above the Summary tiles.

If the required range is not offered on the device, a summary report can be found at `Group > Reports > Device Reports` (11.2 Device Reports (Group Level)), which always offers Last 91 Days, Last 182 Days and Last 12 Months.

15.2.2. Summary

Four tiles are shown at the top of the page.



The four Summary tiles. The two data usage tiles show their unit, MB here, below the figure.

Tile	What it reports
Sum of Daily Clients with Usage	Daily counts of clients that passed traffic, added across the range

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Tile	What it reports
Avg Daily Clients with Usage	The daily average of that count
All Clients Data Usage	Total data passed by all clients in the range
Daily Per-Client Data Usage	Data per client per day

15.2.3. Internet Availability and Device Availability

Two separate charts, each plotted as **Percentage %** against a daily axis for the selected range. Their information icons give the formula used.

Chart	How it is calculated
Internet Availability	Total amount of InControl 2 online time of the device in the day, divided by total uptime of the device in the day
Device Availability	Total uptime of the device in the day, divided by total amount of time of the day

The two charts measure different things:

- **Device Availability** is the share of the day the device was powered on and running.
- **Internet Availability** is the share of that running time during which the device could reach InControl 2.

A device that runs all day but loses its WAN shows 100 percent device availability and less than 100 percent internet availability.

Internet Availability is measured as time connected to InControl 2. It reflects the device's reachability, not each client's internet experience. For per link figures, use Connection Up/Down History.

Download as CSV below the charts exports both availability series in one file.

15.2.4. Top Clients by Usage

The heading shows the row count in brackets, for example **Top Clients by Usage (1)**.

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#	Name	Upload	Download	Total	% Usage
1	max-hd2-7d39	212.9 MB	358.2 MB	571.1 MB	100.00%

A Top Clients by Usage row. The client Name is a link, and % Usage shows that client's share of all client usage.

Column	What it shows
#	Rank within the range
Name	Client name
Upload	Data sent by the client
Download	Data received by the client
Total	Upload plus download
% Usage	That client's share of all client usage

The section's information icon states that each client's usage figures are the sum of that client's usage on the device across the selected period.

Use this table with DPI Reports, which shows application categories, to identify the clients or traffic types that used the data on a metered link.

15.2.5. Top Client Device Manufacturers

#	Manufacturer	# Clients	% Clients	Usage	% Usage
1	Peplink	1	100.00%	551.1 MB	100.00%

The manufacturer table. The information icons on # Clients and Usage state that clients not identified by MAC address are excluded.

Column	What it shows
#	Rank within the range
Manufacturer	Manufacturer resolved from the client MAC address
# Clients	Number of clients from that manufacturer
% Clients	That manufacturer's share of the client count

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Column	What it shows
Usage	Data passed by those clients
% Usage	That manufacturer's share of total usage

The table has two information icons:

- The client count is a breakdown of all connected clients by manufacturer within the selected period. **Clients not identified by MAC address are excluded.**
- The usage figures show data consumed by each manufacturer's clients within the selected period, with the same MAC address exclusion.

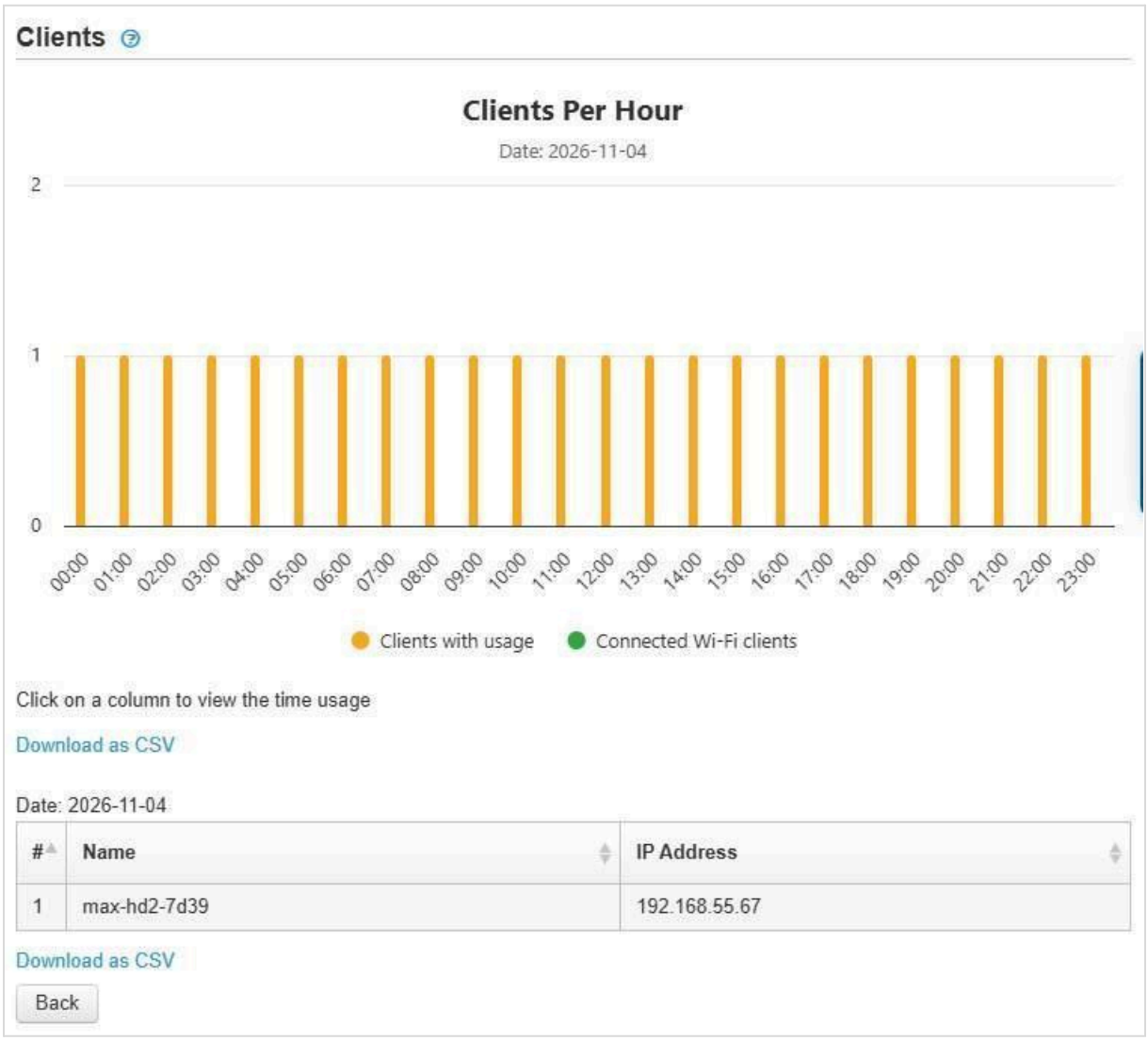
15.2.6. Clients

A daily chart headed **Clients Per Day**, with two series:

Series	What it counts
Clients with usage	Unique clients that accessed the device and consumed data on that date
Connected Wi-Fi clients	Connected Wi-Fi clients only. **Ethernet clients are excluded**

The chart shows the instruction **Click on a column to view the day's hourly usage**. Clicking the bar for a date replaces the daily chart with **Clients Per Hour** for that day, and adds a table below it headed with the date. The table lists the clients counted on that day, with **#**, **Name** and **IP Address** columns, its own **Download as CSV** link and a **Back** button.

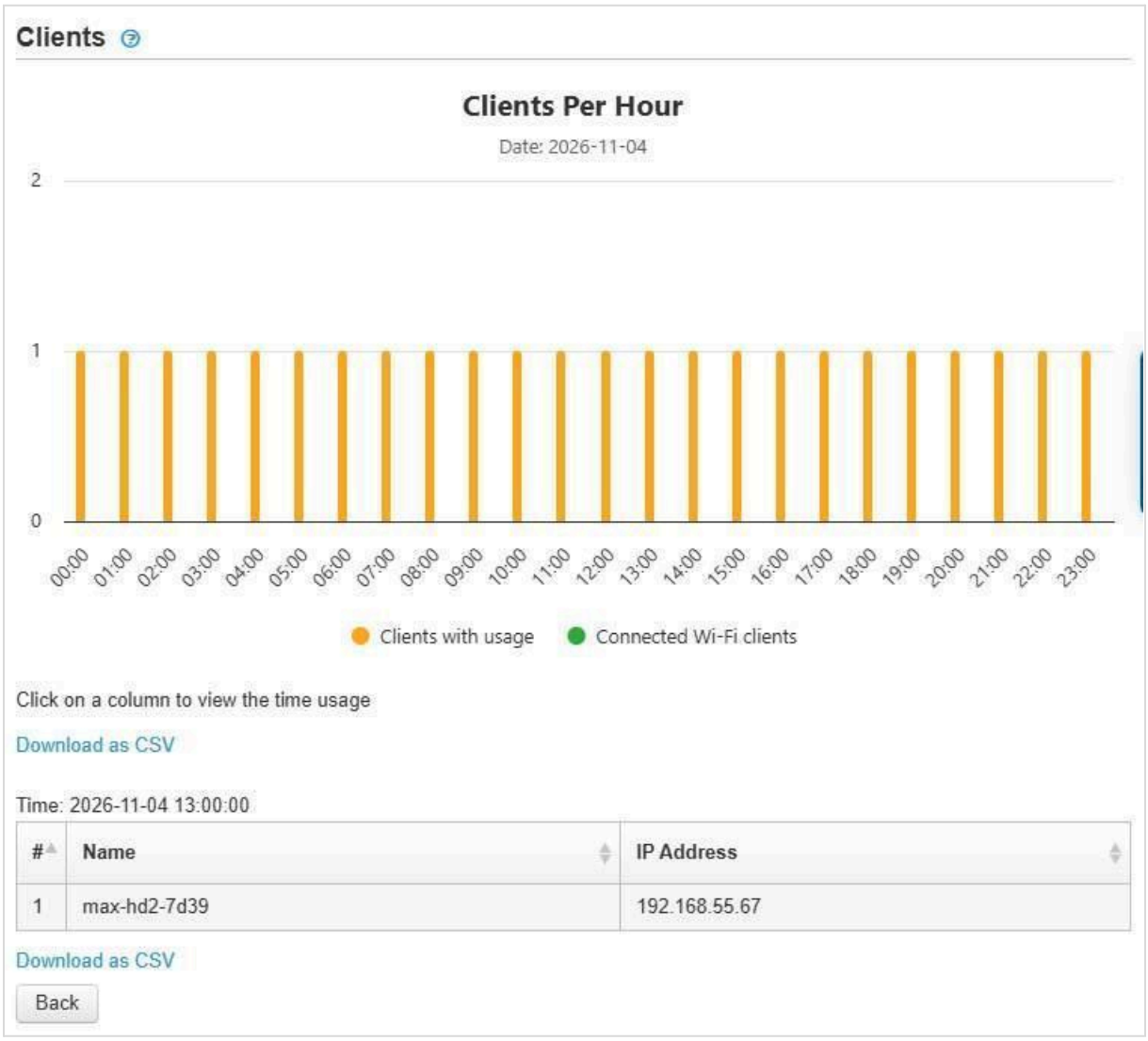
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The Clients section after a day's column is clicked. Clients Per Hour is above, and the table headed Date lists that day's clients.

The hourly chart carries the instruction **Click on a column to view the time usage**. Clicking an hour column narrows the table to the clients counted in that hour, and the heading above the table changes from the date to the time.

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After an hour column is clicked. The table heading reads Time with the hour, and only the clients of that hour are listed.

Back returns to the daily chart.

How clients are counted

The hourly chart and the daily bar use different counting rules.

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View	Rule
Hourly chart	A client connected across several hours is counted **once in each of those hours**
Daily bar	The same client is counted **only once for the day**

The sum of the hourly figures therefore exceeds the daily count. Use the daily bar for a day's client count, and the hourly chart to see when clients were present.

Clients are identified primarily by MAC address, and then by IP address. **Top Client Device Manufacturers** excludes clients not identified by MAC address, while the **Clients** chart falls back to IP address.

15.2.7. Controls on This Screen

Control	What it does
Date range selector	Sets the reporting period for every section on the page
Download as CSV	Exports the section above it, for the selected start and end dates. Available on Internet Availability, Device Availability, Top Clients by Usage, Top Client Device Manufacturers and Clients. Not available on the Summary tiles
Back	Below the Clients section after a day or hour column is clicked. Returns to the daily chart

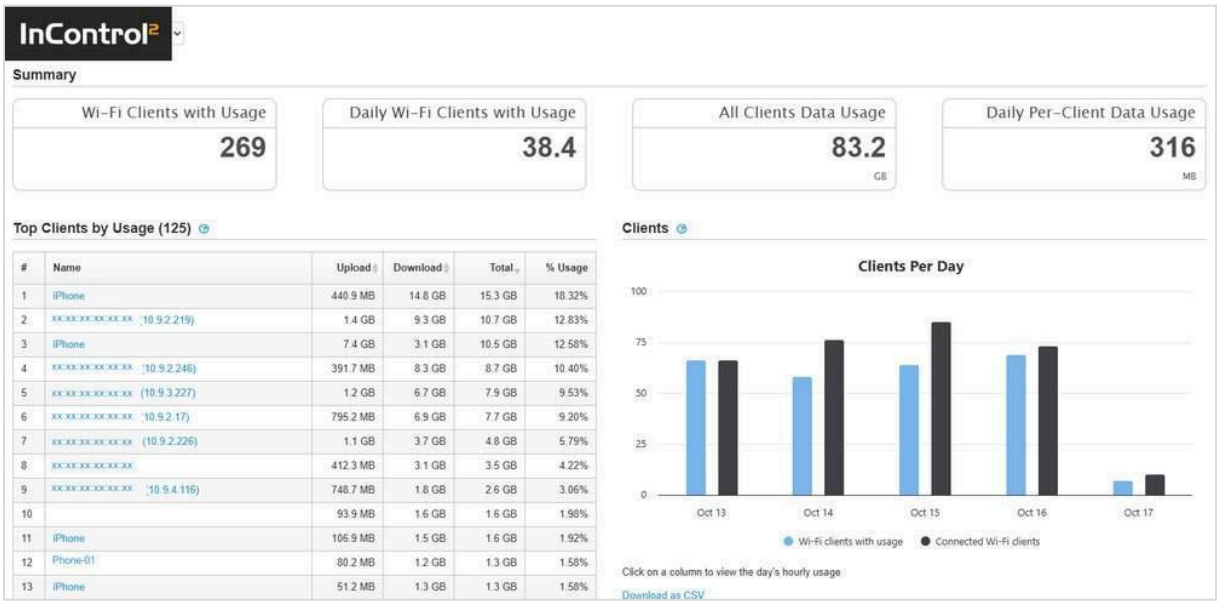
15.3. Wi-Fi Reports (Device Level)

Shows wireless clients and SSID usage on one device.

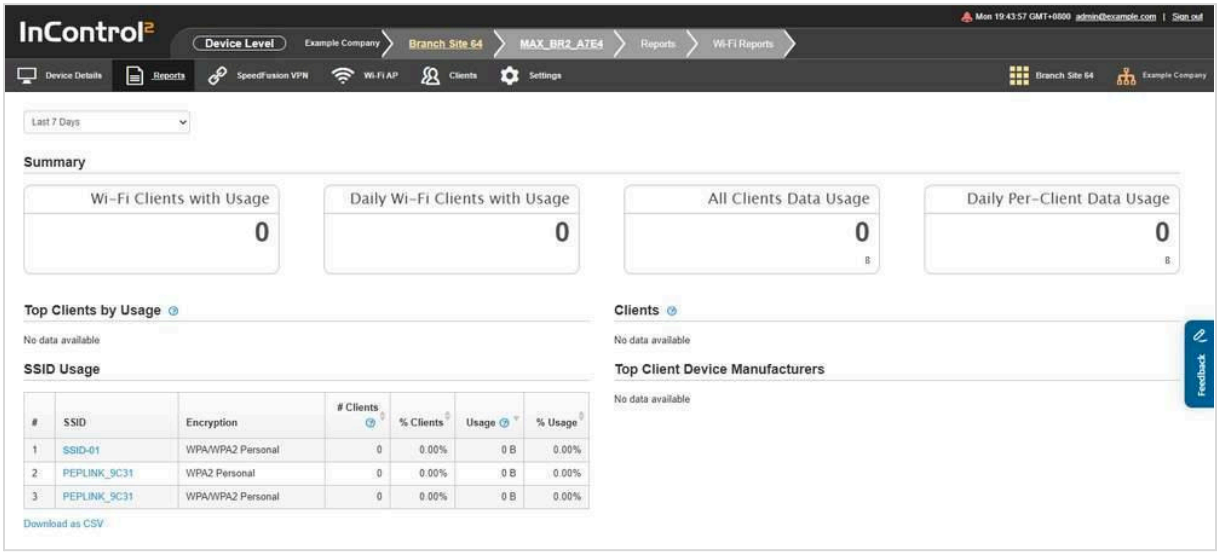
Where to find it

`Device > Reports > Wi-Fi Reports`

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Wi-Fi Reports for the last 7 days on an access point with clients. The four Summary tiles are above Top Clients by Usage on the left and the Clients Per Day chart on the right.

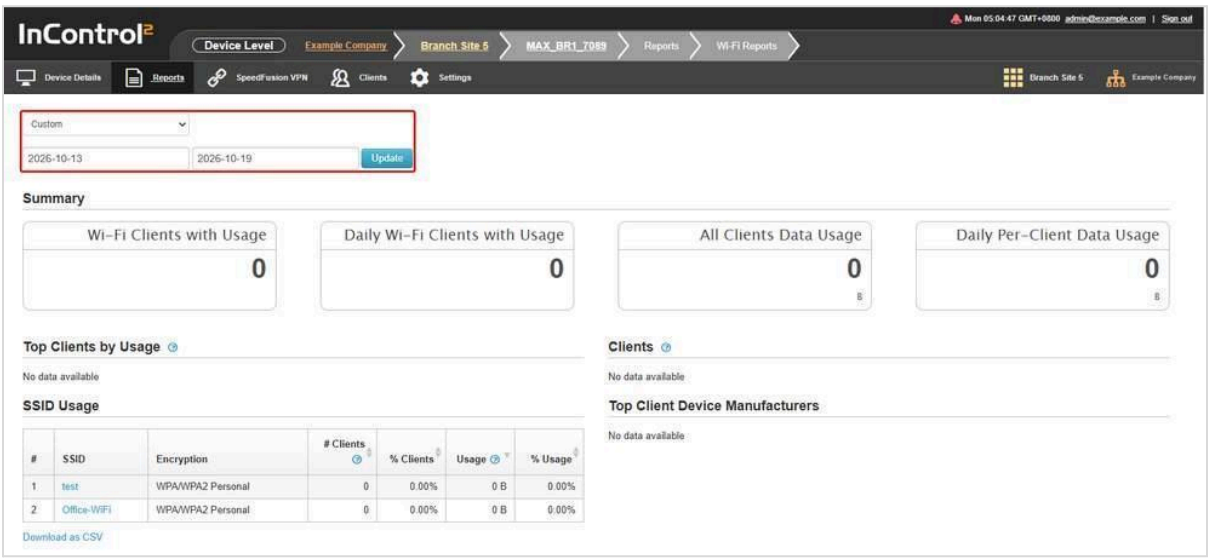


Wi-Fi Reports on a device with no wireless clients. SSID Usage lists every configured SSID with zero counts, and the other sections show No data available.

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15.3.1. Choosing the Date Range

The available ranges depend on the device. Every device offers Today, Yesterday, Last 7 Days, Last 31 Days and Custom. Many also offer Last 91 Days and Last 182 Days, and some also offer Last 12 Months. **Custom** works as on Device Reports (15.2.1 Choosing the Date Range).



Wi-Fi Reports with Custom selected. The selector, the two date fields and the Update button, outlined in red, are above the Summary tiles.

If the required range is not available on the device, a summary report can be found at `Group > Reports > Wi-Fi Reports` (11.3 Wi-Fi Reports (Group Level)), which always offers up to Last 12 Months.

15.3.2. Summary



The four Wi-Fi Summary tiles, all showing zero on a device with no wireless client traffic.

Tile	What it reports
Wi-Fi Clients with Usage	Wi-Fi clients that passed traffic in the range
Daily Wi-Fi Clients with Usage	The daily figure for the same count

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Tile	What it reports
All Clients Data Usage	Total data passed by Wi-Fi clients in the range
Daily Per-Client Data Usage	Data per Wi-Fi client per day

15.3.3. Top Clients by Usage

Ranks the clients that used data on this device in the selected period. The information icon states that each client's usage figures are the sum of that client's usage on the device across the selected period, as on Device Reports.

Column	What it shows
#	Rank within the period
Name	The client's name, which links to the client
Upload	Data the client sent
Download	Data the client received
Total	Upload and download combined
% Usage	The client's share of the usage total

Download as CSV is below the table.

15.3.4. SSID Usage

Lists every configured SSID, even when no client has associated. A row of zeros means the SSID exists and carried no traffic.

#	SSID	Encryption	# Clients	% Clients	Usage	% Usage
1	SSID-01	WPA/WPA2 Personal	0	0.00%	0 B	0.00%
2	PEPLINK_9C31	WPA2 Personal	0	0.00%	0 B	0.00%
3	PEPLINK_9C31	WPA/WPA2 Personal	0	0.00%	0 B	0.00%

SSID Usage listing three configured SSIDs, each with zero clients and zero usage. The information icons are below # Clients and beside Usage.

