



Using the enSite™ Standalone Server for the enSite™ Management System

Encore Networks' secure cloud management system, enCloud™, for management of EN™ routers via the internet, is also available as enSite™, for on-site management of EN™ routers in a private or closed network.

The enSite™ management system is standalone server software that uses the enCloud™ management system for on-premises management of devices on a private or closed network. The enSite™ management system looks and feels the same as the enCloud™ management system; however, the systems have some differences:

- enSite™ is available only on its server and on devices connected to the server through a private network. enSite™ is not available on the public internet.
- enSite™ data are stored and backed up locally.
- enSite™ and enCloud™ use different methods of copy protection.

In all other ways, use of the enSite™ management system is identical to use of the enCloud™ management system.

If your organization wishes to use enSite™, contact your Encore Networks sales representative for information.

See the following:

- [Section 1.1, *The enSite™ Administrator*](#), on page 2
- [Section 1.2, *Setting Up the enSite™ Standalone Server*](#), on page 2
- [Section 1.3, *enSite™ Software Assurance*](#), on page 3
- [Section 1.4, *Device Registration Subscriptions*](#), on page 4
- [Section 1.5, *enSite™ Device Levels*](#), on page 4
- [Section 1.6, *Developing Accounts on enSite™*](#), on page 8

1.1 The enSite™ Administrator

Your organization must designate at least one person as an enSite™ administrator. Each enSite™ administrator will be a main contact for all support related to enSite™.

Each enSite™ administrator will attend required training with Encore Networks, Inc.

The enSite™ administrators will be responsible for assigning user accounts to local users of enSite™, for training internal users of enSite™, and for arranging software assurance and technical support activities.

Note: Only trained users of enSite™ are eligible for enSite™ technical support.

1.2 Setting Up the enSite™ Standalone Server

Setting up the enSite™ server is a straightforward process. The customer obtains server hardware to act as one or more enSite™ servers. The customer will be responsible for administration and maintenance of each server's hardware and operating system. See the following:

- [Section 1.2.1, *Specifications for the enSite™ Server*](#), on page 2
- [Section 1.2.2, *Installing enSite™ Software*](#), on page 2
- [Section 1.2.3, *Additional Considerations for Initial Installation*](#), on page 3
- [Section 1.2.4, *enSite™ Copy Protection*](#), on page 3

1.2.1 Specifications for the enSite™ Server

The enSite™ server must meet or exceed the following specifications:

- Hardware
 - 16 GB RAM
 - 500 GB solid-state storage device (SSD) or larger, for the operating system (OS) and programs (software)
 - 500 GB hard disk drive (HDD) or larger, for backup and storage
 - (Preferred) Raid 1 mirrored array, for redundancy
 - High-speed network connectivity
 - Intel i7 processor or equivalent
 - Dual power supplies
- Software
 - Ubuntu 16.04 server edition
 - enSite™ software

1.2.2 Installing enSite™ Software

The customer will ship each server to Encore Networks, Inc., for installation of enSite™ software and for customer-site-specific customization. The initial set-up will include software installation and any additional customer set-up items agreed to by the customer and by Encore Networks, Inc.

After initial set-up, each server with installed software will be returned to the customer for physical installation. Installation notes and paperwork, including the device ID, the enSite™ copy-protection key, and the device-level key, will be provided.

1.2.3 Additional Considerations for Initial Installation

In the enCloud/enSite management system, the Panel to Add a User requires entry of the new user's email address, to act as the user's log-in name. When the panel's button to **Add User** is selected, enCloud uses a public email server to send an email message to the new user, requesting that user to create a password for enCloud log-in. However, enSite is usually deployed on a private, closed network, and therefore is unable to use a public email server to send email messages. As a result, enSite must create the user password in a different way.

enSite's lack of public email access also affects the ability of rules to send notifications. enCloud can send email notifications in response to a triggered rule condition, but enSite cannot do so without access to an email server.

