

RedPort Optimizer CrewComm Premier

Advanced Guide for Dealers, Service Providers, and Support Staff

RedPort Router: wXa-165 (Optimizer CrewComm Premier)

Revision History

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Contents

1. About This Guide	7
2. Introduction to CrewCommCenter Service	7
2.1. CrewCommCenter Service	7
2.1.1. CrewComm Vessel Management (Dashboard)	8
2.1.2. CrewComm Management Portal	8
2.1.3. User Access (subscriber/crewmember)	9
2.2. Key Features and Services	9
2.3. Recommended Vessel Setup Process *Start Here*	9
3. *CrewComm Vessel Management (Dashboard) Use	10
3.1. Pre-activation Form	10
3.2. Connecting RedPort Optimizer CrewComm Router to the Internet	17
3.3. Log in to the Dashboard	20
3.4. Vessel Settings & System Activation	20
3.5. WAN & Port Forwarding	21
3.6. DNS Settings	23
3.7. Change Password	27
3.8. RedPort System Management	29
3.8.1. Vessel Tracking	30
3.8.2. XGate Email	32
3.8.3. VOIP	34
3.8.4. Remote Login	37
3.8.5. XWeb (Web Compression)	37
4. *CrewComm Management Portal Use	38
4.1. CrewComm Management Portal Log in	38
4.2. Support	39
4.2.1. Subscriber	39
4.2.2. Vessel	40
4.3. Reports	40
4.3.1. Subscriber Reports	40
4.3.1.1. Checking the User's Message Details	41
4.3.1.2. Print Report	43
4.3.1.3. Checking a Reload	44
4.3.2. Vessel Reports	44
4.3.3. Fleet Reports	46
4.3.4. Fleet News	49
4.3.5. Partner Reports	50
4.4. Maintenance	53
4.4.1. CrewComm Management User Account	53
4.4.1.1. Add User Account	54
4.4.1.2. Edit User Account	56
4.4.1.3. Delete User Account	58
4.4.2. Partner Account	59
4.4.2.1. Add Partner Websupport Account (See Chapter 4.4.1.1)	59
4.4.2.2. Edit Partner Account (See Chapter 4.4.1.2)	59
4.4.2.3. Delete Partner Account (See Chapter 4.4.1.3)	59
4.4.3. Access Control	60
4.4.3.1. Access Control - Partner	60
4.4.3.2. Access Control - Fleet (See Chapter 4.4.4.3)	64
4.4.3.3. Access Control - Vessel (See Chapter 4.4.5.4)	64
4.4.4. Fleet	64
4.4.4.1. Fleet - Creation	64
4.4.4.2. Fleet - Maintenance	66
4.4.4.3. Fleet - Access Control	69
4.4.4.4. Fleet - Announcements	71
4.4.5. Vessel	74

4.4.5.1. Vessel - Activation / Registration	74
4.4.5.2. Vessel - Maintenance	76
4.4.5.3. Vessel - Access Control	81
4.4.6. Subscriber (User on Vessel)	86
4.4.6.1. Subscriber - Creation	86
4.4.6.2. Subscriber - Address book (modify contacts)	87
4.4.6.3. Subscriber - Maintenance	89
4.4.6.4. System	93
5. *User (subscriber, crew member) Access and Use	96
5.1. Log in to CrewCommWifi as a User	96
5.2. E-mail & SMS services	98
5.3. View Announcements	101
5.4. View World News	101
5.5. Internet Use	102
5.6. Se@MeNow Use	103
5.7. Low Data Chat Use	104
5.8. User Control Panel	105
5.8.1. Credit Counter (and adding Credits to User account)	105
5.8.2. Edit Profile	107
5.8.3. Help	108
5.8.4. System Info	109
5.8.5. Leave Vessel	109
6. **Introduction to the RedPort Optimizer CCP Router and UI	111
6.1. RedPort Optimizer CrewComm Premier (CCP) Router Model Overview	111
6.1.1. wXa-165 RedPort Optimizer CrewComm Premier Router (CCP)	111
6.2. Key Features	111
6.3. Services Included	112
6.4. Premium Services Available	112
7. Important Things to Know Before Getting Started	112
7.1. More Than Just a Router	113
7.2. Designed Use of the RedPort Optimizer CrewComm Premier	113
7.3. How it Works at First Launch (Out of the Box)	113
7.4. How Data Flows Through the Router	114
7.4.1. Default Configuration:	114
7.4.2. Data Flow - All Paths	117
7.5. Navigating the User Interface	117
8. Getting Started - User Interface Access	118
8.1. Access the Home Page	118
8.1.1. Onsite Administrator Login (Admin)	118
8.1.2. Installer/Network Administrator Login (Superadmin)	119
8.2. How to Use with Default Setup	121
8.3. Router Security	122
8.3.1. How to Secure Your Router *IMPORTANT*	122
9. Services	123
9.1. Web Compression and Filtering	123
9.1.1. Settings	123
9.1.1.1. Compression	123
9.1.1.2. General Settings	124
9.1.1.3. Advanced Settings	125
9.1.2. Filters	126
9.1.3. Log	127
9.1.4. Help	128
9.2. RedPort Email	128
9.2.1. Enable and Configure RedPort Email	129
9.2.2. Primary Accounts	132
9.3. SMS Messaging	132

9.3.1. SMS Settings	132
9.3.2. Configure SIP Extensions to Receive SMS Messages	133
9.3.3. How to Send/Receive SMS Messages	134
9.3.4. SMS Management	134
9.4. GPS Tracking	135
9.4.1. Tracking Powered by RedPort with GSatTrack	135
9.4.2. Tracking via SMS	136
9.5. GPS/NMEA Repeater	137
9.5.1. Equipment Setup	138
9.5.1.1. USB NMEA Device	138
9.5.1.2. RS-232 NMEA Device	138
9.5.1.3. Connecting Multiple NMEA Devices	139
9.5.2. GPS/NMEA Repeater Parameters Configuration	140
9.6. Voice PBX	141
9.6.1. Setup Extensions	141
9.6.1.1. How to Make/Receive Voice Calls	142
9.6.2. CDR (Call Data Records)	143
9.6.3. Logs	144
9.6.4. Sat SIP Trunk (for Sailor FBB terminal only)	145
9.6.5. RedPort VoIP Activation	145
9.7. Network Shares	147
9.7.1. Create a Shared Directory	147
9.7.2. Add Users	148
9.7.3. How to Access the Shared Directory and Path Folders:	149
9.7.3.1. From a Mac PC	149
9.7.3.2. From a Windows PC	150
10. Status	152
11. System	152
11.1. System Settings	152
11.2. Router Password	153
11.3. Profiles	154
11.3.1. Add a Profile	155
11.3.2. Change to Another Saved Profile	155
11.3.3. Export a Profile	155
11.3.4. Import a Profile	156
11.4. Backup/Flash Firmware	157
11.4.1. Backup/Restore	158
11.4.2. Flash New Firmware Image	159
11.4.3. Flash SD Drive Image	159
11.4.4. Wi-Fi Extender	160
11.4.4.1. Backup/Restore	160
11.4.4.2. Flash New Firmware Image	161
11.5. Reboot	161
12. Network	162
12.1. Interfaces Overview	162
12.1.1. Interface Actions	164
12.1.2. Add a New Interface	164
12.1.3. Select Interfaces Tabs	166
12.1.3.1. General Setup	167
12.1.3.2. Advanced Settings	168
12.1.3.3. Physical Settings	168
12.1.3.4. Firewall Settings	169
12.2. Wi-Fi	170
12.2.1. Rename the Wireless Network	171
12.2.2. Restrict Wireless Network Access	172
12.3. DHCP and DNS	174

12.4. Hostnames	175
12.4.1. Add Hostname	176
12.5. Static Routes	176
12.6. Firewall	177
12.6.1. General Settings	177
12.6.1.1. Add a Firewall Zone	179
12.6.1.2. Delete A Firewall Zone	181
12.6.2. Port Forwards	181
12.6.3. Firewall - Traffic Rules	182
12.6.3.1. Create a Custom Rule	182
12.6.4. IP Sets	184
12.7. Diagnostics	184
12.8. PPP	185
12.8.1. PPP Settings Configuration for USB Connected Satellite Device	185
12.8.2. PPP Settings Configuration for GSM Modems	188
12.8.2.1. Using GSM	192
12.8.2.2. Changing from GSM Service to Satellite Service	192
12.8.3. Signal Monitor	193
12.9. Failover/Load Balancing	193
12.9.1. MWAN Overview	194
12.9.2. MWAN Configuration	196
12.9.2.1. Interfaces	197
12.9.2.2. Members	200
12.9.2.3. Policies	201
12.9.2.4. Rules	204
12.9.3. Advanced	206
12.9.4. Failover Mode - Automatic or Manual	206
12.9.5. Failover/Load Balancing Scenarios	208
12.9.5.1. Scenario 1	208
12.9.5.2. Scenario 2	208
13. Statistics	209
13.1. Graphs	209
13.2. Setup	210
14. Remote Support	210
15. Corporate Contact Information	213

1. About This Guide

This guide is intended for dealers, service providers, and support staff of the RedPort Optimizer CrewComm Premier (CCP) wXa-165 series router. The Optimizer CrewComm Premier is made possible by the partnership of RedPort Global (redportglobal.com) and SMSGlobal (msglobal.net) to provide the greatest capability and most complete functionality to the customer.

RedPort Global, the leader in OEM and branded satellite services, and SMSGlobal a leader in crew communication solutions, partnered to develop satellite communications solutions for the Maritime and Enterprise markets. The collaboration brings together a wide range of business, operations and crew communication services from each company to provide a new satellite optimization platform for any vessel or remote work-group.

This guide provides the complete set of documentation to address the customer's needs for both an understanding as well as the functional application to utilize the RedPort Optimizer CrewComm Premier solution.

For first time use and setup, it is recommended that a customer begins by reading **Chapter 2** (Introduction to CrewCommCenter Service) through **Chapter 5** (User (subscriber, crewmember) Access and Use). These chapters will provide information about:

- The CrewCommCenter Service architecture.
- Setup and management of services.
- Baseline set of access permissions and restrictions.
- Baseline set of networking permissions and restrictions.

For more in-depth knowledge of the RedPort CrewComm Premier Router functionality and custom usage, it is recommended that a customer visits **Chapter 6** (Introduction to Optimizer CrewComm Premier) through **Chapter 16** (Appendix B). These chapters will provide:

- The RedPort Optimizer CrewComm Premier Router.
- Advanced set of access permissions and restrictions.
- Advanced set of networking permissions and restrictions.

NOTE: Within the CrewCommCenter Service architecture, management of services, accesses, restrictions etc. should be configured through the CrewCommCenter. **Chapters 6 - 16** are presented within this document for special case situations, advanced configuration, and informational basis.

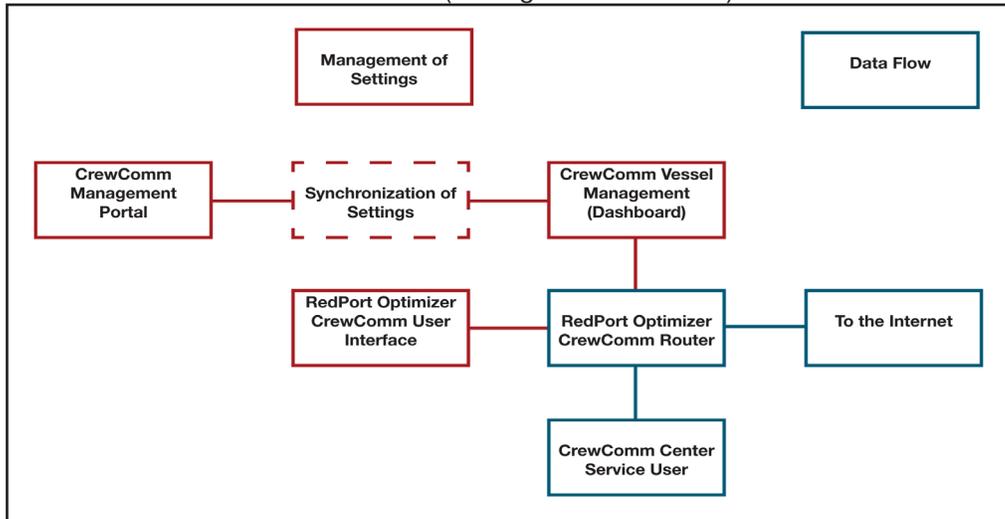
***wXa refers to the webXaccelerator by RedPort, a trademark of Global Marine Networks, LLC.**

2. Introduction to CrewCommCenter Service

CrewCommCenter Service is a communications management architecture consisting of three separate parts: CrewComm Vessel Management; CrewComm Management Portal; and User. CrewCommCenter System Software resides on and interacts with RedPort Optimizer CrewComm Routers. CrewCommCenter Service provides a complete communications management solution.

2.1. CrewCommCenter Service

CrewCommCenter Service Overview (Settings and Data Flow):



2.1.1. CrewComm Vessel Management (Dashboard)

Vessel Management (**See Chapter 3**), also referred to as the Dashboard, is the vessel-based portion of the CrewCommCenter Service. Installers, network administrators, and some users log into the Dashboard to establish settings and restrictions that lay on top of the base line set in place by the CrewComm Management Portal for the Vessels within their control.

NOTE: Vessel Management is discussed first within this guide to ensure a proper flow of connectivity for optimal CrewCommCenter Service procedures. Actions within the Vessel Management section need to be accomplished first, before actions within CrewComm Management Portal section of this guide.

Chapter 3 discusses the actions necessary to register and activate the Vessel within the CrewCommCenter Service and the available settings, configuration, and network management tools available at the Vessel level. Vessel Management settings and configurations need to be synchronized with the CrewComm Management Portal for proper CrewCommCenter Service usage.

Vessel Management adds to the base level of configurations and settings to enable and restrict usage from Users on Vessels. Some Vessel Management settings are Ship specific to allow proper network and communications setups within the Vessel and to the off-Vessel network (satellite, cellular, wi-fi, etc.).

2.1.2. CrewComm Management Portal

CrewComm Management Portal (**See Chapter 4**), is the web-based portal portion of the CrewCommCenter Service. Dealers, managers, and some users log into the portal and establish settings and restrictions to lay the base line for Fleets and/or Vessels within their control.

NOTE: CrewComm Management Portal is discussed secondly in this guide, after Vessel Management to provide for a proper flow of setup of the CrewCommCenter Service setup. After initial actions are accomplished within the CrewComm Vessel Management section, then accomplish actions within the CrewComm Management Portal section of this guide.

Chapter 4 discusses the actions necessary to register and activate Vessels and Fleets within the CrewCommCenter Service and the available settings, configuration, and network management tools available at the Portal level. CrewComm Vessel Management Portal settings and configurations need to be synchronized with the CrewComm Vessel Management settings for proper CrewCommCenter Service usage.

CrewComm Management Portal lays down the basic configurations and settings to enable and restrict usage from Users on Vessels and within Fleets.

2.1.3. User Access (subscriber/crewmember)

User Access (**See Chapter 5**) is the Vessel user/subscriber/crew member portion of the CrewCommCenter Service. The material is provided so that these members can gain access and use of the communications provided from CrewComm Vessel Management and CrewComm Management Portal within the CrewCommCenter Service.

NOTE: User Access is discussed last within this guide as it is the last step in configuring Vessels so that they are properly configured for Users to access communications permitted by CrewComm Management Portal and Vessel Management.

2.2. Key Features and Services

NOTE: Some feature and service availability are dependent on Hardware and/or Plan choice.

CrewCommCenter Service

- Cyber Security: Multi-WAN configuration for failover, OBM, and least-cost routing.
- Firewall & Filtering: Control every aspect of your network for maximum performance.
- Vessel Tracking: Track the vessel position at all times.
- Email: Powerful business email with on-board server and high-efficiency.
- Crew Mail: Private low-data consuming email accounts for crew with webmail access.
- VoIP: Multi-VoIP, Prepaid & Postpaid, low-bandwidth, high-quality, and high-efficiency.
- Web Browsing: Controlled web browsing with domain filtering and blocking of unwanted background data, pre-paid and free allowances.
- Chat: Access control of Facebook Messenger, WhatsApp, WeChat, Viber, Line, Kakao, Hi Chat and more.
- SMS: 2-way global SMS with International and Local gateways in the Philippines.
- Announcements: Vessel or Fleet wide notifications sent directly to crew devices.
- News & Sports: International and local headlines and daily sports updates.
- Media: E-learning server, Se@MeNow social networking, and Low-data games.

CrewComm Management Portal

- Provides centralized administrative control of Vessels and Fleets.
- Minimizes on-board IT management requirements of Vessels and Fleets.
- One stop shop for access, service, network, and data usage management.
- Allows system of access for Vessels for operational communications to include but not limited to: Internet; business style email; simplified crew style email; full chat; low data chat; news; VoIP; and Vessel tracking.

CrewComm Vessel Management

- Provides flexibility needed on Vessel for network administrators to configure and manage internal networks.
- Minimizes on-board IT management requirements of Vessel.
- Provided Vessel network personnel and/or Vessel Captain/Officers ability to further restrict access for purposes of mission requirements and/or management of crew members.

User Management

- Provides crew members with Bring Your Own Device capability.
- Facilitates excellent user experience with simple tools and easy use communications with family and friends.
- Permits crew members to have their access (and contact lists) moved from Vessel to Vessel.
- Allows crew members the ability to purchase or top-up access on Vessels that limit access.

2.3. Recommended Vessel Setup Process *Start Here*

To gain access into the CrewCommCenter Service use the following high-level checklist:

NOTE: Service Provider/Dealer will be instrumental with Fleet/Vessel equipment and service recommendations to meet operational requirements.

1. Purchase Communication Equipment, RedPort Optimizer CrewComm router, and services from Service Provider.
 - Receive required equipment.
 - Receive required logins, passwords, etc.
2. Determine system configuration and needs for Vessel prior to completion of Pre-activation of Vessel (**See Chapter 3.1**) for required information to include:
 - Fleet Name for Vessel(s) to be managed under (or desired New Fleet Name).
 - Vessel desired Name.
 - Captain e-mail address.
 - Additional e-mail addresses (managers, officers, owners, Information Technology members).
 - Starting parameters (can be changed later) to include: firewall; crew system bypass; domain filtering; SatCom terminal; WAN interface modes; and port forwarding details.
3. Complete Pre-activation form (**See Chapter 3.1**).
 - Retain confirmation information to be used in Vessel Setup.
4. Determine who will manage Vessel within your organization.
 - As needed, receive CrewComm Management Portal access (user accounts and passwords).
 - As needed, receive CrewComm Management Portal usage training.
5. Make changes to configuration, networking parameters, access controls, etc. as needed in CrewComm Management Portal (**Chapter 4**).
6. Set up CrewComm Vessel Management and synchronize settings with CrewComm Management Portal (**Chapter 3**).
 - As needed, make addition changes to configuration, networking parameters, access controls, etc. in CrewComm Vessel Management (Dashboard).
 - Synchronize settings with CrewComm Management Portal.
7. Assign Subscriber(s) to Fleet / Vessel(s) through CrewComm Management Portal (**Chapter 4**).
 - Provide Subscribers user name and password and required training.
 - Provide Users training to utilize system and provide User guidance (**Chapter 5**).
8. As needed, (for advanced configurations), make changes in RedPort Optimizer CrewComm Router User Interface (UI) (**See Chapters 6-14**).

3. *CrewComm Vessel Management (Dashboard) Use

In most instances, after Pre-activation (**Chapter 3.1**), configurations will be made via CrewComm Management Portal. When the Vessel is setup and synchronized (**Chapter 3.1-3.4**), all settings, configurations, and access will be complete. Utilize (**Chapters 3.5-3.95**) to make changes/additions to perform operational requirements upon initial setup or in the future as needed.

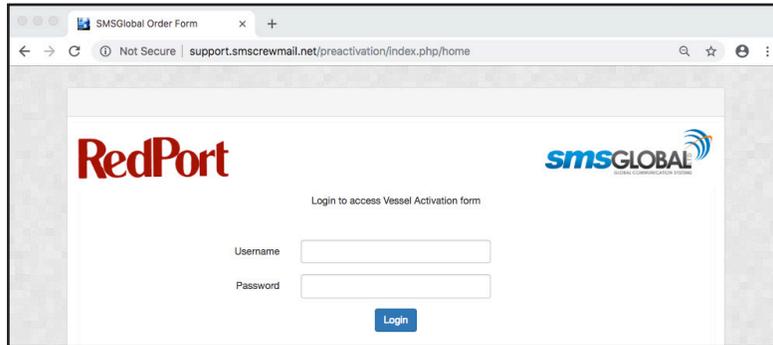
NOTE: CrewComm Vessel Management access does not provide access to the complete RedPort Router's vast and powerful capabilities. Access to the RedPort Router's complete toolkit of functionality is available through the RedPort User Interface (UI). For complete details of the RedPort UI, go to **Chapter 6 - Chapter 14**.

3.1. Pre-activation Form

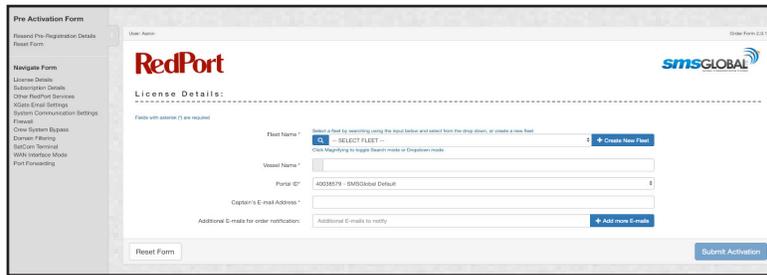
1. For each new router installation please first access the Vessel Pre-activation form to pre-register the vessel. Log in using the credentials provided to you from order@msglobal.net.

Use the URL below to access the Pre-activation portal:

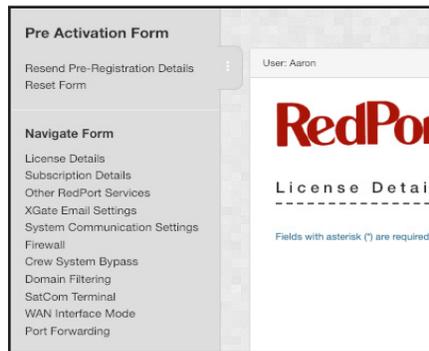
support.mscremail.net/preactivation/index.php/home



After log in, the Vessel Pre-activation form will appear.



NOTE: On the left-hand side of the screen is a quick navigation menu for Pre-activation form. Clicking quick links from this menu will take you to the section. The first option “Resend Pre-Registration Details” is especially useful for a Captain or customer that has lost their details for final completion of router Registration.



2. License Details:

NOTE: Fields with asterisk (*) are required.

Fleet Name - Click <Fleet> down arrow from the search icon and click <”Fleet of Choice”>. This selection will automatically fill out all the system features, activations, settings, and configurations previously configured for the fleet.

- Optionally you can click <+Create New Fleet> and create a new fleet name.

Vessel Name - Input a unique vessel name.

Customer ID - From the drop-down menu, click <"Customer ID of Choice">.

Captain's E-mail Address - Enter an E-mail address. This address will receive activation details.

- Optionally you can click <"+Add more E-mails"> to enter additional E-mails for order notification.

Scroll down on the Pre-activation Data form to the Subscription Details:

NOTE: A green check mark indicates the option is included in the package, an empty box indicates the service is available and selectable, and an X indicates an unavailable option.

RedPort Features	Solo	Basic	Standard	Enterprise
XMAS Email	1 XMAS Primary User	1 XMAS Primary User + up to 4 XMAS E-mail Only Users	1 XMAS Primary User + up to 10 XMAS E-mail Only Users	1 XMAS Primary User + up to 40 XMAS E-mail Only Users
SubSteps Premium Basic	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
XMAS Compression (Single User via App)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CrewCommCenter Features	Solo	Basic	Standard	Enterprise
Operations Portal Administration	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Firewall & Access Control	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Crew System Bypass for Business Applications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Domain Filtering	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Scheduled Data Internet Access	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Crew Usage Allowances with Data & Time Limits	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Crew Login Accounts	<input checked="" type="checkbox"/>	Max 5 Users	Unlimited Users	Unlimited Users
Data Usage Top-Up	<input checked="" type="checkbox"/>	Data Vouchers	Data Vouchers	Data Vouchers
Private Crew E-mail Accounts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Free to use
SMS Text Messaging	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Message Vouchers
Lite-Data Text Chat for FB Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SubMarine	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Announcements	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Addons				
News & Sports	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Free-to-Use SMS (Send & Receive, with Fair Usage Policy)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
XMAS Shared Web Compression (via Router)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ProactiveWind Lite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Select Package:	<input checked="" type="radio"/> Solo	<input type="radio"/> Basic	<input type="radio"/> Standard	<input type="radio"/> Enterprise

3. Subscription Details:

Click which services you would like to select from:

- **RedPort + CrewCommCenter** - This option presents options from both RedPort and CrewComm Center Service for package selection.
- **RedPort** - This option presents RedPort only options for package selection.
- **CrewCommCenter** - This option presents CrewComm Center Service only options for package selection.

Click a package (cost differences associated with packages) & (package choice dictates future options within the Pre-activation form):

- **Solo** - See Subscription Details.
- **Basic** - See Subscription Details.
- **Standard** - See Subscription Details.
- **Enterprise** - See Subscription Details.

Generate Crew Login Accounts

Number of User ID to generate.

Generate Crew Login Accounts.

- **Number of User IDs to generate** - Dependent upon package selection. For Unlimited Users the default number of User IDs to generate will be 30, but a higher number can be specified as needed. Additional User IDs can be allocated after Pre-activation.

Select News Editions

<input checked="" type="checkbox"/> International	<input type="checkbox"/> Philippines	<input type="checkbox"/> England
<input type="checkbox"/> China	<input type="checkbox"/> Croatia	<input type="checkbox"/> India
<input type="checkbox"/> Indonesia	<input type="checkbox"/> Romania	<input type="checkbox"/> Russia
<input type="checkbox"/> Ukraine	<input checked="" type="checkbox"/> USA	<input type="checkbox"/> Sri Lanka
<input type="checkbox"/> Norway	<input type="checkbox"/> Polish	<input type="checkbox"/> Malaysia
<input type="checkbox"/> Pakistan		

4. Select News Editions (available with select packages).
 - Click tick box beside the desired News Editions.
5. Optional and Additional RedPort Services (options are specific to plan choices):

Optional and Additional RedPort Services

Additional XGate Primary services*		Upgraded PredictWind	Free
Included in bundle:	1	Mail Fetching	<input type="text"/>
	0	File Transfer	<input type="text"/>
Total:	1	XGate +User Services	<input type="text"/>
Additional XGate E-mail Only services			
Included in bundle:	49		
	0		
Total:	49		

Additional XGate Primary services

- **Included in bundle** - Displays the amount of X-Gate services included with the package selected (Solo, Basic, Standard, or Enterprise).
- **Add box** - Click within the center box to add additional X-Gate services (additional fees).
- **Total** - Displays the total of included and additional X-Gate services.

Additional XGate E-mail Only services

- **Included in bundle** - Displays the amount of X-Gate E-mail only services included with the package selected (Solo, Basic, Standard, or Enterprise).
- **Add box** - Click within the center box to add additional X-Gate E-mail only services (additional fees).
- **Total** - Displays the total of number of X-Gate accounts included and additional X-Gate E-mail only services.

Upgraded PredictWind - dependent on selected package, or select from the following if available:

- **None** - This option has no PredictWind.
- **Free** - This option provides the Basic PredictWind capability.
- **Standard** - This option provides Increased capability and planning over the Standard option.
- **Professional** - This option provides Advanced capability and planning.

Mail Fetching - Permits mail fetching.

File Transfer - Permits file transfer.

XGate +User Services -

Scroll down on the Pre-activation form to the XGate E-mail Settings section (options are specific to plan and optional choices):

XGate E-mail Settings

No XGate App Usage
 XGate App using Captive Portal (Crew Paid Access)
 XGate App bypassing Captive Portal (Vessel Paid Access)

6. XGate E-Mail Settings:

- **No XGate App Usage** - No XGate Email usage is permitted.
- **XGate App using Captive Portal (Crew Paid Access)** - XGate E-mail permitted only through captive portal.
- **XGate App bypassing Captive Portal (Vessel Paid Access)** - XGate E-mail permitted only through bypass.