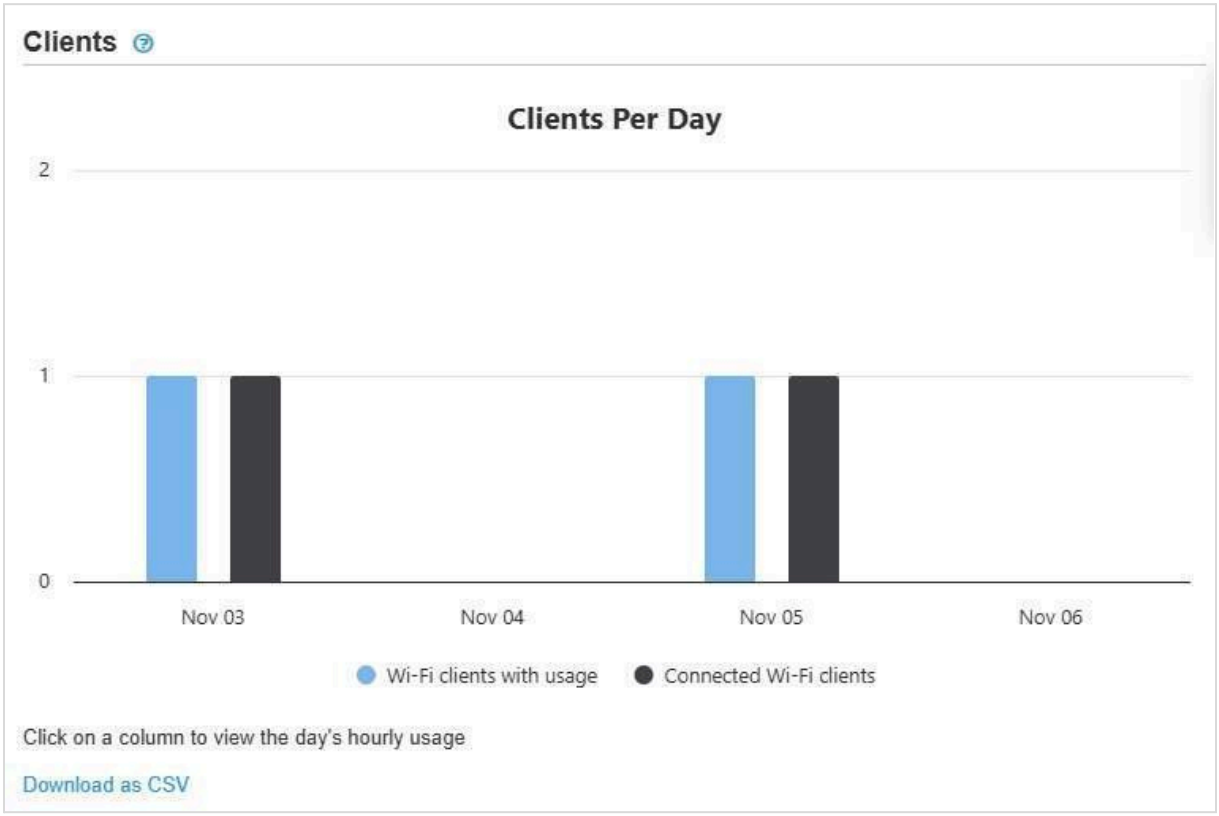
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Column	What it shows
#	Row number
SSID	The SSID name. The same name can appear on more than one row, with a different **Encryption** value on each, so identify rows by name and encryption together
Encryption	The SSID's encryption mode, for example WPA/WPA2 Personal
# Clients	Wi-Fi clients connected to that SSID on this device within the selected period
% Clients	That SSID's share of the client count
Usage	Data consumed by Wi-Fi clients on that SSID on this device in the selected period
% Usage	That SSID's share of total usage

The information icons on the client count and usage figures state that both are limited to this device and the selected period.

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15.3.5. Clients



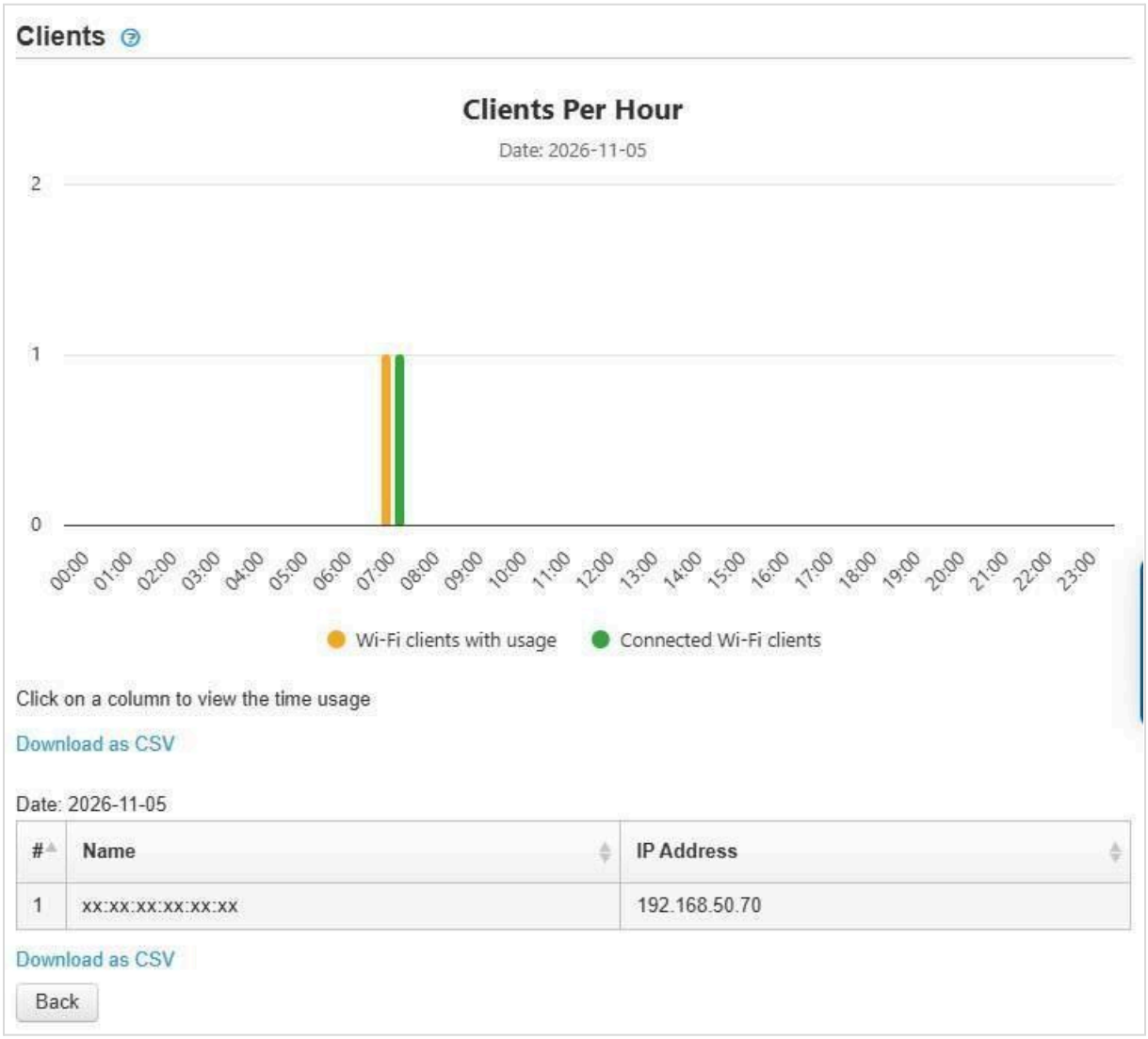
The Clients chart on Wi-Fi Reports, headed Clients Per Day, with one pair of columns per day and Download as CSV below it.

The chart has two series, matching the pair on Device Reports:

Series	What it counts
Wi-Fi clients with usage	Unique Wi-Fi clients that accessed the device and consumed data on that date
Connected Wi-Fi clients	Connected Wi-Fi clients only. Ethernet clients are excluded

Clicking the bar for a date opens a chart of the connected client count for each hour of that day, with a table below it listing that day's clients by **Name** and **IP Address**. Clicking an hour column narrows the table to that hour, and **Back** returns to the daily chart, exactly as on Device Reports.

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After a day's column is clicked: Clients Per Hour above, and the table of that day's clients below, with its own Download as CSV link and Back.

The counting rules are also the same as on Device Reports (15.2.6 How clients are counted):

View	Rule
Hourly chart	A client connected across several hours is counted **once in each of those hours**

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View	Rule
Daily bar	The same client is counted **only once for the day**

15.3.6. Top Client Device Manufacturers



The manufacturer breakdown for an access point with Wi-Fi clients. Unidentified clients are grouped on the Unknown row. The information icons are on # Clients and Usage.

The table breaks down the device's connected clients by manufacturer for the selected range, sorted by **Usage**. Information icons on **# Clients** and **Usage** state that clients not identified by MAC address are excluded. Clients whose manufacturer cannot be resolved are grouped as **Unknown**. **Download as CSV** is below the table. The columns are:

Column	What it shows
#	Rank within the range
Manufacturer	Manufacturer resolved from the client MAC address
# Clients	Number of clients from that manufacturer
% Clients	That manufacturer's share of the client count

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Column	What it shows
Usage	Data passed by those clients
% Usage	That manufacturer's share of total usage

15.3.7. Controls on This Screen

Control	What it does
Date range selector	Sets the reporting period for the whole page
Download as CSV	Exports the section above it, for the selected start and end dates. A link appears below each section that has data
Back	Below the Clients section after a day or hour column is clicked. Returns to the daily chart

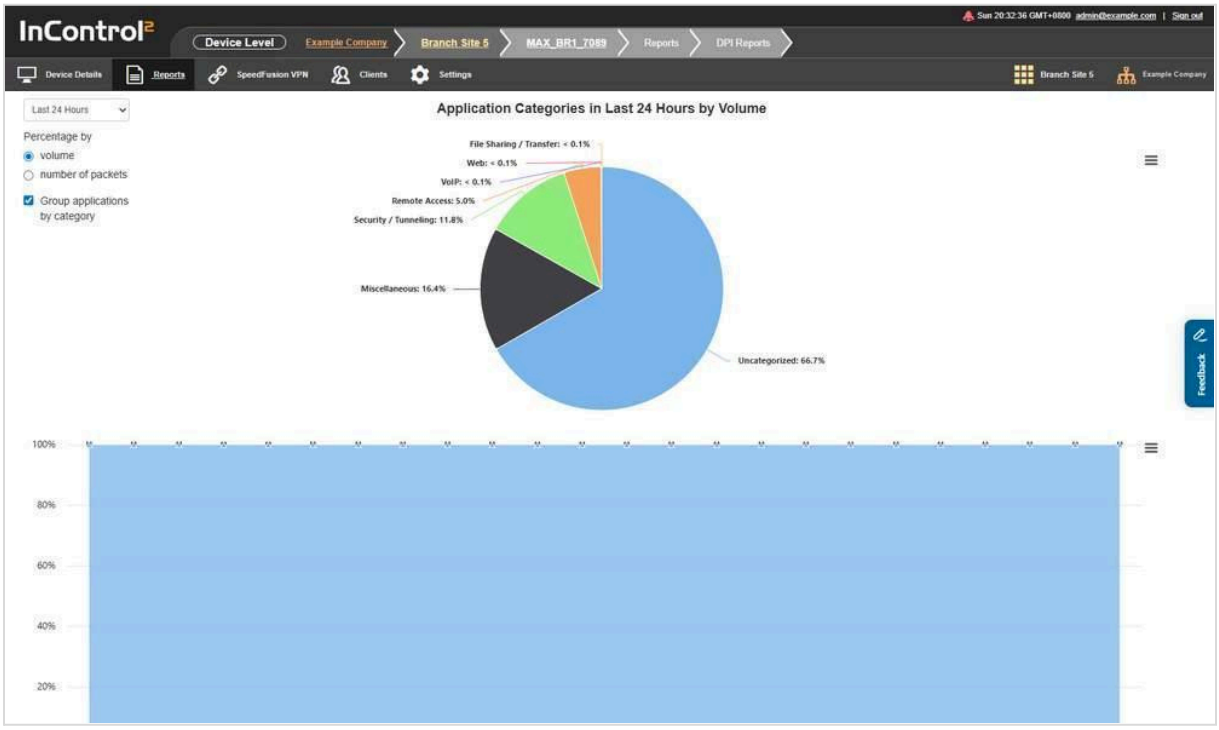
15.4. DPI Reports

Shows which application categories used the data on this device, identified by deep packet inspection, for example on a metered link.

Where to find it

`Device > Reports > DPI Reports`

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DPI Reports. The pie chart shows the category split for the selected period, and the stacked chart below plots the same split by hour.

15.4.1. What This Screen Shows

- A single section whose heading reflects the current selections, for example **Application Categories in Last 24 Hours by Volume**.
- A pie chart showing each category's share, labelled with the percentage. Very small shares are shown as `< 0.1%`. The pie labels only categories with a measurable share, so a category can appear in the chart legend but not on the pie.
- A stacked chart below, plotting the same categories across the period, with an hourly axis on the Last 24 Hours setting and a 0 to 100 percent scale.
- The page states that any application's hourly data size smaller than 1 MB is rounded down to 0. Low volume applications can therefore show as zero.

Example categories:

- Uncategorized
- Miscellaneous
- Security / Tunneling
- Remote Access

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- VoIP
- Web
- File Sharing / Transfer
- Gaming
- Audio Video Streaming

Uncategorized is a separate category and can be the largest share on a device whose traffic is mostly tunnelled.

15.4.2. Controls on This Screen

Control	What it does
Range selector	Sets the reporting period. Options are Last 24 Hours, Last 7 Days, Last 31 Days
Percentage by: volume	Weights the breakdown by data volume
Percentage by: number of packets	Weights the breakdown by packet count
Group applications by category	Groups individual applications into their category. When cleared, the chart lists applications instead of categories. This section describes the category view, with the box ticked

This screen has no **Download as CSV** control.

15.5. Site Survey

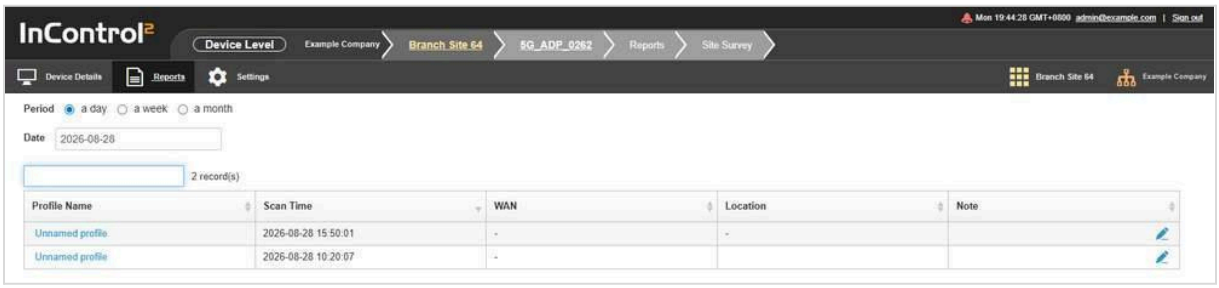
Lists the wireless scans recorded by the device, one row per scan, for example to check coverage at a site.

The menu entry is listed on 5G cellular devices, for example MAX BR2 Pro, MAX BR1 Pro 5G and 5G Adapter. The device menu varies by product type and device state, so the entry is not listed on every device.

Where to find it

`Device > Reports > Site Survey`

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Site Survey with a period and date selected. The record count is above the table, and the scans are listed newest first.

15.5.1. Choose a Period and a Date

When opened without a selection, the screen selects the latest day on which the device recorded scans and lists those records. Use **Period** and **Date** to list a different span.



The Period radio buttons, set to a day, with the Date field below them.

Control	Options
Period	a day, a week, a month
Date	The day, week or month to list, depending on the selected Period

Above the table, InControl 2 shows the number of matching scans, in the form **11 record(s)**. The count covers the whole result, not only the current page. A count higher than the visible rows means there are further pages.

15.5.2. The Scan Table



The scan table, with the search box and the record count above it. The pencil icon at the end of each row is in the Note column. Location values are hidden in this image.

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Column	What it shows
Profile Name	The name of the scan profile that produced the record. Scans are recorded per profile, so the name repeats across rows when a profile scans on a schedule
Scan Time	When the scan ran
WAN	The connection used for the scan
Location	The device's location at the time
Note	Free text recorded for the scan. A dash means no note

The table is paged, with **Previous** and **Next** controls. This screen has no **Download as CSV** control.

15.5.3. Controls on This Screen

Control	What it does
Period: a day / a week / a month	Sets the span the Date field covers
Date	Sets the day, week or month to list
Search	Filters the listed scans
Previous, Next	Page through the scan list

15.6. WAN Quality Reports

Charts the quality of one WAN connection at a time, showing whether a WAN degraded before it dropped. Throughput has a separate export.

Where to find it

`Device > Reports > WAN Quality Reports`

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15.6.1. Selecting a WAN

One of the device's WANs is already selected when the screen opens, and the chart shows that WAN for the date in the date picker. The **WAN:** selector lists every connection on the device, and the heading shows the selection, for example **WAN Quality - Cellular**.

Example options:

- Please Select...
- Cellular/1
- Cellular/2
- Cellular/3
- VLAN WAN 1
- WAN
- Wi-Fi WAN on 2.4 GHz
- Wi-Fi WAN on 5 GHz
- Cellular

The list is built from the device's connections, so it differs by device. A device with multiple cellular modems lists each modem separately, for example Cellular/1, Cellular/2 and Cellular/3. The heading shows the option selected.

The series shown depend on the WAN. For a wired WAN with data, the chart plots latency against a **Latency (ms)** axis and a time axis, with **WAN Up** and **WAN Down** annotations. For a cellular WAN, the chart offers signal series instead. Tick **Throughput** to add per-minute throughput to the chart. A WAN with no data for the day shows **No data available**. In that case, check the date picker at the top and the selected WAN.

15.6.2. Zoom

A row of zoom levels sets the span of the chart:

- 10 Mins
- 30 Mins
- 3 Hours
- 6 Hours
- 12 Hours
- All

All can take longer to refresh than the other zoom levels.

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Two time fields in the same row, separated by an arrow, show the span the chart covers.

15.6.3. Choosing the Date

The date picker at the top of the screen sets the day shown on the chart. Tick **Date range** beside it to chart a range of days.

The selector in the **Download as CSV:** row at the bottom of the screen offers the date chosen in the date picker first, then whole months. It applies to the CSV export only. It does not change the chart.

15.6.4. Cellular Signal

Use this procedure to determine whether a cellular connection went down because of poor signal. The signal history of a cellular WAN is available on this screen, not on Device Details.

1. Open `Device > Reports > WAN Quality Reports`.
2. In **WAN:**, select the cellular WAN.
3. Set the day with the date picker at the top.
4. Tick the series to plot. The available series depend on the WAN and on the data it has reported. A cellular WAN offers:
5. Hover over a point on the chart to display the raw values for that moment.

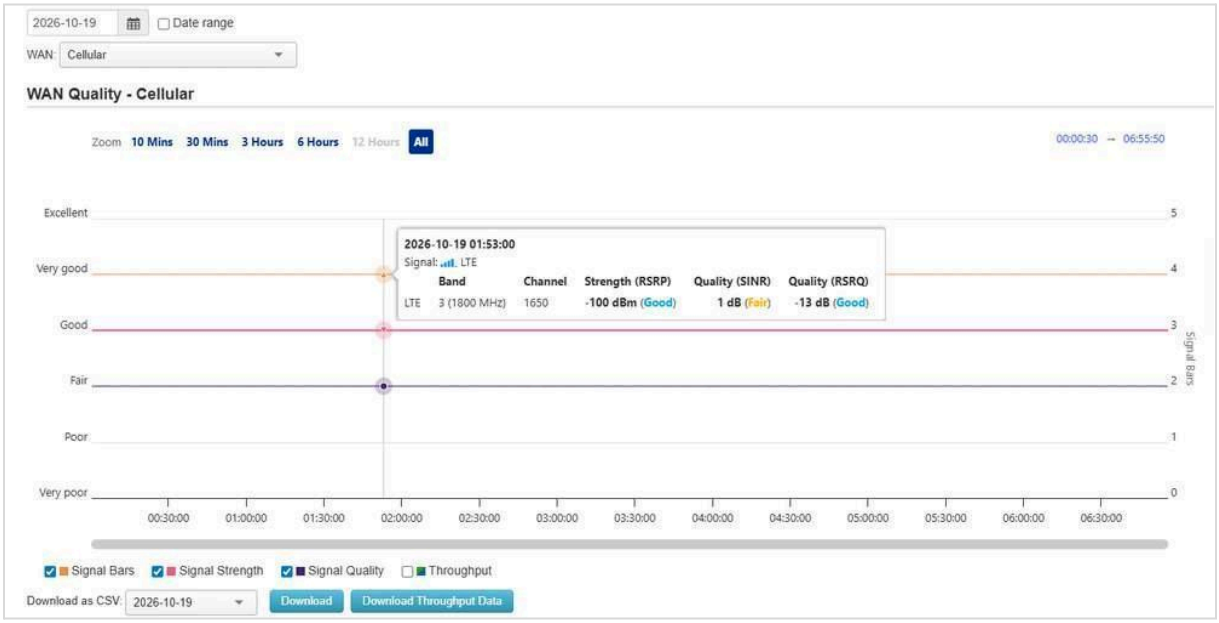
- **Signal Bars**, read against the right axis, 0 to 5
- **Signal Strength** and **Signal Quality**, plotted as levels on the left axis, from **Very poor** through **Poor**, **Fair**, **Good** and **Very good** to **Excellent**
- **Throughput**
- Latency and packet loss, only where the WAN has such data

The hover box shows the radio technology and a table with these columns:

Column	Shows
Band	The band in use, with its frequency
Channel	The channel number
Strength (RSRP)	Reference signal received power in dBm, with a level word such as **Good**

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Column	Shows
Quality (SINR)	Signal to interference plus noise ratio in dB, with a level word
Quality (RSRQ)	Reference signal received quality in dB, with a level word

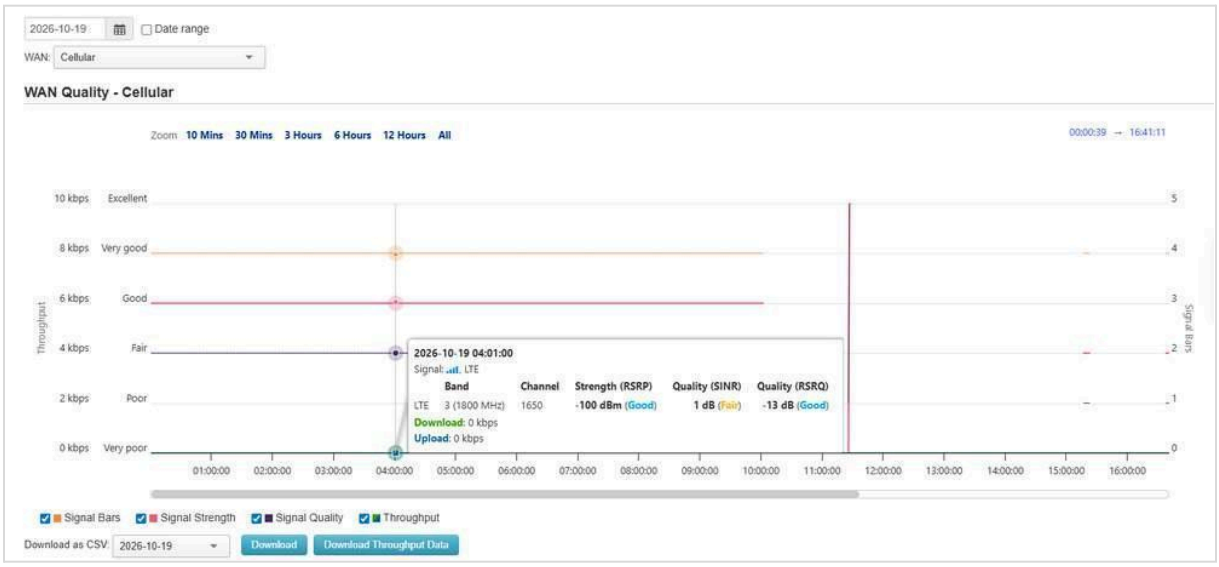


WAN Quality with a cellular WAN selected in WAN: and the day set with the date picker at the top. The hover box shows the band, channel, RSRP, SINR and RSRQ, with a level word for each.