However, there are solutions:

- To send email with enSite: If your company has an email-forwarding service on the same network with enSite, enSite can be customized to use that service, *as part of the server set-up during initial enSite installation*. That customized process will allow enSite to send email over the internal email server when a user is added or when a rule's condition is met. (This solution, performed once, resolves all concerns stated in this section.)
- To create a user password in enSite: Add the user's email address via the Panel to Add a User. After the panel closes, select the **Actions** button at the end of that user's row in the table of users. On that button's dropdown menu, select **Set Password** and type the user's password.¹ (This solution must be performed for each new user. It does not resolve the sending of email.)

1.2.4 enSite™ Copy Protection

The enSite™ server is protected with a copy-protection key. The key for enSite™ copy protection depends on the server's hardware configuration. If the hardware configuration changes, shutdown conditions may occur, and a new copy-protection key may be required.

Contact Technical Support at Encore Networks, Inc., for the new copy-protection key.

For details, see the document [Troubleshooting the Server's Copy-Protection Key](#).

1.3 enSite™ Software Assurance

Software assurance includes enSite™ software improvements and new features as they are developed. This includes updates to the server software and to the router firmware required to support the new software features. Updates of software assurance will be scheduled for deployment with the input of the enSite™ administrator. See the following:

- [Section 1.3.1, The enSite™ Software Assurance Plan](#), on page 4
- [Section 1.3.2, The enSite™ Backup Script](#), on page 4

1. In enCloud, this process is used only to change a user's password. (enSite can also use this process to change a password.) The password for enCloud is created by the user at initial log-in.

1.3.1 The enSite™ Software Assurance Plan

Four hours of enSite server training are included with each year of software assurance, to keep enSite™ administrators and enSite™ users informed about changes in the enSite™ management system.

The first year of software assurance is included in the price of the enSite™ software. Each additional continuous year will be assessed at a contracted percentage of the user's device-level base price.

After a lapse of software assurance of any amount of time, renewal of software assurance will incur an additional fee.

1.3.2 The enSite™ Backup Script

Proper backup procedures must be in place to protect the data stored on enSite™. The enSite™ backup script is provided for this purpose.

At initial server setup, the backup script is set up to run nightly and to store a backup each night. For details, see the document [The enSite™ Backup Utility](#).

1.4 Device Registration Subscriptions

All enSite™ installations include 1,000 ten-year registration subscriptions. The subscriptions are required in order to register devices on the enSite™ server™. If these subscriptions expire, call enCloud™ support for replacement subscriptions. (Also call enCloud™ support if your organization needs additional subscriptions, for additional devices.)

Note: These subscriptions are independent of the device levels discussed in [Section 1.5, enSite™ Device Levels](#), on page 4. A registration subscription is assigned to a device at the time the device is assigned to a customer.

Also see [Section 2.2, Reviewing Subscriptions](#), on page 9 of the document [Subscriptions](#) in the [enCloud™ Account Development Module](#).

1.5 enSite™ Device Levels

[Table 1-1](#) lists enSite™ device levels. Device quantities reflect the number of devices present on the enSite™ platform, regardless of device state or status. Device levels determine the contract cost for enSite™ software and support.

Table 1-1. enSite™ Device Levels

Device Level	Number of Devices
Device Level 1	200 or fewer devices
Device Level 2	201 to 1,000 devices
Device Level 3	1,001 to 2,500 devices
Device Level 4	Custom

See the following:

- [Section 1.5.1, Device-Level Keys for enSite™ Software](#), on page 5
- [Section 1.5.2, Establishing the Device-Level Key for enSite™](#), on page 5

1.5.1 Device-Level Keys for enSite™ Software

The device-level key is based on the device level chosen at the time of purchase. It tells the enSite™ system the number of total devices allowed to connect to the enSite™ server. The initial device-level key will be generated and installed with the enSite™ software. To view or update the device-level key, see [Section 1.5.2, Establishing the Device-Level Key for enSite™](#).

1.5.2 Establishing the Device-Level Key for enSite™

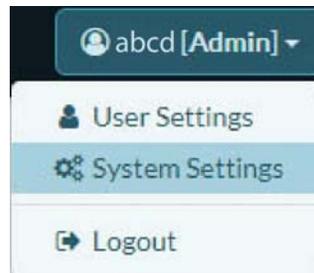
In the upper right corner of each enSite™ screen, a button lists your user name and (in brackets) your permission level ([Figure 1-1](#)).