Scroll down on the Pre-activation form to the System Communication Settings section (options are specific to plan and optional choices):

NOTE: Parameters might be pre-filled per association of a Vessel to an existing Fleet within the License Details section. This is optional and can still be modified as needed or desired. Changes made to System Communications Settings will affect data usage and airtime costs.

System Communication Settings:

Enable Crew Internet Access

Internet Time Limit (Minutes) Per Crew Account (Default = Daily, Unlimited):
Set to Open for unlimited:

Internet Data Limit (MB) Per Crew Account (Default = Daily, Unlimited):
(Open) is unlimited if 'Enable Data Voucher Top-Up' is unchecked: MB

Enable Data Voucher Top-Ups

Enable Low Data Text Chat for Facebook

Enable E-Mail Attachments

Maximum Size (in KB) Per Outgoing Message* (Default = 5 KB):

Daily Limit for Number of Outgoing Messages* (Default = Unlimited):

Total Daily Data Limit for Incoming Messages Per Crew Account* (Default = 100 KB):

Maximum Size (in KB) Per Incoming Message* (Default = 10 KB):

7. System Communications Settings:

- **Enable Crew Internet Access** - The status of whether a user is permitted to use Internet, if selected permits crew Internet usage.
- **Internet Time Limit (Minutes) Per Crew Account (Default = Daily, Unlimited)** - The time limit a user may use the Internet (if enabled).
- **Internet Data Limit (MB) Per Crew Account (Default = Daily, Unlimited)** - The data limit a user may use the Internet (if enabled).
- **Enable Data Voucher Top-Ups** - The status of where a user may use data voucher top-ups to extend user usage and limits. If selected allows top-up voucher by users.
- **Enable Low Data Chat for Facebook** - The status of whether a user is permitted to use the build-in low data Facebook chat interface. If selected, the built-in low-data Facebook chat interface is enabled.
- **Enable E-Mail Attachments** - The status of whether a user can send and receive messages that contain attachments, if selected permits attachments to email.
- **Maximum Size (in KB) Per Outgoing Message (Default = 5 KB)** - The maximum size of outgoing messages permitted by user, change as desired.
- **Daily Limit for Number of Outgoing Messages (Default = Unlimited)** - The daily limit of messages permitted by user, change limit as desired.
- **Total Daily Limit for Incoming Messages Per Crew Account (Default = 100 KB)** - The daily limit of incoming messages per user, change size as desired.
- **Maximum Size (in KB) Per Incoming Message (Default = 10 KB)** - The maximum size per incoming message permitted per user, change size as desired.

Scroll down on the Pre-activation form to the Firewall Settings section (options are specific to plan and optional choices):

Firewall

Allow all but block:
 Block all but allow:

Firewall Blacklist

System Communication Settings

IP Address	Port

[+ Add more IP](#)
[+ Add more Port](#)

8. Firewall Settings:

- **Allow all but block** - This allows all except for the IP Addresses and Ports that you manually configure.
- **Block all but allow** - This blocks all except for the items that are available to select and IP Addresses and Ports that you manually configure.

Scroll down on the Pre-activation form to the Crew System Bypass for Business Applications section:

9. Crew System Bypass for Business Applications information:

- **Permits Bypass of settings for user defined Domains or IPs** - This bypass circumvents the firewall and domain filtering parameters. Caution should be used when permitting bypass.

Scroll down on the Pre-activation form to the Domain Filtering section:

10. Click a Domain Filtering Option:

- **Allow all** - This allows all except for the Domains that you manually configure (as well as an OS update option).
- **Block all** - This blocks all except for the Domains that you manually configure.

Scroll down on the Pre-activation form to the SatCom Terminal section:

SatCom Terminal

SatCom Terminal

WAN Interface

- SatCom Terminal
- Sailor FB
- JRC
- Furuno
- FX
- Others

11. SatCom Terminal section:

- Click SatCom TERMINAL option from the drop-down list. This will configure WAN Interface Mode settings specific to the SatCom Terminal you select.
- Optionally, you can determine your own WAN Interface Mode settings as desired.

SatCom Terminal

SatCom Terminal

WAN Interface Mode

DHCP Static

Static IP	Network Mask	Gateway Address	Broadcast Address
<input type="text" value="192.168.0.10"/>	<input type="text" value="255.255.255.0"/>	<input type="text" value="192.168.0.1"/>	<input type="text" value="192.168.0.255"/>

Scroll down on the Pre-activation form to the WAN Interface Mode section:

WAN Interface Mode

DHCP Static

WAN Interface Mode

DHCP Static

Static IP	Network Mask	Gateway Address	Broadcast Address
<input type="text" value="Static IP"/>	<input type="text" value="Network Mask"/>	<input type="text" value="Gateway Address"/>	<input type="text" value="Broadcast Address"/>

12. WAN Interface Mode:

- **DHCP** - (Dynamic Host Configuration Protocol) automatically provides IP host(s) with IP address.
- **Static** - This permits specific Static IP address, Network Mask, Gateway Address, and Broadcast Address options to meet customer needs.

Scroll down on the Pre-activation form to the Port Forwarding section:

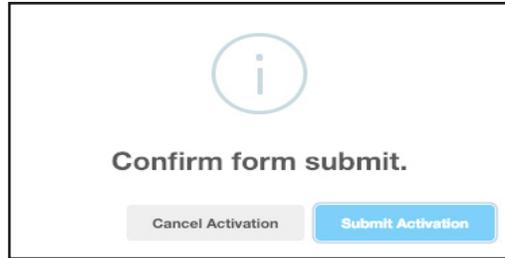
Port Forwarding

Name	Protocol	Source Port	Destination Port	Destination IP
<input type="text" value="name"/>	<input type="text" value="Protocol"/>	<input type="text" value="Source Port"/>	<input type="text" value="Destination Port"/>	<input type="text" value="Destination IP"/>

13. Port Forwarding: Permits specific Name, Protocol, Source Port, Destination Port, and Destination IP options to meet customer needs.

Scroll down on the Pre-activation form to the Submit Activation button:





14. Click <Submit Activation> and then click <Submit Activation> on the confirmation window when complete with form details.

A confirmation page will then appear:

Order Form 2.0

Vessel was successfully Pre-Registered:

Redport CrewCommWiFi DocTest was successfully Pre-registered.
 A confirmation was sent to your email: adickson@globalmarinet.com
 Vessel ID:
190233962

Details:

- Vessel ID: 190233962
- Vessel Name: Redport CrewCommWiFi DocTest
- Vessel Fleet: Redport CrewCommWiFi

Vouchers: [Download Vouchers.txt](#)

Primary Account Vouchers:

- 88-9903951-2224

Secondary Account Vouchers:

- 88-9903952-3456
- 88-9887884-8448
- 88-9711856-3312
- 88-9615888-7884
- 88-9519768-2656
- 88-9423712-7232
- 88-9327664-1608
- 88-9231616-6800
- 88-9135568-8224
- 88-9039528-4384
- 88-8943472-8416
- 88-8847424-2352
- 88-8751376-6192
- 88-8655328-9968
- 88-8559280-3648
- 88-8463232-7296
- 88-8367184-8880
- 88-8271136-4240
- 88-8175088-7760
- 88-8079848-9968
- 88-7982992-4320
- 88-7886944-7424
- 88-7798896-8592
- 88-7694848-3632
- 88-7598880-6672
- 88-7502792-9584
- 88-7406784-2528
- 88-7310656-5344
- 88-7214480-8128
- 88-7118560-8944
- 88-7022512-3728
- 88-6926464-6384
- 88-6830416-8976
- 88-6734368-1608
- 88-6638328-4224
- 88-6542272-6752
- 88-6446224-9344
- 88-6350176-1872
- 88-6254128-4480
- 88-6158088-6832
- 88-6062032-9328
- 88-5965984-1768
- 88-5869936-4288
- 88-5773888-6720
- 88-5677840-9184
- 88-5581792-1552
- 88-5485744-4112
- 88-5389696-6576
- 88-5293648-9888

User ID's: [Download Crew Login Accounts](#)

Username	Password
379280	63C468
379281	E7559F
379282	92E594
379283	5266C8
379284	3E1742
379285	782F4A
379296	058B13
379386	411658
379387	9E3C0C
379388	E7228D
379389	331A87
379310	1108BE
379311	18668E
379312	AB888D
379313	D75934
379314	6825F8
379315	24FC1F
379316	1C62AB
379317	ABA90B
379318	946441
379319	745958
379320	913265
379330	DC991A
379349	98A93E
379362	F85792
379370	38ACF6
379484	9E1885
379485	43C46B
379486	725207
379487	18308E

Generated on:
2019-02-11 04:35:54
==== nothing follows =====

[Print / Save](#)
[Close Confirmation](#)

Take note of the Vessel ID number. You will use this ID number when activating the router firmware and to synchronize the system settings. The page can be printed and/or saved.

An E-mail with Pre-activation details will be sent to the Captain's E-mail Address specified under License Details.

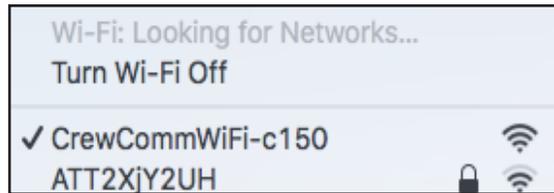
After a successful Pre-activation, you can now proceed with setting up the router.

3.2. Connecting RedPort Optimizer CrewComm Router to the Internet

1. To connect the RedPort Optimizer CrewComm Router to the Internet, connect a SatCom terminal (via a standard CAT5 or CAT6 cable) into the Router's SAT (Satellite) port. See RedPort Optimizer CrewComm Premier back image below:



2. Turn on the router and use your desktop/laptop to connect to the Router.

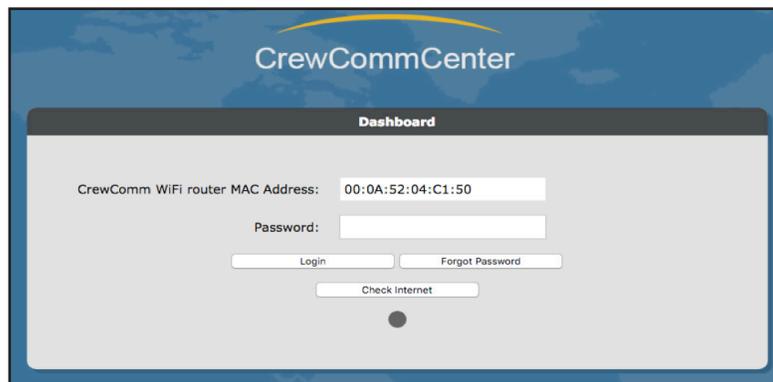


3. Click <Connect> or Click on the CrewCommWifi-XXXX link in the Wi-Fi.

If Prompted to enter a password or pin, click <No> or exit pop-up.

4. Open a web browser and type: dashboard.com.

The following log in screen should be displayed:



5. Check if the router is connected to the Internet by Clicking <Check Internet>.

The following pop up will appear:

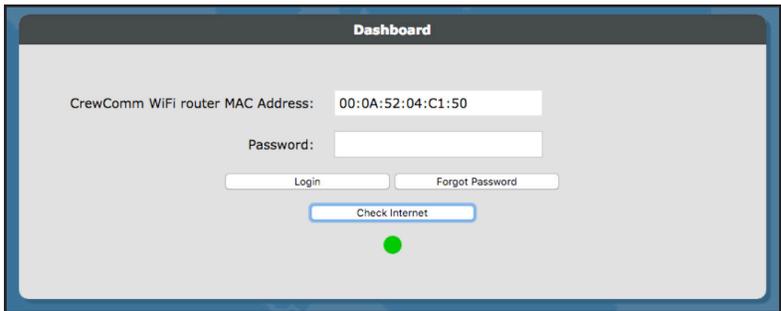
Checking internet status. Please wait.

If the router is connected to the Internet, the following screen will appear:

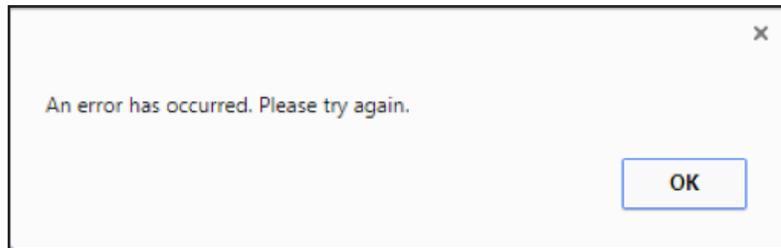


6. Click <Ok>.

The following screen will be displayed:

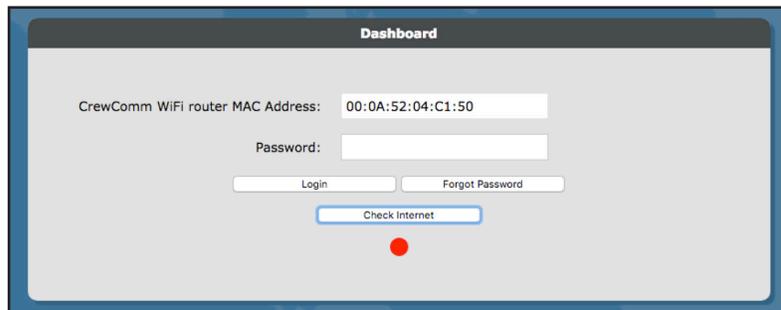


The color changes from gray to green and this indicates that the router is connected to the Internet if the router cannot connect to the Internet, the following screen will be displayed:



7. Click <Ok>.

The following screen will be displayed:



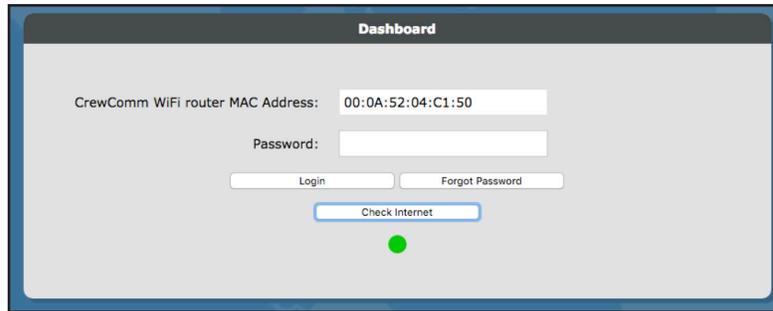
The color changes from gray to red to indicate that the router has no Internet connection. Ensure that the router is

connected to the SatCom terminal correctly and that the Ethernet cables are all properly connected.

For further troubleshooting, please log in to the dashboard and configure the router WAN settings to connect to the SatCom terminal through static or DHCP mode.

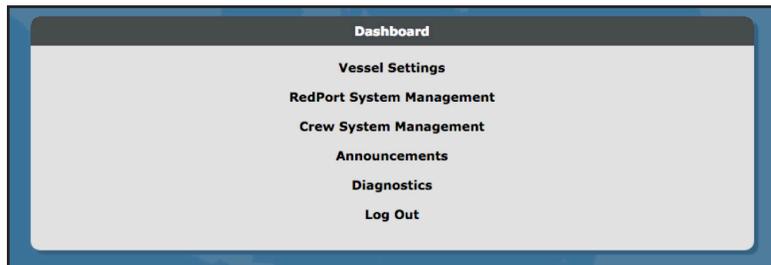
Connection of the RedPort Optimizer CrewComm router to the Internet is now complete.

3.3. Log in to the Dashboard



1. To log in to the Dashboard, enter the default password of “crewcommwifi”, then Click <Login>. The Password is case-sensitive.

For successful log in, the following menu will be displayed:

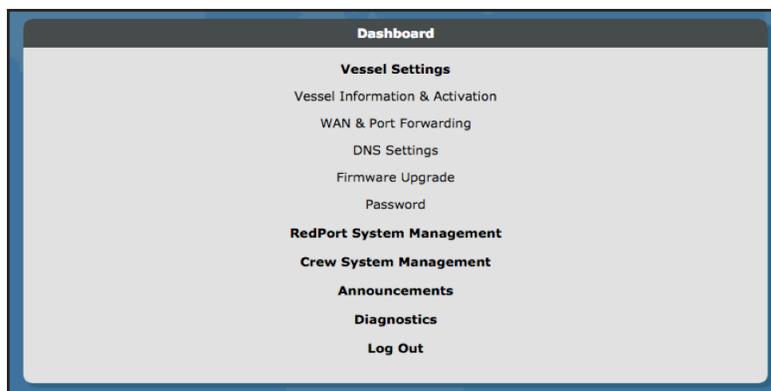


Log in to the Dashboard actions is now complete.

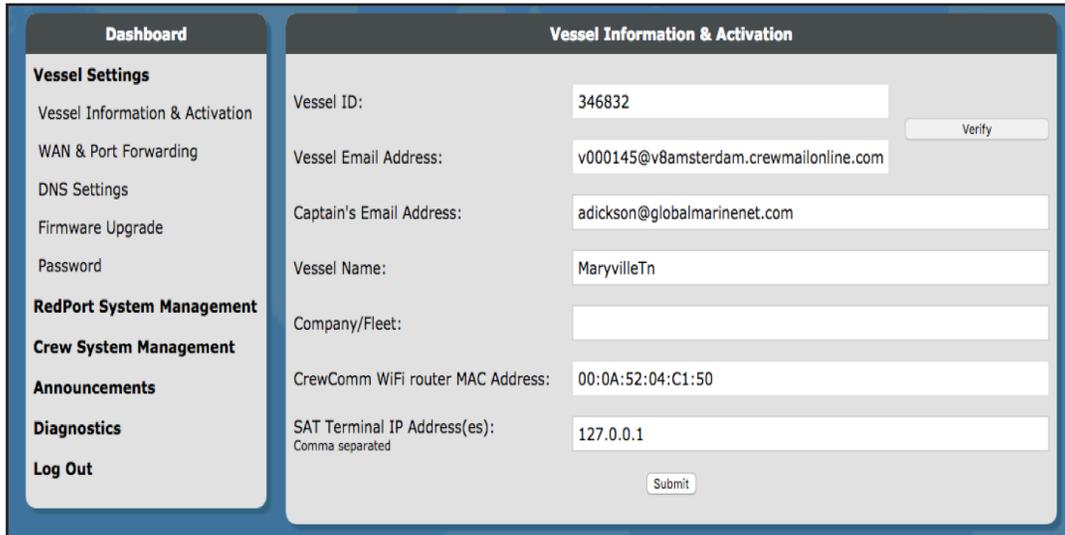
3.4. Vessel Settings & System Activation

Vessel Settings is the administrator page for registering the vessel.

1. Click “Vessel Settings - Vessel Information & Activation”.



The following screen will be displayed:

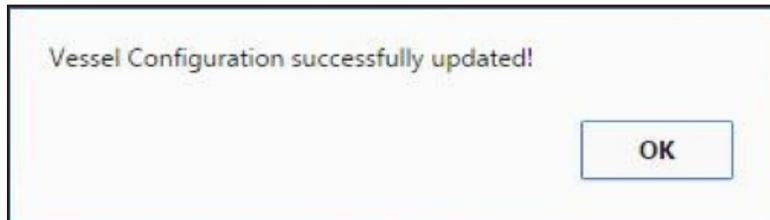


2. Enter the following information to register the vessel: (from the Pre-activation form **Chapter 3.1**):
 - Vessel ID
 - Captain's E-mail Address (optional)

NOTE: Use the Vessel ID provided when completing the Vessel Pre-activation form.

NOTE: Do not click <Submit> more than once. This will cause multiple registrations of the same Vessel.

3. Click <Verify> to check if the information entered is correct.
4. Click the <Submit> button to send the vessel registration to the CrewComm Management Portal. The following screen will be displayed:



A confirmation email will be sent to the Captain's E-mail address informing you of successful vessel registration.

The vessel registration will be processed automatically on the CrewComm Management Portal. The registration process will be completed within 5 minutes.

5. When the registration has been processed, go to Crew System Management >Firewall and Click <Synchronize Settings>

The router will fetch the system settings as configured on the vessel Pre-activation form and reboot.

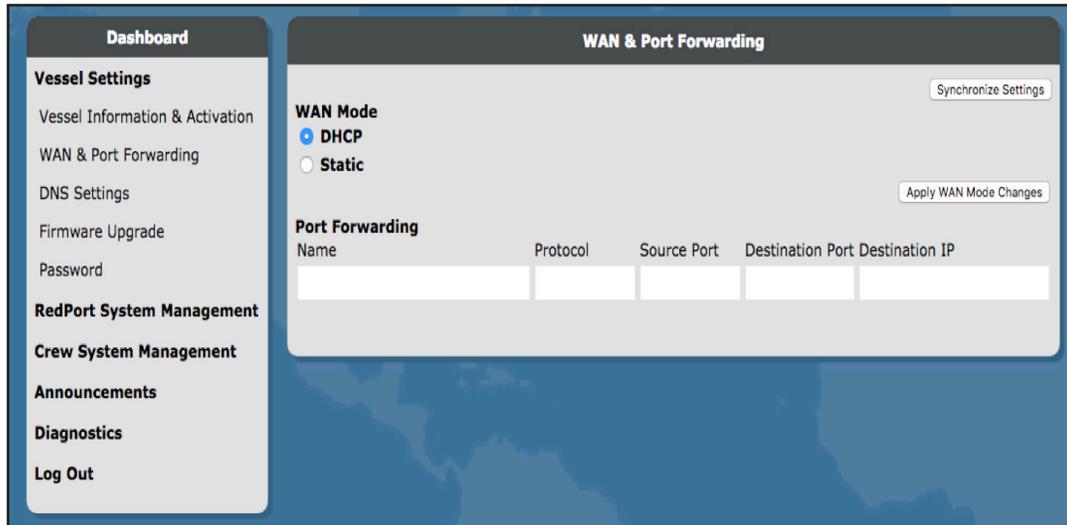
Vessel Settings and System Activation is now complete.

3.5. WAN & Port Forwarding

WAN Interface – displays the type of WAN mode and incoming port forwarding connections that the router is set

up with for network connectivity.

On the WAN Interface tab, the following screen will be displayed:

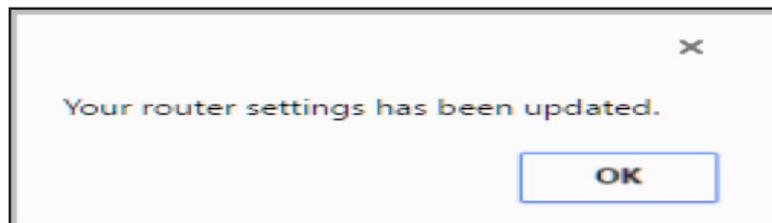
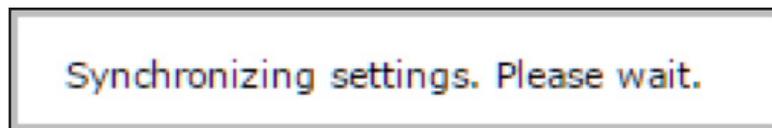


The current parameters may have Synchronized from the CrewComm Management Portal and not require changes. As needed, make corrections or changes to the WAN & Port Forwarding by:

1. On WAN Mode, select between DHCP and Static.
2. Click <Apply WAN Mode Changes> to synchronize the settings to the router.

See page “Edit WAN Interface settings” for the steps to configure the WAN mode and Port-Forwarding on CrewComm Management Portal.

3. To retrieve settings done on the CrewComm Management Portal, click <Synchronize Settings> to apply changes on the CrewComm System Software on the Dashboard, the following pop-up windows will appear:



The router will then reboot to update the changes.

Synchronization Rules:

- WAN Setting changes from the Dashboard will automatically be synchronized with the CrewComm Management Portal as long as there is an Internet connection.
- Changes from CrewComm Management Portal need to be synchronized from the Dashboard to apply the changes in the router.
- In the event there’s a change in the WAN settings from the Dashboard and the CrewComm Management Portal simultaneously, the settings from the Dashboard will take effect if the settings from CrewComm Management

Portals are not yet received and synchronized.

WAN & Port forwarding actions are now complete.

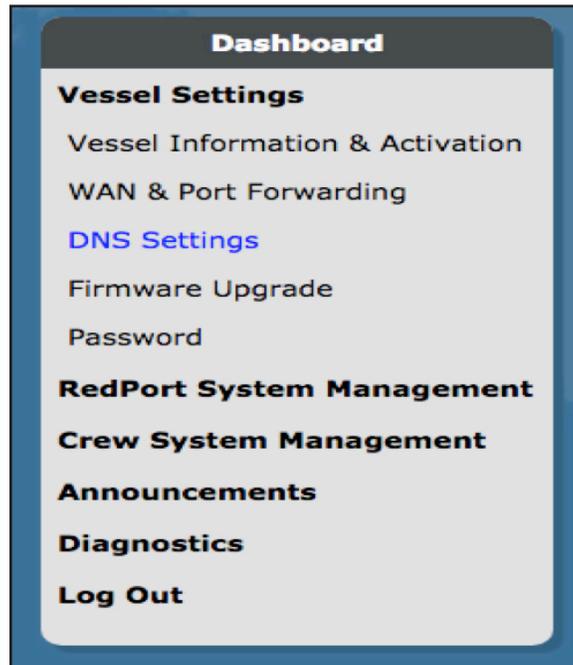
3.6. DNS Settings

DNS Rules:

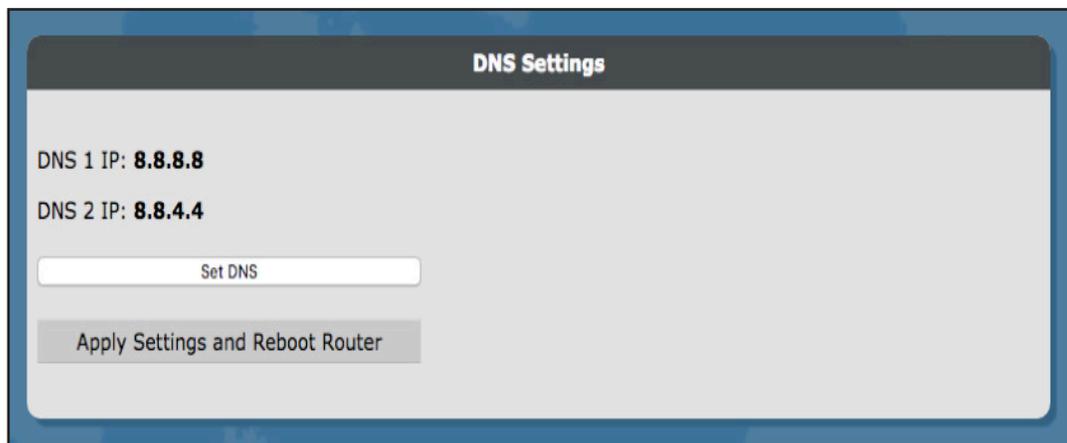
- DNS IP Settings can only be accomplished in the Dashboard. Please make sure to click <Apply Settings and Reboot Router> to synchronize the new settings in the router.

To set the DNS IP:

1. Log in to CrewComm Vessel Management (Dashboard) then go to Vessel Settings > DNS Settings.



The following screen will be displayed:



Set DNS IP automatically

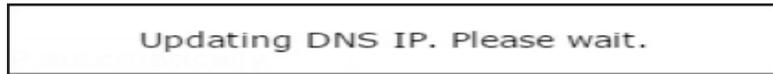
1. Click <Automatic (DNS 1)> to fetch the IP from the SatCom terminal/Internet gateway.

The following pop-up will appear:

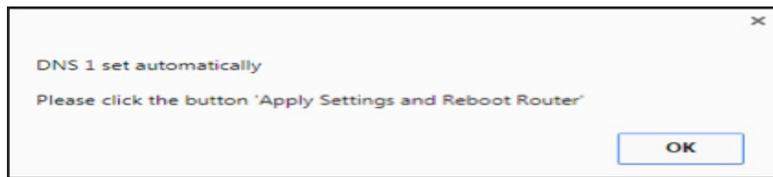


2. Click <OK> to confirm.

The following pop-up will appear:

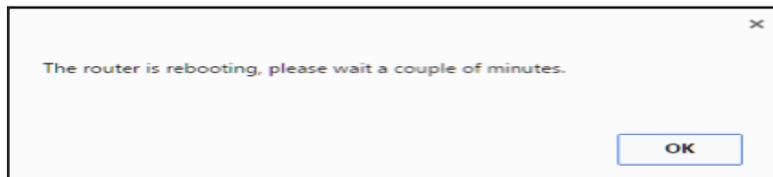


The following screen will appear:



The current IP is now set to the new IP address.