Hover box details:

- The first column shows the radio technology of the row, for example **LTE**.
- The bars icon after **Signal:** shows the Signal Bars value at that moment. It appears on samples that include a Signal Bars value.
- Each level word is colour coded, from **Excellent** in green down to **Very poor**. All six words used on the left axis also appear in the hover box.
- Band and channel follow the radio and can change during the day.
- With **Throughput** ticked, the hover box adds **Download** and **Upload** in kbps at each per minute point, and a **Throughput** axis in kbps appears on the far left.
- The time in the hover box depends on the zoom level. At **All** it is rounded to the minute. At **30 Mins** or **10 Mins** it is the exact sample time.
- Periods without signal samples are blank on the chart. Hovering over a blank period shows the nearest sample.

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All four series ticked. The hover box adds Download and Upload below the signal table, and the Throughput axis in kbps is on the far left.



30 Mins zoom. Signal Quality rises from Poor to Excellent as the radio moves to band 5 (850 MHz). The hover box shows the exact sample time, with Excellent for RSRP, SINR and RSRQ.

To examine a short event, select a zoom level such as **30 Mins**, then drag the scrollbar below the time axis to the required time. The start and end fields at the top right show the span in view.

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To mark a span, drag across the chart. The span is shaded grey and labelled with its start and end time, which shows the length of a weak signal period. Click outside the shaded span to clear it.



A span marked by dragging, shaded grey and labelled 09:29:37 and 11:59:23 at its edges. The Zoom row and the scrollbar set the zoom.

Compare the signal series with Connection Up/Down History for the same WAN. A drop that follows a fall to **Poor** or **Very poor** indicates that signal was the cause.

A cellular WAN that has not reported signal values shows **No data available** for the signal series.

15.6.5. Controls on This Screen

Control	What it does
WAN:	Selects the connection to chart
Zoom	Sets the time span shown in the chart

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Control	What it does
Throughput	Overlays per minute bandwidth on the chart, so that a latency rise can be compared with the traffic on the link at the time. Its tooltip states that the data source is Per-minute Reports. **Download Throughput Data** uses the same per minute source
Zoom time fields	Set the start and end of the span the chart covers
Date picker	Sets the day shown on the chart. Pre-filled with the current date, in the format `YYYY-MM-DD`
Date range	Charts a range of days instead of a single day
Signal Bars, Signal Strength, Signal Quality	Plot cellular signal series. Available only when a cellular WAN with signal data is selected
Download as CSV: selector	Offers the date chosen in the date picker, then the months for which the device has data. It applies to the CSV export only, not to the chart
Download	Exports the WAN quality data for the selected WAN and the chosen date or month as CSV. In the **Download as CSV:** row at the bottom of the screen
Download Throughput Data	Exports per minute bandwidth data for the selected WAN, covering the selected date from 00:00:00 to 23:59:59, as CSV. Beside **Download**

15.7. Bandwidth and Usage Reports

Shows live throughput and historical data usage for the device, per WAN or across all WANs.

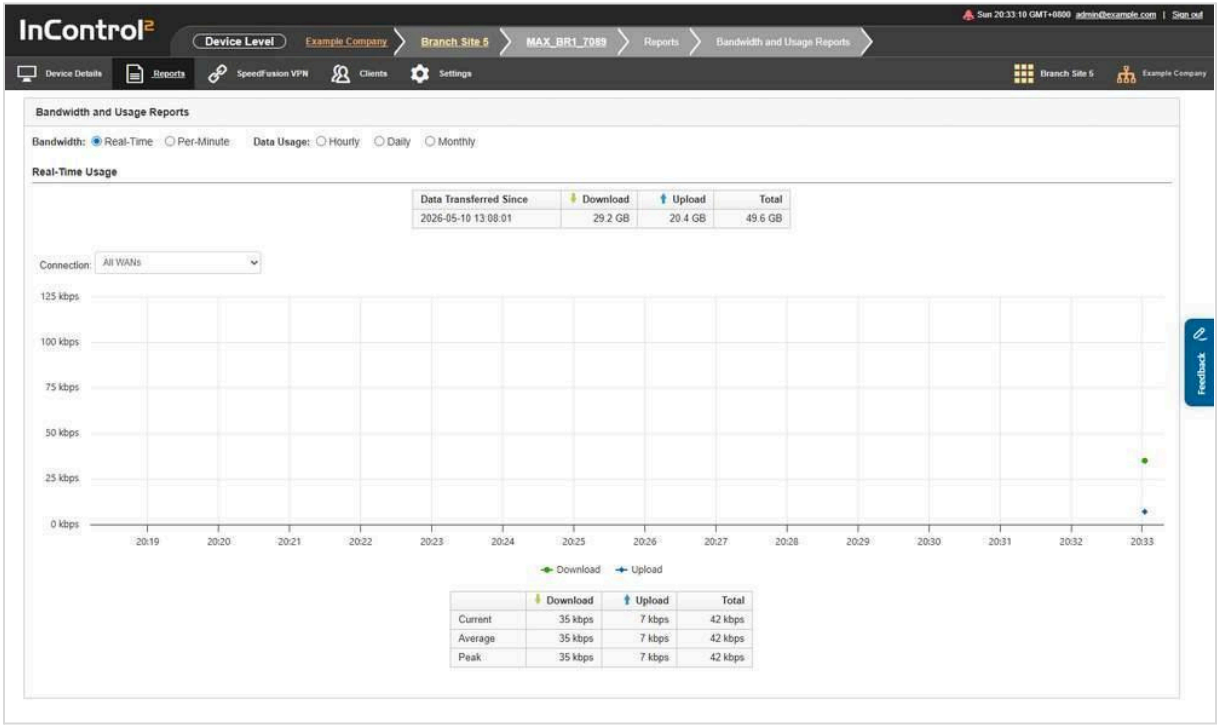
Every view except **Real-Time** has a **Download as CSV** link at the bottom of the screen. To export per minute bandwidth for a single day, **Download Throughput Data** on WAN Quality

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Reports (15.6 WAN Quality Reports) is an alternative. To export historical usage as a table, use `Group > Reports > Usage Reports` (11.4 Usage Reports), which offers the same Hourly, Daily and Monthly granularities across the group. For quotas and alerts across multiple SIMs, use `Group > Reports > SIM Card Reports` (11.5 SIM Card Reports (Group Level)).

Where to find it

`Device > Reports > Bandwidth and Usage Reports`



Bandwidth and Usage Reports on the Real-Time setting. The two radio button groups at the top switch between live bandwidth and historical usage.

15.7.1. Choosing the View

Two radio button groups are at the top of the page. They share one setting, so only one option across both groups is active at a time.

Group	Options
Bandwidth:	Real-Time, Per-Minute

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Group	Options
Data Usage:	Hourly, Daily, Monthly

Real-Time is selected when the screen loads and is described below. The radio buttons set the granularity:

- **Real-Time**, **Hourly**, **Daily** and **Monthly** have no date selector.
- **Hourly** covers about the last 24 hours, **Daily** about the last 45 days and **Monthly** the last 24 months.
- **Per-Minute** adds a date field and **From** and **To** times for a single day.

15.7.2. Real-Time Usage

A summary row is at the top of the section.

Data Transferred Since	Download	Upload	Total
2026-05-10 13:08:01	29.2 GB	20.4 GB	49.6 GB

The summary row. Download, Upload and Total are running totals counted from the timestamp under Data Transferred Since.

Column	What it shows
Data Transferred Since	The timestamp the running totals count from
Download	Total downloaded since that timestamp
Upload	Total uploaded since that timestamp
Total	Download plus upload

Below it, a live chart plots **Download** and **Upload** in kbps across the last few minutes, followed by a three row table.

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	Download	Upload	Total
Current	35 kbps	7 kbps	42 kbps
Average	35 kbps	7 kbps	42 kbps
Peak	35 kbps	7 kbps	42 kbps

The table below the live chart. Current, Average and Peak each show Download, Upload and Total in kbps.

Row	What it shows
Current	Throughput at the latest sample
Average	Average throughput across the charted period
Peak	Highest throughput in the charted period

Each row has **Download**, **Upload** and **Total** columns.

15.7.3. Controls on This Screen

Control	What it does
Real-Time	Shows live throughput
Per-Minute	Shows bandwidth at per minute granularity
Hourly	Shows data usage by hour
Daily	Shows data usage by day
Monthly	Shows data usage by month, for the last 24 months. To check data usage on a metered link, select **Monthly** and the SIM slot in **Connection:**

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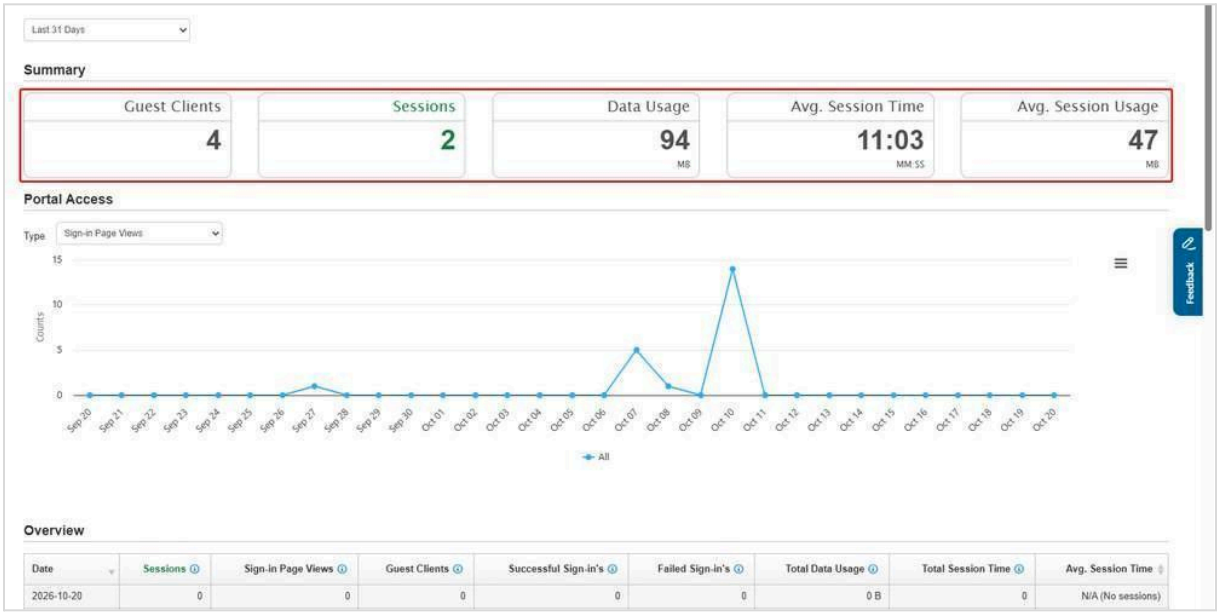
Control	What it does
Connection:	Filters the view to one WAN. Example options: All WANs, WAN, Cellular, Wi-Fi WAN on 2.4 GHz, Wi-Fi WAN on 5 GHz, VLAN WAN 1. The list is built from the device's WAN connections and differs by device. The Data Usage views also list individual SIM slots and SpeedFusion profiles

15.8. Captive Portal Reports (Device Level)

Shows guest access through the captive portal on the device that runs it.

Where to find it

`Device > Reports > Captive Portal Reports`



Captive Portal Reports on a device that runs a captive portal, with Last 31 Days selected. The Summary tiles, outlined in red, show the period totals, here 4 guest clients, 2 sessions and 94 MB. The Portal Access chart, set to Sign-in Page Views, shows the days on which the portal was used.

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15.8.1. Choosing the Date Range

The date range selector offers five options:

- Today
- Yesterday
- Last 7 Days
- Last 31 Days
- Custom

The longest preset is Last 31 Days, at both group and device level. With **Custom**, the date picker reaches back about 92 days.

15.8.2. What This Screen Shows

Five sections. On a device with no portal activity, each shows **No data available**.

Section	What it reports
Summary	Headline portal figures for the range
Portal Access	Portal access activity across the range
Overview	Overview of portal usage
Client Types	Breakdown of the client types that used the portal
Visits in Each Access Mode	Visit counts by the access mode used to sign in

Below them, a **Guest User Information Download** area contains a single link, **Group level Captive Portal Reports**. There is no guest user export on this screen. When the device has portal activity, Overview, Client Types and Visits in Each Access Mode each have a **Download as CSV** link.

15.8.3. Portal Data Appears on the Device Running the Portal

Only the device running the captive portal shows data here. Other devices in the group show **No data available**. When more than one device in the group runs a portal, the group report shows the combined total. The columns and chart series of each section are described for the group-level screen in the Reports chapter. See 11.9 Captive Portal Reports (Group Level).

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For portal activity across the group, including the guest user export, go to `Group > Reports > Captive Portal Reports`.

15.8.4. Controls on This Screen

Control	What it does
Date range selector	Sets the reporting period for the page. Today, Yesterday, Last 7 Days, Last 31 Days, Custom
Group level Captive Portal Reports	Opens the captive portal report for the whole group, covering every device in it. Guest user details are downloaded there, from the **Download as CSV** link in its **Guest User Information Download** section

15.9. Event Log (Device Level)

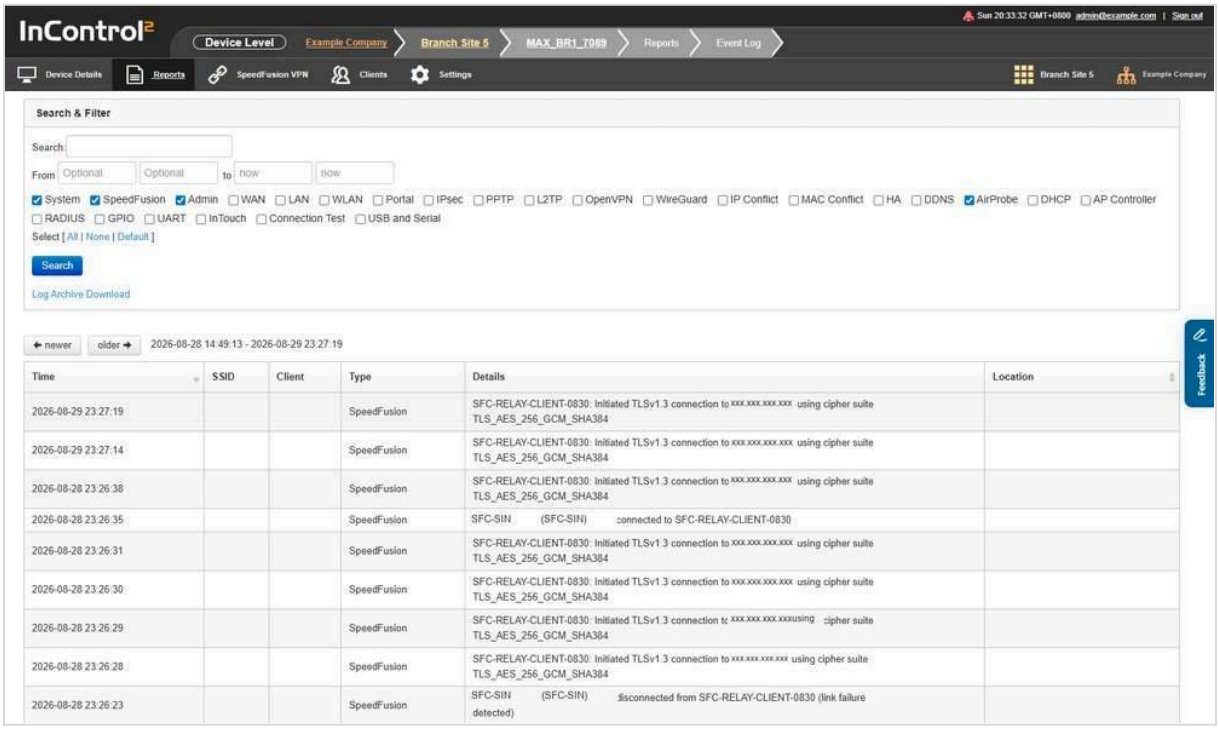
Lists the events the device reported, with its offline and online history and an archive download.

For events across every device in the group, use `Group > Reports > Event Log` (11.11 Event Log (Group Level)). For changes made by administrators, with old and new values, use `Group > Settings > Operation Log` (13.18 Operation Log (Group Level)).

Where to find it

`Device > Reports > Event Log`

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The Event Log. The Search & Filter panel is above the results, and the newer and older buttons page through them.

15.9.1. Search & Filter



The Search & Filter panel when opened. System, SpeedFusion, Admin and AirProbe are ticked, and Log Archive Download is below the Search button.

Field	What it does
Search:	Free text match against the log. Marked **Optional**

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Field	What it does
From ... to	Start and end of the search period. The end field defaults to **now**. The fields are limited to the rolling 31 day search window. For older events, download the archive for the relevant month
Category checkboxes	Limit the search to the selected event categories
Select [All | None | Default]	Ticks every category, clears every category, or applies the default selection
Search	Runs the search

The category checkboxes are:

- System
- SpeedFusion
- Admin
- WAN
- LAN
- WLAN
- Portal
- IPsec
- PPTP
- L2TP
- OpenVPN
- WireGuard
- IP Conflict
- MAC Conflict
- HA
- DDNS
- AirProbe
- DHCP
- AP Controller
- RADIUS
- GPIO
- UART
- InTouch
- Connection Test
- USB and Serial

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When the Event Log opens, four categories are ticked:

- System
- SpeedFusion
- Admin
- AirProbe

WAN, **Connection Test** and **LAN** are not in the default selection. To include link events in a search, tick **WAN**, or use **All**, then click **Search**.

The category list differs from the group level Event Log. This screen adds **AirProbe** and **UART**, and ticks **AirProbe** with System, SpeedFusion and Admin when it loads.

15.9.2. The Results Grid

Above the grid, InControl 2 shows the timestamp range displayed, from the oldest to the newest entry on the page.

Column	What it shows
Time	Timestamp of the event
SSID	SSID the event relates to, where applicable
Client	Client the event relates to, where applicable
Type	The event category, matching the filter checkboxes
Details	The event text as reported by the device, including peer names, serial numbers and IP addresses. Treat exports of this column as sensitive
Location	The device's latitude and longitude at the time. Opens the position on Google Maps, a third-party service outside InControl 2

Download as CSV on the results grid exports up to 1000 events from the last 7 days of the specified time period, as stated by its information icon. For a complete record, use **Log Archive Download**.

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The export includes only the categories used in the last search. Ticking a category has no effect until **Search** is clicked, so tick the additional categories, click **Search**, then download. The default categories are **System**, **SpeedFusion**, **Admin** and **AirProbe**.

15.9.3. Offline History and Online History

A second table at the bottom of the page records periods when the device was offline.



Offline Time	Online Time	Duration
2026-08-28 14:09:14	2026-08-28 14:14:13	5 minutes
2026-08-15 03:48:56	2026-08-15 03:53:14	4 minutes
2026-08-10 23:58:22	2026-08-11 00:01:45	3 minutes

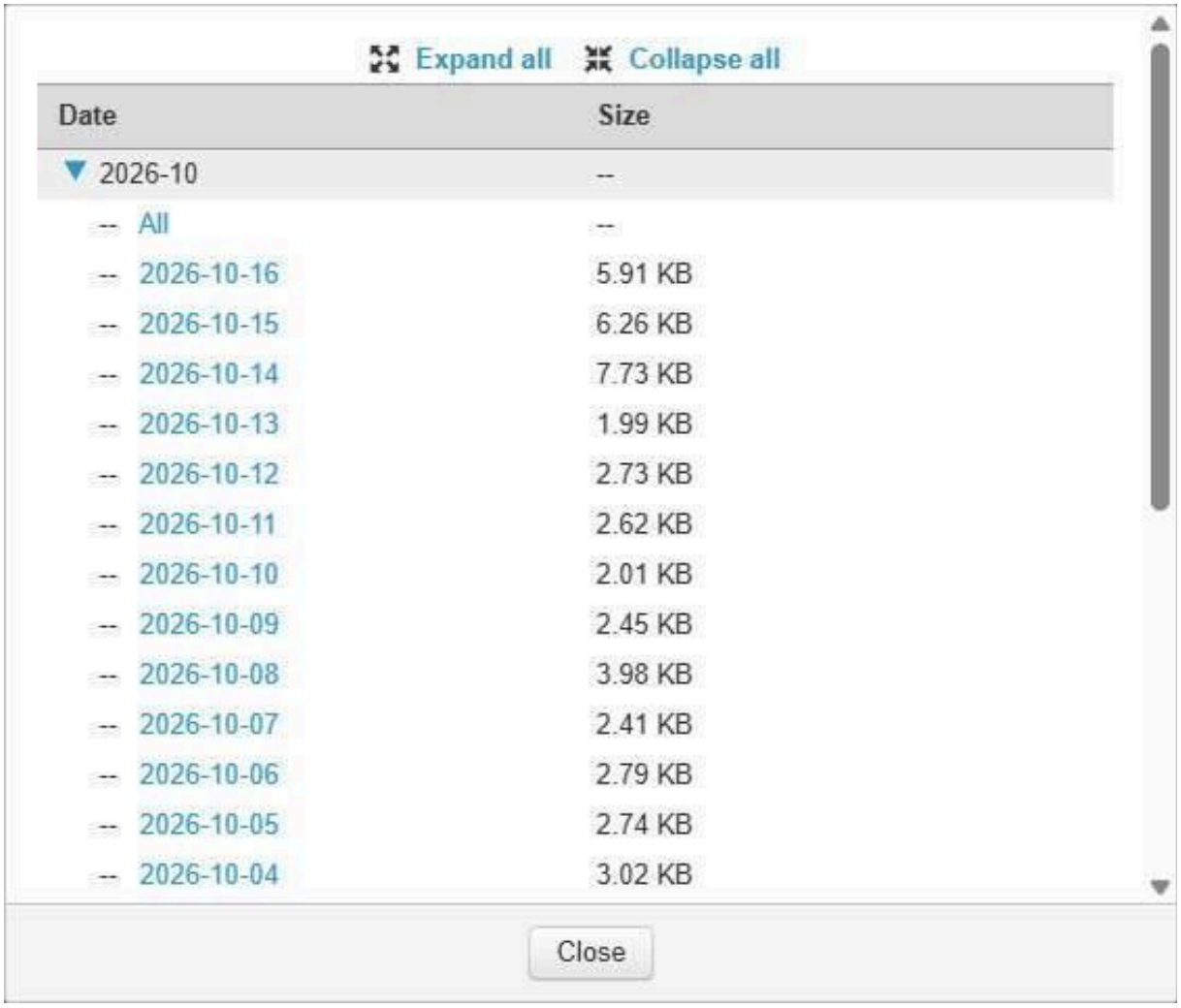
The offline and online history table. Each row pairs an Offline Time with the matching Online Time and the length of the gap.