Figure 1-1. User Identification and Permission Level Button



- 1 Left-click the User Identification and Permission Level Button, and on the button's dropdown menu, select **System Settings** ([Figure 1-2](#)).

Figure 1-2. Dropdown Menu for Tier 1 (VAR) Administrator User



Note: If you are at a tier 2 (customer) level within this value-added reseller (VAR) account, the dropdown menu might include different items.

» The enSite™ System Settings Screen is displayed ([Figure 1-3](#)).

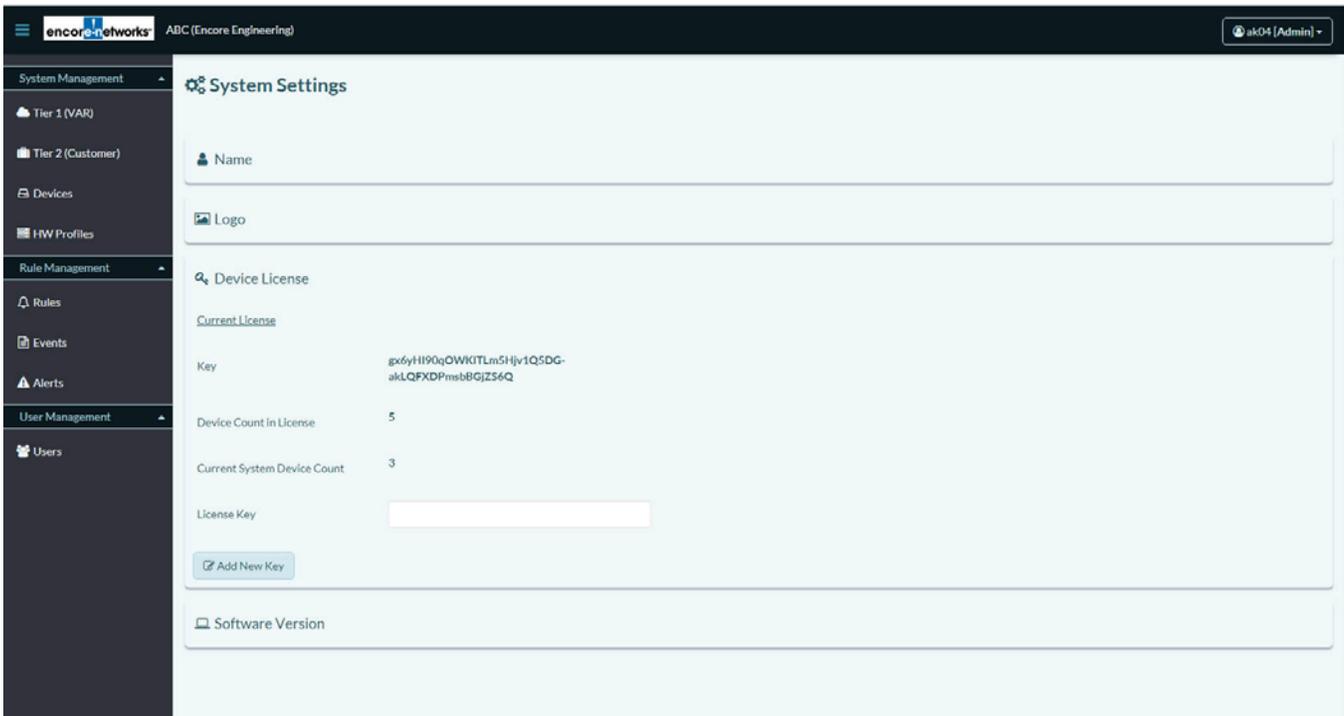
Figure 1-3. enSite™ System Settings Screen