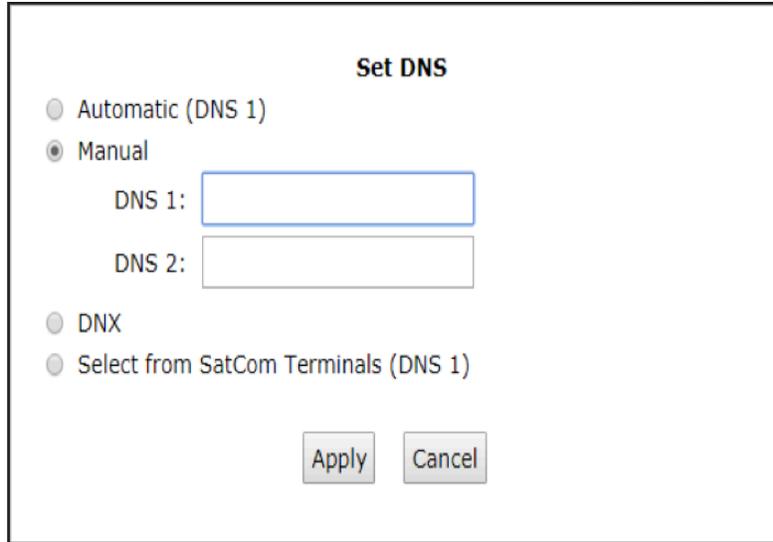
The following pop-up will appear:



The router will automatically reboot.

Set DNS IP manually:

1. Click <Manual>, the following screen will be displayed:



2. Enter the new DNS 1 and DNS 2 IPs then click <OK>

DNS 2 IP serves as a secondary DNS IP in case the other DNS IP goes down.

The router will automatically connect to the backup DNS IP which is the DNS 2 IP.

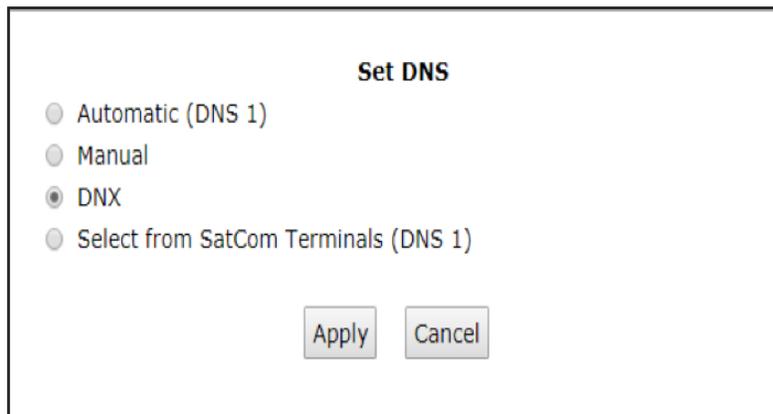
The following pop-up will appear:



The DNS setting is now saved to the new IP address.

Select DNX:

1. Click <Select DNX> to use the SMSGlobal onshore DNS servers.



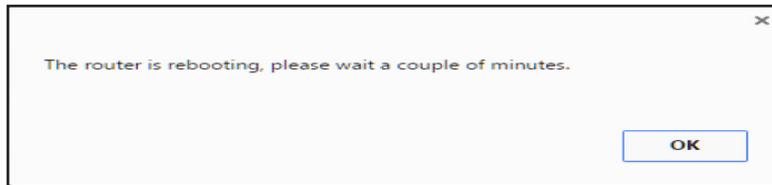
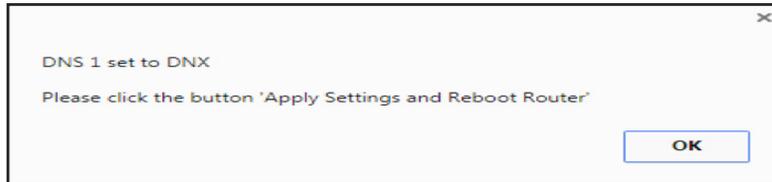
2. Click <Apply>

The following screen will appear:



3. Click <Ok>to save the new DNS IP address.

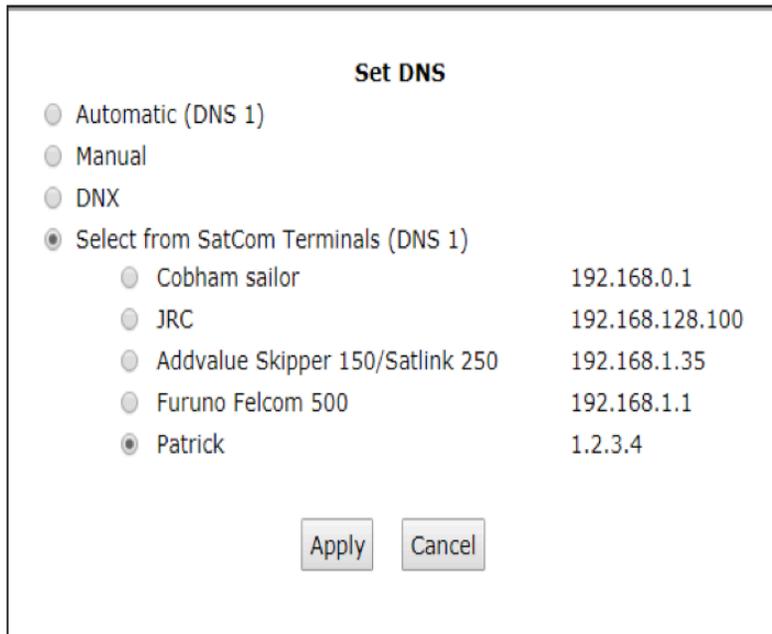
The following screen will appear:



The router will automatically reboot.

Select from SatCom Terminals (DNS 1):

1. Click <Select from SatCom Terminals (DNS 1)> to get the list of available SatCom terminals.



2. Select from the list on what SatCom Terminals to set for the DNS 1 then click <Apply>.

The following pop-up will appear:



3. Click <Ok> to confirm changes.

The following screen will appear:



The following screen will appear:



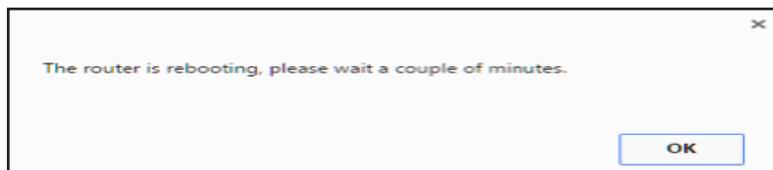
The router will automatically reboot.

Apply Settings and Reboot Router:

1. To apply the new IP DNS setting, click <Apply Settings and Reboot Router>.



The following screen will appear:

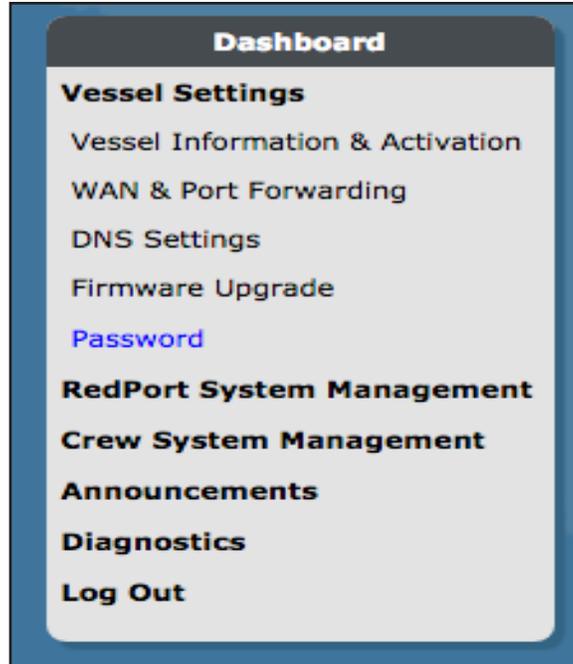


The router will reboot.

DNS Setting actions are now complete.

3.7. Change Password

1. To change the Dashboard login password, navigate to Vessel Settings, then click <Password>.



The following screen will be displayed:

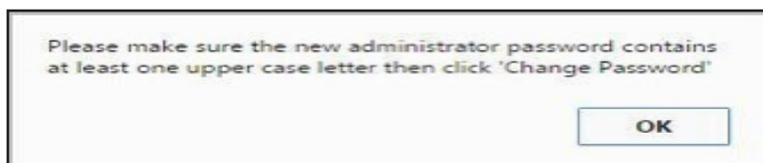


Please make sure that the new password follows these restrictions:

- The password must be at least 8 characters long.
- The password must contain at least one uppercase letter.
- The password must contain at least one number.

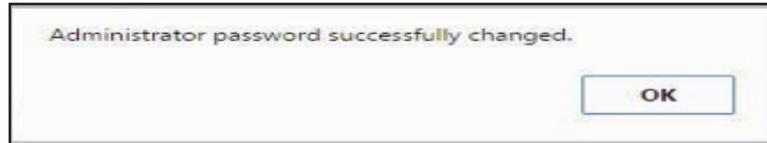
2. Click <Change Password>.

The following pop-up will be displayed:



3. Click <OK>.

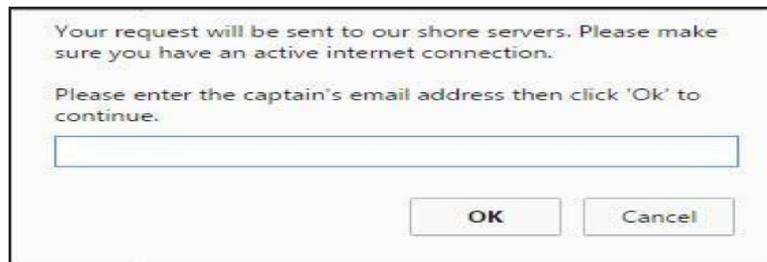
The following screen will be displayed:



Forgot Password:

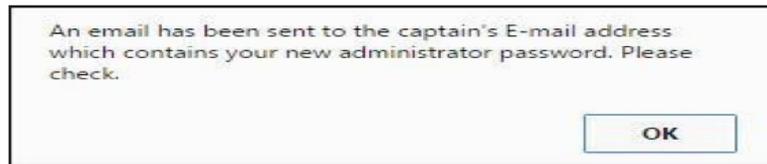
1. On the CrewComm Vessel Management Dashboard, click the Forgot Password.

The following screen should be displayed:



2. Enter the Captain's Email address, the click <Ok>.

The following screen will be displayed:



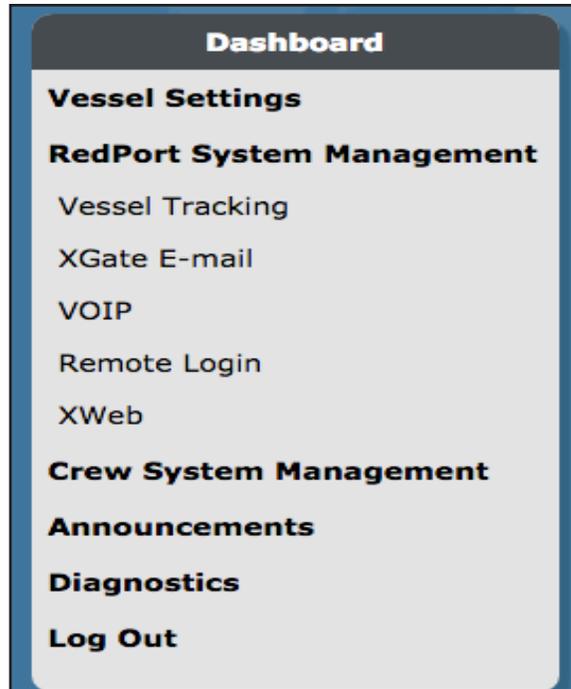
3. Check the Captain's email for the new Administrator password.

Dashboard password actions are now complete.

3.8. RedPort System Management

NOTE: Please see service provider/dealer for purchase and activation of RedPort System Management Capabilities (*except Remote Log in). Information obtained from your service provider/dealer will be used to activate and configure RedPort System Management options.

*Remote Login capability is free.



3.8.1. Vessel Tracking

NOTE: Please see service provider/dealer for purchase and activation of Vessel Tracking. Information obtained from your service provider/dealer will be used to activate and configure Vessel Tracking.

NOTE: For more in-depth guidance on the functionality and use of Vessel Tracking, please see redportglobal.com/support/documentation-manuals.

RedPort Optimizer CrewComm Routers provide tracking data using the GPS chip built into satellite terminals including:

- Satellite Terminals Iridium GO!
- Iridium Extreme
- Inmarsat FleetBroadband
- Inmarsat Fleet One
- Inmarsat BGAN
- IsatPhone Pro and IsatPhone 2
- Iridium Pilot/OpenPort

Using a GPS-enabled satellite device, the Optimizer CrewComm Router can be configured to submit position reports to a central database for viewing on the tracking website. With RedPort Tracking, asset locations and movements – including position, speed, altitude and heading – are tracked in real-time worldwide via GPS updates.



Benefits of Vessel Tracking include but are not limited to:

- **Personnel, Vessel, and Fleet Safety** - 24/7 knowledge of asset location, determining last known location in an emergency incident.
- **Manage Vessel Operations to include** - Porting strategy; Berth scheduling; Port of Call operations/support; turnaround time; en route support; etc.
- **Monitoring of Vessel Speed** - Verifying adherence to company policy established due to: high risk zones; Vessel efficiency; or other speed requirement restrictions.
- **Historical data** - Used for investigation purposes, legal compliance, or regulations.
- **Metrics** - Provide data for analysis to best maximize profit and sustainability while minimizing asset risk and future best route planning based on Vessel specifics.

1. To Enter Vessel Tracking - from the Dashboard Main menu screen, click “Vessel Tracking”, the following will be displayed:

2. To enable Vessel Tracking click <Enable Tracking> tick box.

3. Enter the Tracking Interval in minutes; the default is set to hourly reporting (60 minutes). This means that every 60 minutes a position report will be transmitted over the satellite link. Keep in mind that standard airtime charges will apply to each position report. Adjust the Tracking Interval to meet your needs.

4. Go to Tracking powered by RedPort and click the satellite terminal you are using.

NOTE: A valid NMEA/GPS feed is required when using some satellite devices.

The RedPort Optimizer CrewComm Router supports USB and RS-232 NMEA devices allowing multiple applications to share the GPS/NMEA data. If you have a NMEA RS-422 device, adding a RS-422 to RS-232 converter to your setup may allow the sharing of data.

The RedPort Optimizer CrewComm Router does not transmit data but can be configured to receive and repeat GPS/NMEA data from:

- A USB connected GPS or NMEA device.
- A serial port connected GPS or NMEA device with appropriate USB to Serial Adapter.

5. Enable GPS/NMEA Repeater Settings by clicking <Enable> tick box.

6. Enable USB Connected GPS or NMEA feed by clicking <GPS/NMEA feed from USB> tick box.

7. Complete port requirements as needed for listening and broadcast to meet user needs.

8. Click <Apply Vessel Tracking Changes> to enable and apply settings.

Vessel Tracking actions are now complete.

3.8.2. XGate Email

NOTE: Please see service provider/dealer for purchase and activation of XGate Email. Information obtained from your service provider/dealer will be used to activate and configure XGate Email.

NOTE: For more in-depth guidance on the functionality and use of XGate Email, please see redportglobal.com/support/documentation-manuals, or more specifically, redportglobal.com/wp-content/uploads/2015/12/Optimizer_CrewComm-RedPort-Email-Guide-v1-0.pdf.

This is a full-featured Business/Crew solution that runs on the router. RedPort email is designed specifically for use over satellite connections. It uses block compression, mid-file restart, bigmail quarantine and more to maximize data transfers.

Once enabled, the onsite administrator can manage email for the entire crew. The users can log in to a webmail program to view their email, so they do not need special software on their computer or device. The RedPort Optimizer CrewComm Router is a POP and SMTP server as well, so users can access email using their preferred email client instead of webmail access, if desired.

XGate Email is robust, allows larger file transmittal, and permits Router email storage and management. In most instances, XGate Email will be used as the Business E-mail Solution and the CrewComm Center Service simplified e-mail/SMS solution referenced in **Chapter 5** will be used as the Crew solution. This will permit Business email needs to be met for Captain/Officers in the daily management of the Vessel, while at the same time allowing for Crew morale needs to be met in a simple and data minimized use solution.



RedPort Webmail

:: Welcome, please login into your account ::

Username: @redportglobal.com

Password:

Language:

Login >>

Powered by RedPort XGate

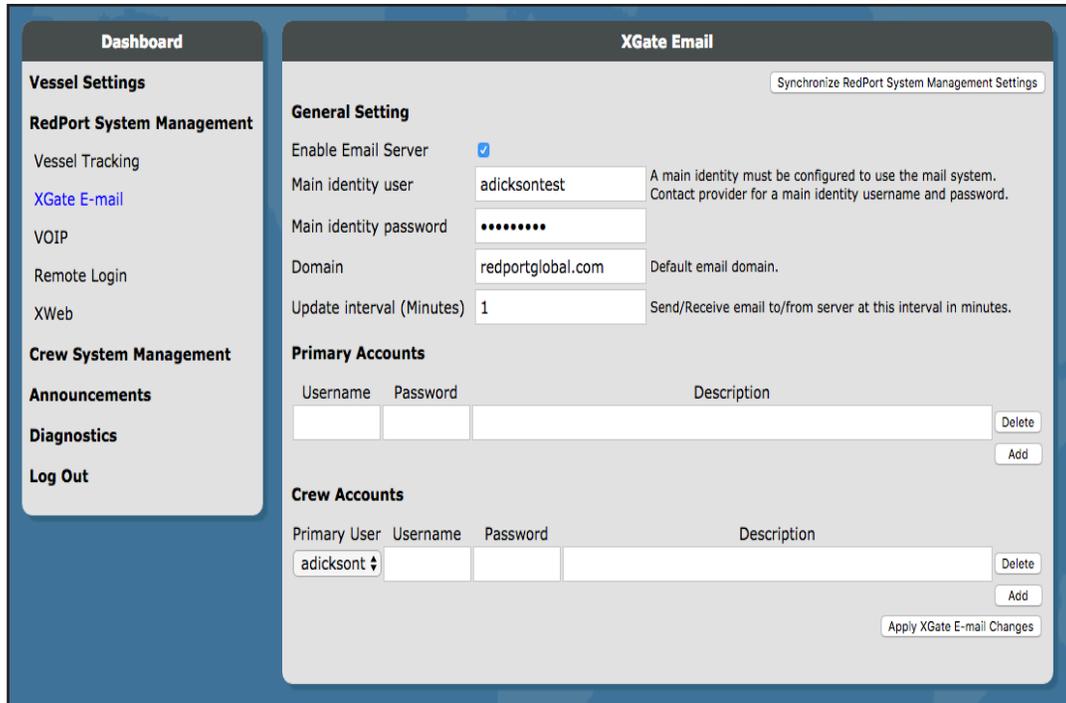


Navigation icons: Inbox, Write E-Mail, Refresh, Folders, Search, Address book, Empty trash, Preferences, Log out

:: Folder ::	:: Messages ::	:: Size ::	:: Empty ::	:: Delete ::
Inbox	1/1	1Kb	OK	
Sent items	1/0	2Kb	OK	
Spam folder	0/0	0Kb	OK	
Trash	0/0	0Kb	OK	
Total:		3Kb		

Create new folder

1. To Enter XGate Email - from the Dashboard Main menu screen, click "XGate E-mail", the following will be displayed:



2. To Enable XGate email, Enable the Email Server by clicking the check box.
3. Main identity user: Enter the user name assigned to the Main Identity Primary Account for email, as given to you by your Dealer/Service Provider.
4. Main identity password: Enter the password assigned to the Main Identity Primary Account, as given to you by your Dealer/Service Provider.
5. Leave the Email Domain as “redportglobal.com”, unless otherwise needed.
6. Update Interval (Minutes): Frequency the mail program will automatically log in to the satellite device to send/receive pending email. The default is set to 60 minutes but can be modified to fit business needs.
7. Primary and Crew Accounts section is not mandatory but can be configured as needed.

Note: Typically, the Main Identity is the on-site email administrator. The Main Identity must be a Primary Account. There must be at least one primary account present on the system before sub/crew accounts can be created.

8. Click <Apply XGate E-Mail Changes>.

XGate email actions are now complete.

3.8.3. VOIP

NOTE: Please see service provider/dealer for purchase and activation of VoIP. Information obtained from your service provider/dealer will be used to activate and configure VoIP.

NOTE: For more in-depth guidance on the functionality and use of VoIP, please see redportglobal.com/support/documentation-manuals.

Users with smartphones can send/receive voice calls and SMS messages over the following satellite communication setups:

- Sailor FBB terminal - requires XGate Phone app.

- IsatHub iSavi - requires IsatHub Control app and either IsatHub Voice app or XGate Phone app*.
- Any satellite terminal with a RJ-11 port - requires XGate Phone app* AND an ATA adapter.

This configuration allows one voice call or one SMS message at a time and standard satellite voice airtime rates apply.

Multi-Voice capability is available with the optional RedPort VoIP service on any satellite terminal. This VoIP service allows you to make calls for less than standard satellite voice airtime costs and allows up to four users sending and receiving phone calls and/or SMS messages simultaneously.

Multi-VoIP is currently compatible with the following:

- FBB
- BGAN
- VSAT
- RedPort Aurora
- Iridium Pilot
- Thuraya IP
- IsatHub iSavi

The RedPort Optimizer CrewComm Router allows unlimited SIP extensions with free local calling and text messaging within your local area network using the XGate Phone app*.

*XGate Phone app is available for free in the Apple iTunes App Store and in the Google Play store.

By default, there are 4 extensions enabled. Extension 201 is enabled for inbound and outbound calling. The remaining extensions are enabled but are configured for outbound calling only.

Incoming calls will ring on those extensions with Ring enabled.

To enable Ring (or SMS) on an extension simply check the box for the service you want enabled.

When Ring is checked, the smartphone configured with the corresponding Extension will Ring with every incoming call.

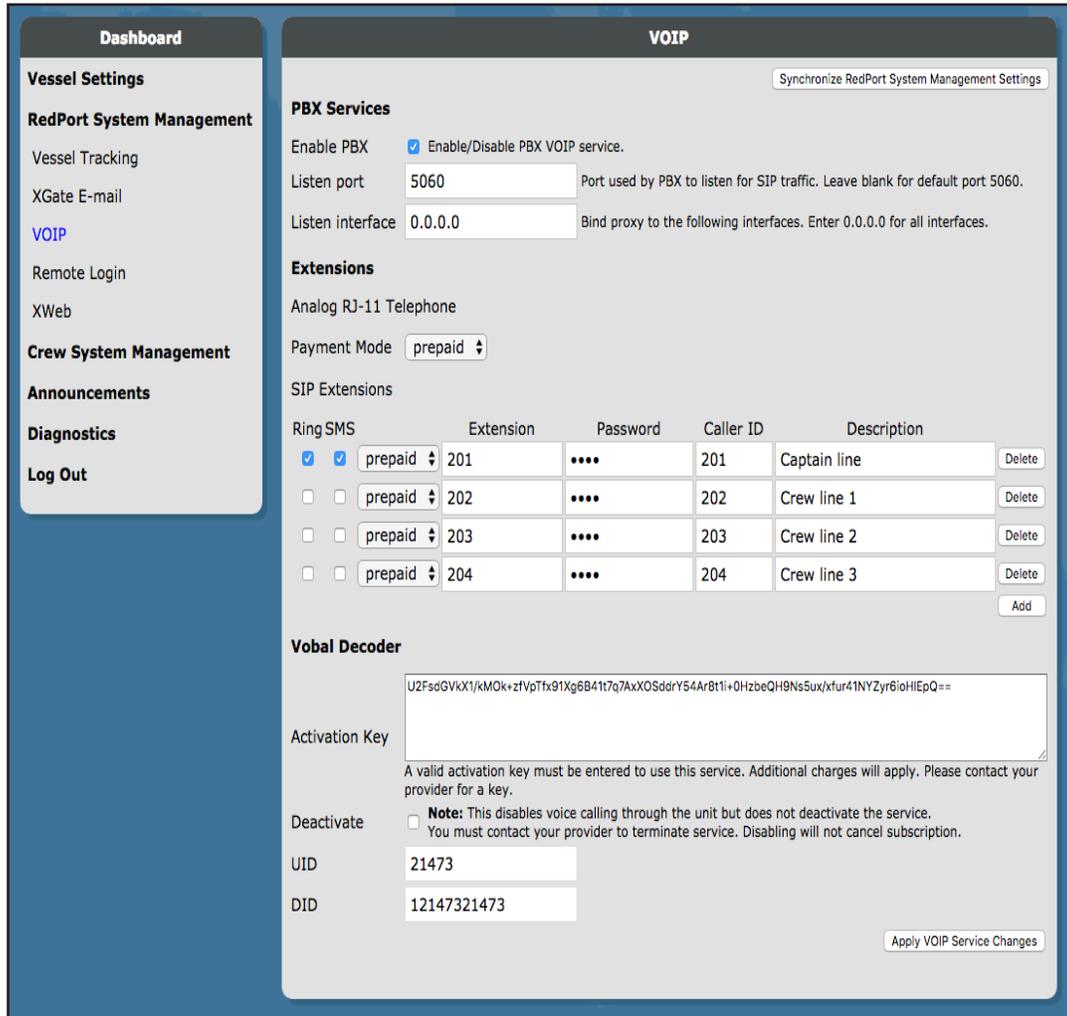
When SMS is checked, that smartphone will receive every incoming SMS message.

To use a smartphone to send/receive phone calls requires the XGate Phone app installed on the smartphone. The XGate Phone app can be found in Apple iTunes App Store for iOS devices and the Google Play store for Android devices.

The smartphone user configures the XGate Phone app with their corresponding SIP Extension. On this page, you can also:

- Change the SIP extension password.
- Change the outgoing Caller ID display.
- Enter a description for your reference.

1. To Enter VoIP - from the Dashboard Main menu screen, click “VOIP”, the following will be displayed:



Dashboard

Vessel Settings

RedPort System Management

Vessel Tracking

XGate E-mail

VOIP

Remote Login

XWeb

Crew System Management

Announcements

Diagnostics

Log Out

VOIP Synchronize RedPort System Management Settings

PBX Services

Enable PBX Enable/Disable PBX VOIP service.

Listen port Port used by PBX to listen for SIP traffic. Leave blank for default port 5060.

Listen interface Bind proxy to the following interfaces. Enter 0.0.0.0 for all interfaces.

Extensions

Analog RJ-11 Telephone

Payment Mode

SIP Extensions

Ring SMS	Extension	Password	Caller ID	Description	
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="text" value="prepaid"/>	<input type="text" value="201"/>	<input type="text" value="****"/>	<input type="text" value="201"/>	<input type="text" value="Captain line"/>	<input type="button" value="Delete"/>
<input type="checkbox"/> <input type="checkbox"/> <input type="text" value="prepaid"/>	<input type="text" value="202"/>	<input type="text" value="****"/>	<input type="text" value="202"/>	<input type="text" value="Crew line 1"/>	<input type="button" value="Delete"/>
<input type="checkbox"/> <input type="checkbox"/> <input type="text" value="prepaid"/>	<input type="text" value="203"/>	<input type="text" value="****"/>	<input type="text" value="203"/>	<input type="text" value="Crew line 2"/>	<input type="button" value="Delete"/>
<input type="checkbox"/> <input type="checkbox"/> <input type="text" value="prepaid"/>	<input type="text" value="204"/>	<input type="text" value="****"/>	<input type="text" value="204"/>	<input type="text" value="Crew line 3"/>	<input type="button" value="Delete"/>

Vobal Decoder

Activation Key

A valid activation key must be entered to use this service. Additional charges will apply. Please contact your provider for a key.

Deactivate **Note:** This disables voice calling through the unit but does not deactivate the service. You must contact your provider to terminate service. Disabling will not cancel subscription.

UID

DID

2. To enable VoIP/PBX Services: click the check box next to “Enable/Disable PBX VOIP service”. A blue check mark = enabled, an empty check box = disabled.

3. Listen Port: Leave the default setting of 5060 or modify as needed.

4. Listen interface: Leave the default setting of 0.0.0.0 or modify as needed.

5. Payment Mode: Select applicable payment mode of either prepaid or postpaid, from the down arrow menu.

6. SIP Extensions: click <Ring> and/or <SMS> tick boxes as needed. Configure extensions, passwords, Caller ID, and Descriptions to meet user need.