Column	What it shows
Offline Time	When the device went offline
Online Time	When the device came back online
Duration	Length of the offline period

15.9.4. Log Archive Download

A link that retrieves an archived log file instead of searching the live log. **Log Archive Download** opens a dialog that lists the months in the archive. Each month expands to an **All** entry above the individual days, with the size of each.

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The Log Archive Download dialog opened from the device Event Log. The current month is expanded, with an All entry above the individual days and the size of each.

Search and archive download have different retention windows. Event Log search covers a rolling 31 days. **Log Archive Download** covers a rolling 24 months.

- The dialog lists the last 12 months. The group-level dialog reaches back 24 months (11.11.6 The Log Archive Download Dialog).
- The most recent days are not yet available as an archive. The archive typically lags about 3 days behind the present, so use search for recent events.

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The group level Event Log opens a similar dialog, which lists every month in the archive, expandable to the individual days available for download. See the Reports chapter (11.11.6 The Log Archive Download Dialog).

15.9.5. Controls on This Screen

Control	What it does
Search	Runs the search with the current filter
Select [All | None | Default]	Sets all category checkboxes at once
newer	Pages towards more recent entries
older	Pages towards older entries
Download as CSV	Exports the section above it. Available on both the results grid and the offline and online history table
Log Archive Download	Opens the archive dialog. Select **All** under a month, or a single day

15.10. Firewall Log

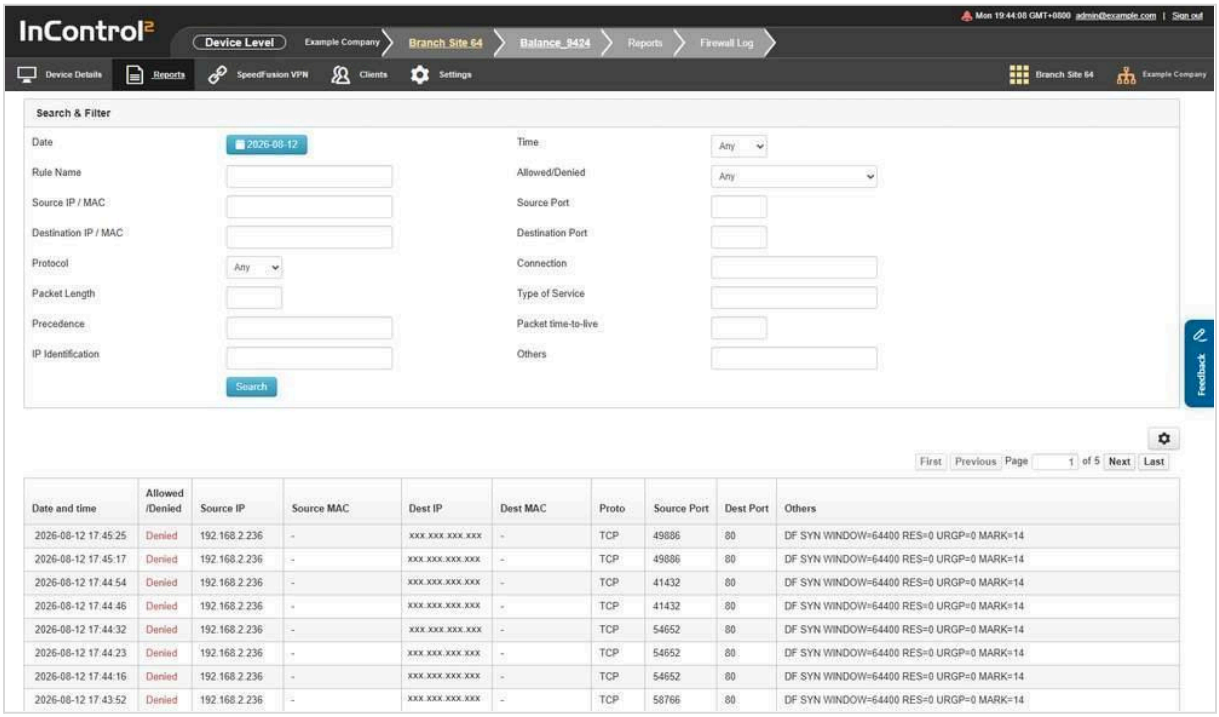
Shows which firewall rule allowed or denied a packet on the device.

Firewall logging must be enabled before entries appear here. It is set in `Group > Network Settings > Firewall Rules`, in the Intrusion Detection and DoS Prevention section of the rule set (8.5.7 Intrusion Detection and DoS Prevention), where **Logging** is separate from **Enable**. A device whose rule set has logging off shows **No data available** for every date.

Where to find it

`Device > Reports > Firewall Log`

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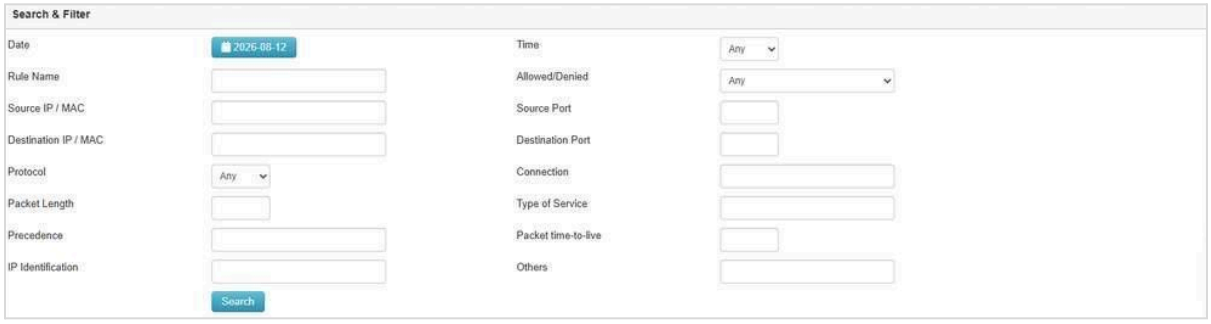


The Firewall Log with entries. The Search & Filter panel is above the results, and the paging controls and Download as CSV are below them.

15.10.1. One Day at a Time

This screen reports a single day. **Date** is a button showing the selected day, in the format `YYYY-MM-DD`, and **Time** limits that day to one hour. There is no date range selector and no multi day view.

15.10.2. Search & Filter



The Search & Filter panel. Date and Time set the period, and the other fields filter the packets shown.

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Field	What it filters on
Date	The day to report on
Time	**Any**, or one hour of that day on the hour, from **00:00** to **23:00**
Rule Name	The name of the firewall rule that logged the packet
Allowed/Denied	**Any**, **Allowed** or **Denied**
Source IP / MAC	Source address of the packet
Source Port	Source port
Destination IP / MAC	Destination address of the packet
Destination Port	Destination port
Protocol	**Any**, **TCP**, **UDP**, **ICMP** or **IP**
Connection	The connection the packet arrived on
Packet Length	Packet length
Type of Service	The type of service value
Precedence	The precedence value
Packet time-to-live	The TTL value
IP Identification	The IP identification value
Others	Free text match against the Others column

Search applies the filter. The three dropdowns default to **Any**.

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15.10.3. The Results Table

Date and time	Allowed /Denied	Source IP	Source MAC	Dest IP	Dest MAC	Proto	Source Port	Dest Port	Others
2026-08-12 17:45:25	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	49886	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:45:17	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	49886	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:44:54	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	41432	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:44:46	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	41432	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:44:32	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	54652	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:44:23	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	54652	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:44:16	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	54652	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:43:52	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	58766	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:43:45	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	58766	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:43:21	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	48384	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:43:14	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	48384	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:42:59	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	34664	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:42:43	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	34664	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:42:19	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	58518	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:42:12	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	58518	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:41:57	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	49890	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:41:41	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	49890	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:41:41	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	49890	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:41:18	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	52838	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:41:11	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	52838	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:40:55	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	49078	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:40:40	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	49078	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:40:24	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	33542	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:40:09	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	33542	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14
2026-08-12 17:39:54	Denied	192.168.2.236	-	xxx.xxx.xxx.xxx	-	TCP	58398	80	DF SYN WINDOW=64400 RES=0 URGP=0 MARK=14

Firewall Log results. Each row is one logged packet, with Allowed/Denied in the second column and the TCP flags and other packet details under Others.

Column	What it shows
Date and time	When the packet was logged
Allowed/Denied	Whether the rule allowed or denied the packet
Source IP	Source address
Source MAC	Source MAC address. A dash means none was recorded
Dest IP	Destination address
Dest MAC	Destination MAC address. A dash means none was recorded
Proto	Protocol, for example TCP
Source Port	Source port
Dest Port	Destination port

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Column	What it shows
Others	The remaining packet details as reported by the device, including flags, window size and mark. Treat exports of this column, and of the address columns, as sensitive

Above and below the table, InControl 2 shows the range displayed, in the form **Showing 1 to 25 of N entries**. The table is paged with **First**, **Previous**, a **Page** field, **of**, **Next** and **Last**. Twenty five rows are shown per page. Paging is per day, and a busy device can fill several pages for one date, so check the entry count.

15.10.4. Controls on This Screen

Control	What it does
Date	Opens the day selection for the report
Search	Applies the filter set above
First, Previous, Page, Next, Last	Page through the results
Download as CSV	Exports the log for the selected date. The export applies the filters set with **Search**, for example a **Source Port** value, as well as the selected date

15.11. Content Blocking Log

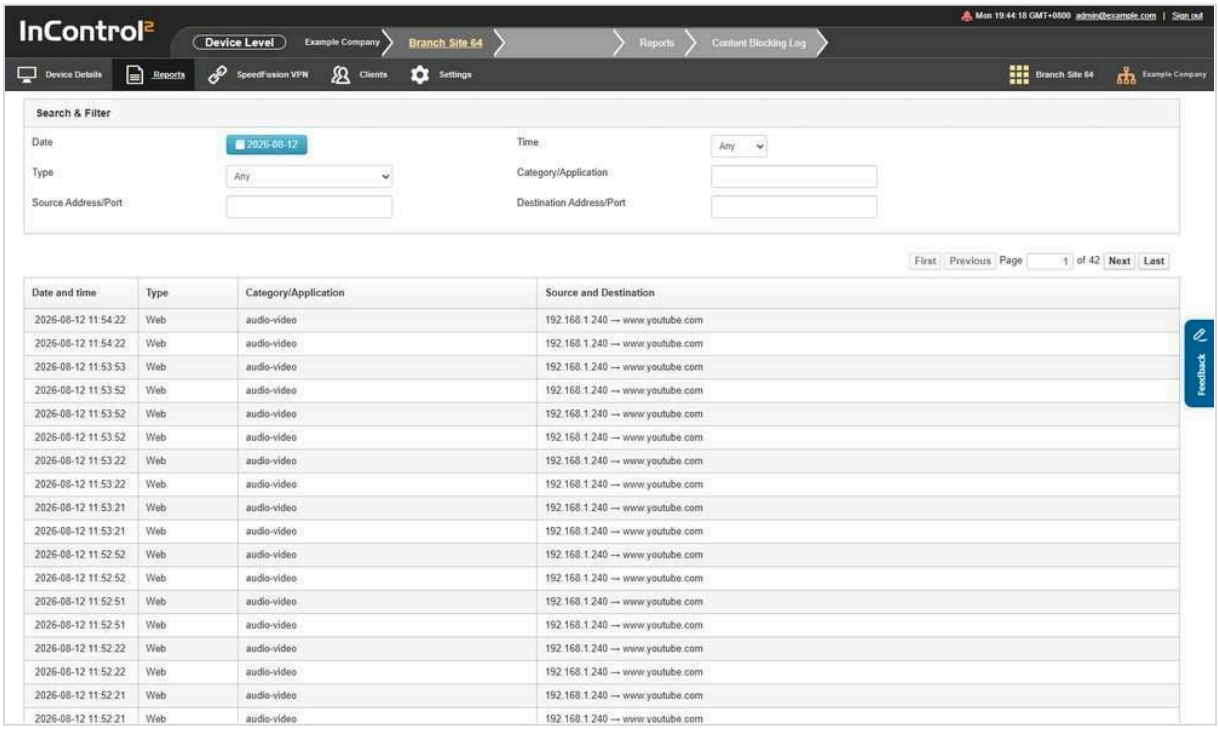
Shows which mechanism and category blocked a request on this device.

Content Blocking is configured as a tab in the firewall rule set editor at group level, not as a menu item (see 8.5.8 The Content Blocking Tab). This screen reports what that policy blocked.

Where to find it

`Device > Reports > Content Blocking Log`

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The Content Blocking Log with entries. Each row is one blocked request, with the category that blocked it and the client that made the request.

15.11.1. One Day at a Time

This screen reports a single day, with the same **Date** and **Time** controls as the Firewall Log (15.10.1 One Day at a Time). There is no date range selector. A device with no blocked requests on the selected date shows **No data available**.

15.11.2. Search & Filter



The Search & Filter panel. Type selects the blocking mechanism to list, and the address fields filter the rows to one client or destination.

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Field	What it filters on
Date	The day to report on
Time	**Any**, or one hour of that day on the hour, from **00:00** to **23:00**
Type	**Any**, **Application**, **Web** or **PrimeCare Secure DNS**
Category/Application	The category or application the request was matched to
Source Address/Port	The client that made the request
Destination Address/Port	The requested destination

Type selects one of three separate blocking mechanisms: **Application**, **Web** and **PrimeCare Secure DNS**. **Any** lists all three together. Because **PrimeCare Secure DNS** blocking is logged here with application and web category blocking, the log covers more than the content categories in the rule set.

15.11.3. The Results Table

Date and time	Type	Category/Application	Source and Destination
2026-08-12 11:54:22	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:54:22	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:53:53	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:53:52	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:53:52	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:53:52	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:53:22	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:53:22	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:53:21	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:53:21	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:52:52	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:52:52	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:52:51	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:52:51	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:52:22	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:52:22	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:52:21	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:52:21	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:51:52	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:51:52	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:51:51	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:51:51	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:51:22	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:51:22	Web	audio-video	192.168.1.240 → www.youtube.com
2026-08-12 11:51:21	Web	audio-video	192.168.1.240 → www.youtube.com

Content Blocking Log results. Category/Application uses the lower case form audio-video, and Source and Destination shows the client address and the requested site separated by an arrow.

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Column	What it shows
Date and time	When the request was blocked
Type	The blocking mechanism, matching the Type filter
Category/Application	The category or application responsible, shown in lower case, for example `audio-video` for the **Audio-Video** category
Source and Destination	The client address and the requested destination, separated by an arrow

Categories in this log:

- The rule set editor lists all 17 content categories regardless of the licence tier on the device. A device with the Lite tier of web content filtering enforces only its 6 categories, and entries in this log are limited to those 6. The device firmware applies this limit, not InControl 2.
- InControl 2 uses the label **Contraband** where the device web interface uses **Abused Drugs**.

The table is paged with **First**, **Previous**, a **Page** field, **of**, **Next** and **Last**, and shows the range displayed in the form **Showing 1 to 25 of N entries**.

15.11.4. Controls on This Screen

Control	What it does
Date	Opens the day selection for the report
Type	Limits the log to one blocking mechanism
First, Previous, Page, Next, Last	Page through the results
Download as CSV	Exports the log

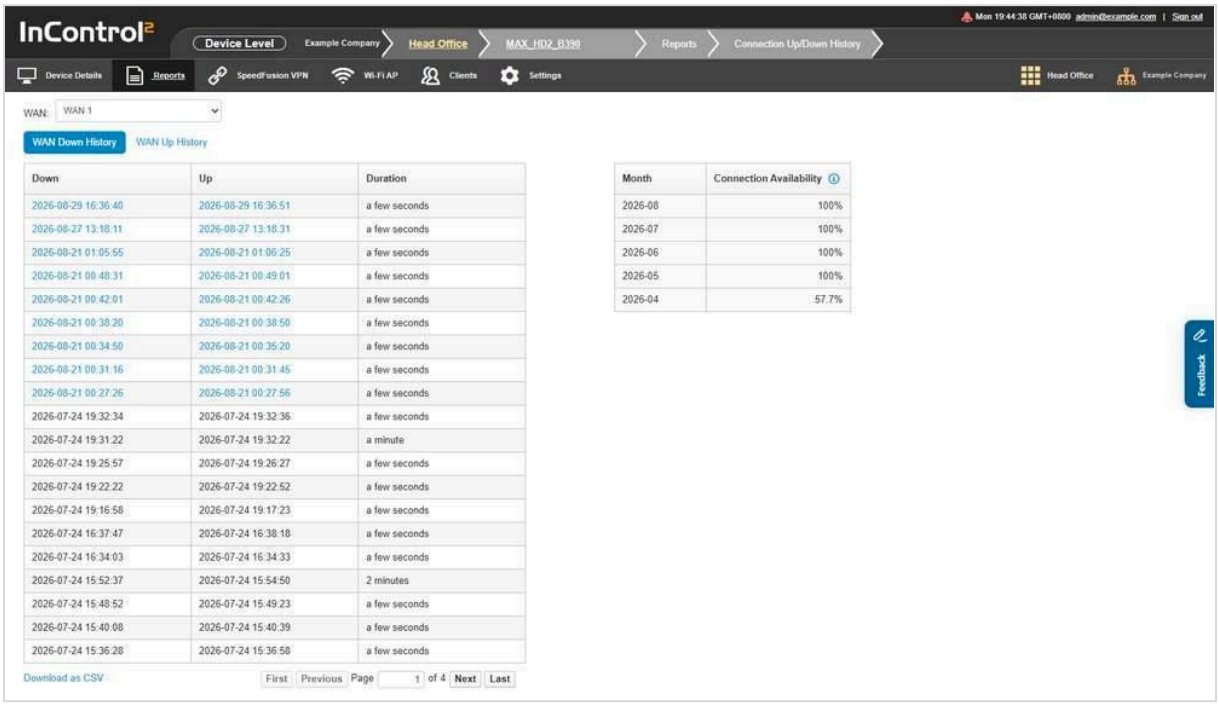
15.12. Connection Up/Down History

Lists every transition of a WAN connection or a SpeedFusion VPN profile between up and down, with a monthly availability summary.

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Where to find it

`Device > Reports > Connection Up/Down History`



Connection Up/Down History on the WAN tab. The WAN selector is above the transition table, and the monthly availability table is at the bottom.

15.12.1. Tabs

Tab	Covers
WAN	Transitions of the device's WAN connections. Active by default
SpeedFusion VPN	Transitions of SpeedFusion VPN connections

Both tabs are panels on the same page. A device with no SpeedFusion VPN profile shows the WAN panel only, with no tabs.

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The SpeedFusion VPN tab with one connection selected. The transition table is on the left and the monthly availability table on the right.

The SpeedFusion VPN panel has the same layout as the WAN panel.

Element	What it does
SpeedFusion VPN Connection	Selects the connection to report on. Lists the device's SpeedFusion VPN connections by name
Connection Down History	Lists transitions with the columns **Down**, **Up** and **Duration**. The panel opens on this view
Connection Up History	Lists the same transitions with the columns **Up**, **Down** and **Duration**
Timestamp links	Open the Event Log filtered to a ten minute window around that transition
Download as CSV	Exports the transition table for the selected connection
Month, Connection Availability	The monthly availability table, with the same information icon as the WAN panel

A device with IPsec VPN connections shows a third tab, **IPsec VPN**, with the same layout and an **IPsec VPN Connection:** selector.

15.12.2. The Transition Table

Two view controls, **WAN Down History** and **WAN Up History**, are above a single table. The page opens on **WAN Down History**.

Column	What it shows
Down	When the connection went down. Opens the Event Log around that time

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Column	What it shows
Up	When the connection came back up. Opens the Event Log around that time. A dash means it has not yet returned
Duration	Length of the outage, as a rounded value in words such as a few seconds, 2 minutes, a day, a month. For exact durations, use the Down and Up timestamps

Selecting a timestamp opens the Event Log filtered to a ten minute window around it, with **System** and **WAN** ticked.

Timestamps from about the last five weeks are links. Older transitions remain listed, with their timestamps shown as plain text.

The table is paged. Controls are **First**, **Previous**, a **Page** number field, **Next** and **Last**.

15.12.3. Monthly Availability

A second table below summarises availability per month, per WAN or per SpeedFusion VPN connection. **Download as CSV** exports the transition table for the selected connection.

Month	Connection Availability
2026-08	100%
2026-07	100%
2026-06	100%
2026-05	100%
2026-04	57.7%

The monthly availability table, newest month first. The information icon beside Connection Availability shows the formula and the note on offline devices.

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Column	What it shows
Month	The month, as YYYY-MM
Connection Availability	Percentage of the month the connection was up. A dash means no data for that month, which is different from zero percent availability. Zero percent is shown as `0%`

The table covers a rolling five month window, newest first, ending at the current month.

The information icon gives the formula and a condition:

- Availability for a month is the connection's uptime in seconds in the month, divided by the number of seconds elapsed in the month.
- **While the device is offline, InControl 2 does not treat its connections as down** until the device comes back online and reports that it has rebooted.

As a result, a device that was powered off does not accrue connection downtime for that period until it returns and reports in. Availability figures can therefore change after an outage.