2 On the System Settings Screen, select **Device License**.

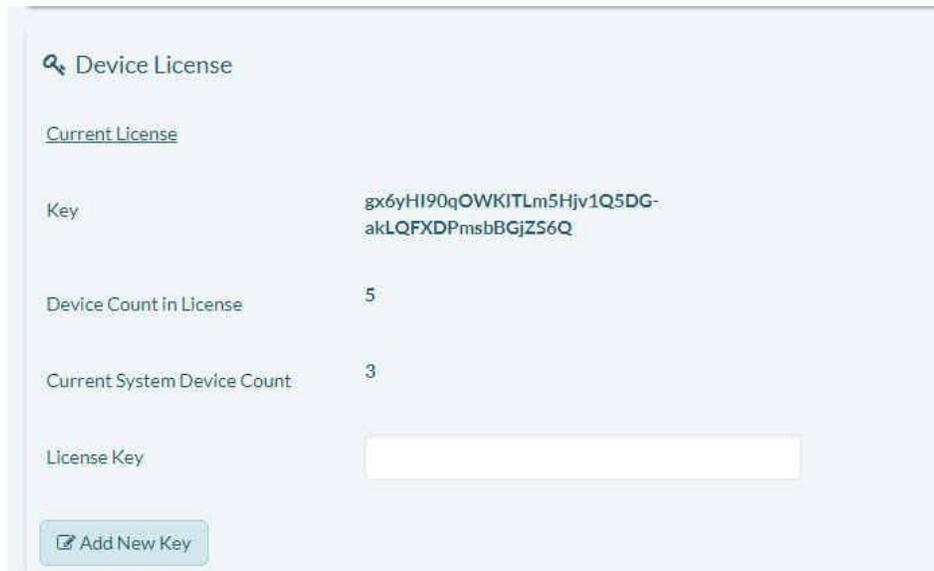
» The **Device License** section expands, and the parameters for the enSite™ device license are displayed (Figure 1-4).

Figure 1-4. enSite™ Device License Parameters



Note: Figure 1-5 displays a detail of the enSite™ device license parameters.

Figure 1-5. enSite™ Device License Parameters, Detail



Device License

Current License

Key: gx6yHI90qOWKITLm5Hjv1Q5DG-akLQFXDPmsbBGjZS6Q

Device Count in License: 5

Current System Device Count: 3

License Key:

- 3 Review the parameter values.

Note: The **Key** field displays the enSite™ device-level key.

- 4 If you wish to add or change the device-level key, enter that key in the **License Key** field, and select the screen's button to **Add New Key**.
 - » One of the following occurs:
 - If the key is identical to the current device-level key, a message indicates that the license is already in place (Figure 1-6). Select the **x** near the upper right corner of the message box to close the message. Go to [step 5](#).

Figure 1-6. License Already Active



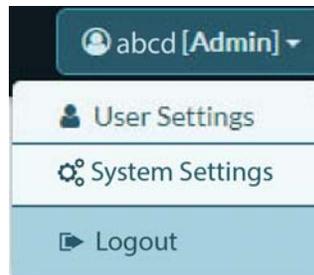
- If the entered key is not identical to the currently active key, licensing is updated. The new device-level key is displayed in the **Key** field. Go to [step 5](#).
- 5 Do one of the following:
 - a If the device-level key displayed in the **Key** field is incorrect, return to [step 4](#).
 - b If the device-level key displayed in the **Key** field is correct, continue to [step 6](#).
 - 6 Do one of the following:
 - a To continue managing an area of this account, select an item in the enSite™ menu (along the left side of the screen). For example, select **Billing**.
 - » The screen for the selection is displayed (Figure 1-7). Review the documentation for the displayed topic.

Figure 1-7. enSite Subscription Billing Screen (Sample)

Tier 1 (VAR)	CoS	Remaining CoS Count
ABC (Encore Engineering)	10 Years Subscription	10000
test 2	10 Years Subscription	9999

- b To exit this enSite™ session, select the User Identification and Permission Level Button in the upper right corner of the screen and, in the dropdown menu, select **Log Out** (Figure 1-8).

Figure 1-8. Selection of Log Out



- » The enSite™ System Management session closes.

1.6 Developing Accounts on enSite™

The enSite™ management system is identical to the enCloud™ management system. Additional document and modules for enSite™ development are:

- [The QuickStart Guide for the enCloud™ and enSite™ Management Systems](#), useful for a quick overview and set-up of the enSite™ system
- [The enCloud™ Account Development Module](#), with detailed information for setting up user accounts on both enCloud™ and enSite™
- [The enCloud™ Routers and Rules Module](#)

For full information, see the [enCloud™ Management System Document Set](#).

Note: Encore Networks, Inc., provides technical support only to authorized Encore resellers and to end customers that have purchased a support contract.