NOTE: The activation Key, UID, and DID settings will populate from the CrewComm Management Portal when clicking <Apply VOIP Service Changes> in the next step.

7. Click <Apply VOIP Service Changes>.

As needed, to Deactivate: Ensure the tick box is un-ticked.

8. Click <Apply VOIP Service Changes>.

VoIP actions are now complete.

3.8.4. Remote Login

NOTE: RedPort System Management Remote Login is free of charge.

NOTE: For more in-depth guidance on the functionality and use of Remote Login, please see redportglobal.com/support/documentation-manuals.

Dashboard access does not allow access to the complete RedPort Optimizer CrewComm Router's vast and powerful capabilities. Access to the RedPort Router's complete toolkit of functionality is available through the RedPort User Interface (UI). Remote Login allows access to the UI from a distance user or network administrator. For complete details of RedPort UI use go to redportglobal.com/support/documentation-manuals.

Access is available to the RedPort UI from the RedPort Optimizer CrewComm Router but may (and should be) limited. Full access to the UI can be available through the Remote Login. Remote Support requires an active broadband satellite, Wi-Fi or cell phone link.

1. To Enter Remote Login - from the Dashboard Main menu screen, click "Remote Login", the following will be displayed:



2. To enable Remote Login Services: Click the check box to enable access.

3. Click <Apply Remote Login Changes>.

When remote support is enabled Remote Access URLs are displayed.

Remote Login will continue being enabled until Disabled from the CrewComm Management Portal, or the router is rebooted.

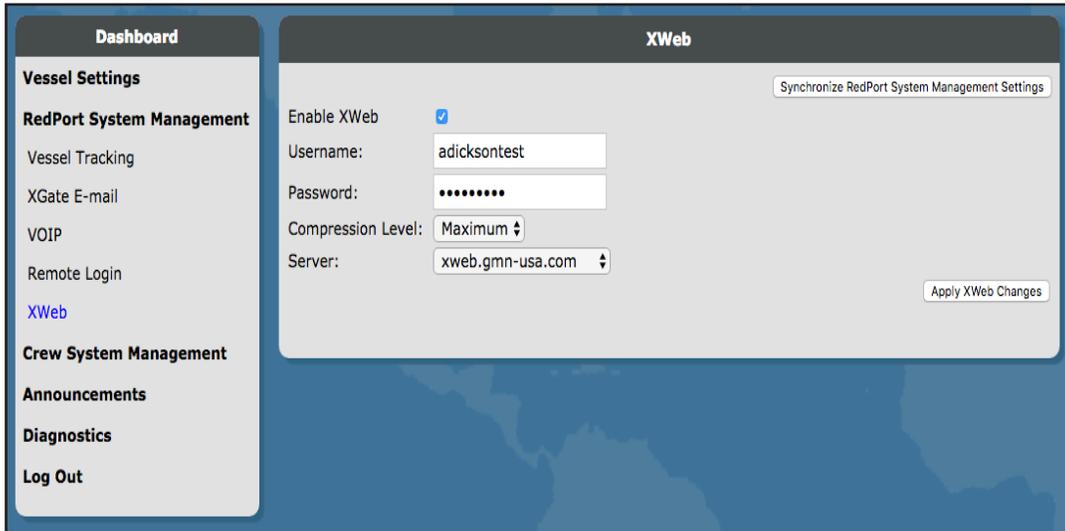
Remote Login actions are now complete.

3.8.5. XWeb (Web Compression)

NOTE: Please see service provider/dealer for purchase and activation of Web Compression. Information obtained from your service provider/dealer will be used to activate and configure Web Compression. For more in-depth guidance on the functionality and use of Vessel Tracking, please see redportglobal.com/support/documentation-manuals.

Enabling Web Compression Service will direct all http traffic to the upstream compression proxy server and return a compressed page to the user. Ads are stripped out, text is compressed, images are re-sampled and more. On average, you will experience 3-5x compression on http traffic, thereby increasing the speed of your connection and the effective per Mb cost of your connection.

1. To Enter XWeb - from the Dashboard Main menu screen, click “XWeb”, the following will be displayed:



2. To enable XWeb Services: Click the check box to enable access.
3. Enter the Username and Password as given to you by your Dealer/Service Provider.
4. Click desired Compression Level from the down arrow box.

Compression Level: Set the level of compression that meets your needs. Those on entry level airtime plans should click “Maximum”. Those on high data plans may prefer “Standard” or “Minimum”.

- **Minimum:** The basic amount of compression is applied.
- **Standard:** The normal amount of compression is applied.
- **Maximum:** The maximum amount of compression is applied.

5. Server: Click the down arrow box to select a server as needed, default is “xweb.gmn-usa.com”.
6. Click <Apply Xweb Changes>.

XWeb (Web Compression) actions are now complete.

4. *CrewComm Management Portal Use

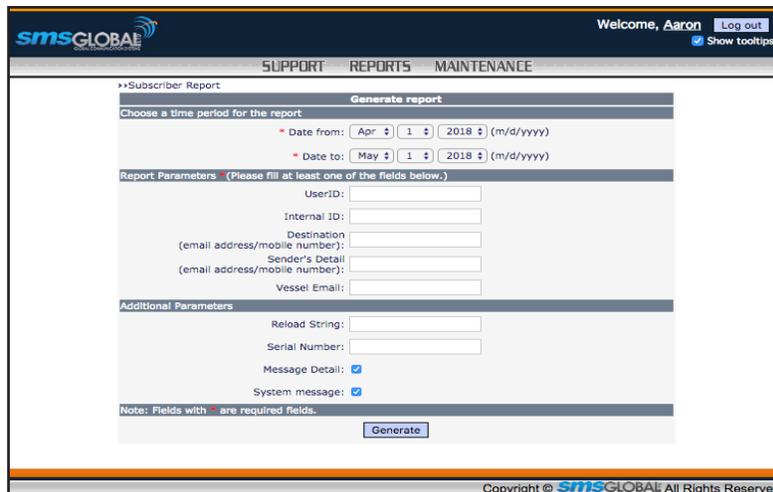
4.1. CrewComm Management Portal Log in

1. To log in to CrewComm Management Portal, type the URL support.crewcommcenter.net/login.php.



To access the CrewComm Management Portal functionality, enter Username and Password and then click <LOGIN>.

2. The following screen will be presented:

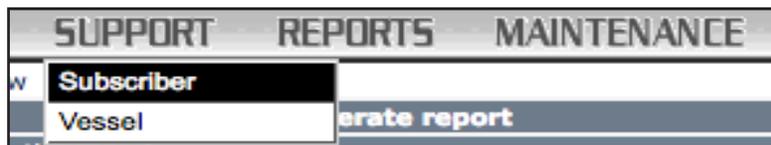


CrewComm Management Portal log in is now complete.

4.2. Support

4.2.1. Subscriber

1. To access Subscriber Support, mouse over the "Support", then click "Subscriber".



The following will be displayed:

SUPPORT REPORTS MAINTENANCE

Subscriber Support Raw

Generate report

Choose a time period for the report

* Date from: May 7 2018 (m/d/yyyy)

* Date to: May 7 2018 (m/d/yyyy)

Report Parameters (Please fill at least one of the fields below.)

UserID:

Sender:

Destination:

Note: Fields with * are required fields.

Generate

2. Enter the Date range and User ID desired and click <Generate>, the following will be displayed:

SUPPORT REPORTS MAINTENANCE

Subscriber Support Raw - May 7, 2018 to May 7, 2018

User ID (Status) **379269 (Active)** Vessel Name (Email / ID) **TopsideTN (v000157@v8amsterdam.crewmailonline.com / 289381)**

Username (Email) **(aaron.379269@smscrewmail.net)** Date Registered **04/27/2018**

Credit: **489**

TranID	From	To	Delivery Date	Subject	Message Status
46490	aaron.379269@smscrewmail.net	adickson@globalmarinenet.net	05/07/2018 02:22:14 PM	Message From AaronID	Successfully Delivered
46370	aaron.379269@smscrewmail.net	adickson@globalmarinenet.net	05/07/2018 02:20:13 PM	Amazing building	Successfully Delivered
46082	aaron.379269@smscrewmail.net	adickson@globalmarinenet.net	05/07/2018 02:15:14 PM	Money transfer	Successfully Delivered
45694	aaron.379269@smscrewmail.net	adickson@globalmarinenet.net	05/07/2018 02:08:14 PM	Contact info	Successfully Delivered
45240	aaron.379269@smscrewmail.net	adickson@globalmarinenet.net	05/07/2018 02:04:42 PM	Weather	Successfully Delivered

Subscriber support actions are now complete.

4.2.2. Vessel

1. To access Vessel Support, mouse over the "Support", then click "Vessel".

SUPPORT REPORTS MAINTENANCE

Subscriber

Vessel Generate report

2. Enter the Date range and Vessel desired and click <Generate>, the following will be displayed:

SUPPORT REPORTS MAINTENANCE

Vessel Support Raw - May 7, 2018 to May 7, 2018

Vessel ID **289381** Vessel Email **v000157@v8amsterdam.crewmailonline.com**

Vessel Name **TopsideTN** Date Registered **01/10/2018**

Partner **REDPORT** Version **B**

Status **Test/Demo**

Ship to CServer(0)

No Ship to CServer message

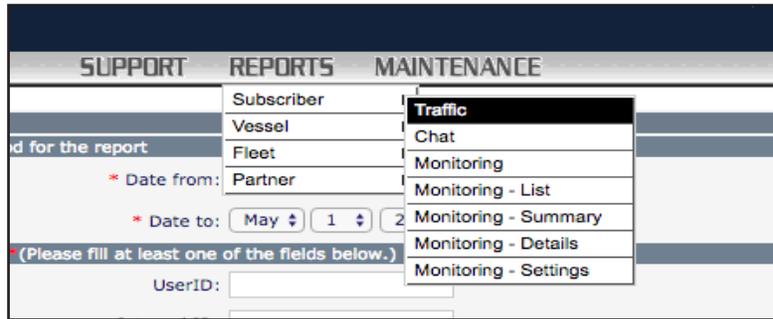
TranID	From	To	Delivery Date	Subject	Message Status
46340	cserver@smscrewmail.net	v000157@v8amsterdam.crewmailonline.com	05/07/2018 02:19:47 PM	SMS-CrewMail Message	Successfully Delivered
46341	cserver@smscrewmail.net	v000157@v8amsterdam.crewmailonline.com	05/07/2018 02:19:47 PM	SMS-CrewMail Message	Successfully Delivered
46320	cserver@smscrewmail.net	v000157@v8amsterdam.crewmailonline.com	05/07/2018 02:19:27 PM	SMS-CrewMail Message	Successfully Delivered
46289	cserver@smscrewmail.net	v000157@v8amsterdam.crewmailonline.com	05/07/2018 02:18:57 PM	SMS-CrewMail Message	Successfully Delivered
46290	cserver@smscrewmail.net	v000157@v8amsterdam.crewmailonline.com	05/07/2018 02:18:57 PM	SMS-CrewMail Message	Successfully Delivered
46281	cserver@smscrewmail.net	v000157@v8amsterdam.crewmailonline.com	05/07/2018 02:18:47 PM	SMS-CrewMail Message	Successfully Delivered
44946	cserver@smscrewmail.net	v000157@v8amsterdam.crewmailonline.com	05/07/2018 02:02:19 PM	SMS-CrewMail Message	Successfully Delivered
44947	cserver@smscrewmail.net	v000157@v8amsterdam.crewmailonline.com	05/07/2018 02:02:19 PM	SMS-CrewMail Message	Successfully Delivered
44927	cserver@smscrewmail.net	v000157@v8amsterdam.crewmailonline.com	05/07/2018 02:01:54 PM	SMS-CrewMail Message	Successfully Delivered
44755	cserver@smscrewmail.net	v000157@v8amsterdam.crewmailonline.com	05/07/2018 01:58:04 PM	SMS-CrewMail Message	Successfully Delivered
40924	cserver@smscrewmail.net	v000157@v8amsterdam.crewmailonline.com	05/07/2018 12:50:01 PM	SMS-CrewMail Message	Successfully Delivered

Vessel support actions are now complete.

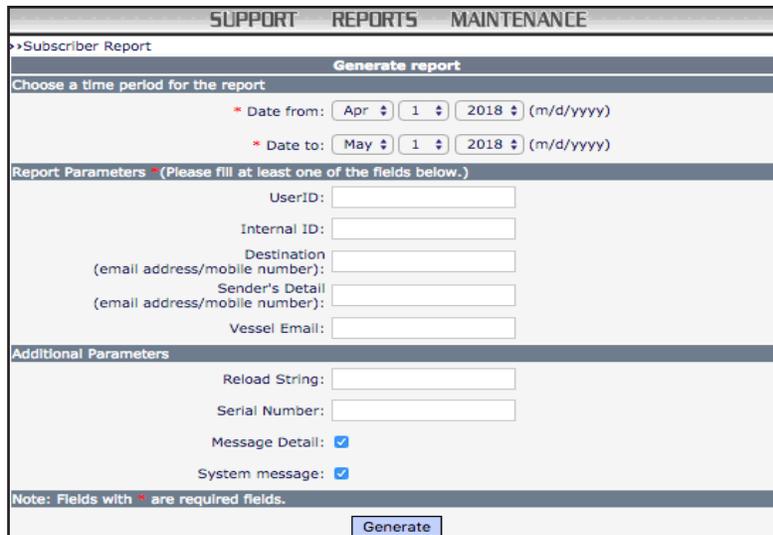
4.3. Reports

4.3.1. Subscriber Reports

1. To access the Subscriber Reports, mouse over the “Reports”, then mouse over “Subscriber”, then click “Traffic”.



The following screen will be displayed:



Subscriber Reports actions is now complete.

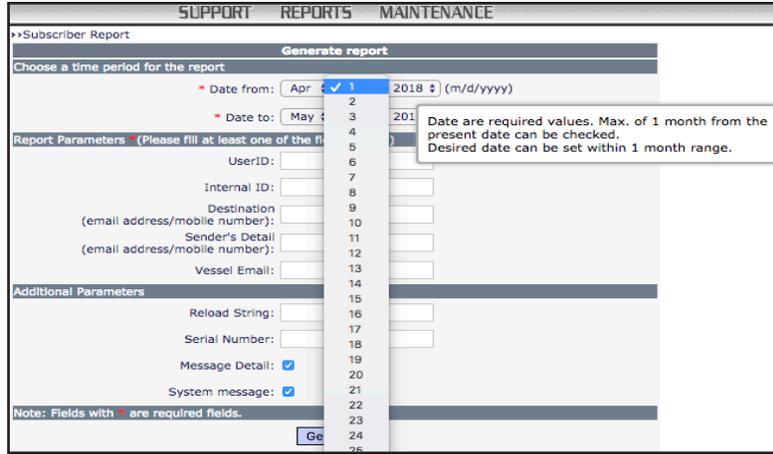
4.3.1.1. Checking the User's Message Details

1. On the Date parameters, input the inclusive transaction period to be checked.

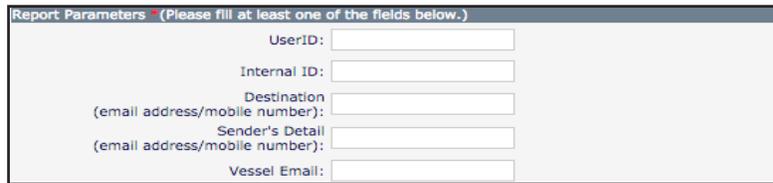


Dates are required values.

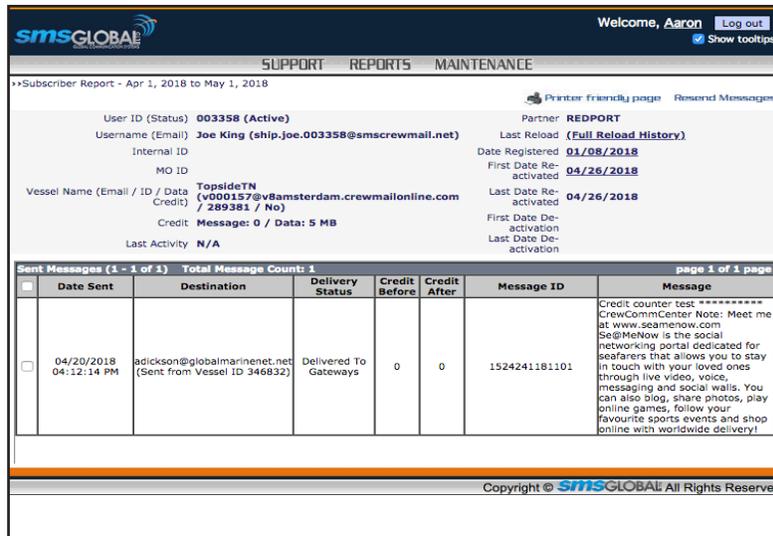
2. Click the box with the drop-down arrow to select the date range. You can also search for old transaction records if available by using the drop-down arrow by the year.



3. On the Report Parameters, input any parameter.



Make sure to input at least one of the fields in the Report Parameters, then click <Generate>, the following will appear:



Date Sent	Destination	Delivery Status	Credit Before	Credit After	Message ID	Message
04/20/2018 04:12:14 PM	adickson@globalmarinet.net (Sent from Vessel ID 346832)	Delivered To Gateways	0	0	1524241181101	Credit counter test ***** CrewCommCenter Note: Meet me at www.seamcnw.com Se@MeNow is the social networking portal dedicated for seafarers that allows you to stay in touch with your loved ones through live video, voice, messaging and social walls. You can also blog, share photos, play online games, follow your favourite sports events and shop online with worldwide delivery!

The search result displays the following:

Subscriber Screen - Header - these are the options for report manipulation, i.e., what to do with the report.

Subscriber Screen User Data:

- Subscriber 6-digit User ID.
- Username and subscriber's assigned email address.
- Subscriber's assigned SMS Global internal ID.
- Subscriber's MO (Mobile Originated) number - the equivalent shore mobile number of the User ID; used when sending SMS outside the Philippines.
- Subscriber's Vessel Email - where user is currently or most-recently registered.

- Subscriber's Credit – available credits of the user.
- Subscriber's Last Activity - last known date when user made a transaction.
- Subscriber's Assigned Partner.
- Subscriber's Last Reload - date of user's last reload transaction.
- Subscriber's Date Registered - Clicking this field shows the registration/reactivation history of the subscriber, i.e., all vessels where he was registered.
- Subscriber's First Date of Re-activation on current vessel.
- Subscriber's Last Date of Re-activation on current vessel.
- Subscriber's First Date of De-activation on current vessel.
- Subscriber's Last Date of De-activation on current vessel.

Subscriber Screen - Sent Messages record list:

- **Date Sent** - This displays the date the message was sent out from the vessel.
- **Destination** - This displays the email address or mobile number of the shore recipient.
- **Credit Before** - This displays the number of credits the user had before sending the message.
- **Credit After** - This displays the number of credits the use had after sending the message; the difference is the credit/s deducted for the message sent.
- **Message ID** - This displays the message ID assigned to the sent message; clicking the Message ID displays the text of the actual message.

Subscriber Screen - Received Messages record list:

- **Date Received** - This displays the email address or mobile number of the shore sender.
- **Delivery Status** - This displays the delivery status of the message.
- **Message ID** - This displays the message ID assigned to the received message; clicking the Message ID displays the text of the actual message.

Checking the User's Message Details is now complete.

4.3.1.2. Print Report

1. To print the report, check the box in the sent/received messages section to select the messages that you want to be included in the report then click the "Printer friendly page".



The following screen will be displayed:

Sent Messages						
Date Sent	Destination	Delivery Status	Credit Before	Credit After	Message ID	Message
04/20/2018 04:12:14 PM	adickson@globalmarinenet.net (Sent from Vessel ID 346832)	Delivered To Gateways	0	0	1524241181101	Credit counter test ***** CrewCommCenter Note: Meet me at www.seamemnow.com Se@MeNow is the social networking portal dedicated for seafarers that allows you to stay in touch with your loved ones through live video, voice, messaging and social walls. You can also blog, share photos, play online games, follow your favourite sports events and shop online with worldwide delivery!

2. Click "Print" in the top right-hand corner to print the report. Make sure that the default printer is installed in your computer.

Print Report Actions are now complete.

4.3.1.3. Checking a Reload

1. Used to check a Subscribers use of an issued Reload String:
2. Input the Reload string or serial number that you want to check in the “Reload String” field.

3. Click <Generate> to start searching for the reload string.

If the reload string is valid and found, the following screen will be displayed:

Successful Reload			
Reload Date	Reload String	Serial Number	Credits
05/11/2018 12:50:48 PM	0AF494B7F50b6b48	091726	Data: 60 B
05/08/2018 06:11:51 PM	2B003025D4FFCFDA	101460	Data: 999.93 MB

Invalid Reload		
Reload Date	Reload String	Reason

The query displays the User ID and the Date where the reload string was used.

Checking a Reload is now complete.

4.3.2. Vessel Reports

1. To access the Vessel Reports, mouse over the “Reports”, then mouse over “Vessel”, then click ”Traffic”.

2. The following screen will be displayed.

SUPPORT REPORTS MAINTENANCE

>>Vessel Report

Generate report

Choose a time period for the report

* Date from: Apr 1 2018 (m/d/yyyy)

* Date to: May 1 2018 (m/d/yyyy)

Report Parameters *(Please fill at least one of the fields below.)

UserID:

Internal ID:

Vessel Name:

Vessel Email / Domain:

Vessel ID:

Note: Fields with * are required fields.

3. On the Date Parameters, click the drop-down to select the desired report date. Make sure that the date is within the one-month date range.

Choose a time period for the report

* Date from: Apr 1 2018 (m/d/yyyy)

* Date to: May 1 2018 (m/d/yyyy)

4. On the Report Parameters, input any parameter listed below then click "Generate". The following screen shall be displayed:

SUPPORT REPORTS MAINTENANCE

>>Vessel Report

Generate report

Choose a time period for the report

* Date from: Apr 1 2018 (m/d/yyyy)

* Date to: May 1 2018 (m/d/yyyy)

Report Parameters *(Please fill at least one of the fields below.)

UserID:

Internal ID:

Vessel Name:

Vessel Email / Domain:

Vessel ID:

Note: Fields with * are required fields.

5. The following screen will be displayed:

SUPPORT REPORTS MAINTENANCE

>>Vessel Report - Apr 1, 2018 to May 1, 2018

[Printer friendly page](#) [Linregister User](#)

Vessel ID	346832	Last Vessel Activity	04/24/2018
Vessel Name	MaryvilleTn	Status	Test
Partner	REDPORT	Total Subscribers	1
Domain	v8amsterdam.crewmailonline.com	Total Reloads	1
Captain	adickson@globalmarinenet.com	Number of days	31
Vessel Email	v000274@crewcommcenter.net	Total Sent msgs	4
Date Registered	01/08/2018	Total Sent SMS	1
SMSCrewmail Licence Type	Free Email / Free SMS	Total Sent Email	3
Data Credit	Yes	Total Received msgs	18

User ID	Reloads	Credit	Sent Messages			Received Messages		
			Email	SMS	Total	Email	SMS	Total
1 Inactive subscriber/s from the period Apr 1, 2018 to May 1, 2018								
<input type="checkbox"/> 003362 (Jimmy)	0	2	0	0	0	0	0	0
4 subscribers/s now on a different vessel								
<input type="checkbox"/> 000088 (Yes Maam)	0	10079	0	0	0	0	16	16
<input type="checkbox"/> 003358 (Joe King)	1	0	1	0	1	1	0	1
<input type="checkbox"/> 003361 (Daniel)	0	1	0	0	0	0	0	0
<input type="checkbox"/> 003364 (Jimmy Castle)	0	0	2	1	3	1	0	1

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Header Section:

- **Report date** - This displays the date of the report.
- **Printer Friendly button** - This allows printing of the current page.
- **E-mail this report button** - This allows emailing of the current report.

Vessel System Information

- SMS Global Internal alphanumeric vessel ID.
- Vessel Name - displays the fleet name and vessel name.
- Partner - displays the assigned partner for the vessel.
- Domain - displays the domain to which the vessel belongs.
- Captain - displays the vessel's Captain's name; OPTIONAL.
- Vessel Email - email address assigned to SMSCrewMail Ship Server.
- Date Registered - displays the date the vessel was registered into our shore servers.
- SMSCrewMail system.
- SMSCrewMail Sending Format - displays the protocol used in sending and receiving system messages.
- Last Vessel Activity - displays the date of the last known transaction made on the vessel.
- Status - displays the status of vessel (Production, Test, etc.).
- Total Subscribers - displays the total number of subscribers registered on the vessel.
- Total Reloads - displays the total number of successful reload transactions made on the vessel for the given period.
- Number of days - displays the number of days in the report's transaction period.
- Total Sent msgs - displays the total messages sent from the vessel.
- Sent msgs per day - display the number of messages sent per day by the vessel.
- Total Received msgs - displays the total messages received by the vessel.
- Received msgs per day - displays the number of messages received per day by the vessel.

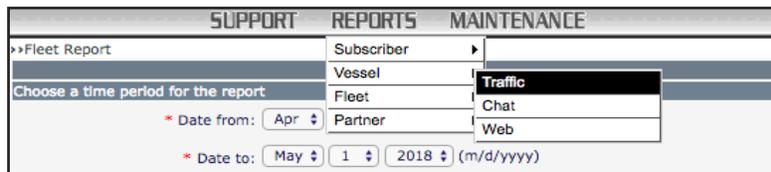
List of Registered Users - displays all the users that are registered on the vessel for the given period.

- User ID.
- No. of Reloads.
- Credits.
- Sent Msgs.
- Received Msgs

Accessing Vessel Reports is now complete.

4.3.3. Fleet Reports

1. To access the Fleet Reports, mouse over the "Reports", then mouse over "Fleet", then click "Traffic".



2. The following screen will be displayed:

SUPPORT REPORTS MAINTENANCE

>Fleet Report

Generate report

Choose a time period for the report

* Date from: Apr 1 2018 (m/d/yyyy)

* Date to: May 1 2018 (m/d/yyyy)

* Fleet: Select Fleet

Additional Parameters

FILTER VESSEL:

Status: Production Archive Invalid Test

E-mail Licence Type: Pre-paid Free

SMS Licence Type: Pre-paid Free

SHOW VESSEL:

Status: Licence Type:

3. On the Date Parameters, click the drop-down to select the desired report date. Make sure that the date is within the 1-month date range.

Generate report

Choose a time period for the report

* Date from: Apr 1 2018 (m/d/yyyy)

* Date to: May 1 2018 (m/d/yyyy)

* Fleet: Select Fleet

Additional Parameters

FILTER VESSEL:

Status: Production Archive Invalid Test

E-mail Licence Type: Pre-paid Free

SMS Licence Type: Pre-paid Free

SHOW VESSEL:

Status: Licence Type:

Date Registered: Name:

Note: Fields with * are required fields.

Generate

4. On the Report Parameters, input the following required fields to generate the report.

* Fleet: **Select Fleet**

Additional Parameters

FILTER VESSEL:

Status: Production Archive Invalid Test

Brian Pivotel Fleet(REDPORT)

Deckhouse(REDPORT)

Redport CrewCommWiFi(REDPORT)

Southport(REDPORT)

Southport 2(REDPORT)

Invalid Test

You may also want to include additional search parameters:

Additional Parameters

FILTER VESSEL:

Status: Production Archive Invalid Test

E-mail Licence Type: Pre-paid Free

SMS Licence Type: Pre-paid Free

SHOW VESSEL:

Status: Licence Type:

Date Registered: Name:

Tick the box of at least one of the additional parameters, then click <Generate>.