15.12.4. Controls on This Screen

Control	What it does
WAN	Switches to the WAN history panel
SpeedFusion VPN	Switches to the SpeedFusion VPN history panel
WAN:	Selects the connection to report on, for example VLAN WAN 1 and WAN. Only connections with transition history are listed
First, Previous, Page, Next, Last	Page through the transition table
Download as CSV	Exports the transition table for the selected connection, sorted by the down timestamp
Timestamp links	Open the Event Log filtered to a ten minute window around that transition

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15.13. AirMonitor Reports

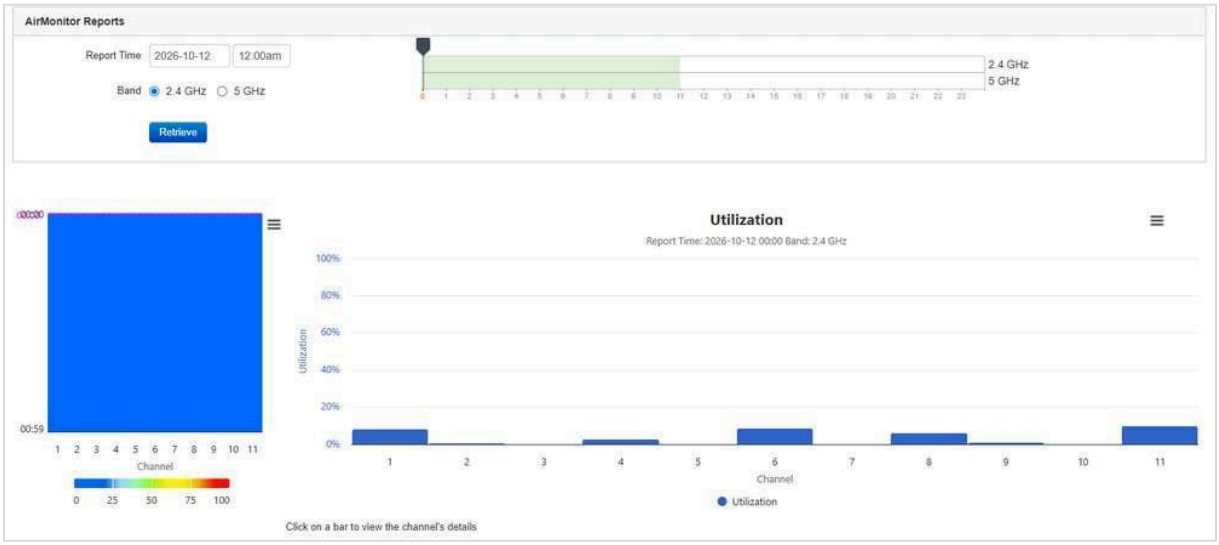
Shows channel utilization and the access points detected around the device. For other wireless information, use Site Survey for recorded scans and Wi-Fi Reports for client and SSID activity.

The device menu varies by product type and device state. A device without monitoring data shows **No data available** on this screen.

Where to find it

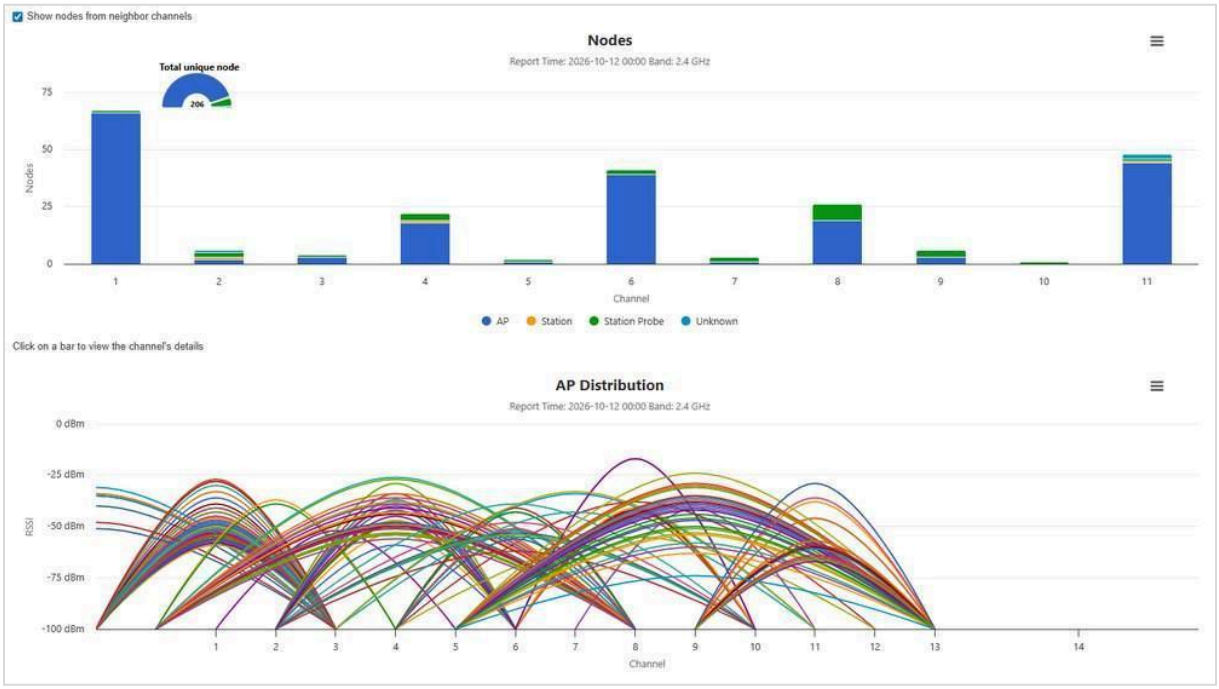
`Device > Reports > AirMonitor Reports`

15.13.1. What This Screen Shows



AirMonitor Reports on an access point with monitoring data. Report Time, Band and Retrieve are above the hour timeline, with the channel heat map and the Utilization chart below.

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The lower half of the same report. Nodes stacks AP, Station, Station Probe and Unknown per channel beside the Total unique node gauge, and AP Distribution plots RSSI by channel.

On a device with monitoring data, the screen reports the radio environment for one hour of one day on one band.

Section	What it shows
Report Time	A date field and a time field
Band	**2.4 GHz** or **5 GHz**
Retrieve	Loads the report for the selected time and band
Timeline	Hours 0 to 23 of the selected day, with a row for each band. The slider handle marks the hour reported
Channel heat map	Channels across and minutes 00:00 to 00:59 down, coloured on a scale of 0 to 100
Utilization	Utilization per channel as a percentage. The subtitle shows the report time and band

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Section	What it shows
Nodes	Nodes detected per channel, stacked as **AP**, **Station**, **Station Probe** and **Unknown**, with a **Total unique node** gauge
AP Distribution	One curve per access point detected, plotted by channel against RSSI from -100 dBm to 0 dBm

- Utilization and Nodes both show the line **Click on a bar to view the channel's details**.
- **Show nodes from neighbor channels** is a checkbox above Nodes.
- Each chart has a menu icon in its top right corner.
- On a device without monitoring data, the screen shows **No data available**, either alone or below the Report Time and Band controls. This is expected and does not indicate a fault.

15.14. How the Reports Menu Fits Together

- Several reports need a selection before they show data. SpeedFusion Score and Site Survey select defaults when opened without a selection: SpeedFusion Score shows today's latest score for one of the device's profiles, and Site Survey lists the latest day with scans. WAN Quality Reports shows data once a WAN and a date are selected.
- The device menu varies by product type and device state, so not every report is listed on every device.
- On an offline device, Device Tools, Remote Web Admin and Web CLI are greyed out in the Settings menu. Reports remain available.
- **When a device is offline:** see Event Log, **Offline History and Online History** (15.9.3 Offline History and Online History), for when it went offline; Connection Up/Down History (15.12 Connection Up/Down History) for which WAN dropped first; and Device Reports **Device Availability** for whether it lost power. Connection downtime is not counted until the device returns and reports a reboot.
- Retention differs by report family and by level. Device-level reports offer at least five ranges, and the longer ranges vary by device. At group level, Device Reports and Wi-Fi Reports always offer Last 182 Days and Last 12 Months. Captive Portal Reports has Last 31 Days as its longest preset and a Custom range of about 92 days. Event Log search covers a rolling 31 days, and Log Archive Download a rolling 12 months at device level and 24 months at group level.
- Exports differ by screen. Device Reports and Wi-Fi Reports export each section for the selected date range. WAN Quality Reports and both log screens export a single day. The Event Log export covers up to 1000 events in the last 7 days of the period. DPI Reports, Bandwidth and Usage Reports and Site Survey have no export.

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- **Firewall Log and Content Blocking Log report by day, not by range.** Each reports one date, optionally limited to one hour. Neither has a date range selector, so a longer period must be reviewed one day at a time.
- Some screens contain data only on certain devices. AirMonitor Reports contains data only on access points with monitoring data. Captive Portal Reports shows data only on the device running the portal. Captive portal activity for the whole group is reported at group level (11.9 Captive Portal Reports (Group Level)).
- There is no retention setting in Organization Settings. An organization is removed 28 days after its last device is deleted. See 9.8.13 Organization Removal.

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16. Device Level Tools

Device Level Tools covers the `Settings` menu of an individual device. These screens act on one device only, and several of them override or opt out of the group settings. Two entries, Remote Web Admin and Web CLI, open the device's own interface instead of an InControl 2 screen.

Menu entries by product and state

- The device `Settings` menu is not a fixed list. The entries depend on the product type and the state of the device.
- An access point does not show the router only entries, and a device with no Wi-Fi radio shows no Wi-Fi entries.
- On an offline router, **Remote Web Admin**, **Web CLI** and **Device Tools** stay in the menu but are greyed out and cannot be opened. **InTouch**, **Firmware Management** and **Certificate Management** remain available. The greyed entries become available again when the device is back online.
- An AP One has no **Web CLI** entry. When it is offline, its **Remote Web Admin** and **Device Tools** are greyed out.
- A FusionHub lists **Firmware Management**, **Certificate Management** and **Device Tools**.
- A missing entry reflects the product type or device state. This is expected and does not indicate a fault.



Device > Settings on an offline router, dropdown outlined in red. Remote Web Admin, Web CLI and Device Tools are greyed out. InTouch, Firmware Management and Certificate Management remain available.

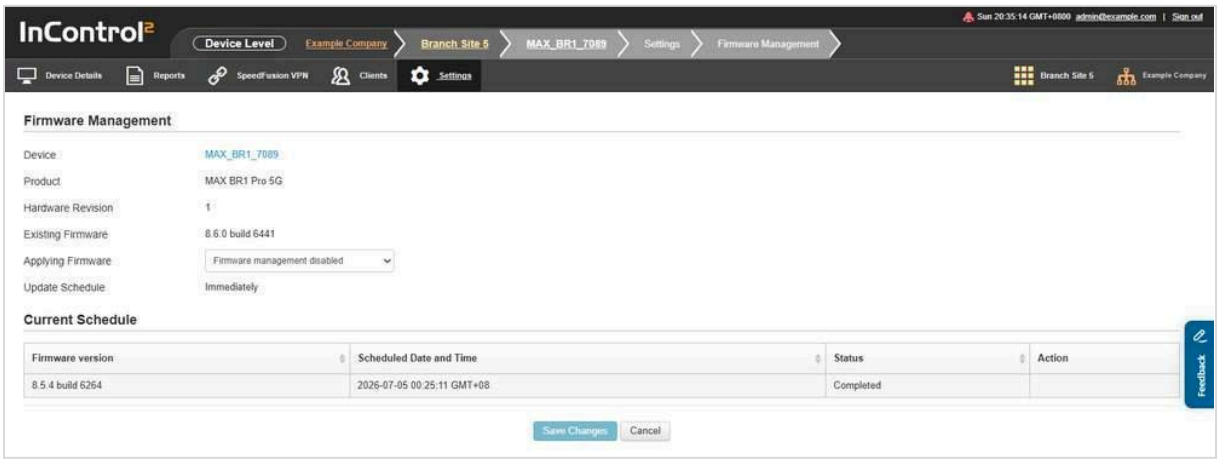
16.1. Firmware Management

Firmware Management sets the firmware for one device. The device either follows the group policy or is pinned to a version, for example to test a release before a group rollout or to keep one site on its current version. To set firmware for many devices, use `Group > Settings > Firmware Policy` (13.9 Firmware Policy (Group Level)), which lists `Devices not following the policy:` beneath its grid.

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Where to find it

`Device > Settings > Firmware Management`



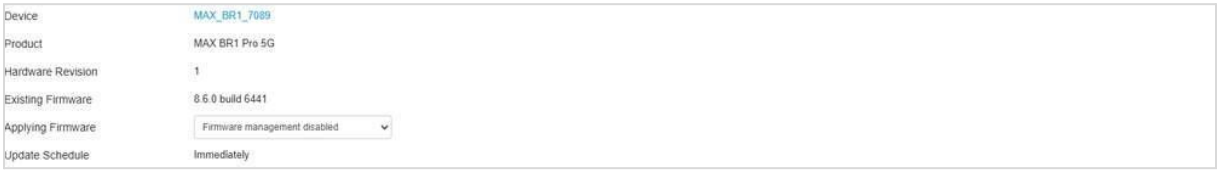
Firmware Management. The Applying Firmware dropdown is the only editable field, and Current Schedule below it records the last scheduled update.

16.1.1. What This Screen Shows

Field	What it shows
Device	The device name, as a link
Product	The product model
Hardware Revision	The hardware revision of the device
Existing Firmware	The version and build currently on the device
Applying Firmware	The dropdown that sets the firmware the device should run
Update Schedule	When the change is applied, for example `Immediately`. See *Update Schedule* below

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16.1.2. Applying Firmware



The top of Firmware Management. Applying Firmware reads Firmware management disabled, and Update Schedule reads Immediately.

Option	What it means
Follow group policy	The device uses the firmware set by the group firmware policy
Firmware management disabled	InControl 2 does not manage firmware on this device
A version and build	Pins the device to that firmware. The list offers the versions available for this product
Custom	Takes a firmware URL instead of a version from the list. See *Custom* below
Reboot to last firmware	Returns the device to the firmware it ran before the current one. The option names that version in brackets

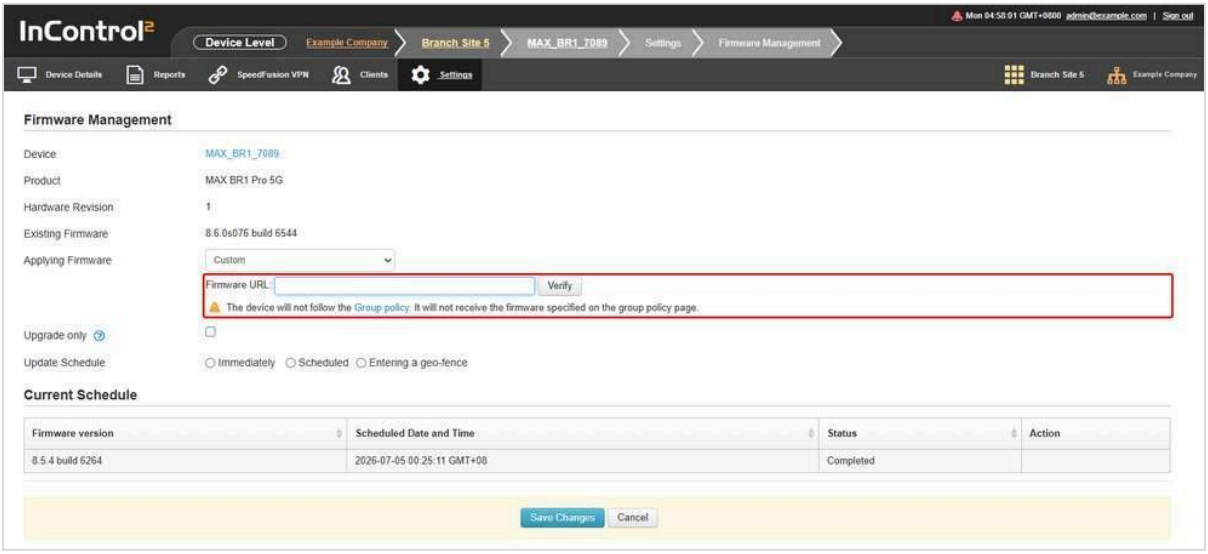
If a device does not operate correctly after an upgrade, select **Reboot to last firmware** to return it to the version named in brackets.

The version list differs by product and hardware revision.

16.1.3. Custom

Selecting **Custom** adds three items to the screen.

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Custom selected. The Firmware URL field with its Verify control and the warning about group policy, outlined in red, appear beneath the dropdown, and Update Schedule gains its three radio buttons.

What appears	Notes
Firmware URL:	A text field for the address of the firmware file
Verify	A control beside the field. It checks the address entered rather than setting a value
A statement on the page	It reads: the device will not follow the Group policy, and it will not receive the firmware specified on the group policy page

To return the device to the group firmware policy, select **Follow group policy**.

The **Upgrade only** checkbox and the **Update Schedule** radio buttons also appear with the URL field. Both are described below.

16.1.4. Upgrade Only

Upgrade only qualifies the firmware selected above. It sets whether the running version must be older before InControl 2 applies the specified one.

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State	What InControl 2 applies
Selected	The specified firmware is applied only if the running firmware version is lower than the specified one
Not selected	The specified firmware is applied only if the running firmware version is different from the specified one

When selected, a device already running a newer version is left unchanged. When cleared, the specified version is applied to that device as well, because a newer version is a different version.

Upgrade only appears once a firmware selection is made. It is not shown while Applying Firmware is set to **Firmware management disabled**.

16.1.5. Update Schedule

Update Schedule sets when the selected firmware is applied. Like **Upgrade only**, it offers controls only once a firmware selection is made. With Applying Firmware set to **Firmware management disabled**, the screen shows the single word `Immediately` and no controls.

Once a firmware is selected, Update Schedule offers three radio buttons:

Option	Notes
Immediately	Applies the firmware as soon as the change is saved
Scheduled	Applies the firmware on a schedule rather than at once
Entering a geo-fence	Applies the update when the device enters a geo-fence rather than at a set time. This suits vehicles: the update waits until the device enters a geo-fence, for example a depot, rather than running mid route

Scheduled requires a schedule, and **Entering a geo-fence** requires a geo-fence.

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16.1.6. Current Schedule



Firmware version	Scheduled Date and Time	Status	Action
8.5.4 build 6264	2026-07-05 00:25:11 GMT+08	Completed	

Current Schedule with one entry. It shows the targeted build, when the update was scheduled with its time zone, and a Status of Completed.

Column	What it shows
Firmware version	The version and build the update targeted
Scheduled Date and Time	When the update was scheduled, with the time zone
Status	The outcome, for example `Completed`
Action	Per row actions for that schedule entry

16.1.7. Controls on This Screen

Control	What it does
Applying Firmware	Selects the firmware policy for this device
Firmware URL:	Takes the address of the firmware file. Shown only when Applying Firmware is set to **Custom**
Verify	Checks the address entered in Firmware URL:. Shown only with **Custom**
Upgrade only	Restricts the change to a device running a lower version. See *Upgrade only* above
Update Schedule	Selects **Immediately**, **Scheduled** or **Entering a geo-fence**
Save Changes	Applies the selection. Greyed out until a change is made
Cancel	Discards the selection
Device name link	Returns to Device Details for this device

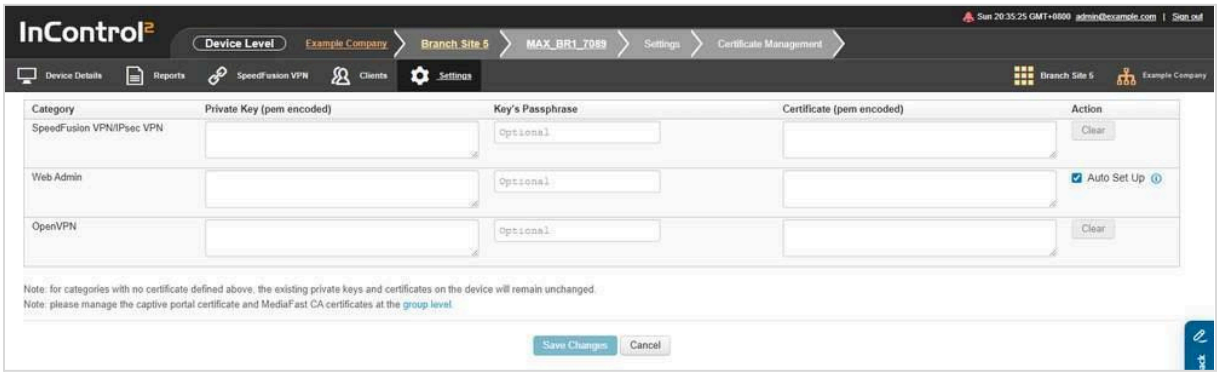
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16.2. Certificate Management (Device Level)

Certificate Management loads the private keys and certificates that one device presents, by category, for example its web admin certificate. The captive portal certificate and the MediaFast CA certificates are managed at group level.

Where to find it

`Device > Settings > Certificate Management`



Certificate Management. One row per category, with the two notes below the grid explaining what happens to categories left blank.

16.2.1. What This Screen Shows

One row per certificate category.

Column	What it holds
Category	The purpose the certificate serves on the device
Private Key (pem encoded)	A text box for the pem encoded private key. Treat keys entered here as confidential
Key's Passphrase	A text box for the key passphrase, marked `Optional`. Treat the passphrase as confidential
Certificate (pem encoded)	A text box for the pem encoded certificate

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Column	What it holds
Action	**Clear** for most rows, and **Auto Set Up** on the Web Admin row

Three categories are offered:

Category	Action offered
SpeedFusion VPN/IPsec VPN	Clear
Web Admin	Auto Set Up
OpenVPN	Clear

16.2.2. Controls on This Screen

Control	What it does
Clear	Removes the key and certificate held for that row. Greyed out while no certificate is loaded. Leaving a row empty is not the same as clearing it: as the screen states, for categories with no certificate defined, the existing private keys and certificates on the device remain unchanged
Auto Set Up	Offered on the Web Admin row only. See *Auto Set Up on the Web Admin row* below
group level	Opens the group level certificate screen, where the captive portal and MediaFast CA certificates are managed
Save Changes	Applies the entered keys and certificates. Greyed out until something is entered
Cancel	Discards the entries

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16.2.3. Auto Set Up on the Web Admin Row



The certificate grid. On the Web Admin row the Action column holds the ticked Auto Set Up box and its information icon. The other two rows offer Clear.

Auto Set Up replaces manual certificate handling for the web admin interface. Its tooltip states:

- InControl automatically acquires a web admin SSL certificate from letsencrypt.org for the Find My Peplink Address.
- It does so every 76 days and installs the certificate to the device.

The installed certificate covers the Find My Peplink Address. If the device must present a name you control, load your own key and certificate into the Web Admin row instead.

16.3. InTouch

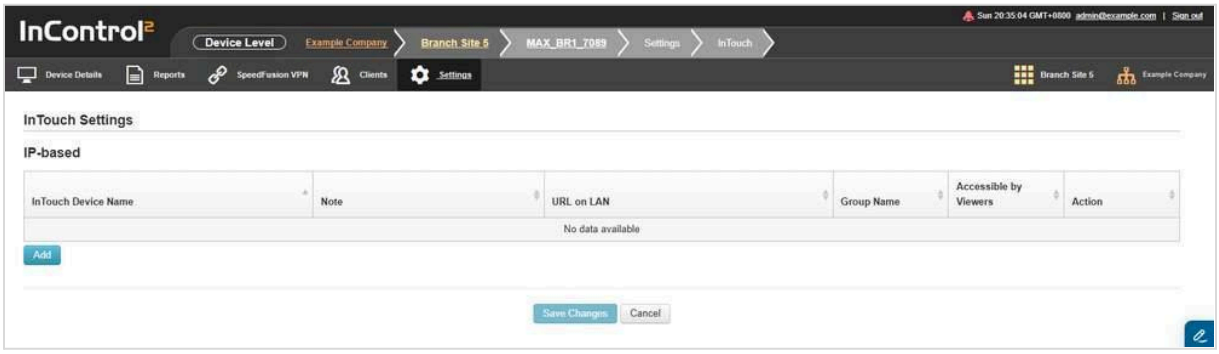
InTouch gives access from InControl 2 to cameras, controllers and other equipment on the LAN behind this device, over `http`, `https`, `ssh`, `telnet`, `rdp` or `vnc`, under a saved name rather than a raw address.

Entries are per device and describe equipment on the LAN behind it. This screen defines entries. Saved entries are opened from the **InTouch** panel on the group dashboard, where they appear as InTouch profiles arranged by group or by device, each listed by name as a link. See *Group Dashboard*, 10.1.7 The InTouch Panel.

Where to find it

`Device > Settings > InTouch`

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InTouch Settings. The IP-based grid is empty until entries are added, and Save Changes is greyed out until then.

16.3.1. What This Screen Shows

The screen holds one grid, **IP-based**.

Column	What it shows
InTouch Device Name	The name given to the entry. Each saved name is a link
Note	Free text recorded against the entry
URL on LAN	The protocol, host, port and path of the equipment on the LAN
Group Name	The group the entry is filed under
Accessible by Viewers	Whether viewers may open the entry
Action	Per row actions for that entry. Three icons: the first carries the tooltip **Clone**, the second is a waste bin, and the third is a play icon. On an offline device the play icon is greyed out and carries the tooltip **Device is offline**

An empty grid shows **No data available**.

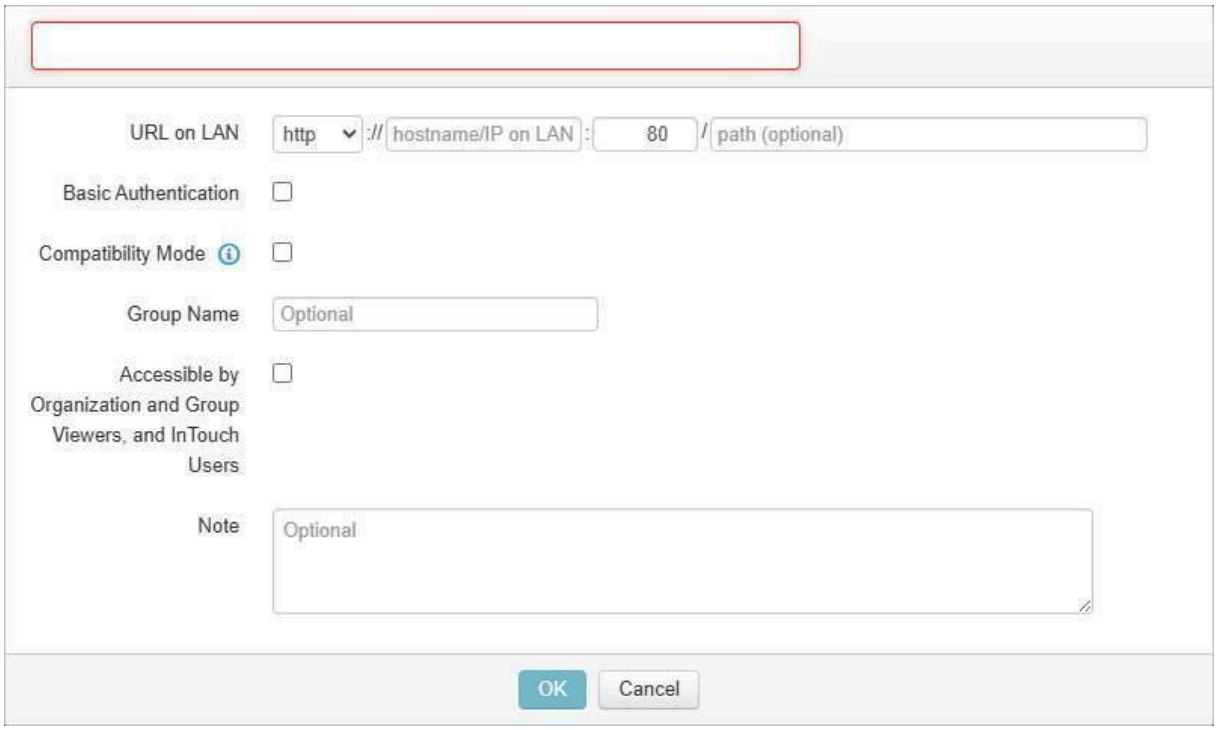
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Two saved entries in the IP-based grid. Each name is a link, and the Action column holds a clone icon, a waste bin and a play icon. Copy settings to... sits beside Add.

16.3.2. Adding an Entry

Add opens the entry editor.



The Add dialog. The InTouch Device Name field is at the top, and the URL on LAN row is built from four separate inputs.

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Field	Notes
InTouch Device Name	The **InTouch Device Name** field at the top of the dialog. Required, and outlined in red until filled
URL on LAN	Built from four parts on one row: a protocol dropdown, then three inputs whose placeholders read `hostname/IP on LAN`, `port` and `path (optional)`. The row shows the separators `://` and `:` and `/` between them
Basic Authentication	A checkbox on the row below URL on LAN, cleared by default
Compatibility Mode	A checkbox with an information icon. See *Compatibility Mode* below
Group Name	A text field whose placeholder reads `Optional`
Accessible by Organization and Group Viewers, and InTouch Users	A checkbox that sets who, in addition to administrators, may open the entry. Tick it to allow read-only users or customers to open the entry. Leave it clear for equipment that only administrators should access
Note	A text area whose placeholder reads `Optional`

The protocol dropdown offers `http`, `https`, `ssh`, `telnet`, `rdp` and `vnc`, so entries are not limited to web interfaces.

Three inputs are marked optional in their placeholder text: the path at the end of the URL on LAN row, **Group Name** and **Note**. The name at the top is the only required field.

16.3.3. Compatibility Mode

Compatibility Mode is for equipment whose interface does not display correctly through InTouch. Its tooltip states:

- Enable one of the HTTP compatibility modes if web pages load incompletely or appear broken.

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- Enable the WebSocket compatibility mode if live streaming content, for example video or dashboard data, cannot be loaded.
- The compatibility modes are disabled by default.

Leave it off unless an entry does not display correctly, then select the mode that matches the symptom.

16.3.4. Controls on This Screen

Control	What it does
Add	Opens the entry editor
Copy settings to...	Beside **Add**. Opens **Copy InTouch Settings to...**, which offers a **Group** selector, a **Device** selector, a **Remove settings from the source device** checkbox, and **Copy** and **Cancel**. Use it to give a new site the same InTouch entries as an existing one
OK	Accepts the entry in the editor
Cancel (in the editor)	Closes the editor without adding the entry
Save Changes	Saves the grid. Greyed out until an entry is added or changed
Cancel	Discards unsaved changes to the grid

> ***Caution:*** *Ticking* ***Remove settings from the source device*** *in* ***Copy InTouch Settings to...*** *removes the entries from this device. Leave it clear unless the entries are to be moved rather than copied.*

16.4. Device Tools

Device Tools runs a ping, traceroute or other single command on this device from InControl 2.

Device Tools works on one device at a time, and only while the device is online. For many devices, use the group equivalents: `Restore to factory defaults...`, `eSIM Installation...` and `Download diagnostic reports...` in the **Actions** menu of `Group > Settings > Device Management` (13.1.7 What Each Entry Opens), **Scheduled Reboot** in `Group > Settings > Device System Management` (13.4.8 Scheduled Reboot), and `Group > Network Settings > Connection Tests` for scheduled tests, including SpeedTest (8.16 Connection Tests). Results of

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scheduled tests are in `Group > Reports > Connection Test Reports` (11.10 Connection Test Reports). Reports remain available for an offline device. See `Device > Reports > Event Log`, **Offline History and Online History** (15.9.3 Offline History and Online History).

Where to find it

`Device > Settings > Device Tools`



Device Tools. The screen holds one Command dropdown and shows nothing else until a command is selected.

16.4.1. What This Screen Shows

- A single field, `Command`, holding a dropdown that opens on `Please select...`.
- Nothing else is shown until a command is selected. The rest of the screen then appears beneath the dropdown.

The dropdown offers eight commands:

- Ping
- Traceroute
- eSIM Installation
- eSIM Deletion
- WAN Performance Analysis Server
- Remote Assistance
- Reboot
- Reset to Factory Defaults

Selecting a command does not run it. Each command first shows its own fields or controls.

- **Ping**, **Traceroute** and **eSIM Installation** each ask which connection on the device to use (**Connection** or **WAN**).
- **Reboot** and **Reset to Factory Defaults** show an **Apply** button.
- **eSIM Deletion** shows an eSIM picker and a **Delete** button.
- **Remote Assistance** and **WAN Performance Analysis Server** show the switches described below.

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The Command list expanded. eSIM Deletion, outlined in red, removes an eSIM profile from the device.

Reboot, Reset to Factory Defaults, eSIM Deletion and Remote Assistance also ask for confirmation before they run.

> ***Caution: Reboot** takes the site offline until the device restarts, and **Reset to Factory Defaults** erases the device's configuration, including its WAN settings. Confirm the device before clicking **Apply**, and read the confirmation before accepting it.*

Speed tests are scheduled under `Group > Network Settings > Connection Tests` (8.16 Connection Tests), and the results are viewed in `Group > Reports > Connection Test Reports` (11.10 Connection Test Reports).

16.4.2. How to Isolate a Fault from InControl 2

1. Run **Ping** from each WAN in **Connection** to a public address. If one WAN fails while the others pass, the fault is with that ISP or link.



***Step 1.** With Ping selected, select the WAN in Connection and enter the address in Destination(s), both outlined in red, then click Start. Output appears under Results.*

2. Run **Traceroute** from the failing WAN to find where the path stops.

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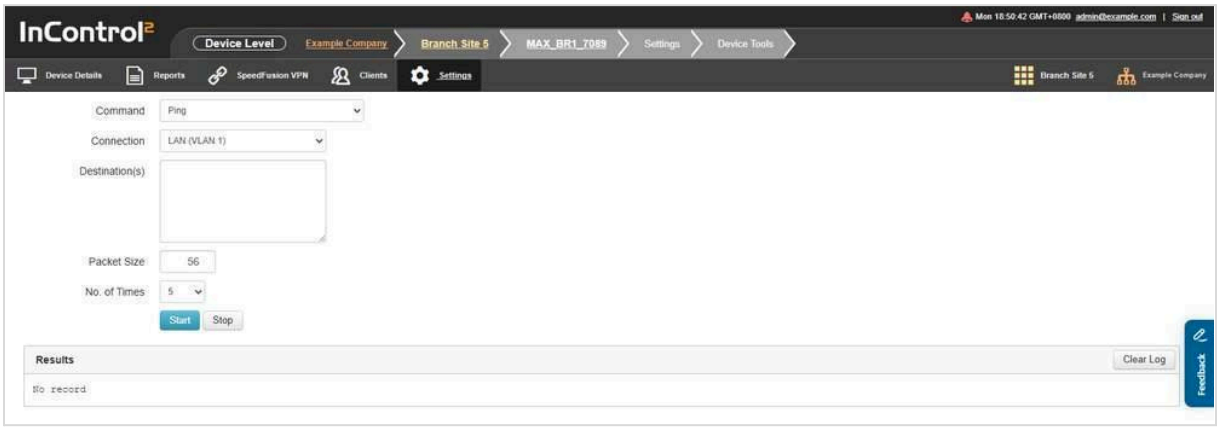
3. Run **Ping** from `LAN (VLAN 1)` to equipment at the site to check the LAN side. **Destination(s)** accepts more than one address per run.
4. If the equipment has its own interface, open it through an InTouch entry.



Step 4. *Saved InTouch entries, each listed by name as a link in the InTouch panel on the group Dashboard.*

5. Reboot only if the steps above point to the device itself.

16.4.3. Ping



Ping selected. Four fields, then the Start, Stop and Clear Log controls, and a Results area that reads No record until a run produces output.

Field	Type	Notes
Connection	dropdown	The connection on the device the ping is sent from. The list is built from the device's own connections, so it differs between devices. For example: `LAN (VLAN 1)`, `WAN` and an SFC relay client entry

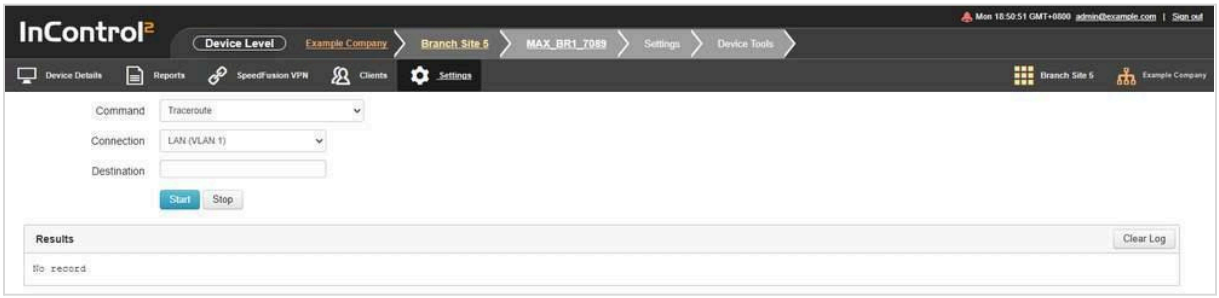
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Field	Type	Notes
Destination(s)	text area	A text area, so more than one destination can be entered. Separate entries with a space or a new line
Packet Size	number	Default 56
No. of Times	dropdown	1 through 10

Control	What it does
Start	Runs the ping
Stop	Ends a run in progress
Clear Log	Clears the output

Output appears in a **Results** area beneath the controls. It reads **No record** until a run produces output.

16.4.4. Traceroute



Traceroute selected. It takes a single Destination rather than the text area Ping offers, and has the same Start, Stop and Clear Log controls.

Field	Type	Notes
Connection	dropdown	The same list of the device's own connections that Ping offers
Destination	text	A single line field. One destination per run

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Traceroute has the same **Start**, **Stop** and **Clear Log** controls and the same **Results** area as Ping.

16.4.5. WAN Performance Analysis Server

Field	Type	Notes
On / Off	switch	Turns the server on or off on this device
Control Port:	number	Default `6000`

The screen notes: `Leaving this screen will stop the server after 60 minutes.` A device that does not support the feature shows `This device does not support WAN Performance Analysis`.

16.4.6. Remote Assistance

Field	Type	Notes
On / Off	switch	Turns remote assistance on or off for this device
Turn off after [n] days. Disallow direct connection.	radio	Remote assistance ends after the number of days entered
Allow direct connection. Remote assistance remains enabled until disabled manually.	radio	Remote assistance stays on until it is switched off manually. Switch it off when it is no longer needed

The form ends in **Apply** and **Cancel**.

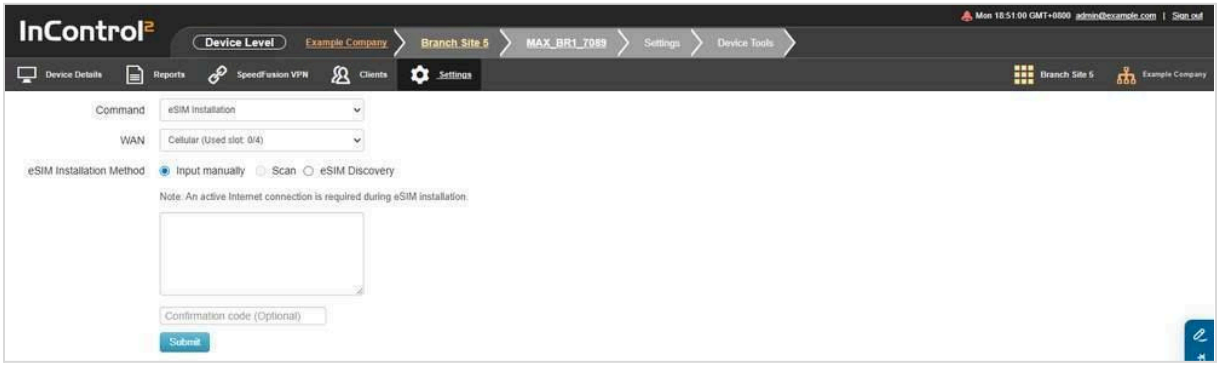
To turn Remote Assistance on for a set number of days, or off, for several devices, use `Remote assistance...` in the **Actions** menu of `Group > Settings > Device Management`, which offers **Turn off after a number of days** (13.1.7 What Each Entry Opens).

16.4.7. eSIM Installation

eSIM Installation installs an eSIM profile from an eSIM provider on one cellular WAN of one device, remotely. To install profiles on many devices at once, use `eSIM Installation...` in the

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Actions menu of `Group > Settings > Device Management` (see *eSIM Installation* in the Group Settings chapter, 13.1.9 eSIM Installation).



eSIM Installation selected. The WAN dropdown names the cellular WAN and the slots in use, the three installation methods are radio buttons, and the form ends in Submit rather than Start.

Before you start:

- The device must be online. Device Tools is unavailable on an offline device.
- The device needs EssentialCare or PrimeCare. Without it, the form shows `EssentialCare or PrimeCare is required for eSIM installation.` in place of its fields.
- Keep another WAN connected to the Internet, such as Ethernet, Wi-Fi WAN or USB. A physical SIM in the same cellular module cannot serve as that connection.

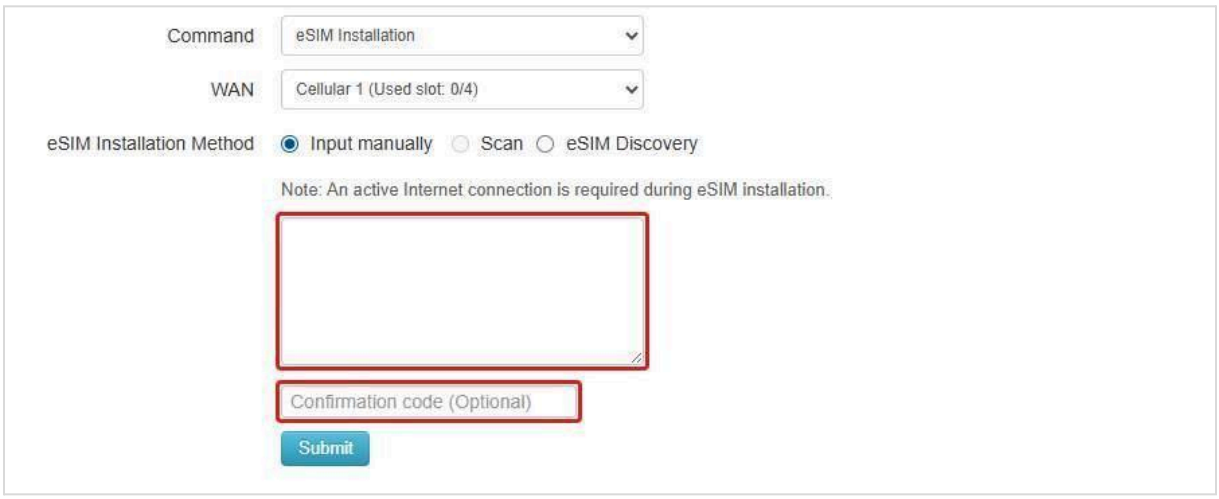
16.4.8. How to Install an eSIM

1. Open the device and go to `Device > Settings > Device Tools`.
2. In **Command**, select **eSIM Installation**.
3. In **WAN**, select the cellular WAN that receives the eSIM. Each entry reads like `Cellular 1 (Used slot: 0/4)`: the eSIM slots already in use on that WAN, out of the maximum it holds. When every slot is used, the form shows `Sorry, up to [n] eSIMs can be installed. Please delete one and try again.` and hides the rest of the form. Remove one with **eSIM Deletion** first.
4. Under **eSIM Installation Method**, select the method that matches what the eSIM provider supplied. The table below compares the three.
5. Provide the profile:

- **Input manually:** paste the activation code from the eSIM provider into the text area. If the provider also issued a confirmation code, enter it in the field below. Then click **Submit**.
- **Scan:** click **Scan** and hold the provider's QR code up to the camera.

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- **eSIM Discovery:** no entry is required. Click **Acquire**.



eSIM Installation with Input manually selected. The text area for the activation code and the optional Confirmation code field are outlined in red.

6. Wait while the device downloads the profile. The form's controls lock and a progress message, such as `Downloading...`, appears beside the button.
7. Read the result beside the form:
8. Confirm that the **Used slot** count for that WAN in **WAN** has increased by one. Then check the state of the cellular WAN in the WANs block of `Device > Device Details` (14.1.10 Status).

- `eSIM profile installed successfully.` after **Input manually** or **Scan**
- `[n] eSIM(s) discovered and installed.` after **eSIM Discovery**
- `Failed to install eSIM profile.` with a reason, when it did not complete



eSIM Installation with eSIM Discovery selected. The text area and confirmation code field are replaced by the note and the Acquire button, outlined in red.