5. The following report will be generated:

SUPPORT REPORTS MAINTENANCE																			
Fleet: Redport CrewCommWiFi Subdomain																			
Total Vessels 10					Total Subscribers 10														
Production 0					Total Reloads 2														
Production Duplicate					Number of days 31														
Production Inactive					Total Sent msgs 8														
Test 10					Total Sent SMS 3														
Archive / Expired /					Total Sent Email 5														
Invalid					Total Received msgs 22														
Vessels (10)																			
Vessel Email	Vessel Name	Subscribers			Reloads	Sent Messages			Received Messages			Status	Date Registered	Licence Type		News	Chat	Web	Data Credits
		Active	Inactive	Disabled		Email	SMS	Total	Email	SMS	Total			Email	SMS				
<input type="checkbox"/> v000262@crewcommcenter.net	false CrewComm LTE	0	0	0	0	0	0	0	0	0	0	Test	04/19/2018	Free	Pre-Paid	Yes	No	Yes	No
<input type="checkbox"/> v000158@v8amsterdam.crewmailonline.com	JerichoTN	0	0	0	0	0	0	0	0	0	0	Test	01/10/2018	Pre-Paid	Pre-Paid	Yes	No	No	No
<input type="checkbox"/> v000274@crewcommcenter.net	MaryvilleTn	1	0	0	1	3	1	4	2	16	18	Test	01/08/2018	Free	Free	Yes	Yes	Yes	Yes
<input type="checkbox"/> v000204@crewcommcenter.net	MissKim	0	0	0	0	0	0	0	0	0	0	Test	02/06/2018	Pre-Paid	Pre-Paid	Yes	Yes	Yes	No
<input type="checkbox"/> v000263@crewcommcenter.net	Redport CrewCommWiFi Bundaberg	1	1	1	0	0	0	0	0	0	0	Test	04/20/2018	Free	Free	Yes	Yes	Yes	No
<input type="checkbox"/> v000124@v8amsterdam.crewmailonline.com	Redport Premiere Test 2	0	0	0	0	0	0	0	0	0	0	Test	12/04/2017	Pre-Paid	Pre-Paid	Yes	No	Yes	No
<input type="checkbox"/> v000127@v8amsterdam.crewmailonline.com	RedPort Test 3	1	0	0	0	0	0	0	0	0	0	Test	12/15/2017	Pre-Paid	Pre-Paid	Yes	No	Yes	No
<input type="checkbox"/> v000172@crewcommcenter.net	Redport Voice Test 1	2	0	0	1	1	1	2	1	1	2	Test	01/15/2018	Pre-Paid	Pre-Paid	Yes	No	Yes	No
<input type="checkbox"/> v000157@v8amsterdam.crewmailonline.com	TopsideTN	3	0	0	0	1	1	2	1	1	2	Test	01/10/2018	Pre-Paid	Pre-Paid	Yes	Yes	Yes	No
<input type="checkbox"/> v000185@crewcommcenter.net	Wahroonga	0	0	0	0	0	0	0	0	0	0	Test	01/24/2018	Pre-Paid	Pre-Paid	Yes	Yes	Yes	No

6. To view the information on a particular vessel, click any of the Vessel Emails listed in the report:

<input type="checkbox"/>	v000158@v8amsterdam.crewmailonline.com	JerichoTN	0	0
<input type="checkbox"/>	v000274@crewcommcenter.net	MaryvilleTn	1	0
<input type="checkbox"/>	v000204@crewcommcenter.net	MissKim	0	0

The following screen will be displayed:

SUPPORT REPORTS MAINTENANCE																			
Fleet: Redport CrewCommWiFi Subdomain																			
Total Vessels 10					Total Subscribers 10														
Production 0					Total Reloads 2														
Production Duplicate					Number of days 31														
Production Inactive					Total Sent msgs 8														
Test 10					Total Sent SMS 3														
Archive / Expired /					Total Sent Email 5														
Invalid					Total Received msgs 22														
Vessels (10)																			
Vessel Email	Vessel Name	Subscribers			Reloads	Sent Messages			Received Messages			Status	Date Registered	Licence Type		News	Chat	Web	Data Credits
		Active	Inactive	Disabled		Email	SMS	Total	Email	SMS	Total			Email	SMS				
<input type="checkbox"/> v000262@crewcommcenter.net	false CrewComm LTE	0	0	0	0	0	0	0	0	0	0	Test	04/19/2018	Free	Pre-Paid	Yes	No	Yes	No
<input type="checkbox"/> v000158@v8amsterdam.crewmailonline.com	JerichoTN	0	0	0	0	0	0	0	0	0	0	Test	01/10/2018	Pre-Paid	Pre-Paid	Yes	No	No	No
<input type="checkbox"/> v000274@crewcommcenter.net	MaryvilleTn	1	0	0	1	3	1	4	2	16	18	Test	01/08/2018	Free	Free	Yes	Yes	Yes	Yes
<input type="checkbox"/> v000204@crewcommcenter.net	MissKim	0	0	0	0	0	0	0	0	0	0	Test	02/06/2018	Pre-Paid	Pre-Paid	Yes	Yes	Yes	No
<input type="checkbox"/> v000263@crewcommcenter.net	Redport CrewCommWiFi Bundaberg	1	1	1	0	0	0	0	0	0	0	Test	04/20/2018	Free	Free	Yes	Yes	Yes	No
<input type="checkbox"/> v000124@v8amsterdam.crewmailonline.com	Redport Premiere Test 2	0	0	0	0	0	0	0	0	0	0	Test	12/04/2017	Pre-Paid	Pre-Paid	Yes	No	Yes	No
<input type="checkbox"/> v000127@v8amsterdam.crewmailonline.com	RedPort Test 3	1	0	0	0	0	0	0	0	0	0	Test	12/15/2017	Pre-Paid	Pre-Paid	Yes	No	Yes	No
<input type="checkbox"/> v000172@crewcommcenter.net	Redport Voice Test 1	2	0	0	1	1	1	2	1	1	2	Test	01/15/2018	Pre-Paid	Pre-Paid	Yes	No	Yes	No
<input type="checkbox"/> v000157@v8amsterdam.crewmailonline.com	TopsideTN	3	0	0	0	1	1	2	1	1	2	Test	01/10/2018	Pre-Paid	Pre-Paid	Yes	Yes	Yes	No
<input type="checkbox"/> v000185@crewcommcenter.net	Wahroonga	0	0	0	0	0	0	0	0	0	0	Test	01/24/2018	Pre-Paid	Pre-Paid	Yes	Yes	Yes	No

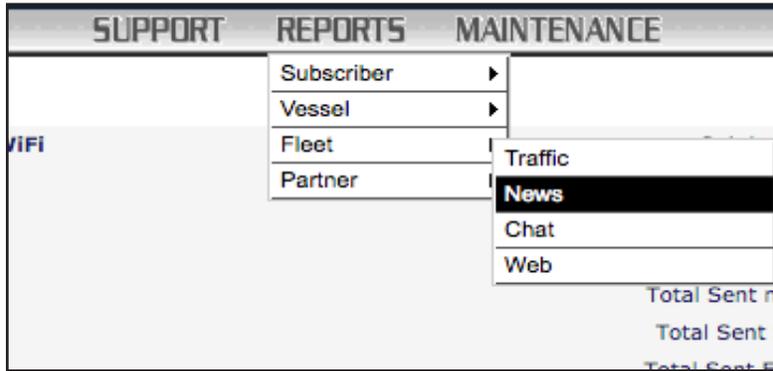
To Print the report generated. Tick the box to select the vessel that will be included in the report, then click the "Printer Friendly" button. The following printable pop-up window will be displayed.

Fleet	Redport CrewCommWiFi	Subdomain
Total Vessels	10	Total Subscribers
Production	0	Total Reloads
Production Duplicate		Number of days
Production Inactive		Total Sent msgs
Test	10	Total Sent SMS
Archive / Expired / Invalid		Total Sent Email
		Total Received msgs

Accessing Fleet Reports is now complete.

4.3.4. Fleet News

1. To access the Fleet News, mouse over the “Reports”, then mouse over “Fleet”, then click ”News”.



2. The following screen will be displayed:

Fleet News Report

Generate report

Choose a time period for the report

* Date to: May 2 2018 (m/d/yyyy)

* Fleet: Select Fleet

Status: Production Archive Invalid Test

E-mail Licence Type: Pre-paid Free

SMS Licence Type: Pre-paid Free

Note: Fields with * are required fields.

Generate

3. On the Date Parameters, click the drop-down to select the desired report date. Click the fleet name from the drop-down list. Click <Generate>.

Fleet News Report

Generate report

Choose a time period for the report

* Date to: May 2 2018 (m/d/yyyy)

* Fleet: **Select Fleet**

Brian Pivotal Fleet(REDPORT)

Deckhouse(REDPORT)

Redport CrewCommWiFi(REDPORT)

Southport(REDPORT)

Southport 2(REDPORT)

Status: Test

E-mail Licence Type: Pre-paid Free

SMS Licence Type: Pre-paid Free

Note: Fields with * are required fields.

Generate

4. The following report will be generated.

>>Fleet News Report - As of May 2, 2018 Printer friendly page

Fleet **Redport CrewCommWiFi** Test **10**
 Total Vessels **10** Archive **0**
 Production **0** Invalid **0**

Vessels (10)											News Editions											
<input type="checkbox"/>	Vessel Email	Vessel Name	Status	Date Registered	Licence Type	INT	PH	UK	CN	RU	HR	UA	USA	IN	ID	RO	LK	NO	PL	MY	JP	
<input type="checkbox"/>	v000263@crewcommcenter.net	Redport CrewCommWiFi Bundaberg	Test	04/20/2018	Free Email	yes	yes	yes	yes	no	no	no	yes	no	yes	yes	no	no	no	no	no	
<input type="checkbox"/>	v000262@crewcommcenter.net	false CrewComm LTE	Test	04/19/2018	Free Email	yes	yes	yes	no	no	no	no	no	no	no	no	no	no	no	no	no	
<input type="checkbox"/>	v000204@crewcommcenter.net	MissKim	Test	02/06/2018	Pre-Paid Email	yes	no	no	no	no	no	no	no	no	no	no	no	no	no	no	no	
<input type="checkbox"/>	v000185@crewcommcenter.net	Wahroonga	Test	01/24/2018	Pre-Paid Email	yes	yes	yes	no	no	no	no	yes	no								
<input type="checkbox"/>	v000172@crewcommcenter.net	Redport Voice Test 1	Test	01/15/2018	Pre-Paid Email	yes	no	no	no	no	no	no	no	no	no	no	no	no	no	no	no	
<input type="checkbox"/>	v000157@v8amsterdam.crewmallonline.com	TopsideTN	Test	01/10/2018	Pre-Paid Email	yes	no	no	no	no	no	no	no	no	no	no	no	no	no	no	no	
<input type="checkbox"/>	v000158@v8amsterdam.crewmallonline.com	JerichoTN	Test	01/10/2018	Pre-Paid Email	yes	no	no	no	no	no	no	no	no	no	no	no	no	no	no	no	
<input type="checkbox"/>	v000274@crewcommcenter.net	MaryvilleTn	Test	01/08/2018	Free Email	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	
<input type="checkbox"/>	v000127@v8amsterdam.crewmallonline.com	RedPort Test 3	Test	12/15/2017	Pre-Paid Email	yes	no	no	no	no	no	no	no	no	no	no	no	no	no	no	no	
<input type="checkbox"/>	v000124@v8amsterdam.crewmallonline.com	Redport Premiere Test 2	Test	12/04/2017	Pre-Paid Email	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	

5. To print the report, check the box in the vessel email section to select the messages that you want to be included in the report.

>>Fleet News Report - As of May 2, 2018 Printer friendly page

Fleet **Redport CrewCommWiFi** Test **10**
 Total Vessels **10** Archive **0**
 Production **0** Invalid **0**

Vessels (10)											News Editions											
<input type="checkbox"/>	Vessel Email	Vessel Name	Status	Date Registered	Licence Type	INT	PH	UK	CN	RU	HR	UA	USA	IN	ID	RO	LK	NO	PL	MY	JP	
<input type="checkbox"/>	v000263@crewcommcenter.net	Redport CrewCommWiFi Bundaberg	Test	04/20/2018	Free Email	yes	yes	yes	yes	no	no	no	yes	no	yes	yes	no	no	no	no	no	
<input checked="" type="checkbox"/>	v000262@crewcommcenter.net	false CrewComm LTE	Test	04/19/2018	Free Email	yes	yes	yes	no	no	no	no	no	no	no	no	no	no	no	no	no	
<input checked="" type="checkbox"/>	v000204@crewcommcenter.net	MissKim	Test	02/06/2018	Pre-Paid Email	yes	no	no	no	no	no	no	no	no	no	no	no	no	no	no	no	
<input type="checkbox"/>	v000185@crewcommcenter.net	Wahroonga	Test	01/24/2018	Pre-Paid Email	yes	yes	yes	no	no	no	no	yes	no								
<input type="checkbox"/>	v000172@crewcommcenter.net	Redport Voice Test 1	Test	01/15/2018	Pre-Paid Email	yes	no	no	no	no	no	no	no	no	no	no	no	no	no	no	no	
<input type="checkbox"/>	v000157@v8amsterdam.crewmallonline.com	TopsideTN	Test	01/10/2018	Pre-Paid Email	yes	no	no	no	no	no	no	no	no	no	no	no	no	no	no	no	
<input type="checkbox"/>	v000158@v8amsterdam.crewmallonline.com	JerichoTN	Test	01/10/2018	Pre-Paid Email	yes	no	no	no	no	no	no	no	no	no	no	no	no	no	no	no	
<input type="checkbox"/>	v000274@crewcommcenter.net	MaryvilleTn	Test	01/08/2018	Free Email	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	
<input type="checkbox"/>	v000127@v8amsterdam.crewmallonline.com	RedPort Test 3	Test	12/15/2017	Pre-Paid Email	yes	no	no	no	no	no	no	no	no	no	no	no	no	no	no	no	
<input type="checkbox"/>	v000124@v8amsterdam.crewmallonline.com	Redport Premiere Test 2	Test	12/04/2017	Pre-Paid Email	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	

Click <"Printer friendly page">. The following screen will be presented.

Print

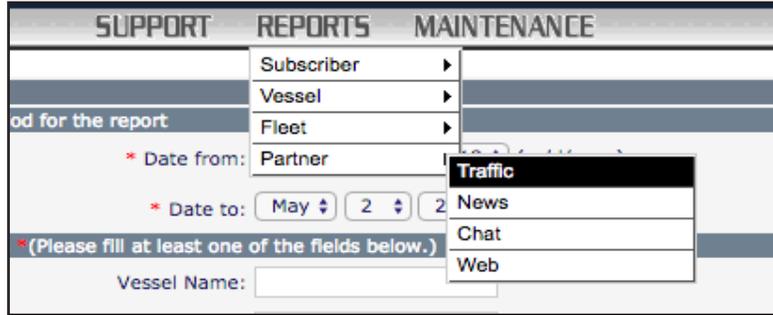
Fleet **Redport CrewCommWiFi** Test **10**
 Total Vessels **10** Archive **0**
 Production **0** Invalid **0**

Vessels											News Editions											
Vessel Email	Vessel Name	Status	Date Registered	Licence Type	INT	PH	UK	CN	RU	HR	UA	USA	IN	ID	RO	LK	NO	PL	MY	JP		
v000262@crewcommcenter.net	false CrewComm LTE	Test	04/19/2018	Free Email	yes	yes	yes	no	no	no	no	no	no	no	no	no	no	no	no	no	no	
v000204@crewcommcenter.net	MissKim	Test	02/06/2018	Pre-Paid Email	yes	no	no	no	no	no	no	no	no	no	no	no	no	no	no	no	no	

Fleet News actions are now complete.

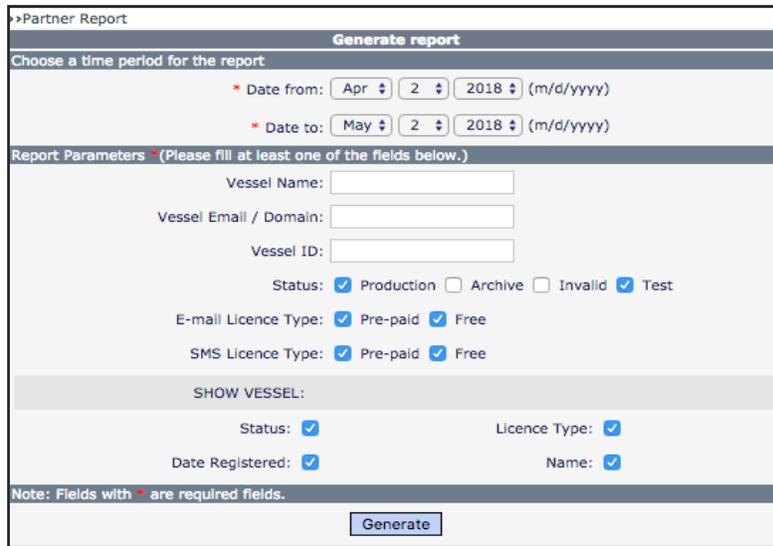
4.3.5. Partner Reports

1. To access the Partner Reports, mouse over the “Reports”, then mouse over “Partner”, then click ”Traffic”.



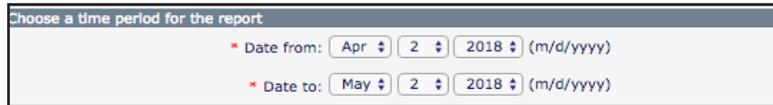
The screenshot shows a navigation bar with three main sections: SUPPORT, REPORTS, and MAINTENANCE. Under REPORTS, a dropdown menu is open, showing options: Subscriber, Vessel, Fleet, Partner, and Traffic. The 'Traffic' option is highlighted. Below the dropdown, there are date selection fields for 'Date from' (set to Apr 2, 2018) and 'Date to' (set to May 2, 2018). A note indicates that at least one of the fields below must be filled. There are also input fields for 'Vessel Name' and a 'Generate' button.

2. The following screen will be displayed:



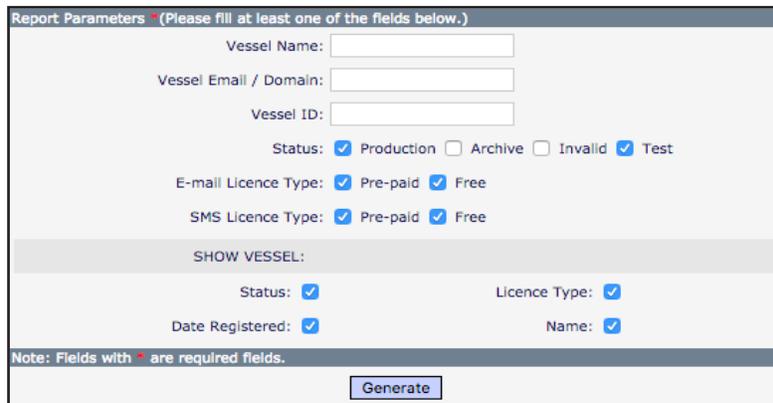
The screenshot shows the 'Partner Report' generation interface. It includes a 'Generate report' section with date parameters: 'Date from' (Apr 2, 2018) and 'Date to' (May 2, 2018). Below this is the 'Report Parameters' section, which contains several input fields and checkboxes: 'Vessel Name', 'Vessel Email / Domain', 'Vessel ID', 'Status' (Production, Archive, Invalid, Test), 'E-mail Licence Type' (Pre-paid, Free), and 'SMS Licence Type' (Pre-paid, Free). There is also a 'SHOW VESSEL' section with checkboxes for 'Status', 'Licence Type', 'Date Registered', and 'Name'. A note at the bottom states: 'Note: Fields with * are required fields.' A 'Generate' button is located at the bottom right.

3. On the Date Parameters, click the drop-down options to select the desired report date. Make sure that the date is within the one-month date range.



This is a close-up of the date selection parameters. It shows 'Date from' set to Apr 2, 2018 and 'Date to' set to May 2, 2018. Both dates are marked as required fields with an asterisk.

4. On the Report Parameters, input the following required fields to generate the report.



This is a close-up of the 'Report Parameters' section. It shows the following fields and their states: 'Vessel Name' (empty), 'Vessel Email / Domain' (empty), 'Vessel ID' (empty), 'Status' (Production checked, Archive unchecked, Invalid unchecked, Test checked), 'E-mail Licence Type' (Pre-paid checked, Free checked), and 'SMS Licence Type' (Pre-paid checked, Free checked). The 'SHOW VESSEL' section has 'Status' checked, 'Licence Type' checked, 'Date Registered' checked, and 'Name' checked. A note at the bottom states: 'Note: Fields with * are required fields.' A 'Generate' button is located at the bottom right.

You may also want to include additional search parameters: Tick the box of at least one of the additional parameters, then click <Generate>.

5. The following report will be generated:

>>Partner Report - Apr 2, 2018 to May 2, 2018 Printer friendly page

Partner REDPORT Total Vessels 12 Production 0 Test 12 Archive / Expired / Invalid Domain v8amsterdam.crewmailonline.com	Total Subscribers 13 Total Reloads 2 Number of days 31 Total Sent msgs 8 Total Sent SMS 3 Total Sent Email 5 Total Received msgs 21
--	--

Vessels (12)																
	Vessel Email	Vessel Name	Subscribers			Reloads	Sent Messages			Received Messages			Status	Date Registered	Licence Type	
			Active	Inactive	Disabled		Email	SMS	Total	Email	SMS	Total			Email	SMS
<input type="checkbox"/>	v000132@v8amsterdam.crewmailonline.com	Deckhouse Demo	3	0	0	0	0	0	0	0	0	0	Test	12/27/2017	Free	Pre-Paid
<input type="checkbox"/>	v000262@crewcommcenter.net	false CrewComm LTE	0	0	0	0	0	0	0	0	0	0	Test	04/19/2018	Free	Pre-Paid
<input type="checkbox"/>	v000158@v8amsterdam.crewmailonline.com	JerichoTN	0	0	0	0	0	0	0	0	0	0	Test	01/10/2018	Pre-Paid	Pre-Paid
<input type="checkbox"/>	v000274@crewcommcenter.net	MaryvilleTn	1	0	0	1	3	1	4	2	15	17	Test	01/08/2018	Free	Free
<input type="checkbox"/>	v000204@crewcommcenter.net	MissKim	0	0	0	0	0	0	0	0	0	0	Test	02/06/2018	Pre-Paid	Pre-Paid
<input type="checkbox"/>	v000263@crewcommcenter.net	Redport CrewCommWiFi Bundaberg	2	0	1	0	0	0	0	0	0	0	Test	04/20/2018	Free	Free
<input type="checkbox"/>	v000124@v8amsterdam.crewmailonline.com	Redport Premiere Test 2	0	0	0	0	0	0	0	0	0	0	Test	12/04/2017	Pre-Paid	Pre-Paid
<input type="checkbox"/>	v000127@v8amsterdam.crewmailonline.com	RedPort Test 3	1	0	0	0	0	0	0	0	0	0	Test	12/15/2017	Pre-Paid	Pre-Paid
<input type="checkbox"/>	v000172@crewcommcenter.net	Redport Voice Test 1	2	0	0	1	1	1	2	1	1	2	Test	01/15/2018	Pre-Paid	Pre-Paid
<input type="checkbox"/>	v000205@crewcommcenter.net	Southport Southport 3	0	0	0	0	0	0	0	0	0	0	Test	02/13/2018	Free	Pre-Paid
<input type="checkbox"/>	v000157@v8amsterdam.crewmailonline.com	TopsideTN	3	0	0	0	1	1	2	1	1	2	Test	01/10/2018	Pre-Paid	Pre-Paid
<input type="checkbox"/>	v000185@crewcommcenter.net	Wahroonga	0	0	0	0	0	0	0	0	0	0	Test	01/24/2018	Pre-Paid	Pre-Paid

6. To print the report, check the box or boxes in the vessel email section to select the messages that you want to be included in the report.

>>Partner Report - Apr 2, 2018 to May 2, 2018 Printer friendly page

Partner REDPORT Total Vessels 12 Production 0 Test 12 Archive / Expired / Invalid Domain v8amsterdam.crewmailonline.com	Total Subscribers 13 Total Reloads 2 Number of days 31 Total Sent msgs 8 Total Sent SMS 3 Total Sent Email 5 Total Received msgs 21
--	--

Vessels (12)																				
	Vessel Email	Vessel Name	Subscribers			Reloads	Sent Messages			Received Messages			Status	Date Registered	Licence Type		News	Chat	Web	Data Credits
			Active	Inactive	Disabled		Email	SMS	Total	Email	SMS	Total			Email	SMS				
<input checked="" type="checkbox"/>	v000132@v8amsterdam.crewmailonline.com	Deckhouse Demo	3	0	0	0	0	0	0	0	0	0	Test	12/27/2017	Free	Pre-Paid	Yes	Yes	Yes	No
<input checked="" type="checkbox"/>	v000262@crewcommcenter.net	false CrewComm LTE	0	0	0	0	0	0	0	0	0	0	Test	04/19/2018	Free	Pre-Paid	Yes	No	Yes	No
<input checked="" type="checkbox"/>	v000158@v8amsterdam.crewmailonline.com	JerichoTN	0	0	0	0	0	0	0	0	0	0	Test	01/10/2018	Pre-Paid	Pre-Paid	Yes	No	No	No
<input type="checkbox"/>	v000274@crewcommcenter.net	MaryvilleTn	1	0	0	1	3	1	4	2	15	17	Test	01/08/2018	Free	Free	Yes	Yes	Yes	Yes
<input type="checkbox"/>	v000204@crewcommcenter.net	MissKim	0	0	0	0	0	0	0	0	0	0	Test	02/06/2018	Pre-Paid	Pre-Paid	Yes	Yes	Yes	No
<input type="checkbox"/>	v000263@crewcommcenter.net	Redport CrewCommWiFi Bundaberg	2	0	1	0	0	0	0	0	0	0	Test	04/20/2018	Free	Free	Yes	Yes	Yes	No
<input type="checkbox"/>	v000124@v8amsterdam.crewmailonline.com	Redport Premiere Test 2	0	0	0	0	0	0	0	0	0	0	Test	12/04/2017	Pre-Paid	Pre-Paid	Yes	No	Yes	No
<input type="checkbox"/>	v000127@v8amsterdam.crewmailonline.com	RedPort Test 3	1	0	0	0	0	0	0	0	0	0	Test	12/15/2017	Pre-Paid	Pre-Paid	Yes	No	Yes	No
<input type="checkbox"/>	v000172@crewcommcenter.net	Redport Voice Test 1	2	0	0	1	1	1	2	1	1	2	Test	01/15/2018	Pre-Paid	Pre-Paid	Yes	No	Yes	No
<input type="checkbox"/>	v000205@crewcommcenter.net	Southport Southport 3	0	0	0	0	0	0	0	0	0	0	Test	02/13/2018	Free	Pre-Paid	No	No	Yes	No
<input type="checkbox"/>	v000157@v8amsterdam.crewmailonline.com	TopsideTN	3	0	0	0	1	1	2	1	1	2	Test	01/10/2018	Pre-Paid	Pre-Paid	Yes	Yes	Yes	No
<input type="checkbox"/>	v000185@crewcommcenter.net	Wahroonga	0	0	0	0	0	0	0	0	0	0	Test	01/24/2018	Pre-Paid	Pre-Paid	Yes	Yes	Yes	No

Optionally, you can select all Vessels by clicking the tick box above all individual Vessel tick boxes, left of the "Vessel Email" heading.

SUPPORT REPORTS MAINTENANCE																					
»Partner Report - Apr 2, 2018 to May 2, 2018																					
Partner REDPORT Total Vessels 12 Production 0 Test 12 Archive / Expired / Invalid Domain v8amsterdam.crewmailonline.com										Total Subscribers 13 Total Reloads 2 Number of days 31 Total Sent msgs 8 Total Sent SMS 3 Total Sent Email 5 Total Received msgs 21											
Vessels (12)																					
✓	Vessel Email	Vessel Name	Subscribers			Reloads	Sent Messages			Received Messages			Status	Date Registered	Licence Type		News	Chat	Web	Data Credits	
			Active	Inactive	Disabled		Email	SMS	Total	Email	SMS	Total			Email	SMS					
✓	v000132@v8amsterdam.crewmailonline.com	Deckhouse Demo	3	0	0	0	0	0	0	0	0	0	0	Test	12/27/2017	Free	Pre-Paid	Yes	Yes	Yes	No
✓	v000262@crewcommcenter.net	false CrewComm LTE	0	0	0	0	0	0	0	0	0	0	0	Test	04/19/2018	Free	Pre-Paid	Yes	No	Yes	No
✓	v000158@v8amsterdam.crewmailonline.com	JerichoTN	0	0	0	0	0	0	0	0	0	0	0	Test	01/10/2018	Pre-Paid	Pre-Paid	Yes	No	No	No
✓	v000274@crewcommcenter.net	MaryvilleTn	1	0	0	1	3	1	4	2	15	17	0	Test	01/08/2018	Free	Free	Yes	Yes	Yes	Yes
✓	v000204@crewcommcenter.net	MissKim	0	0	0	0	0	0	0	0	0	0	0	Test	02/06/2018	Pre-Paid	Pre-Paid	Yes	Yes	Yes	No
✓	v000263@crewcommcenter.net	Redport CrewCommWiFi Bundaberg	2	0	1	0	0	0	0	0	0	0	0	Test	04/20/2018	Free	Free	Yes	Yes	Yes	No
✓	v000124@v8amsterdam.crewmailonline.com	Redport Premiere Test 2	0	0	0	0	0	0	0	0	0	0	0	Test	12/04/2017	Pre-Paid	Pre-Paid	Yes	No	Yes	No
✓	v000127@v8amsterdam.crewmailonline.com	RedPort Test 3	1	0	0	0	0	0	0	0	0	0	0	Test	12/15/2017	Pre-Paid	Pre-Paid	Yes	No	Yes	No
✓	v000172@crewcommcenter.net	Redport Voice Test 1	2	0	0	1	1	1	2	1	1	2	0	Test	01/15/2018	Pre-Paid	Pre-Paid	Yes	No	Yes	No
✓	v000205@crewcommcenter.net	Southport Southport 3	0	0	0	0	0	0	0	0	0	0	0	Test	02/13/2018	Free	Pre-Paid	No	No	Yes	No
✓	v000157@v8amsterdam.crewmailonline.com	TopsideTN	3	0	0	0	1	1	2	1	1	2	0	Test	01/10/2018	Pre-Paid	Pre-Paid	Yes	Yes	Yes	No
✓	v000185@crewcommcenter.net	Wahroonga	0	0	0	0	0	0	0	0	0	0	0	Test	01/24/2018	Pre-Paid	Pre-Paid	Yes	Yes	Yes	No

Click <"Printer friendly page">. The following screen will be presented.

»Partner Report - Apr 2, 2018 to May 2, 2018																					
Partner REDPORT Total Vessels 12 Production 0 Test 12 Archive / Expired / Invalid Domain v8amsterdam.crewmailonline.com										Total Subscribers 13 Total Reloads 2 Number of days 31 Total Sent msgs 8 Total Sent SMS 3 Total Sent Email 5 Total Received msgs 21											
Vessels																					
✓	Vessel Email	Vessel Name	Subscribers			Reloads	Sent Messages			Received Messages			Status	Date Registered	Licence Type		News	Chat	Web	Data Credits	
			Active	Inactive	Disabled		Email	SMS	Total	Email	SMS	Total			Email	SMS					
✓	v000132@v8amsterdam.crewmailonline.com	Deckhouse Demo	3	0	0	0	0	0	0	0	0	0	0	Test	12/27/2017	Free	Pre-Paid	Yes	Yes	Yes	No
✓	v000262@crewcommcenter.net	false CrewComm LTE	0	0	0	0	0	0	0	0	0	0	0	Test	04/19/2018	Free	Pre-Paid	Yes	No	Yes	No
✓	v000158@v8amsterdam.crewmailonline.com	JerichoTN	0	0	0	0	0	0	0	0	0	0	0	Test	01/10/2018	Pre-Paid	Pre-Paid	Yes	No	No	No

7. To view the information on a particular vessel, click any of the Vessel Emails listed in the report. The following screen will be presented.

»Vessel Report - Apr 2, 2018 to May 2, 2018														
Vessel ID 906573 Vessel Name JerichoTN Partner REDPORT Domain v8amsterdam.crewmailonline.com Captain adickson@globalmarinet.com Vessel Email v000158@v8amsterdam.crewmailonline.com Date Registered 01/10/2018 SMS Crewmail Licence Type Pre-Paid Email / Pre-Paid SMS Data Credit No										Last Vessel Activity N/A Status Test Total Subscribers 0 Total Reloads 0 Number of days 31 Total Sent msgs 0 Total Sent SMS 0 Total Sent Email 0 Total Received msgs 0				

Partner Report actions are now complete.

4.4. Maintenance

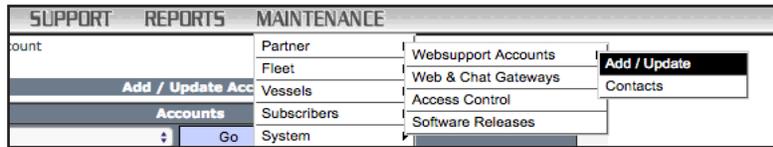
4.4.1. CrewComm Management User Account

CrewComm Management Portal User Accounts (also Partner Websupport Accounts) are those that are authorized to create, view, modify, and delete etc. functions/accesses of Fleets, Vessels, and/or Users. Nominally a Service Provider/Dealer would have a CrewComm Management Portal account created first, then he/she could add new Websupport Accounts (members he/she would want to have access to specific Fleets/Vessels. Websupport

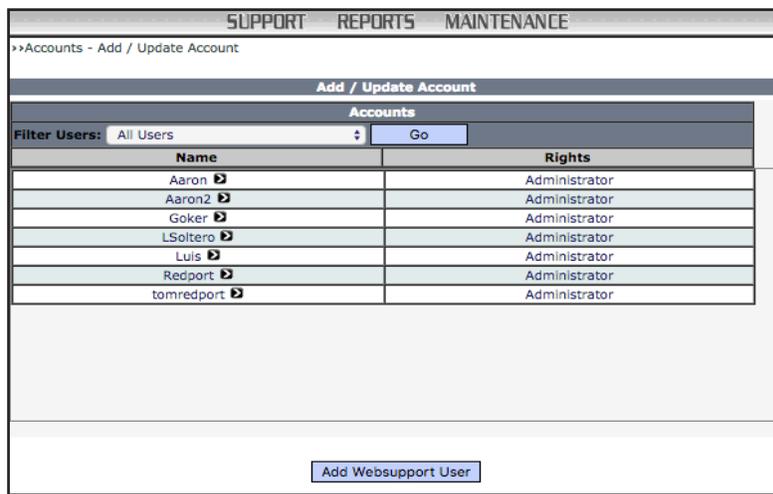
Accounts may have full access or have varying levels of restrictions with their Websupport access.

4.4.1.1. Add User Account

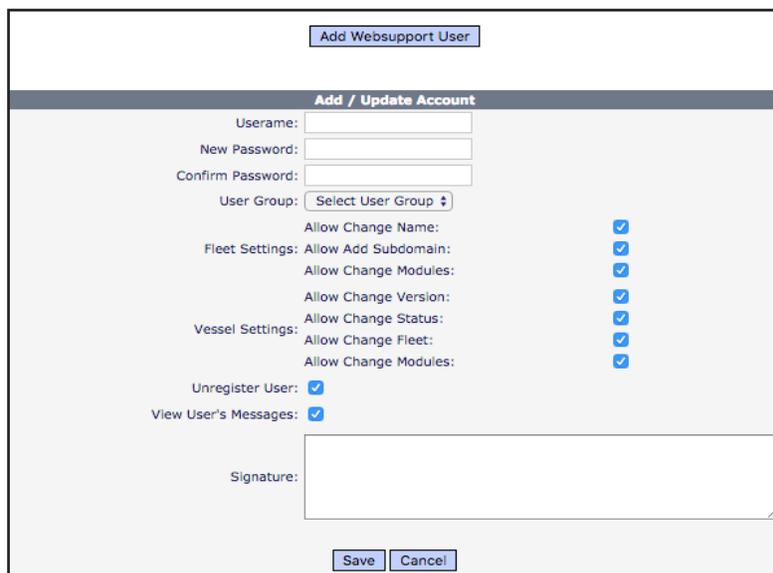
1. To access the Add User Account, mouse over the “Maintenance”, then mouse over “Partner”, then mouse over “Websupport Accounts”, then click ”Add / Update”.



The following screen will be displayed:



2. Click <Add Websupport User>. The following screen will be added to the bottom of the “Add / Update Account” screen.



3. Input the required data:
 - **Username and Password** - This will accept up to 25 alphanumeric characters (username is case-sensitive), as well as “Confirm Password”.

- **User Group** - This will the user to select access rights from the list.
- **Administrator** - This permits the user to add/edit/delete users plus viewing and generating reports.
- **User** - This permits the user to view and generate reports only.
- **Unregister User** - This will allow to the user to manually deactivate user(s) from current vessel.

Fleet Settings:

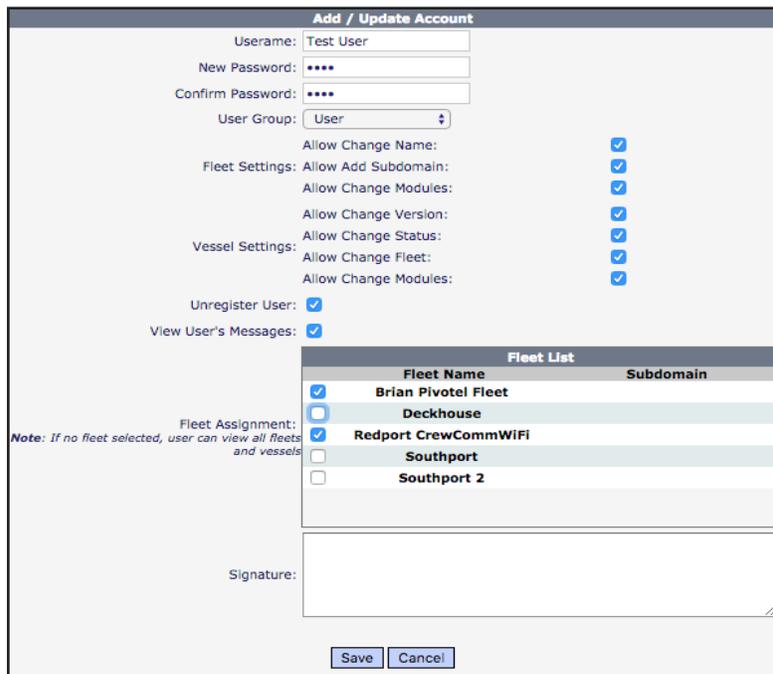
- **Allow Change Name** - This allows a change to the name of a fleet.
- **Allow Add Subdomain** - This allows addition of Subdomains to a fleet.
- **Allow Change Modules** - This allows upgrades of Modules (News, Encryption, Web Browsing, Online chat and advanced vessel settings).

Vessel Settings:

- **Allow Change Version** - This allows upgrades to the version/license type of a vessel from Standard to Free Email.
- **Allow Change Status** - This allows changes to Vessel Status from Test/Demo to Production.
- **Allow Change Fleet** - This allows re-assignments of a vessel(s) to a new fleet.

NOTE: Allowed for upgrading modules only.

- **Allow Change Modules** - This allows upgrade of Modules (News, Encryption, Web Browsing, Online chat and advanced vessel settings).
- **Signature** - The input signature message to be used for support emails. This is used when sending a report directly from the WebSupport to an email recipient.



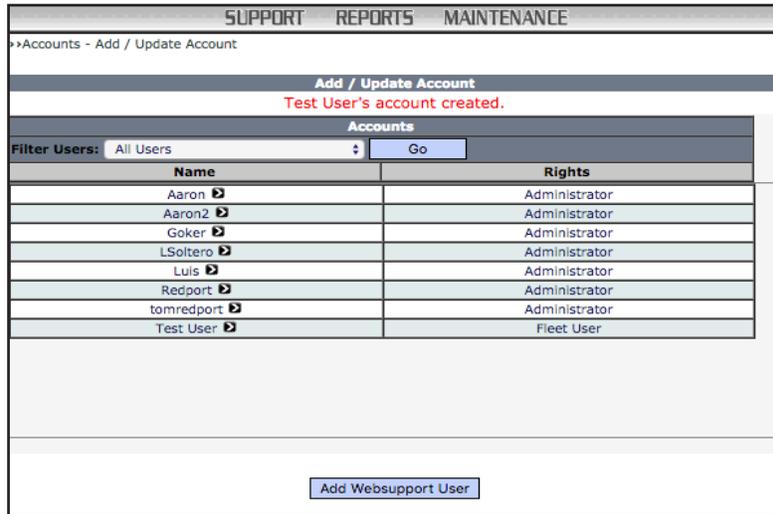
Fleet Name	Subdomain
<input checked="" type="checkbox"/> Brian Pivotal Fleet	
<input type="checkbox"/> Deckhouse	
<input checked="" type="checkbox"/> Redport CrewCommWIFI	
<input type="checkbox"/> Southport	
<input type="checkbox"/> Southport 2	

5. Click <Save> to create the account. You will be asked to confirm the creation of the account.



Click <OK> to confirm or click <Cancel> to abort the process.

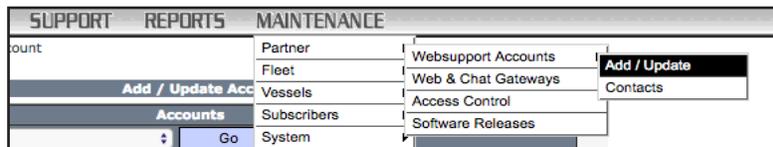
If the Username does not exist a new account will be created, and the following screen will appear:



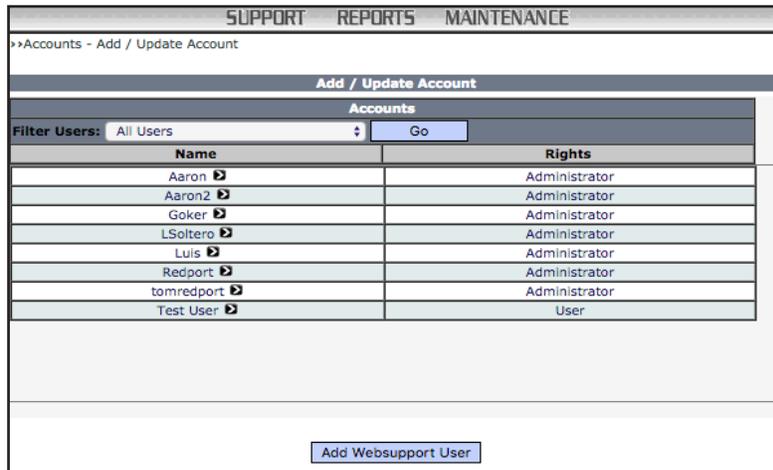
User account is now successfully created.

4.4.1.2. Edit User Account

1. To access the Add User Account, mouse over the “Maintenance”, then mouse over “Partner”, then mouse over “Websupport Accounts”, then click “Add / Update”.



2. The following screen will be displayed:



3. To Edit user, mouse over the “>” beside the username, then from the pop-up menu click <Edit>.

>>Accounts - Add / Update Account

Add / Update Account

Accounts

Filter Users: All Users

Name	Rights
Aaron	Administrator
Aaron2	Administrator
Goker	Administrator
LSoltero	Administrator
Luis	Administrator
Redport	Administrator
tomredport	Administrator
Test User	User

Test User

4. The following screen will be displayed:

Add / Update Account

Username:

New Password:

Confirm Password:

User Group:

Allow Change Name:

Fleet Settings: Allow Add Subdomain:

Allow Change Modules:

Allow Change Version:

Vessel Settings: Allow Change Status:

Allow Change Fleet:

Allow Change Modules:

Unregister User:

View User's Messages:

Fleet Assignment:

Note: If no fleet selected, user can view all fleets and vessels

Fleet Name	Subdomain
<input type="checkbox"/> Brian Pivotel Fleet	
<input type="checkbox"/> Deckhouse	
<input type="checkbox"/> Redport CrewCommWiFi	
<input type="checkbox"/> Southport	
<input type="checkbox"/> Southport 2	

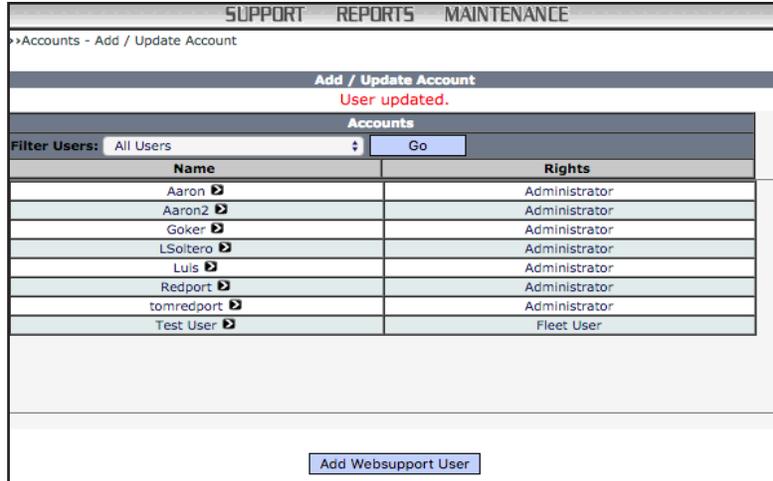
Signature:

Change the User information then click <Save> to accept changes or click <Cancel> to abort process. You will be asked to confirm the update of the account.

From support.crewcommcenter.net

Update this account?

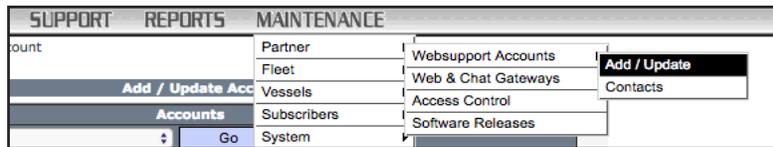
Click <OK> to update or click <Cancel> to abort process. The following screen will be displayed:



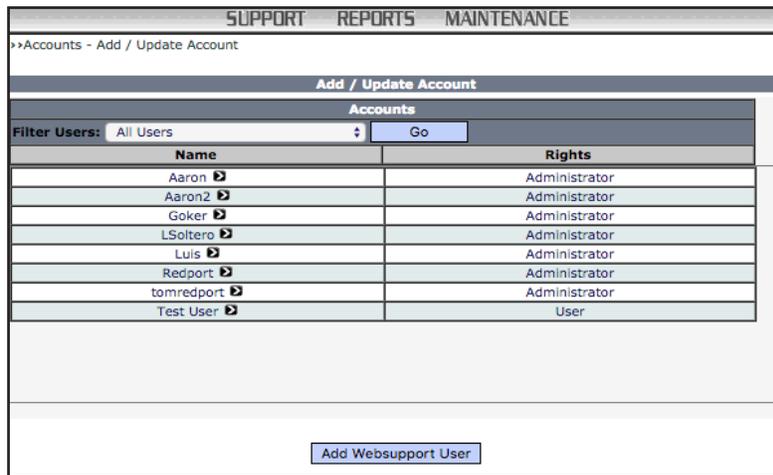
User account is now successfully updated.

4.4.1.3. Delete User Account

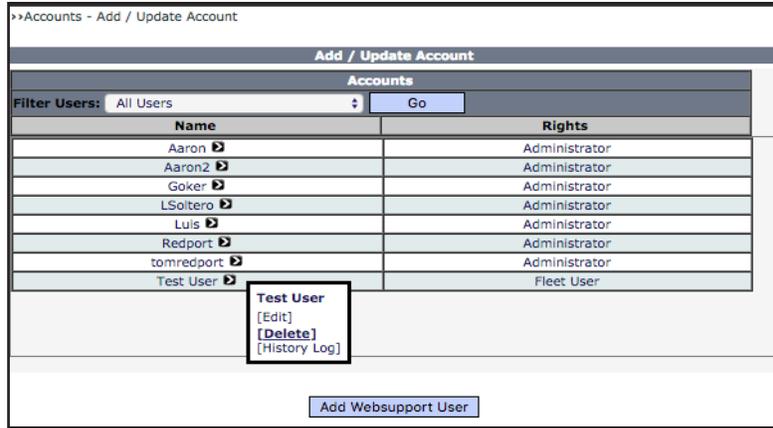
1. To access the Add User Account, mouse over the “Maintenance”, then mouse over “Partner”, then mouse over “Websupport Accounts”, then click ”Add / Update”.



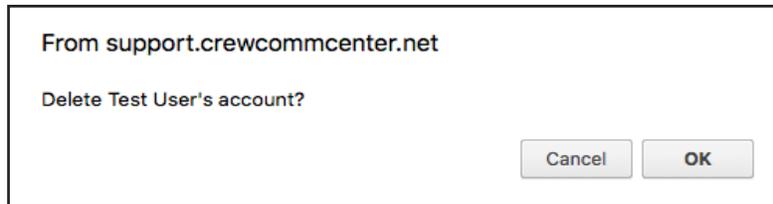
2. The following screen will be displayed:



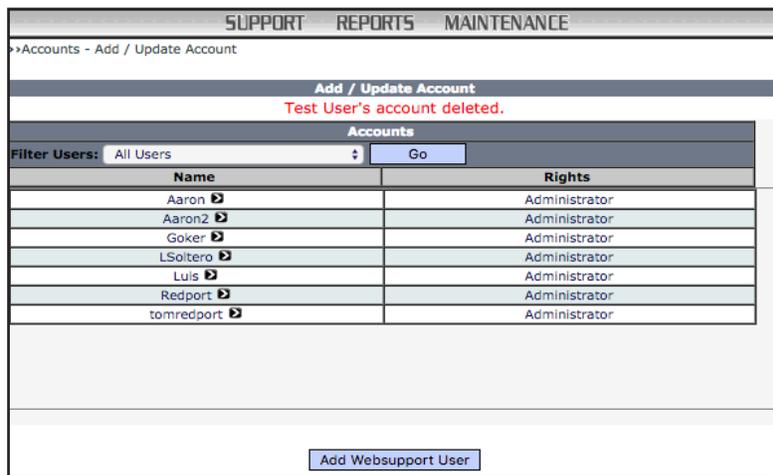
3. To Delete user, mouse over the “>” beside the user name, then from the pop-up menu click <Delete>.



You will be asked to confirm the account deletion.



Click <OK> to Delete or click <Cancel> to abort process. The following screen will be displayed:



User account is now successfully deleted.

4.4.2. Partner Account

4.4.2.1. Add Partner Websupport Account (See Chapter 4.4.1.1)

See **Chapter 4.4.1.1** Add User Account.

4.4.2.2. Edit Partner Account (See Chapter 4.4.1.2)

See **Chapter 4.4.1.2** Edit User Account.

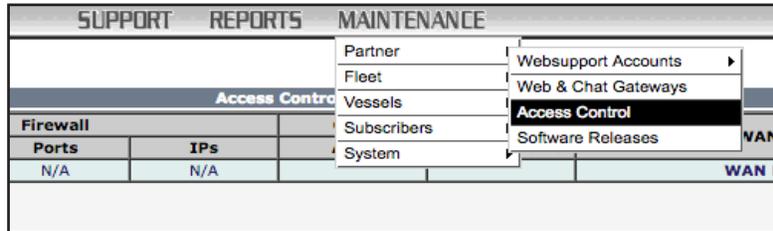
4.4.2.3. Delete Partner Account (See Chapter 4.4.1.3)

See **Chapter 4.4.1.3** Delete User Account.

4.4.3. Access Control

4.4.3.1. Access Control - Partner

1. To configure/add Partner Access Control, mouse over the “Maintenance”, then mouse over “Partner”, then click “Access Control”.



The following screen will be displayed:



2. Click <Add Access Control Setting> to Add a new access control setting. The following will be displayed at the bottom of the Access Control page (the multiple screens will be displayed in one flowing representation on the WebSupport page).

Add Access Control Setting

Firewall Settings

Allow All

Blocked ports

Add More Ports

Note:
Accepts one port number or port range per field;
Port range is colon separated;
Sample: 5000, 6000:6100

Blocked IPs

Add More IPs

Note:
Accepts one IP or IP range per field;
Sample: 98.138.253.109, 74.125.23.139, 65.52.187.0/24
192.168.x.x and 10.0.x.x are not allowed to be blocked

Close All

Open Web Browsing

Allowed IM Networks

- FB Messenger & Facebook
 - Messaging / File Transfer / Audio & Video Call
- Kakao Talk
 - Messaging & File Transfer
 - Audio Calls & Video Calls
- LINE
 - Messaging / File Transfer / Audio & Video Call
- WeChat
 - Messaging & File Transfer
 - Audio & Video Call
- WhatsApp
 - Messaging
 - Audio & Video Call
- Viber
 - Messaging & File transfer
 - Audio & Video Call
- Se@MeNow messenger
 - Messaging & File Transfer
 - Audio & Video Call
- HiChat
 - Messaging / File Transfer & Audio Recording
- Instagram
 - Videos / Pictures & Text
- Twitter
 - Videos / Pictures & Text
- Youtube
 - Videos & Text
- Snapchat
 - Videos / Pictures & Text
 - Audio & Video Call

Open ports

Add More Ports

Note:
Accepts one port number or port range per field;
Port range is colon separated;
Sample: 5000, 6000:6100

Open IPs

Add More IPs

Note:
Accepts one IP or IP range per field;
Sample: 98.138.253.109, 74.125.23.139, 65.52.187.0/24

Notes:

- Allow All opens all ports when Internet is activated, with option to block specific ports
- Close All blocks all ports except the defined ports in the network diagram covering the system user interface
- Open web browsing allows access to the Internet for browsers and apps using port 80 and 443
- IM apps such as FB Messenger, LINE & Se@MeNow Messenger will have internet access
- Open specific IM networks allows selected IM networks to connect, but web browsing and other ports are blocked

Captive Portal Bypass Settings

Allowed IPs

Alias	IP Address / Domain Name

Add More IPs

Notes:

- Captive Portal Bypass IPs / Domain Name will have direct access to the satcom connection and the Internet
- Accepts IP Address and Port combination, colon separated; sample: 98.138.253.109:5555

DNS Settings

DNS 1: No Data

DNS 2: No Data

Domain Filtering

Allow All

Domain Blacklist

Block of OS updates and applications background data traffic

Block All

WAN Interface

WAN Mode

DHCP

Static

IP Address Subnet Mask Gateway Address Broadcast Address

Port Forwarding

Name	Protocol	Source Port	Destination Port	Destination IP	
<input style="width: 100%;" type="text"/>	<input type="text" value="↓"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input type="button" value="Clear"/>
<input style="width: 100%;" type="text"/>	<input type="text" value="↓"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input type="button" value="Clear"/>
<input style="width: 100%;" type="text"/>	<input type="text" value="↓"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input type="button" value="Clear"/>
<input style="width: 100%;" type="text"/>	<input type="text" value="↓"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input type="button" value="Clear"/>
<input style="width: 100%;" type="text"/>	<input type="text" value="↓"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input type="button" value="Clear"/>

Notes:

- The following ports are not allowed to be used in the port forwarding fields: '53', '80', '443', '1812', '1813', '1814', '1993', '3478', '4244', '5222', '5223', '5228', '5242', '5243', '8080', '8443', '9785', '10990', '12010', '12020', '12025'

3. Enter the desired settings then click <Save>.

The following screen will be displayed:

From support.crewcommcenter.net

Apply Access Control changes?

4. Click <OK> to apply changes or click <Cancel> to abort changes.

The following screen will be displayed:

Access Control						
Partner Name	Firewall			Captive Portal Bypass		WAN Interface
	Action	Ports	IPs	Alias	IPs / Domains	
REDPORT <input type="button" value="Edit"/>	Allow All	N/A	N/A			WAN Mode: DHCP

5. To Edit partner Access Control settings, mouse over the partner name and then click <Edit>.

Access Control						
Partner Name	Firewall			Captive Portal Bypass		WAN Interface
	Action	Ports	IPs	Alias	IPs / Domains	
REDPORT <input type="button" value="Edit"/> <input type="button" value="Delete"/>	Allow All	N/A	N/A			WAN Mode: DHCP
<input type="button" value="Add Access Control Setting"/>						

The following screen will be added to the bottom of the Access Control WebSupport page (the multiple screens will be displayed in one flowing representation on the WebSupport page).