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Method	What it needs	Button
Input manually	The activation code from the eSIM provider, plus its confirmation code if one was issued	**Submit**
Scan	The provider's QR code and a camera on the computer or tablet running InControl 2, with camera access allowed in the browser. **Scan** is greyed out when the browser finds no camera	**Scan**
eSIM Discovery	A profile the provider has already linked to the device's EID. InControl 2 describes it as `Acquire purchased network operator profile automatically.` Offered only on devices that support it	**Acquire**

16.4.9. eSIM Installation Fields

Field	Type	Notes
WAN	dropdown	One entry per cellular WAN, each naming the slots in use, in the form `Cellular 1 (Used slot: 0/4)`
eSIM Installation Method	three radio buttons	**Input manually**, **Scan** and **eSIM Discovery**. Exactly one applies
Text area	text area	Shown for **Input manually**. Takes the eSIM profile, which is the activation code from the eSIM provider. Required

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Field	Type	Notes
Confirmation code	text	Shown for **Input manually**. Its placeholder reads `Confirmation code (Optional)`. Leave it empty unless the provider issued a confirmation code

The form states that an active Internet connection is required during eSIM installation.

> ***Caution:*** *Because installation needs an active Internet connection, deleting the only working eSIM on a device can leave no connection over which to install a replacement. Before using* ***eSIM Deletion****, confirm the device has another working WAN.*

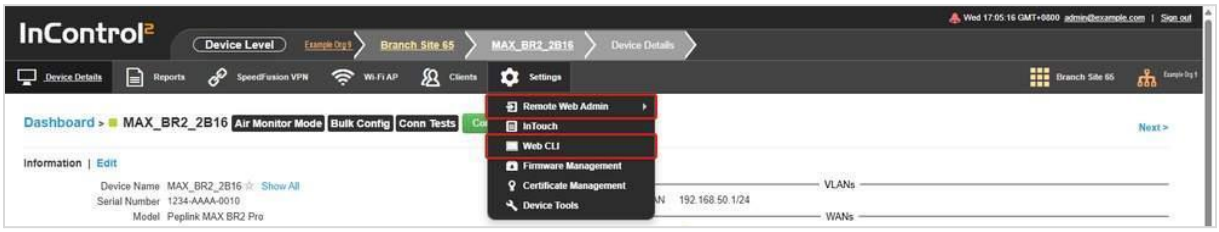
The form ends in **Submit**, or **Acquire** for **eSIM Discovery**. Progress and the result appear as a message beside the button.

16.5. Remote Web Admin

Remote Web Admin opens the device's own web administration interface from InControl 2, outside the InControl 2 screens. For the contents of that interface, refer to the documentation for the device firmware.

Where to find it

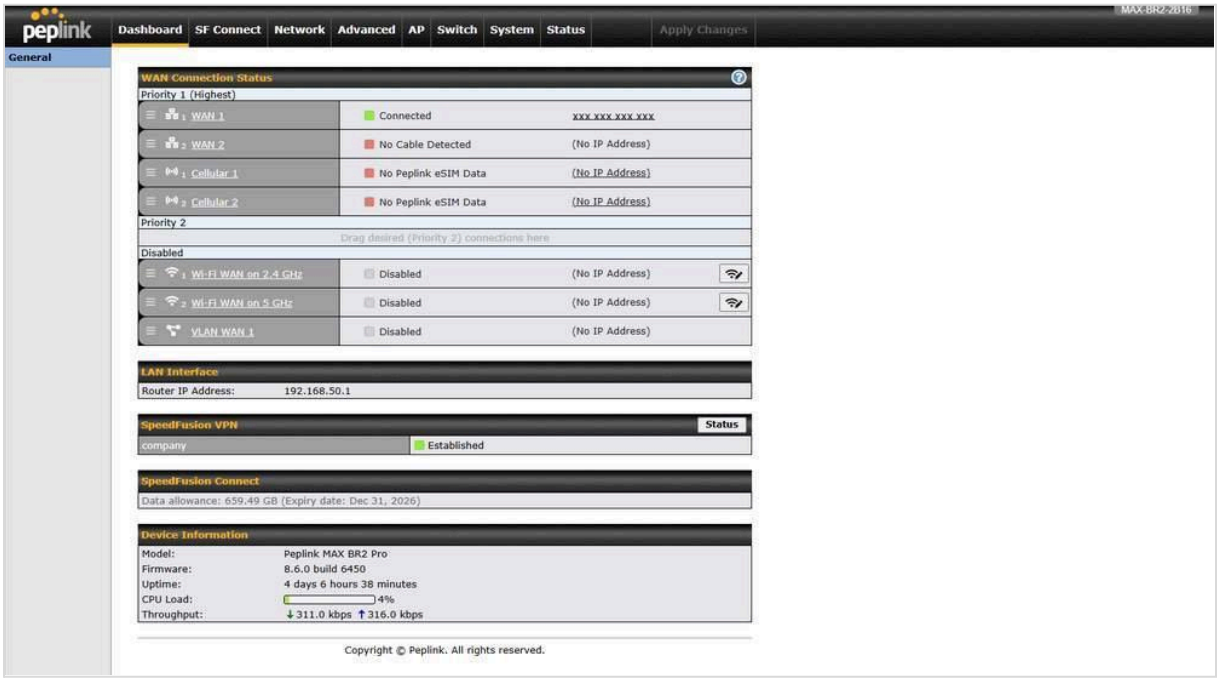
`Device > Settings > Remote Web Admin`



The device Settings menu, opened by hovering over Settings. Remote Web Admin and Web CLI are outlined in red. The arrow on Remote Web Admin opens a list of direct links to pages of the device's own interface.

Hover over the arrow beside the entry to list shortcuts to individual pages of that interface, such as `Dashboard`, `Network > WAN` and `Advanced > Port Forwarding`.

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Remote Web Admin opens the device's own Dashboard, with its own menu bar (Dashboard, SF Connect, Network, Advanced, System, Status). This is the device's interface, not an InControl 2 screen.

16.5.1. What It Does

- Reaches the device's own settings page through InControl 2, including devices behind carrier NAT.
- Opens the web administration interface served by the device itself.
- Opens directly to the device's own Dashboard. No separate device login page is shown.
- The device must be online. The entry is greyed out and unavailable on an offline device.
- All pages shown belong to the device, not to InControl 2. Using it changes no InControl 2 screen, and changes made there are made on the device.

> ***Caution:*** *For Wi-Fi AP SSID and Radio, SpeedFusion VPN, Outbound Policy, Firewall Rules, Web Admin Settings and Time zone, where InControl 2's management option is enabled, changes made on the device are reverted and overwritten by InControl 2, as* `Group > Settings > Bulk Configurator` *states (13.12.1 What the Page Tells You First). Check the badges on* `Device > Device Details` *(14.1.2 Status Badges on the Heading Line) first, and make lasting changes in those areas in InControl 2.*

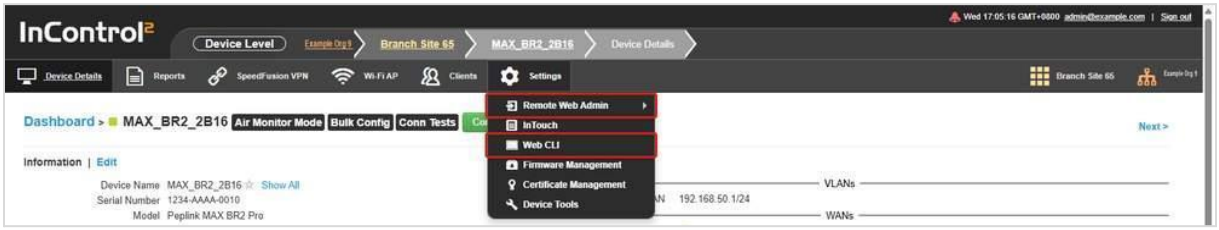
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16.6. Web CLI

Web CLI opens a command line session on the device from InControl 2, outside the InControl 2 screens. For the available commands, refer to the documentation for the device firmware.

Where to find it

`Device > Settings > Web CLI`



The device Settings menu, opened by hovering over Settings. Web CLI is outlined in red, below InTouch.

16.6.1. What It Does

- Opens the device's own command line interface in the browser.
- The device must be online. The entry is greyed out and unavailable on an offline device.

> ***Caution:*** *Remote Web Admin and Web CLI both open sessions through InControl 2, but a change made in either is made directly on the device, not in InControl 2's configuration. The caution under Remote Web Admin about areas InControl 2 manages also applies here (16.5 Remote Web Admin).*

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17. Common Tasks

This chapter summarizes the tasks most often performed in InControl 2 and maps each one to the chapter that covers it in full. It also gives a troubleshooting procedure for a site that is down, a checklist for changes that reach many devices, and a glossary of terms that affect how reports are read.

17.1. Task Index

Each table lists a task, the screen that performs it, key points, and the section with full detail.



Key status figures: the number of online, offline and total devices in the organization, and the number of online clients.

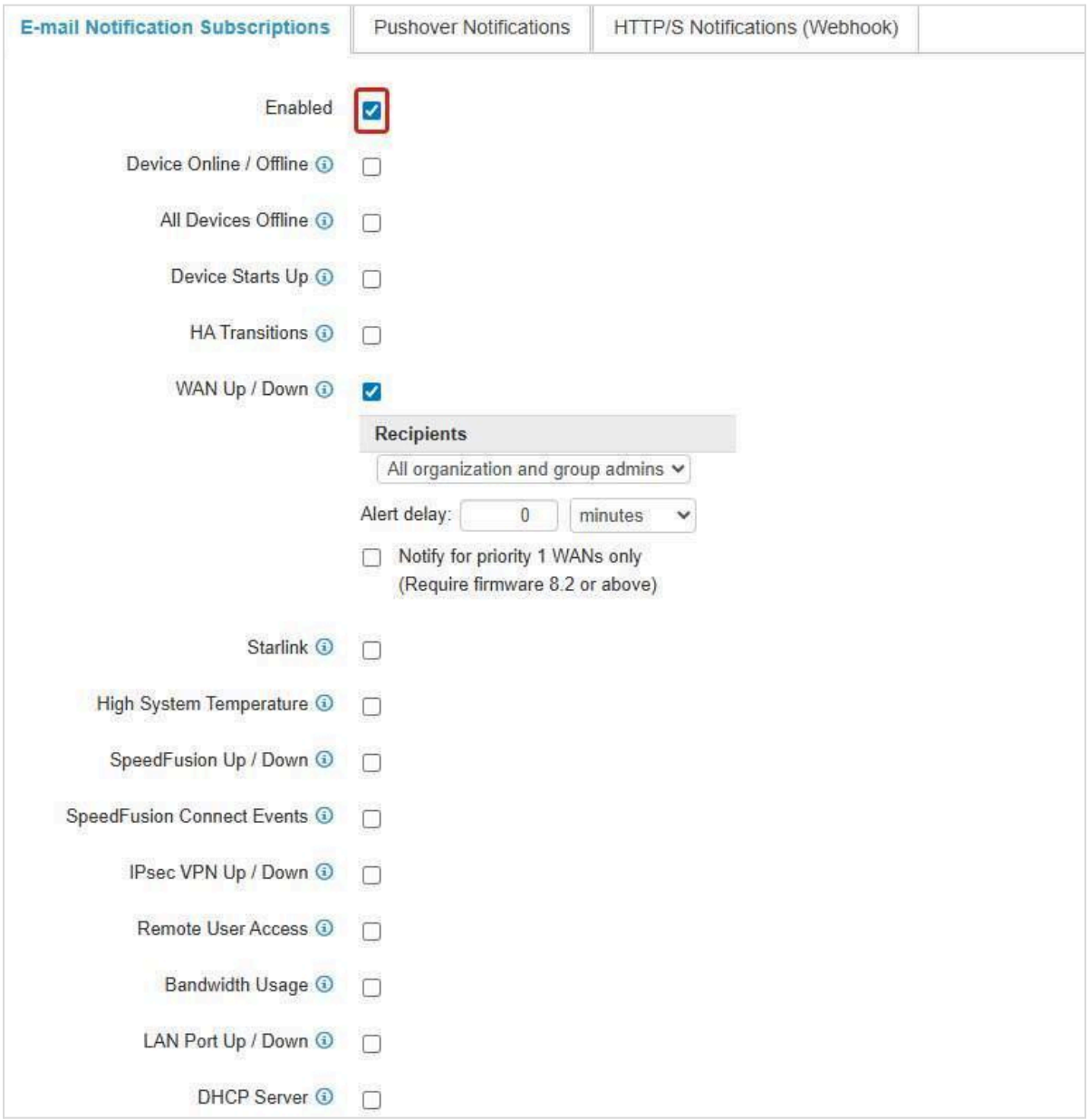
17.1.1. Watching the Fleet

Task	Go to	Notes	See
See how many devices are online and offline across the organization	`Organization > Overview`	The Organization Summary gives Online, Offline and Total. The Groups grid breaks them down per group	3.1 Overview
Find a device, SIM or IP address in any organization	The search box on **My Organizations and Groups**	Searches by organization or group name, S/N, device name, model, IMSI, IMEI, ICCID, EID, IP address and subnet	2.4.3 What the Search Covers

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Task	Go to	Notes	See
List every device with a problem	`Group > Dashboard`, or `Organization > Organization Settings > Device Management`	Filter by the status icons, for example **Priority-1 down WANs** or **One or more WANs hit 100% usage and restricted to routing management traffic only.**	10.1.3 The Devices Grid, 9.2 Device Management (Organization Level)
Receive alerts by e-mail, Pushover or webhook	`Group > Settings > Notifications`	31 event types, including Device Online / Offline with up to three escalation levels and WAN Up / Down for priority 1 WANs only. Enable both the profile and the channel. Profiles are set per group	13.7 Notifications
Receive an alert before a SIM or Starlink plan is used up	`Organization > Reports > SIM Card Reports` or `Starlink Data Pools`	Set a pool quota, the alert channels, and **Bandwidth Throttling** or **Stop Routing User Traffic** at the cap	4.1 SIM Card Reports (Organization Level), 4.2 Starlink Data Pools (Organization Level)
List subscriptions about to expire	`Organization > Organization Settings > Subscriptions and Licenses`	Filter **About to expire**, then click **Download as CSV**. Sort the CSV by **Subscription Expiration Date** to plan renewals	9.9 Subscriptions and Licenses
See the data a SIM used this month	`Device > Reports > Bandwidth and Usage Reports`	Select **Monthly** and the SIM slot in **Connection:**. Monthly covers the last 24 months	15.7 Bandwidth and Usage Reports

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A notification profile with the E-mail channel enabled. Each event has its own checkbox and recipients. WAN Up / Down also has an alert delay and a priority 1 WANs only option.

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17.1.2. Setting Up

Task	Go to	Notes	See
Add the first device	`Group > Settings > Add Devices`	Enter one serial number per line, or upload a CSV file. If a device stays offline after it is added, check the prerequisites: warranty or subscription, supported firmware, and outbound TCP 5246 and UDP 5246	2.8 Adding Your First Device, 1.3 Before You Start
Add a device held by another organization, or release a sold device	`Group > Settings > Add Devices`, or `Device Management, Actions, Remove...`	Only the holding organization can release a device. A device held by another organization cannot be added until that organization releases it	2.8.1 If a Serial Number Cannot Be Added, 2.8.2 If the Device Belongs to Another Organization, 2.8.3 Releasing a Device You No Longer Own
Change an SSID or its Wi-Fi password	`Group > Wi-Fi AP > Group-wide SSID Settings`	**Wi-Fi Management** must be ticked. Click the SSID name to edit it. The password is the **Shared Key**. The **Security Policy** of a new SSID defaults to **Open - No Encryption**	7.2.4 How to Change an SSID or Its Wi-Fi Password, 7.2.3 How to Roll Out an SSID to the Group

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Task	Go to	Notes	See
Block a website category for one site	`Group > Network Settings > Firewall Rules`, **Content Blocking** tab of a rule set	Tag the site, then set the rule set's Device Selection to the tag. A rule set is the device's entire firewall rule list. Lite tier devices enforce only 6 of the 17 categories	8.5.4 Creating a Rule Set, 8.5.8 The Content Blocking Tab, 13.1.5 The Tag Menu
Install an eSIM on one device	`Device > Settings > Device Tools`, **eSIM Installation** in **Command**	The device must be online, have EssentialCare or PrimeCare, and keep another WAN connected to the Internet	6.1.7 Install an eSIM on One Device
Set up a SpeedFusion profile	`Group > SpeedFusion VPN > Configuration`, then `Organization > SpeedFusion VPN > Configuration`, **Add Profile**	Tick **Enabled** on each group first. The wizard lists only devices from groups with SpeedFusion VPN enabled	5.7 Configuration (Group Level), 5.4.4 Adding a Profile

17.1.3. Fixing a Site

Task	Go to	Notes	See
Site has internet access but the device shows offline in InControl 2	The device's own Web Admin, then `Organization > Organization Settings > Subscriptions and Licenses`	Check the warranty or subscription, the upstream firewall (TCP 5246, UDP 5246, DNS, NTP), the clock and Outbound Policy	17.2.1 If the Site Works but InControl 2 Shows the Device Offline

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Task	Go to	Notes	See
Find when a device went offline	`Device > Reports > Event Log`, **Offline History and Online History**	Event Log search covers a rolling 31 days. **Log Archive Download** covers 12 months at device level and 24 months at group level	15.9.3 Offline History and Online History
Find when and how often a WAN or SpeedFusion link dropped	`Device > Reports > Connection Up/Down History`	Select a timestamp to open the Event Log on a ten minute window around it. Monthly availability is shown per connection	15.12 Connection Up/Down History
Check WAN latency over a day	`Device > Reports > WAN Quality Reports`	Select the WAN first. **Download Throughput Data** gives per minute bandwidth for one day	15.6 WAN Quality Reports
Check cellular signal history	`Device > Reports > WAN Quality Reports`, select the cellular WAN	Hover over a point for RSRP, SINR and RSRQ	15.6.4 Cellular Signal
Ping, traceroute or reboot one device	`Device > Settings > Device Tools`	Greyed out in the menu while the device is offline	16.4 Device Tools
Open the device's own web admin or command line	`Device > Settings > Remote Web Admin` or `Web CLI`	Available without on site access, including for devices behind carrier NAT. Changes made there apply directly to the device	16.5 Remote Web Admin, 16.6 Web CLI

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Task	Go to	Notes	See
Reach a camera, PLC or other equipment behind the router	`Device > Settings > InTouch`	Each entry records equipment on the site's LAN so it can be reached by name rather than by raw address	16.3 InTouch
Check a SpeedFusion link now and over time	`Group > SpeedFusion VPN > Live Status - Tabular View`	For history, open Connection Up/Down History (SpeedFusion VPN tab) and SpeedFusion Score in Device Reports	5.5 Live Status - Tabular View (Group Level), 15.12 Connection Up/Down History
Find the client using the most bandwidth	`Device > Reports > Device Reports`, **Top Clients by Usage**	Set the date range first	15.2.4 Top Clients by Usage

17.1.4. Changing Many Devices

Task	Go to	Notes	See
Add many devices at once	`Organization > Organization Settings > Add Devices`	Paste CSV lines `"Serial Number","Device Name"` and select the group and tags in the same step	9.1 Add Devices (Organization Level)
Create a site group with the same settings as an existing one	`Organization > Organization Settings > Create Group`	**Settings Cloning** copies selected areas of settings from a template group	9.3.2 Settings Cloning

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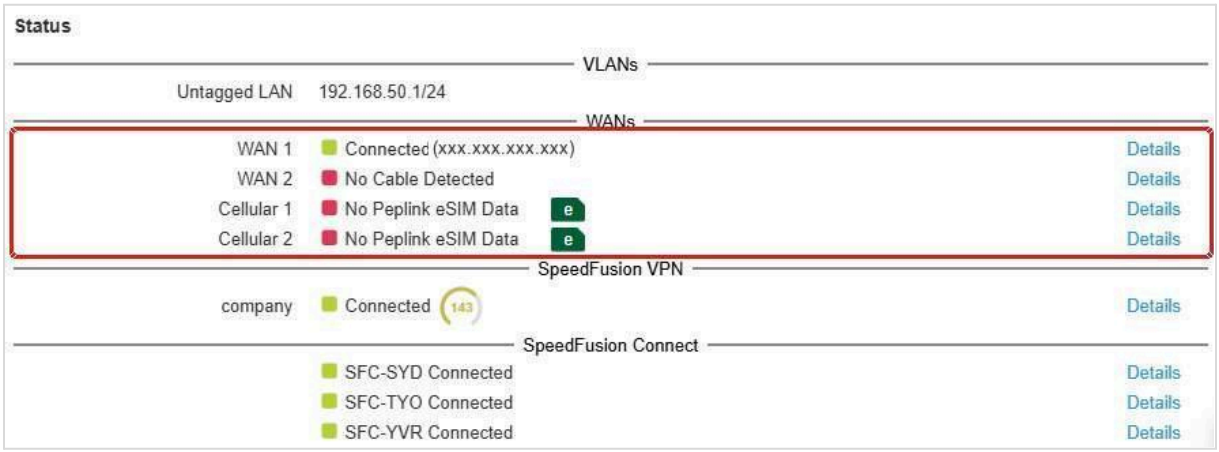
Task	Go to	Notes	See
Apply SSIDs, firewall rules, outbound policy or WAN settings to many devices	`Group > Wi-Fi AP`, `Group > Network Settings`	Target devices by tag. Enable **Auto Roll Back Device Configuration** first. See *Making a change safely* below (17.4 Making a Change Safely)	7.2 Group-wide SSID Settings, 8.1 How Group Management Works
Reboot many devices	`Group > Settings > Device System Management`, **Scheduled Reboot**	Use Scheduled Reboot, or reboot each device from Device Tools	13.4.8 Scheduled Reboot
Roll out firmware	`Organization > Organization Settings > Firmware Policy`, then each group's **Firmware Policy**	Keep **Upgrade only** selected. Check **Devices not following the policy:** afterwards	9.6 Firmware Policy (Organization Level), 13.9 Firmware Policy (Group Level)
View configuration changes and who made them	`Group > Settings > Operation Log`, or `Organization > Organization Settings > Operation Log`	Each row gives the time, the user, the action, and the old and new values	13.18 Operation Log (Group Level), 9.7 Operation Log (Organization Level)
Grant read-only access to one group	`Group > Settings > Group Settings`, **Administration**	The **Group Viewer** role cannot edit settings or access other groups	13.17.2 Administration
E-mail a monthly report	`Group > Settings > Report E-mailing`	**Monthly** sends on the first of every month. **Other e-mail addresses** sends to recipients without an InControl 2 account	13.8 Report E-mailing (Group Level)

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17.2. When a Site Is Down

Follow these steps to find the cause and start time of a site outage. All steps are performed in InControl 2. The reports in steps 2 to 6 remain available while the device is offline.