Add Access Control Setting

Firewall Settings

Allow All

Blocked ports

Add More Ports

Note:
Accepts one port number or port range per field;
Port range is colon separated;
Sample: 5000, 6000:6100

Blocked IPs

Add More IPs

Note:
Accepts one IP or IP range per field;
Sample: 98.138.253.109, 74.125.23.139, 65.52.187.0/24
192.168.x.x and 10.0.x.x are not allowed to be blocked

Close All

Open Web Browsing

 Allowed IM Networks

- FB Messenger & Facebook
 - Messaging / File Transfer / Audio & Video Call
- Kakao Talk
 - Messaging & File Transfer
 - Audio Calls & Video Calls
- LINE
 - Messaging / File Transfer / Audio & Video Call
- WeChat
 - Messaging & File Transfer
 - Audio & Video Call
- WhatsApp
 - Messaging
 - Audio & Video Call
- Viber
 - Messaging & File transfer
 - Audio & Video Call
- Se@MeNow messenger
 - Messaging & File Transfer
 - Audio & Video Call
- HiChat
 - Messaging / File Transfer & Audio Recording
- Instagram
 - Videos / Pictures & Text
- Twitter
 - Videos / Pictures & Text
- Youtube
 - Videos & Text
- Snapchat

Open ports

Add More Ports

Note:
Accepts one port number or port range per field;
Port range is colon separated;
Sample: 5000, 6000:6100

Open IPs

Add More IPs

Note:
Accepts one IP or IP range per field;
Sample: 98.138.253.109, 74.125.23.139, 65.52.187.0/24

Notes:

- Allow All opens all ports when Internet is activated, with option to block specific ports
- Close All blocks all ports except the defined ports in the network diagram covering the system user interface
- Open web browsing allows access to the Internet for browsers and apps using port 80 and 443
- IM apps such as FB Messenger, LINE & Se@MeNow Messenger will have internet access
- Open specific IM networks allows selected IM networks to connect, but web browsing and other ports are blocked

Captive Portal Bypass Settings

Allowed IPs

Alias	IP Address / Domain Name

Add More IPs

Notes:

- Captive Portal Bypass IPs / Domain Name will have direct access to the satcom connection and the Internet
- Accepts IP Address and Port combination, colon separated; sample: 98.138.253.109:5555

DNS Settings

DNS 1: No Data
DNS 2: No Data

Domain Filtering

Allow All

Domain Blacklist

[Add More Domains](#)

Block of OS updates and applications background data traffic

Block All

WAN Interface

WAN Mode

DHCP

Static

IP Address Subnet Mask Gateway Address Broadcast Address

Port Forwarding

Name	Protocol	Source Port	Destination Port	Destination IP	
<input style="width: 90%;" type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Clear
<input style="width: 90%;" type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Clear
<input style="width: 90%;" type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Clear
<input style="width: 90%;" type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Clear
<input style="width: 90%;" type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Clear

[Add More](#)

Notes:

- The following ports are not allowed to be used in the port forwarding fields: '53', '80', '443', '1812', '1813', '1814', '1993', '3478', '4244', '5222', '5223', '5228', '5242', '5243', '8080', '8443', '9785', '10990', '12010', '12020', '12025'

[Save](#) [Cancel](#)

6. Enter the desired settings then click <Save>. The following page screen will be displayed:

From support.crewcommcenter.net

Apply Access Control changes?

Cancel
OK

7. Click <OK> to apply changes or click <Cancel> to abort changes. The following page will be displayed.

** Access Control (Global Access Control)

Access Control						
Access Control settings successfully updated!						
Partner Name	Action	Firewall		Captive Portal Bypass		WAN Interface
		Ports	IPs	Alias	IPs / Domains	
REDPORT	Close All except Web Browsing	N/A	N/A			WAN Mode: DHCP

[Add Access Control Setting](#)

Partner Access Control actions are now complete.

4.4.3.2. Access Control - Fleet (See Chapter 4.4.4.3)

4.4.3.3. Access Control - Vessel (See Chapter 4.4.5.4)

4.4.4. Fleet

4.4.4.1. Fleet - Creation

NOTE: New Fleets are submitted to Administrators for approval of settings. New Vessels are automatically set to Fleet settings (if registered/activated with a corresponding Fleet).

1. To create a new Fleet, mouse over “Maintenance”, then mouse over “Fleet”, then click ”Create Fleet”.

SUPPORT	REPORTS	MAINTENANCE
		Partner
		Fleet
Create Fleet		Create Fleet
Fleet Name: <input type="text"/>		Maintain Fleet
Subdomain: <input type="text"/>		Fleet Announcement
		Vessels
		Subscribers
		System

The following screen will be displayed:

SUPPORT	REPORTS	MAINTENANCE
Create Fleet		
Create Fleet		
Fleet Name: <input type="text"/>		
Subdomain: <input type="text"/>		
<input type="button" value="Add Subdomain"/>		
Licence Type: <input type="button" value="Email Licence Type"/> <input type="button" value="SMS Licence Type"/>		
Max no. of message credits per day per subscriber: <input type="text" value="99"/> default: 99		
Max no. of chars/bytes per message credit (email message incl. attachments): <input type="text" value="5000"/> default: 5000		
Max no. of msg credits per write session(email message): <input type="text" value="3"/> default: 3		
Max no. of chars/bytes per incoming message (email message incl. attachments): <input type="text" value="10000"/> default: 10000		
Incoming messages data limit (in KB) per subscriber: <input type="text" value="100"/> default: 100		
Enable E-mail Attachment: <input checked="" type="checkbox"/>		
Blocked File Extensions: <input type="text"/> comma-separated		
Mailbox Limit: <input type="text" value="0"/> In MB, set to 0(zero) for unlimited		
News and Fleet Announcement Settings		
News: <input checked="" type="checkbox"/> default: Subscribed		
Online Chat Settings		
Online Chat: <input checked="" type="checkbox"/> default: Subscribed		
Chatting Time Limit (Minutes): <input type="text" value="0"/> Set to 0(zero) for unlimited		
Free Chatting Bytes (KB): <input type="text" value="0"/> **Set to 0(zero) for unlimited		
Chatting Bytes Reset: <input checked="" type="radio"/> Daily <input type="radio"/> Monthly		
Web Browsing Settings		
Web Browsing: <input checked="" type="checkbox"/> default: Subscribed		
Browsing Time Limit (Minutes): <input type="text" value="0"/> Set to 0(zero) for unlimited		
Free Browsing Bytes (KB): <input type="text" value="0"/> **Set to 0(zero) for unlimited		
Browsing KB Reset: <input checked="" type="radio"/> Daily <input type="radio"/> Monthly		
Bandwidth Limit: <input type="text" value="9999"/> In kilo bits per second (kbps)		
Default Home Page: <input type="text"/>		
Set mobile browser as default: <input type="checkbox"/>		
Additional Web Browsing and Online Chat Settings		
Share Web & Chat KB Limit: <input type="checkbox"/> If checked, Web Browsing limits will be used.		
Enable Data Credit: <input type="checkbox"/>		
Enable Data Credit Reset: <input type="checkbox"/>		
<input type="button" value="Create Fleet"/>		

- Input all the required fields needed:
 - Fleet Name** - The name of the fleet.
 - Fleet Subdomain** - The subdomain associated with a vessel's email address.
 - Partner Name** - The name of the Partner where the fleet belongs.
 - Version** - This is the license type version; choose between Free Email or Standard.
 - News** - The news subscription option, tick box to enable news.
 - Online Chat** - The online chat subscription; tick box to enable online chat.
 - Chatting Time per Day** - The chat time limit per day in minutes. Default is 0 for unlimited. Chat time is reset daily.
 - Chatting Bytes per Day** - The chat bytes size limit per KB used. Default is 0 for unlimited. Chat bytes size is reset daily.
 - Web Browsing** - The web browsing subscription; subscriber will have access to the Internet; tick box to enable web browsing.
 - Browsing Time per Day** - The browsing time limit per day in minutes. Default is 0 for unlimited. Browsing time

is reset daily.

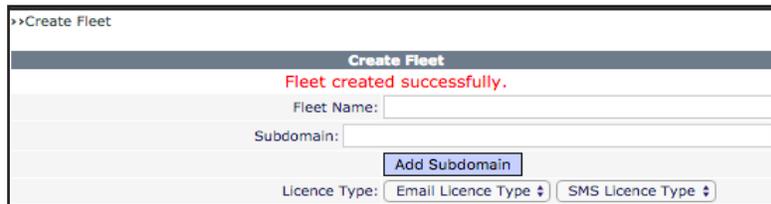
- **Browsing Bytes per Day** – The browsing bytes size limit per KB used, per day. Default is 0 for unlimited. Limit is reset daily.
- **Bandwidth Limit** – Used to set the limit of bandwidth usage per user.
- **Video/Audio/Flash Streaming** – Optional setting of Blocked or Allowed.
- **Max no. of outgoing messages per day per subscriber** - The maximum daily limit per subscriber for outgoing messages on the vessel. Default is 99.
- **Max no. of characters per incoming message** - The maximum number of characters per incoming message. Default is 3000 characters.
- **Max size of incoming messages (in KB) per day per subscriber** - The maximum daily size (in KB) limit of incoming messages per subscriber. Default is 50KB.

3. Click <Create Fleet>.

The following screen will be displayed:



4. Click <OK> to create the Fleet or click <Cancel> to abort changes. The following page will be displayed.

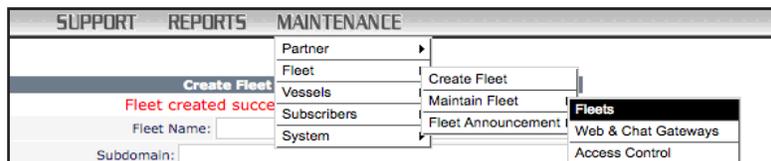


The Fleet is successfully created.

4.4.4.2. Fleet - Maintenance

NOTE: Fleet setting downgrades (Free Email to Prepaid Email, Production to Test, removing subscriptions from modules, etc.) require administrator approval.

1. To maintain a Fleet, mouse over “Maintenance”, then mouse over “Fleet”, then click ”Create Fleet”.



2. The following screen will be displayed:

SUPPORT REPORTS MAINTENANCE

>>Fleet Maintenance Printer friendly page

Select Filter Fleet Name or Fleet Subdomain Approval Status Fleet Subscriptions Date	Select Action Assign Fleet
---	--------------------------------------

[Create Fleet](#)

Fleet page 1 of 1 page

☐	Fleet ID	Fleet Name	Registered Date	Fleet Subdomain	Licence Type	Approval Status	News	Chat	Web	Out msg/day	Chars/day	In msg/day
<input type="checkbox"/>	215603620180502184717 <small>[Edit] [History Log]</small>	Test1Fleet	05/02/2018		Pre-Paid Email	Pending	Yes	Yes	Yes	99	10000	100
<input type="checkbox"/>	320748420180131212632 <small>[Edit] [History Log]</small>	Southport 2	01/31/2018			Approved	Yes	Yes	Yes	99	10000	100
<input type="checkbox"/>	513172820180131210635 <small>[Edit] [History Log]</small>	Southport	01/31/2018			Approved	Yes	Yes	Yes	99	10000	100
<input type="checkbox"/>	146781320180131035609 <small>[Edit] [History Log]</small>	Brian Pivotal Fleet	01/31/2018			Approved	Yes	Yes	Yes	99	10000	100
<input type="checkbox"/>	310877320171221053616 <small>[Edit] [History Log]</small>	Deckhouse	12/21/2017		Free Email	Approved	Yes	Yes	Yes	99	10000	100
<input type="checkbox"/>	520748920171208050401 <small>[Edit] [History Log]</small>	Redport CrewCommWiFi	12/08/2017		Free Email	Approved	Yes	Yes	Yes	99	10000	100

3. To edit the Fleet, click <Edit> under the Fleet ID.

☐	Fleet ID	Fleet Name	Registered Date	Fleet Subdomain	Licence Type	Approval Status	News	Chat	Web	Out msg/day	Chars/day	In msg/day
<input type="checkbox"/>	215603620180502184717 <small>[Edit] [History Log]</small>	Test1Fleet	05/02/2018		Pre-Paid Email	Pending	Yes	Yes	Yes	99	10000	100
<input type="checkbox"/>	320748420180131212632 <small>[Edit] [History Log]</small>	Southport 2	01/31/2018			Approved	Yes	Yes	Yes	99	10000	100

The following screen will be displayed:

Update Fleet

Fleet Name:

Subdomain:

Licence Type:

Max no. of message credits per day per subscriber: default: 99

Max no. of chars/bytes per message credit (email message incl. attachments): default: 5000

Max no. of msg credits per write session(email message): default: 3

Max no. of chars/bytes per incoming message (email message incl. attachments): default: 10000

Incoming messages data limit (in KB) per subscriber: default: 100

Enable E-mail Attachment:

Blocked File Extensions: comma-separated

Mailbox Limit: In MB, set to 0(zero) for unlimited

News and Fleet Announcement Settings

News: default: Subscribed

Countries:

- International News
- Philippines
- England
- China
- Russian
- Croatia
- Ukraine
- USA
- India
- Indonesian
- Romania
- Sri Lanka
- Norway
- Polish
- Malaysian
- Pakistan

Online Chat Settings

Online Chat: default: Subscribed

Chatting Time Limit (Minutes): Set to 0(zero) for unlimited

Free Chatting Bytes (KB): **Set to 0(zero) for unlimited

Chatting Bytes Reset: Daily Monthly

Web Browsing Settings

Web Browsing: default: Subscribed

Browsing Time Limit (Minutes): Set to 0(zero) for unlimited

Free Browsing Bytes (KB): **Set to 0(zero) for unlimited

Browsing KB Reset: Daily Monthly

Bandwidth Limit: In kilo bits per second (kbps)

Default Home Page:

Set mobile browser as default:

Additional Web Browsing and Online Chat Settings

Share Web & Chat KB Limit: If checked, Web Browsing limits will be used.

Enable Data Credit:

Enable Data Credit Reset:

You can also search for or sort through Fleets using the “Select Filter” option located above the Fleet listing area.

Printer friendly page

Select Filter	Select Action
<input type="text" value="Fleet Name or Fleet Subdomain"/> <input type="text" value="Approval Status"/> <input type="text" value="Fleet Subscriptions"/> <input type="text" value="Date"/>	<input type="text" value="Assign Fleet"/>

Clicking the Approval Status will cause the Approval Status selection box to be presented:

>>Fleet Maintenance Printer friendly page

Select Filter Fleet Name or Fleet Subdomain Approval Status Fleet Subscriptions Date	Approval Status Pending Approved Denied <input type="button" value="Go"/>	Select Action Assign Fleet
---	--	--------------------------------------

4. Click the “Approval Status” that you want to search, then click <Go>. The following screen will be displayed:

Fleet												
1 item/s found.												
Fleet (1 - 1 of 1)												page 1 of 1 page
<input type="checkbox"/>	Fleet ID	Fleet Name	Registered Date	Fleet Subdomain	Licence Type	Approval Status	News	Chat	Web	Out msg/day	Chars/day	In msg/day
<input type="checkbox"/>	215603620180502184717 [Edit] [History Log]	Test1Fleet	05/02/2018		Free Email	Pending	Yes	Yes	Yes	99	10000	100

5. Make desired setting change(s) then click <Update Fleet>. The follow screen will be displayed:

From support.crewcommcenter.net

Update fleet Test1Fleet?

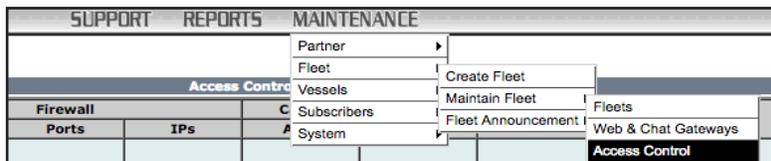
6. Click <OK> to Edit the Fleet or click <Cancel> to abort changes. The following page will be displayed.

Fleet												
Fleet updated successfully.												
Fleet (1 - 6 of 6)												page 1 of 1 page
<input type="checkbox"/>	Fleet ID	Fleet Name	Registered Date	Fleet Subdomain	Licence Type	Approval Status	News	Chat	Web	Out msg/day	Chars/day	In msg/day
<input type="checkbox"/>	215603620180502184717 [Edit] [History Log]	Test1Fleet	05/02/2018		Free Email	Pending	Yes	Yes	Yes	99	10000	100
<input type="checkbox"/>	320748420180131212632	Southport 2	01/31/2018			Approved	Yes	Yes	Yes	99	10000	100

The Fleet Maintenance is successfully complete.

4.4.4.3. Fleet - Access Control

1. To maintain Fleet Controls, mouse over “Maintenance”, then mouse over “Fleet”, then mouse over “Maintain Fleet”, then click “Access Control”.



2. The following screen will be displayed:

Access Control (Fleet Access Control)						
Fleet Name (Fleet ID)	Action	Firewall Ports	IPs	Captive Portal Bypass Alias	IPs / Domains	WAN Interface
Deckhouse (310877320171221053616) ⓓ	Close All except FB Messenger & Facebook WhatsApp Instagram Twitter Youtube	27641	N/A			WAN Mode: DHCP
Redport_CrewCommWiFi (520748920171208059401) ⓓ	Allow All	N/A	N/A			WAN Mode: DHCP

3. Click <Add Access Control Setting> to add a new access control setting. The following screens will be added to the bottom of the Access Control (Fleet Access Control) page, (presented in one flowing representation on the CrewComm Management Portal page):

Add Access Control Setting

Firewall Settings

Fleet: Select Fleet ↓

Allow All

<p>Blocked ports</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="border: 1px solid #ccc; height: 20px;"></td></tr> </table> <p style="text-align: center; border: 1px solid #ccc; padding: 2px; width: fit-content; margin: 5px auto;">Add More Ports</p> <p><small>Note: Accepts one port number or port range per field; Port range is colon separated; Sample: 5000, 6000:6100</small></p>						<p>Blocked IPs</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="border: 1px solid #ccc; height: 20px;"></td></tr> </table> <p style="text-align: center; border: 1px solid #ccc; padding: 2px; width: fit-content; margin: 5px auto;">Add More IPs</p> <p><small>Note: Accepts one IP or IP range per field; Sample: 98.138.253.109, 74.125.23.139, 65.52.187.0/24 192.168.x.x and 10.0.x.x are not allowed to be blocked</small></p>					

Close All

Open Web Browsing

Allowed IM Networks

- FB Messenger & Facebook
 - Messaging / File Transfer / Audio & Video Call
- Kakao Talk
 - Messaging & File Transfer
 - Audio Calls & Video Calls
- LINE
 - Messaging / File Transfer / Audio & Video Call
- WeChat
 - Messaging & File Transfer
 - Audio & Video Call
- WhatsApp
 - Messaging
 - Audio & Video Call
- Viber
 - Messaging & File transfer
 - Audio & Video Call
- Se@MeNow messenger
 - Messaging & File Transfer
 - Audio & Video Call
- HiChat
 - Messaging / File Transfer & Audio Recording
- Instagram
 - Videos / Pictures & Text
- Twitter
 - Videos / Pictures & Text
- Youtube
 - Videos & Text
- Snapchat
 - Videos / Pictures & Text
 - Audio & Video Call

<p>Open ports</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="border: 1px solid #ccc; height: 20px;"></td></tr> </table> <p style="text-align: center; border: 1px solid #ccc; padding: 2px; width: fit-content; margin: 5px auto;">Add More Ports</p> <p><small>Note: Accepts one port number or port range per field; Port range is colon separated; Sample: 5000, 6000:6100</small></p>						<p>Open IPs</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="border: 1px solid #ccc; height: 20px;"></td></tr> </table> <p style="text-align: center; border: 1px solid #ccc; padding: 2px; width: fit-content; margin: 5px auto;">Add More IPs</p> <p><small>Note: Accepts one IP or IP range per field; Sample: 98.138.253.109, 74.125.23.139, 65.52.187.0/24</small></p>					

Notes:

- Allow All opens all ports when Internet is activated, with option to block specific ports
- Close All blocks all ports except the defined ports in the network diagram covering the system user interface
- Open web browsing allows access to the Internet for browsers and apps using port 80 and 443
IM apps such as FB Messenger, LINE & Se@MeNow Messenger will have internet access
- Open specific IM networks allows selected IM networks to connect, but web browsing and other ports are blocked

Captive Portal Bypass Settings

Allowed IPs

Alias	IP Address / Domain Name

[Add More IPs](#)

Notes:

- Captive Portal Bypass IPs / Domain Name will have direct access to the satcom connection and the Internet
- Accepts IP Address and Port combination, colon separated; sample: 98.138.253.109:5555

DNS Settings

DNS 1: No Data
DNS 2: No Data

Domain Filtering

Allow All

Domain Blacklist

[Add More Domains](#)

Block of OS updates and applications background data traffic

Block All

WAN Interface

WAN Mode

DHCP

Static

IP Address	Subnet Mask	Gateway Address	Broadcast Address

Port Forwarding

Name	Protocol	Source Port	Destination Port	Destination IP
	↓			
	↓			
	↓			
	↓			
	↓			

[Add More](#)

Notes:

- The following ports are not allowed to be used in the port forwarding fields: '53', '80', '443', '1812', '1813', '1814', '1993', '3478', '4244', '5222', '5223', '5228', '5242', '5243', '8080', '8443', '9785', '10990', '12010', '12020', '12025'

[Save](#) [Cancel](#)

4. Enter the desired settings then click <Save>.

support.crewcommcenter.net says

Apply Access Control changes?

Cancel
OK

5. Click <OK> to Apply Access Control or click <Cancel> to abort changes. The following page will be displayed.

Access Control (Fleet Access Control)						
Access Control						
Access Control settings successfully created!						
Fleet Name (Fleet ID)	Action	Firewall	Ports	Captive Portal Bypass	IPs	WAN Interface
				Alias	IPs / Domains	
Deckhouse (31087732017121053616)	Close All except FB Messenger & Facebook WhatsApp Instagram Twitter YouTube		27641		N/A	WAN Mode: DHCP
Redport CrewCommWiFi (52074892017120850401)	Allow All		N/A		N/A	WAN Mode: DHCP
TestFleet (2156682018850184717)	Allow All		N/A		N/A	WAN Mode: DHCP

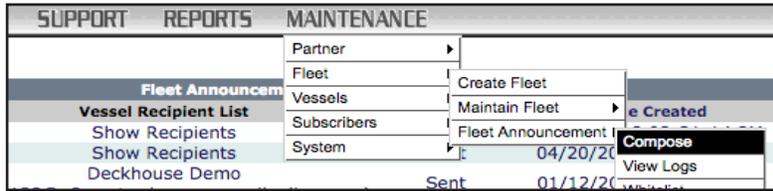
[Add Access Control Setting](#)

The Fleet Access Control is successfully completed.

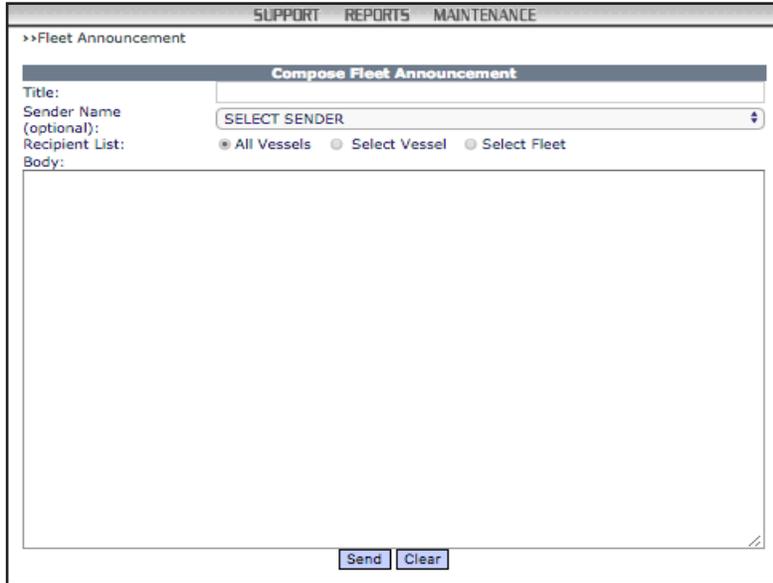
4.4.4.4. Fleet - Announcements

1. To compose Fleet Announcements, mouse over "Maintenance", then mouse over "Fleet", then mouse over

“Fleet Announcements”, then click “Compose”.

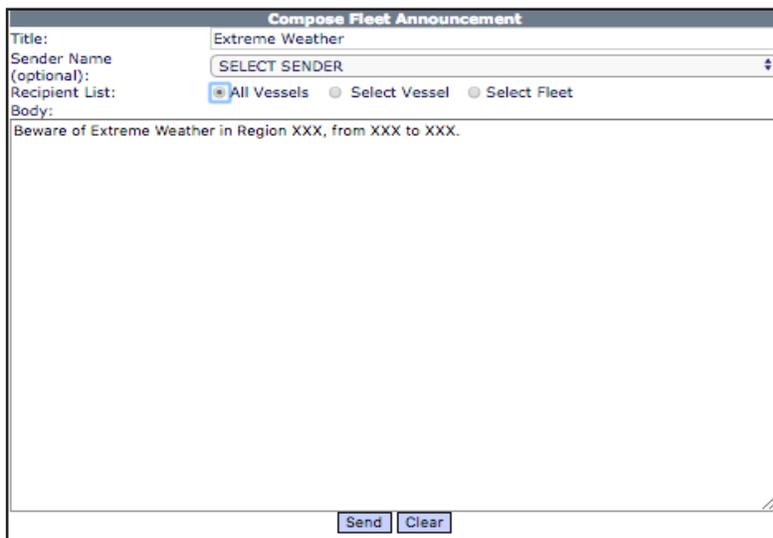


2. The following screen will be displayed:

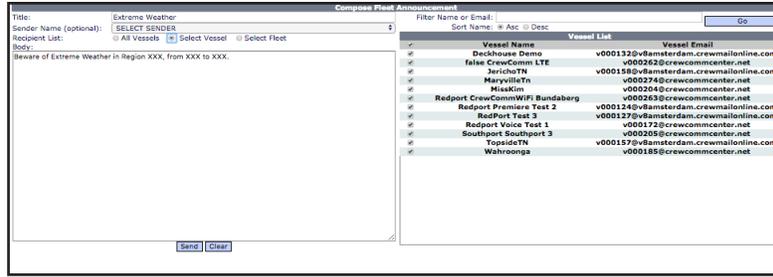


3. Compose desired Fleet Announcement. Choose where to send the Fleet Announcement.

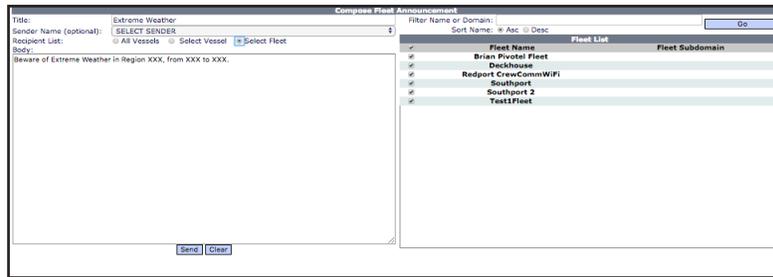
- All Vessels (Click <All Vessels>):



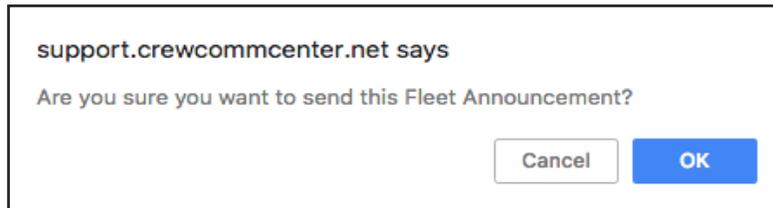
- Select Vessel (Click <Select Vessel>):



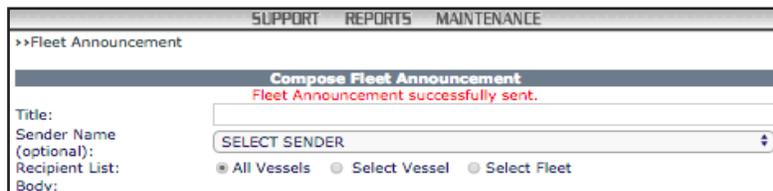
4. Select Fleet (Click <Select Fleet>):



5. After typing desired Fleet Message and making sender selections, click <Send>. The following screen will be displayed:

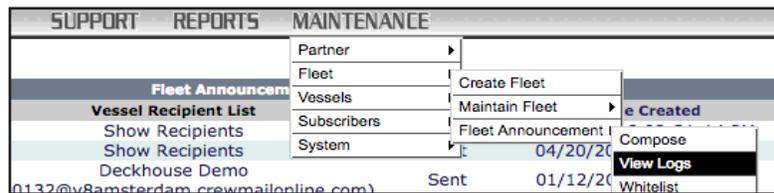


6. Click <OK> to send Fleet Announcement or click <Cancel> to abort. The following page will be displayed.



The Fleet Announcement is successfully created and sent.

1. To view a history of Fleet Announcements, mouse over “Maintenance”, then mouse over “Fleet”, then mouse over “Fleet”, then click “View - Logs”.