1. **Check whether the device is online.** Open the device. The square beside its name on Device Details shows its state (see 14.1 Device Details). InControl 2 marks a device offline when it has received nothing from it for more than 3 minutes at the default reporting interval.



Steps 1 and 3. The WANs block on Device Details shows each connection and its state. In this example, WAN 1 is connected and the others are down.

2. **If the device is offline, find when it went offline.** `Device > Reports > Event Log`, table **Offline History and Online History**. Each row pairs the offline time with the online time and the length of the gap. See 15.9.3 Offline History and Online History.

Offline Time	Online Time	Duration
2026-08-28 14:09:14	2026-08-28 14:14:13	5 minutes
2026-08-15 03:48:56	2026-08-15 03:53:14	4 minutes
2026-08-10 23:58:22	2026-08-11 00:01:45	3 minutes

***Step 2.** Each row gives the offline time, the online time and the length of the gap.*

3. **If the device is online, check its WANs.** Device Details, **Status**, WANs (see 14.1.10 Status). The **Priority-1 down WANs** icon on the device's row shows the same information in the group grid.

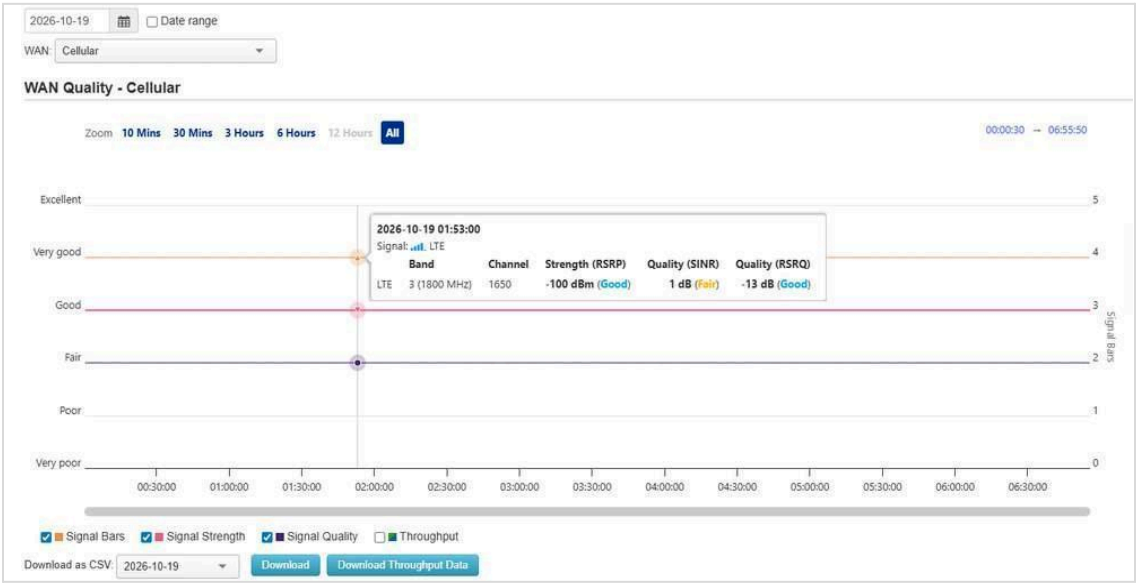
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4. **Find when and how often the WAN dropped.** `Device > Reports > Connection Up/Down History` (see 15.12 Connection Up/Down History). Select the Down timestamp to open the Event Log at that time.

Month	Connection Availability
2026-08	100%
2026-07	100%
2026-06	100%
2026-05	100%
2026-04	57.7%

Step 4. *Connection Up/Down History shows the availability of each connection per month.*

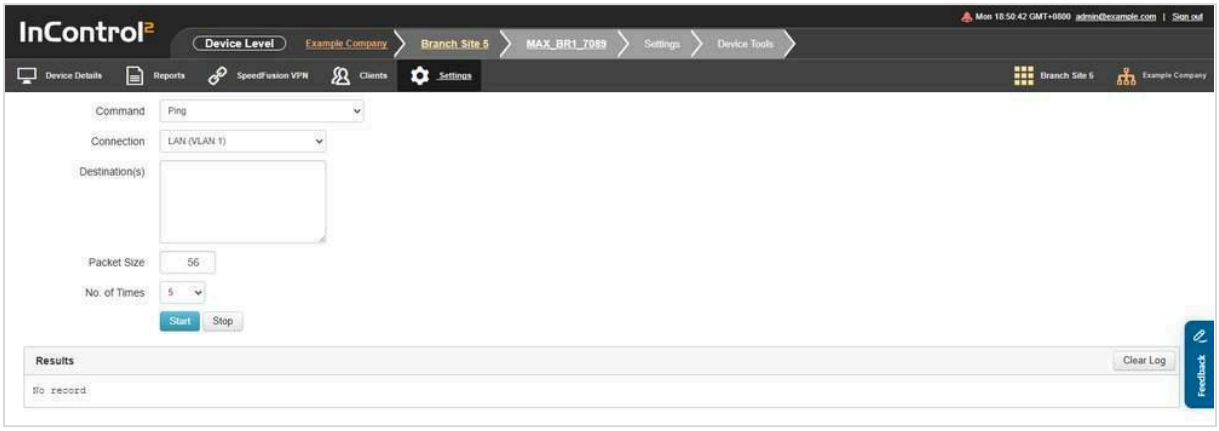
5. **Check for a WAN that is up but carries no user traffic.** Look for the icon **One or more WANs hit 100% usage and restricted to routing management traffic only.** It means the WAN has used its allowance. See 13.1.2 Status Icons.
6. **Check whether a link is slow rather than down.** `Device > Reports > WAN Quality Reports` (see 15.6 WAN Quality Reports), with the WAN selected. The chart marks **WAN Up** and **WAN Down** against latency. For a cellular WAN, the same screen shows signal strength and quality over time. Hover over a point for RSRP, SINR and RSRQ.



Step 6, cellular WAN. Hover over a point for RSRP, SINR and RSRQ, each with a level rating, plus the band and channel.

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7. **Check for a recent configuration change.** `Group > Settings > Operation Log` (see 13.18 Operation Log (Group Level)) lists recent changes. On Device Details, **Configuration to device stopped. Configuration rolled back.** means a configuration change left the device unable to reach InControl 2, so the device went back to its previous configuration. See 14.1.3 When a Change Cuts a Device Off.
8. **Test from the device.** `Device > Settings > Device Tools`, **Ping** or **Traceroute** from each WAN in turn (see 16.4.2 How to Isolate a Fault from InControl 2). If one WAN reaches the target and another does not, the fault lies with that WAN rather than the device.



Step 8. *Select the Connection to ping from, to test each WAN in turn.*

9. **Inspect the device.** Remote Web Admin (16.5 Remote Web Admin) or Web CLI (16.6 Web CLI) opens the device's own interface for anything InControl 2 does not show. Saved configurations are listed on Device Details under **Information**, **Show All**, **Configuration Backups**. See 14.1.6 Configuration Backups.

   Caution: *On an offline device, Device Tools, Remote Web Admin and Web CLI are greyed out in the Settings menu. Use step 2 and the reports instead.*

17.2.1. If the Site Works but InControl 2 Shows the Device Offline

If users at the site have internet access but the device shows offline in InControl 2, the device cannot reach InControl 2. Check the following items in the device's own Web Admin at the site, or with personnel on site.

1. **InControl management on the device.** In the device's Web Admin, check that InControl management is enabled.

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2. **Warranty or subscription.** Check the device's expiry on `Organization > Organization Settings > Subscriptions and Licenses` (9.9 Subscriptions and Licenses). A device whose warranty or subscription has lapsed shows as offline even with a working connection.
3. **Upstream firewall.** Outbound TCP 5246, UDP 5246, DNS (UDP and TCP 53) and NTP (UDP 123) must be allowed from the device. See 1.3 Before You Start.
4. **Name resolution.** From the device's Web Admin, ping `ac1.peplink.com` and `ac2.peplink.com`. If the names do not resolve, correct the DNS servers the device uses. If they resolve but do not answer, check for a firewall or an upstream hop blocking the path. A ping reply does not confirm that UDP 5246 is open.
5. **Clock.** If the device's time reads 1 January, the device usually started without a working WAN and could not set its clock, so it cannot validate InControl 2's certificates. It recovers once a WAN is up and the time synchronizes.
6. **Routing.** The device's own InControl 2 traffic follows its routing like any other traffic:

- An Outbound Policy rule that sends all traffic into a VPN, or SpeedFusion with **Send all traffic to** enabled, can carry it to a peer that does not forward it.
- A static route for `0.0.0.0` in the LAN settings takes precedence over Outbound Policy.

In the device's Outbound Policy, enable Expert Mode, add a rule that sends `*.peplink.com` over a WAN with direct internet access, and move the rule to the top, above the SpeedFusion VPN entry. See 8.4 Outbound Policy.

17.3. Daily Health Check

Perform this check at the start of each working day. It covers three screens.

1. `Organization > Overview` (3.1 Overview): compare **Offline** with the previous day. Open any group whose offline count has increased.

Name	Description	Online Devices	Offline Devices	Total Devices	Clients
Distribution Centre		2	1	3	36
North Branch		0	7	7	0
South Branch		0	0	0	0
Harbour Site		0	0	0	0
Airport Depot		4	3	7	5
Retail Store 01		0	0	0	0
Retail Store 02		0	0	0	0
Captive Portal		0	0	0	0
Field Vehicles		3	6	9	73
Regional Office	Regional hub	0	6	6	0
Warehouse A		0	0	0	0

Step 1. *The Offline Devices column of the Groups grid gives the offline count of each group. Open any group whose count has increased since the previous day.*

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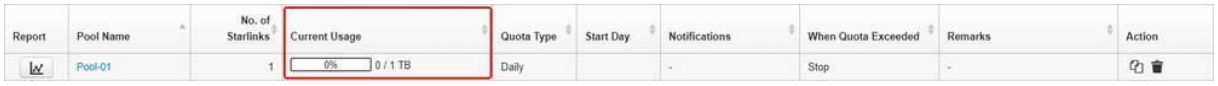
2. `Group > Dashboard` (10.1.3 The Devices Grid): filter the device grid by the status icons. Act first on **Priority-1 down WANs**, **One or more WANs hit 100% usage and restricted to routing management traffic only.**, and the configuration icons **Configuration to device stopped. Configuration rolled back.** and **InControl 2 stopped applying configurations to the device.**



Step 2. *The search options panel, opened from the arrow beside the search box above the device grid. The WANs icon set at the bottom is one of the status icon filters. Hover over an icon for its tooltip.*

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3. `Organization > Reports > SIM Card Reports` (4.1 SIM Card Reports (Organization Level)) and `Starlink Data Pools` (4.2 Starlink Data Pools (Organization Level)): check **Current Usage** against each pool's quota.



Step 3. *Current Usage shows the percentage of the quota used, with the amount used against the quota beside it.*

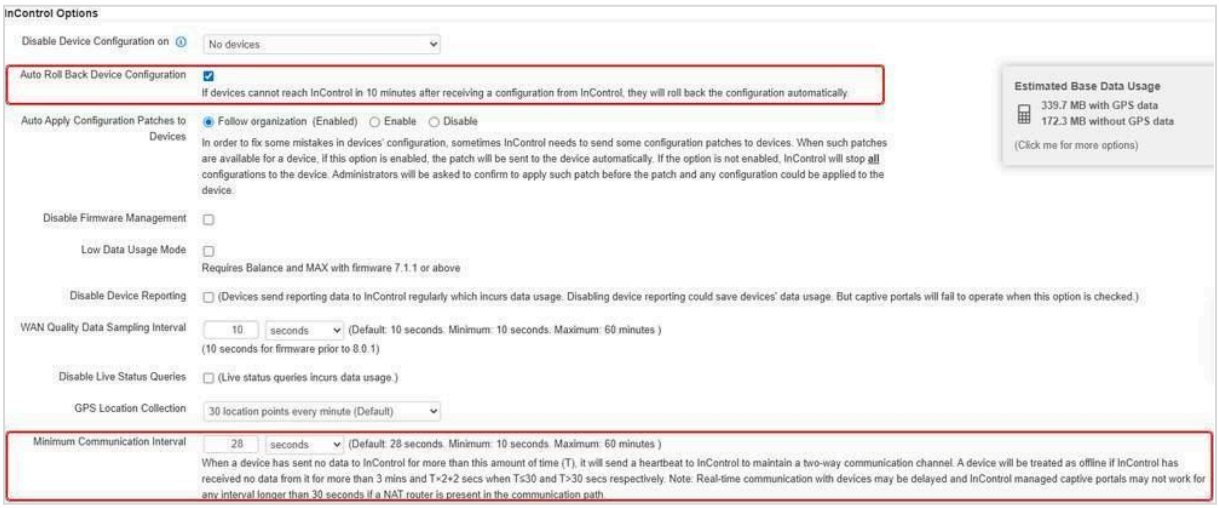
4. `Organization > Organization Settings > Subscriptions and Licenses` (9.9 Subscriptions and Licenses): filter **About to expire** once a week.

17.4. Making a Change Safely

Follow these steps before any change that reaches more than one device: SSIDs, firewall rules, outbound policy, WAN settings or firmware.

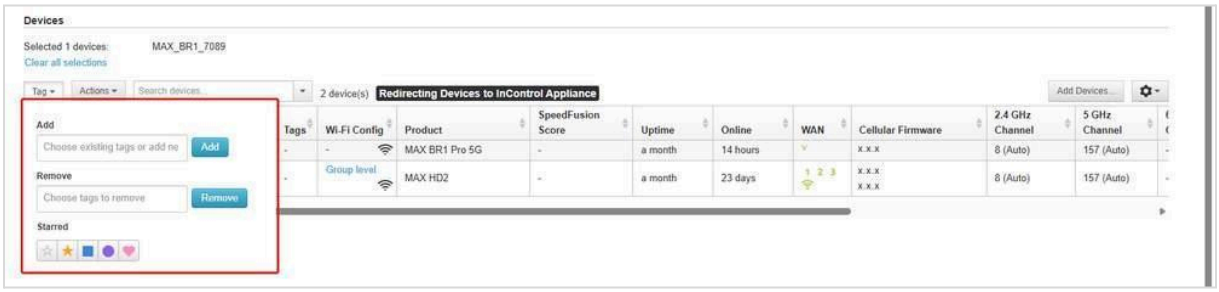
1. **Enable Auto Roll Back.** `Group > Settings > InControl Options`, **Auto Roll Back Device Configuration** (see 13.6.1 Configuration Control). If a device cannot reach InControl 2 within 10 minutes of receiving a configuration, it rolls the configuration back automatically. A rule that cuts the device off from InControl 2 is therefore reversed. The trigger is the device's contact with InControl 2 only. A change that leaves the device reachable but breaks another service at the site, such as client Wi-Fi, a VPN or a LAN service, is not rolled back. Check the site after every change.

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Auto Roll Back Device Configuration, and Minimum Communication Interval, which sets how quickly an unresponsive device is marked offline.

2. **Tag pilot devices.** Apply a tag to two or three devices and set the new rule set, profile or SSID to select that tag only.



Step 2. *On Device Management, tick the pilot devices, open Tag, and add the pilot tag in the Add box. The current selection is named above the grid.*

3. **Confirm delivery. Last Config Applied** on the device grid shows when configuration last reached each device (see 10.1.3 The Devices Grid). Device Details shows a badge for each area InControl 2 manages, for example **OBP**, *Outbound Policy is being managed*. See 14.1.2 Status Badges on the Heading Line.

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Step 3. Each badge after the device name marks an area InControl 2 manages on that device, for example OBP for Outbound Policy.

4. **Extend in stages.** Once the pilot devices work correctly, add the tag to more devices, or change the selection to the whole group.
5. **Plan the rollback.** The Operation Log records the old and new values, so a previous setting can be restored manually. See 13.18 Operation Log (Group Level).

For firmware:

1. Leave **Upgrade only** selected so that no device is moved to an older version.
2. Set the new version on one group, or pin it on a few devices on `Device > Settings > Firmware Management` (16.1 Firmware Management), before applying it more widely.
3. Check **Devices not following the policy:** and **Pending Firmware Update Schedules** on the group's Firmware Policy. See 13.9 Firmware Policy (Group Level).
4. To return one device to its previous version, use **Reboot to last firmware** on that device. See 16.1 Firmware Management.



After a rollout, the devices listed under Devices not following the policy have not yet updated. Pending Firmware Update Schedules lists queued updates.

Which firmware setting applies

Firmware is set at three levels, as summarized below.

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Where	Setting	Effect
Organization > Organization Settings > Firmware Policy	A version, per product and hardware revision	Applies to the groups listed under **Groups following** on that row, which are the groups whose own row is set to Follow organization policy
Group > Settings > Firmware Policy	Follow organization policy, the default value of each row	The group takes the organization policy for that product. See 9.6 Firmware Policy (Organization Level)
Group > Settings > Firmware Policy	A version, Firmware management disabled or Custom	The group's own setting applies for that product, and the group appears under **Groups not following** on the organization row
Device > Settings > Firmware Management	Follow group policy	The device takes the firmware set by the group firmware policy. See 16.1.2 Applying Firmware
Device > Settings > Firmware Management	A version and build	Pins the device to that firmware
Device > Settings > Firmware Management	Custom	The device does not follow the group policy and does not receive the firmware specified on the group policy page. See 16.1.3 Custom

Upgrade only is available at all three levels and determines which devices a selected version reaches. See 13.9 Firmware Policy (Group Level).

> ***Caution:*** *A setting saved at group level reaches every device it selects when it is saved. A setting saved at organization level reaches every group. Changes made on the device itself in an area InControl 2 manages are replaced by the InControl 2 settings.*

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17.5. Glossary

The following terms are specific to InControl 2 or have a specific meaning in its reports.

Term	Meaning	Full detail	See
Offline	InControl 2 has received nothing from the device for more than 3 minutes when the reporting interval is 30 seconds or less, or for more than twice the interval plus 2 seconds when it is longer	Settings (Group Level), InControl Options	13.6.3 Minimum Communication Interval
Uptime and Online	**Uptime** counts from when the device started. **Online** counts from when its current connection to InControl 2 began. A device that reconnects keeps its uptime and restarts its online figure	Device Level Management	14.1.4 Information
Device Availability	The proportion of the day the device was running: its uptime in the day divided by the length of the day	Device Reports	15.2.3 Internet Availability and Device Availability
Internet Availability	The proportion of that running time in which the device could reach InControl 2. It does not measure any one WAN and is not an ISP uptime figure	Device Reports	15.2.3 Internet Availability and Device Availability

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Term	Meaning	Full detail	See
Connection availability	The uptime of one WAN or SpeedFusion connection in a month. Time while the device itself was offline is not counted as downtime	Device Reports, Connection Up/Down History	15.12.3 Monthly Availability
Priority-1 down WANs	One or more WANs in priority 1 are down. A device can show this while still online over another WAN	Group Dashboard	10.1.3 The Devices Grid
Event Log and Operation Log	The **Event Log** holds events reported by devices, such as WAN up and down. The **Operation Log** holds changes made by administrators	Reports, Settings (Group Level)	11.11 Event Log (Group Level), 13.18 Operation Log (Group Level)
Log Archive	Daily archive files of the Event Log, covering 12 months at device level and 24 months at group level, with a delay of about 3 days	Reports	11.11.6 The Log Archive Download Dialog
Upgrade only	Applies a firmware version only to devices on a lower version. When cleared, it also moves devices on a newer version back to the selected version	Settings (Organization Level), Firmware Policy	9.6 Firmware Policy (Organization Level)

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Term	Meaning	Full detail	See
Carrier Pool and Custom Pool	The system generates one carrier pool for each carrier. A custom pool is defined by the user, with its own quota and alerts	Organization Reports	4.1.3 Carrier Pools and Custom Pools
Tag	A label on a device. Most group settings select their devices by tag	Settings (Group Level)	13.1.5 The Tag Menu
Organization	The top level. It holds groups, organization-wide settings, and every device the organization owns	Getting Started	2.1 How InControl 2 Is Organized
Group	The level inside an organization that holds devices and the settings that apply to them. A setting made at group level applies to every device in that group	Getting Started	2.1 How InControl 2 Is Organized
Manage gate	The **Manage ...** or **Managed** checkbox on a group screen. Until it is ticked and saved, InControl 2 does not change that setting on any device	Network Settings	8.1 How Group Management Works, 8.1.1 Before You Tick a Manage Checkbox

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Term	Meaning	Full detail	See
SpeedFusion VPN	Bonds several WAN connections into one virtual link between two Peplink endpoints, which can be two devices or a device and a FusionHub	SpeedFusion VPN	5.1 How SpeedFusion VPN Works
SpeedFusion Connect	A subscription separate from PrimeCare, with its own **Expire in** date. Device Details, **Status**, shows its maximum throughput, remaining data quota and peers. A SpeedFusion Connect link appears by location name, for example Singapore (SIN)	Device Level Management	14.1.10 Status
PrimeCare and EssentialCare	Device subscriptions. Either one is required to install an eSIM. An expired subscription shows a red notice under the device name, for example **PrimeCare expired**	eSIM and SIM Management, Settings (Organization Level)	6.1.7 Install an eSIM on One Device, 9.9 Subscriptions and Licenses

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Term	Meaning	Full detail	See
InTouch	Saved entries for cameras, controllers and other equipment on the LAN behind a device, reached from InControl 2 over `http`, `https`, `ssh`, `telnet`, `rdp` or `vnc` under a saved name rather than a raw address	Device Level Tools	16.3 InTouch
Remote Web Admin	Opens a device's own web administration interface through InControl 2, including devices behind carrier NAT. The device must be online	Device Level Tools	16.5 Remote Web Admin
FusionHub	A supported Peplink device, in Solo, Essential and Pro editions, that can be one end of a SpeedFusion VPN link. Its licence is tied to virtual hardware IDs unique to each FusionHub or VM instance	Settings (Organization Level), Subscriptions and Licenses	9.9.2 FusionHub Licenses, 5.1 How SpeedFusion VPN Works

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Term	Meaning	Full detail	See
Auto Roll Back	**Auto Roll Back Device Configuration**. If a device cannot reach InControl 2 within 10 minutes of receiving a configuration, it rolls the configuration back automatically. It reacts only to lost contact with InControl 2, not to other services at the site	Settings (Group Level), InControl Options	13.6.1 Configuration Control

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