The following screen will be displayed:

SUPPORT REPORTS MAINTENANCE					
**Fleet Announcement					
Fleet Announcements					
Title	Vessel Recipient List	Status	Date Created	Web Support User	
Extreme Weather	Show Recipients	Sent	05/03/2018 02:31:14 PM	Aaron	
Test Announcement	Show Recipients	Sent	04/20/2018 06:09:15 AM	Aaron	
test2	(v000132@v8amsterdam.crewmailonline.com) Deckhouse Demo	Sent	01/12/2018 12:22:27 PM	Goker	
TEST	(v000132@v8amsterdam.crewmailonline.com) Deckhouse Demo	Sent	01/12/2018 12:18:32 PM	Goker	

2. Click “Message Title” under the Title Heading to view message:

Fleet Announcement
Beware of Extreme Weather in Region XXX, from XXX to XXX.
<input type="button" value="Resend to all"/>

3. Click <Resend to all> to resend the original message.

4. Click “Show Recipients” or “Recipient Name” under the Vessel Recipient List Heading to view recipients:

Fleet Announcement Recipients			
Vessel Name	Vessel Email	Status	
TopsideTN	v000157@v8amsterdam.crewmailonline.com	Sent	
MaryvilleTn	v000274@crewcommcenter.net	Sent	
Wahroonga	v000185@crewcommcenter.net	Sent	
JerichoTN	v000158@v8amsterdam.crewmailonline.com	Sent	
<input type="button" value="Resend to all"/>			

5. Click <Resend to all> to resend the original message.

The Fleet Announcement viewing is complete.

4.4.5. Vessel

4.4.5.1. Vessel - Activation / Registration

Vessel activation / registration is the process of adding a new Vessel (and Router) to the CrewCommCenter Service. New Vessel Activation / Registration takes place by first pre-registering the Vessel in one of two ways. Once a Vessel is pre-registered, it is approved by Administrators.

- Pre-activation form: Easiest, quickest, and most effective process of pre-registration. The form can be used by personnel that do not have access to the CrewComm Management Portal. **See Chapter 3.1** Pre-activation Form.
- Pre-register within in CrewComm Management Portal: Process that is similar to the form but accessed directly through the portal by personnel that have access to the CrewComm Management Portal.

4.4.5.1.1. Without pre-activation form (less preferred method)

NOTE: Pre-registered vessels must be assigned to an Approved Fleet. Pre-registered vessels are automatically set to the Fleet’s approved default settings. Distinct settings can be set for any vessel that overrides the default values.

1. To pre-register a new vessel, mouse over “Maintenance”, then mouse over “Vessel”, then mouse over “Pre-registration”, then click ”Add Vessel”.

SUPPORT	REPORTS	MAINTENANCE
Pre-register a new * Vessel Name: <input type="text"/> Primary E-mail: <input type="text"/> Licence Type: Pre-Paid Email <input type="text"/> default: Pre-Paid Email Pre-Paid SMS <input type="text"/> default: Pre-Paid SMS		Partner <input type="text"/> Fleet <input type="text"/> Vessels <input type="text"/> Subscribers <input type="text"/> System <input type="text"/> Maintain Vessels <input type="text"/> Pre-registration <input type="text"/> Add Vessel Pre-registered Web & Chat Gateways Upload CSV

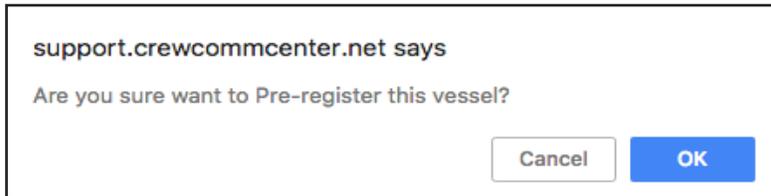
2. The following screen will be displayed:

SUPPORT	REPORTS	MAINTENANCE
>>Pre-register vessel Pre-register a new Vessel * Vessel Name: <input type="text"/> * Primary E-mail: <input type="text"/> <input type="button" value="Add Vessel E-mail"/> Licence Type: Pre-Paid Email <input type="text"/> default: Pre-Paid Email Pre-Paid SMS <input type="text"/> default: Pre-Paid SMS Company/Customer Name: <input type="text"/> Vessel Manager: <input type="text"/> Vessel Owner: <input type="text"/> Flag: <input type="text" value="Select Flag"/> Captain's Name: <input type="text"/> * Captain's E-mail: <input type="text"/> Number of Officers: <input type="text"/> Number of Ratings/Crew: <input type="text"/> Fleet: <input type="text" value="Select Fleet"/> Ship Server Build Number: <input type="text"/> Max no. of message credits per day per subscriber: <input type="text" value="99"/> default: 99 Max no. of chars/bytes per message credit (email message incl. attachments): <input type="text" value="5000"/> default: 5000 Max no. of msg credits per write session (email message): <input type="text" value="3"/> default: 3 Max no. of chars/bytes per incoming message (email message incl. attachments): <input type="text" value="10000"/> default: 10000 Incoming messages data limit (in KB) per subscriber: <input type="text" value="100"/> default: 100 Encryption: <input type="checkbox"/> Enable E-mail Attachment: <input checked="" type="checkbox"/> Blocked File Extensions: <input type="text"/> sample: .jpg,.gif (comma-separated) Mailbox Limit: <input type="text" value="0"/> In MB, set to 0(zero) for unlimited		
News and Fleet Announcement Settings News: <input type="checkbox"/> Days Retain News: <input type="text" value="30"/> Days Retain Fleet Announcement: <input type="text" value="30"/>		
Online Chat Settings Online Chat: <input type="checkbox"/> Chat Services: <input type="checkbox"/> Yahoo <input type="checkbox"/> MSN <input type="checkbox"/> AOL <input type="checkbox"/> Facebook Chat <input type="checkbox"/> Google Talk <input type="checkbox"/> Twitter Chatting Time Limit (Minutes): <input type="text" value="0"/> Set to 0(zero) for unlimited Chatting Time Reset: <input checked="" type="radio"/> Daily <input type="radio"/> Monthly Free Chatting Bytes (KB): <input type="text" value="0"/> **Set to 0(zero) for unlimited Chatting Bytes Reset: <input checked="" type="radio"/> Daily <input type="radio"/> Monthly		
Web Browsing Settings Web Browsing: <input type="checkbox"/> Browsing Time Limit (Minutes): <input type="text" value="0"/> Set to 0(zero) for unlimited Browsing Time Reset: <input checked="" type="radio"/> Daily <input type="radio"/> Monthly Free Browsing Bytes (KB): <input type="text" value="0"/> **Set to 0(zero) for unlimited Browsing KB Reset: <input checked="" type="radio"/> Daily <input type="radio"/> Monthly Bandwidth Limit: <input type="text" value="9999"/> In kilo bits per second (kbps) Default Home Page: <input type="text"/> Set mobile browser as default: <input type="checkbox"/>		
Additional Web Browsing and Online Chat Settings Share Web & Chat KB Limit: <input type="checkbox"/> If checked, Web Browsing limits will be used. Enable Data Credit: <input type="checkbox"/> Enable Data Credit Reset: <input type="checkbox"/> <input type="button" value="Pre-register Vessel"/>		

NOTE:

- Fields marked with a red *(asterisk) to the left of the field name are required to be completed.
- Fields that have red text to the right of the field name are Partner's default values.
- When a Fleet is selected, the Fleet's default values would then be shown in red. Changes made to the values overrides the default settings.

3. Input the required fields as well as non-required if desired, then click <Pre-register Vessel>. The following screen will be displayed:



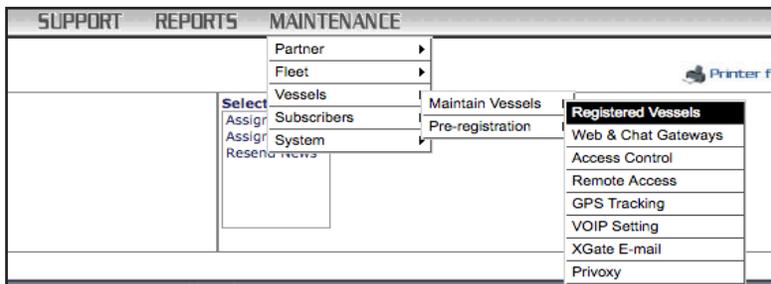
4. Click <OK> to Pre-register the vessel or click <Cancel> to abort. The following page will be displayed.



The vessel Pre-registration through the CrewComm Management Portal without the Pre-activation form is now complete.

4.4.5.2. Vessel - Maintenance

1. To access all registered vessels, mouse over "Maintenance", then mouse over "Vessels", then mouse over "Maintain Vessels", then click "Registered Vessels".



The following screen will be displayed:

SUPPORT REPORTS MAINTENANCE												
**Vessels												Printer friendly page
Select Filter Vessel Name or E-Mail or ID Fleet Name or Fleet Subdomain Vessel Status Version Vessel Subscriptions Date						Select Action Assign Vessel Assign to Fleet Resend News						
Vessels												
Vessels (1 - 12 of 12)												page 1 of 1 page
<input type="checkbox"/>	Vessel ID	Vessel Name	Registered Date	Vessel E-mail	Status	Email Licence Type	SMS Licence Type	News	Chat	Web	Fleet Name	Data Credits
<input type="checkbox"/>	180483490	Redport CrewCommWiFi Bundaberg	04/20/2018	v000263@crewcommcenter.net	Test/Demo	Free	Free	Yes	Yes	Yes	Redport CrewCommWiFi	No
<input type="checkbox"/>	180493658	false CrewComm LTE	04/19/2018	v000262@crewcommcenter.net	Test/Demo	Free	Pre-Paid	Yes	No	Yes	Redport CrewCommWiFi	No
<input type="checkbox"/>	180279942	Southport Southport 3	02/13/2018	v000205@crewcommcenter.net	Test/Demo	Free	Pre-Paid	No	No	Yes	Southport	No
<input type="checkbox"/>	851683	MisaKlm	02/06/2018	v000204@crewcommcenter.net	Test/Demo	Pre-Paid	Pre-Paid	Yes	Yes	Yes	Redport CrewCommWiFi	No
<input type="checkbox"/>	659763	Wahroonga	01/24/2018	v000185@crewcommcenter.net	Test/Demo	Pre-Paid	Pre-Paid	Yes	Yes	Yes	Redport CrewCommWiFi	No
<input type="checkbox"/>	925400	Redport Voice Test 1	01/15/2018	v000172@crewcommcenter.net	Test/Demo	Pre-Paid	Pre-Paid	Yes	No	Yes	Redport CrewCommWiFi	No
<input type="checkbox"/>	289383	ToosideTN	01/10/2018	v000157@vdamsterdam.crewmailonline.com	Test/Demo	Pre-Paid	Pre-Paid	Yes	Yes	Yes	Redport CrewCommWiFi	No
<input type="checkbox"/>	906573	JerichoTN	01/10/2018	v000158@vdamsterdam.crewmailonline.com	Test/Demo	Pre-Paid	Pre-Paid	Yes	No	No	Redport CrewCommWiFi	No
<input type="checkbox"/>	346832	MaryvilleTN	01/08/2018	v000274@crewcommcenter.net	Test/Demo	Free	Free	Yes	Yes	Yes	Redport CrewCommWiFi	Yes
<input type="checkbox"/>	011415	Deckhouse Demo	12/27/2017	v000132@vdamsterdam.crewmailonline.com	Test/Demo	Free	Pre-Paid	Yes	Yes	Yes	Deckhouse	No
<input type="checkbox"/>	299663	RedPort Test 3	12/15/2017	v000127@vdamsterdam.crewmailonline.com	Test/Demo	Pre-Paid	Pre-Paid	Yes	No	Yes	Redport CrewCommWiFi	No
<input type="checkbox"/>	067043	RedPort Premiere Test 2	12/04/2017	v000124@vdamsterdam.crewmailonline.com	Test/Demo	Pre-Paid	Pre-Paid	Yes	No	Yes	Redport CrewCommWiFi	No

You can make the Registered Vessel search more restrictive by using the “Select Filter” and/or “Select Action” selections:

**Vessels												Printer friendly page
Select Filter Vessel Name or E-Mail or ID Fleet Name or Fleet Subdomain Vessel Status Version Vessel Subscriptions Date						Select Action Assign Vessel Assign to Fleet Resend News						

2. Hover over the “Vessel Name” under the Vessel Name heading to expose vessel specific options:

<input type="checkbox"/>	851683	JerichoTN [View]	06/2018	v000204@crewcommcenter.net	Test/Demo	Pre-Paid	Pre-Paid	Yes	Yes	Yes	Redport CrewCommWiFi	No
<input type="checkbox"/>	659763	[Edit]	24/2018	v000185@crewcommcenter.net	Test/Demo	Pre-Paid	Pre-Paid	Yes	Yes	Yes	Redport CrewCommWiFi	No
<input type="checkbox"/>	925400	[Reset Settings]	15/2018	v000172@crewcommcenter.net	Test/Demo	Pre-Paid	Pre-Paid	Yes	No	Yes	Redport CrewCommWiFi	No
<input type="checkbox"/>	289383	[Vessel Traffic Report] [RAW Vessel Support] [History Log]	10/2018	v000157@vdamsterdam.crewmailonline.com	Test/Demo	Pre-Paid	Pre-Paid	Yes	Yes	Yes	Redport CrewCommWiFi	No
<input type="checkbox"/>	906573	JerichoTN	01/10/2018	v000158@vdamsterdam.crewmailonline.com	Test/Demo	Pre-Paid	Pre-Paid	Yes	No	No	Redport CrewCommWiFi	No

View: Click <View> - Displays an overview of Vessel Information and Settings.

Print	
Vessel Information	
Vessel ID:	906573
Vessel Name:	JerichoTN
Domain:	v8amsterdam.crewmailonline.com
E-mail:	v000158@v8amsterdam.crewmailonline.com
Mac Address:	00:0B:52:76:23:89
IP Address:	127.0.0.1
Captain:	adickson@globalmarinenet.com
Email Licence Type:	Pre-Paid Email
SMS Licence Type:	Pre-Paid SMS
Vessel Status:	Test/Demo
Registered Date:	01/10/2018 12:00:00 AM
Max no. of message credits per day per subscriber:	999
Max no. of chars/bytes per message credit (email message incl. attachments):	5000
Max no. of msg credits per write session (email message):	3
Max no. of chars/bytes per incoming message (email message incl. attachments):	10000
Incoming messages data limit (in KB) per subscriber:	100
If max size exceeded, forward percentage of message:	80%
Enable E-mail Attachment:	Yes
Blocked File Extensions:	
Mailbox Limit:	10 MB
News and Fleet Announcement Settings	
News:	Yes
Countries:	International News
Days Retain News:	30
Days Retain Fleet Announcement:	30
Internet Access Settings	
Low Data Chat:	No
Internet Access:	No
Close	

Edit: Click <Edit> - Displays Vessel Information and Settings that are modifiable.

Vessel Information

Vessel ID:

* Primary Vessel Name:

Message Code:

Ship Server Mailbox ID Used:

POID Used:

Domain:

* Primary E-mail:

Captain:

Mac Address:

IP Address:

Licence Type:

Sending Format: Unicode Normal

* Vessel Status:

Expire:

Fleet:

Max no. of message credits per day per subscriber:

Max no. of chars/bytes per message credit (email message incl. attachments):

Max no. of msg credits per write session (email message):

Max no. of chars/bytes per incoming message (email message incl. attachments):

Incoming messages data limit (in KB) per subscriber:

If max size exceeded, forward percentage of message:

Enable E-mail Attachment:

Enable SMS Attachment:

Blocked File Extensions: sample: .jpg,.gif (comma-separated)

Mailbox Limit: In MB, set to 0(zero) for unlimited

News and Fleet Announcement Settings

News:

Countries:

- International News
- Philippines
- England
- China
- Russian
- Croatia
- Ukraine
- USA
- India
- Indonesian
- Romania
- Sri Lanka
- Norway
- Polish
- Malaysian
- Pakistan

Days Retain News:

Days Retain Fleet Announcement:

Internet Access Settings

Low Data Chat:

Chat Services: Yahoo Facebook Chat Google Talk Twitter

Internet Access:

Time Limit (Minutes): Set to 0(zero) for unlimited

Time Reset: Daily Monthly

Free Data (KB): 0(zero) is unlimited if 'Enable Data Credit' is unchecked

Data Reset: Daily Monthly

Additional Internet Access Settings

Enable Data Credit:

Enable Data Credit Reset:

3. Click <Update Vessel> to accept vessel settings changes or click <Cancel> to abort changes.

4. Resend Settings: click <Resend Settings> - Sends settings to the vessel.

support.crewcommcenter.net says

Are you sure want to resend vessel settings to JerichoTN?

5. Click <OK> to resend vessel settings or click <Cancel> to abort. The following page will be displayed.

Vessels											
Vessel settings successfully sent to CServer for sending.											
page 1 of 1 page											
Vessel ID	Vessel Name	Registered Date	Vessel E-mail	Status	Email Licence Type	SMS Licence Type	News/Chat	Web	Fleet Name	Data Credits	
.....	Redport										

Vessel Traffic Report: click <Vessel Traffic Report> - Displays Vessel Report generation form (with the Vessel ID pre-filled from vessel selected).

SUPPORT REPORTS MAINTENANCE

>>Vessel Report

Generate report

Choose a time period for the report

* Date from: Apr 3 2018 (m/d/yyyy)

* Date to: May 3 2018 (m/d/yyyy)

Report Parameters *(Please fill at least one of the fields below.)

User ID:

Internal ID:

Vessel Name:

Vessel Email / Domain:

Vessel ID:

Note: Fields with * are required fields.

7. Click <Generate> to display the report:

SUPPORT REPORTS MAINTENANCE											
Vessel Report - Apr 3, 2018 to May 3, 2018											
Printer friendly page Live register User											
Vessel ID	906573					Last Vessel Activity	N/A				
Vessel Name	JerichoTN					Status	Test				
Partner	REDPORT					Total Subscribers	0				
Domain	v@amsterdam.crewmailonline.com					Total Reloads	0				
Captain	adickson@globalmarine.net					Number of days	31				
Vessel Email	v000188@v@amsterdam.crewmailonline.com					Total Sent msgs	0				
Date Registered	01/10/2018					Total Sent SMS	0				
SMSCrewmail Licence Type	Pre-Paid Email / Pre-Paid SMS					Total Sent Email	0				
Data Credit	No					Total Received msgs	0				
User ID	Reloads	Credit	Sent Messages			Received Messages					
			Email	SMS	Total	Email	SMS	Total			
2 subscriber/s now on a different vessel											
<input type="checkbox"/> 003358 (Joe King)	0	0	0	0	0	0	0	0			
<input type="checkbox"/> 003361 (Daniel)	0	1	0	0	0	0	0	0			

RAW Vessel Support: Click <Vessel Traffic Report> - Displays Vessel Support Raw generation form (with the Vessel ID pre-filled from vessel selected).

The following screen will be displayed:

Access Control (Vessel Access Control)						
Vessel Name (Vessel ID)	Action	Firewall		Captive Portal Bypass		WAN Interface
		Ports	IPs	Alias	IPs / Domains	
Deckhouse Demo (011415)	Close All except Web Browsing WhatsApp Twitter Youtube	27641	N/A			WAN Mode: Static IP: 192.168.15.157 Mask: 255.255.255.0 Gateway: 192.168.15.200 Broadcast: 192.168.15.200
false CrewComm LTE (180493658)	Close All except Web Browsing FB Messenger & Facebook WhatsApp	N/A	N/A			WAN Mode: DHCP
MaryvilleTrn (346832)	Close All except Web Browsing	N/A	N/A			WAN Mode: DHCP
MissKim (851683)	Close All except Web Browsing FB Messenger & Facebook Kakao Talk LINE WeChat WhatsApp Viber	N/A	N/A			WAN Mode: DHCP
Redport CrewCommWiFi Bundsberg (180483450)	Close All except WhatsApp	N/A	N/A			WAN Mode: DHCP
Redport Premier Test 2 (067043)	Close All except Web Browsing	N/A	N/A			Port Forwarding Name: Protocol: Source Port: Destination Port: Destination IP: SSHToCmgTP TCP+UDP 70 22 10.1.3.3
Redport Test 3 (299664)	Allow All	N/A	N/A			WAN Mode: DHCP
Redport Voice Test 1 (925400)	Close All except Web Browsing	N/A	N/A			WAN Mode: DHCP
Southport Southport 3 (180279942)	Close All except WhatsApp Viber	N/A	N/A			WAN Mode: DHCP
TopsideTN (289381)	Close All except Web Browsing	N/A	N/A			WAN Mode: DHCP
Wahroonga (659763)	Allow All	N/A	N/A			WAN Mode: DHCP

[Add Access Control Setting](#)

2. Click <Add Access Control Setting> to add a new access control setting. The following screens will be added to the bottom of the Access Control (Vessel Access Control) page, (presented in one flowing representation on the CrewComm Management Portal page):

[Add Access Control Setting](#)

Firewall Settings

Vessel: Select Vessel

Allow All

Blocked ports

[Add More Ports](#)

Note:
Accepts one port number or port range per field;
Port range is colon separated;
Sample: 5000, 6000:6100

Blocked IPs

[Add More IPs](#)

Note:
Accepts one IP or IP range per field;
Sample: 98.138.253.109, 74.125.23.139, 65.52.187.0/24
192.168.x.x and 10.0.x.x are not allowed to be blocked

Close All

Open Web Browsing

Allowed IM Networks

- FB Messenger & Facebook
 - Messaging / File Transfer / Audio & Video Call
- Kakao Talk
 - Messaging & File Transfer
 - Audio Calls & Video Calls
- LINE
 - Messaging / File Transfer / Audio & Video Call
- WeChat
 - Messaging & File Transfer
 - Audio & Video Call
- WhatsApp
 - Messaging
 - Audio & Video Call
- Viber
 - Messaging & File transfer
 - Audio & Video Call
- Se@MeNow messenger
 - Messaging & File Transfer
 - Audio & Video Call
- HiChat
 - Messaging / File Transfer & Audio Recording
- Instagram
 - Videos / Pictures & Text
- Twitter
 - Videos / Pictures & Text

Youtube

Videos & Text

Snapchat

Videos / Pictures & Text

Audio & Video Call

Open ports

[Add More Ports](#)

Note:
Accepts one port number or port range per field;
Port range is colon separated;
Sample: 5000, 6000:6100

Open IPs

[Add More IPs](#)

Note:
Accepts one IP or IP range per field;
Sample: 98.138.253.109, 74.125.23.139, 65.52.187.0/24

Notes:

- Allow All opens all ports when Internet is activated, with option to block specific ports
- Close All blocks all ports except the defined ports in the network diagram covering the system user interface
- Open web browsing allows access to the Internet for browsers and apps using port 80 and 443
- IM apps such as FB Messenger, LINE & Se@MeNow Messenger will have internet access
- Open specific IM networks allows selected IM networks to connect, but web browsing and other ports are blocked

Captive Portal Bypass Settings

Allowed IPs

Alias	IP Address / Domain Name
<input type="text"/>	<input type="text"/>

[Add More IPs](#)

Notes:

- Captive Portal Bypass IPs / Domain Name will have direct access to the satcom connection and the Internet
- Accepts IP Address and Port combination, colon separated; sample: 98.138.253.109:5555

DNS Settings

DNS 1: No Data
DNS 2: No Data

Domain Filtering

Allow All

Domain Blacklist

[Add More Domains](#)

Block of OS updates and applications background data traffic

Block All

WAN Interface

WAN Mode

DHCP

Static

IP Address	Subnet Mask	Gateway Address	Broadcast Address
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Port Forwarding

Name	Protocol	Source Port	Destination Port	Destination IP	
<input type="text"/>	Clear				
<input type="text"/>	Clear				
<input type="text"/>	Clear				
<input type="text"/>	Clear				
<input type="text"/>	Clear				

[Add More](#)

Notes:

- The following ports are not allowed to be used in the port forwarding fields:
'53', '80', '443', '1812', '1813', '1814', '1993', '3478', '4244', '5222', '5223',
'5228', '5242', '5243', '8080', '8443', '9785', '10990', '12010', '12020', '12025'

[Save](#) [Cancel](#)

3. Click desired vessel from the drop-down list:

Firewall Settings

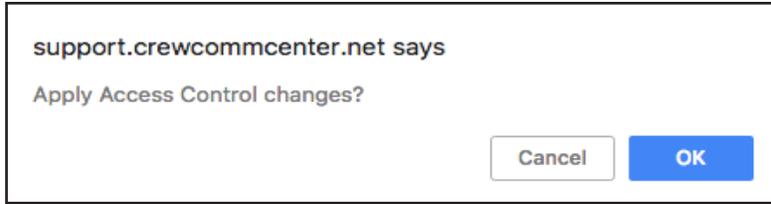
Vessel: Select Vessel

- Deckhouse Demo
- False CrewComm LTE
- JerichoTN
- MaryvilleTn
- MissKim
- Redport CrewCommWiFi Bundaberg
- Redport Premiere Test 2
- RedPort Test 3
- Redport Voice Test 1
- Southport Southport 3
- TopsideTN
- Wahroonga

Blocked IPs

[Add More IPs](#)

4. Enter the desired settings, and then click <Save>. The following screen will appear:



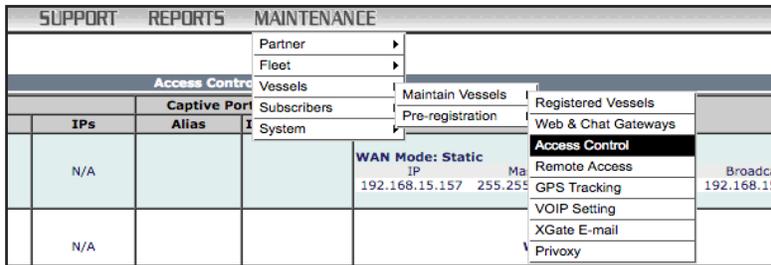
5. Click <OK> to apply access control settings or click <Cancel> to abort. The following page will be displayed.

SUPPORT REPORTS MAINTENANCE						
** Access Control (Vessel Access Control)						
Access Control						
Access Control settings successfully created!						
Vessel Name (Vessel ID)	Action	Firewall Ports	IPs	Captive Portal Bypass Alias	IPs / Domains	WAN Interface
Deckhouse Demo (011415)	Close All except Web Browsing WhatsApp	27641	N/A			WAN Mode: Static IP: Mask Gateway Broadcast:

Vessel access control setting creation is now complete.

4.4.5.3.2. Edit Settings

1. To access all registered vessels, mouse over “Maintenance”, then mouse over “Vessels”, then mouse over “Maintain Vessels”, then click ”Registered Vessels”.



The following screen will be displayed:

SUPPORT REPORTS MAINTENANCE						
** Access Control (Vessel Access Control)						
Access Control						
Vessel Name (Vessel ID)	Action	Firewall Ports	IPs	Captive Portal Bypass Alias	IPs / Domains	WAN Interface
Deckhouse Demo (011415)	Close All except Web Browsing WhatsApp Twitter YouTube	27641	N/A			WAN Mode: Static IP: 192.168.15.157 255.255.255.0 Mask Gateway Broadcast: 192.168.15.200 192.168.15.200
false CrewComm LTE (180493658)	Close All except Web Browsing FB Messenger & Facebook WhatsApp	N/A	N/A			WAN Mode: DHCP
MaryvilleTrn (346832)	Close All except Web Browsing	N/A	N/A			WAN Mode: DHCP
MissKim (851683)	Close All except Web Browsing FB Messenger & Facebook Kakao Talk LINE WeChat WhatsApp Viber	N/A	N/A			WAN Mode: DHCP
Redport CrewCommWiFi Bundaberg (180483490)	Close All except WhatsApp	N/A	N/A			WAN Mode: DHCP
Redport Premiere Test 2 (067043)	Close All except Web Browsing	N/A	N/A			WAN Mode: DHCP
RedPort Test 3 (291664)	Allow All	N/A	N/A			WAN Mode: DHCP
Redport Voice Test 1 (925400)	Close All except Web Browsing	N/A	N/A			WAN Mode: DHCP
Southport Southport 3 (180279942)	Close All except WhatsApp Viber	N/A	N/A			WAN Mode: DHCP
TopsidetN (289381)	Close All except Web Browsing	N/A	N/A			WAN Mode: DHCP
Wahroonga (659763)	Allow All	N/A	N/A			WAN Mode: DHCP

2. Hover over the “>” to the right of the “Vessel Name” under the Vessel Name heading, then click <Edit>. The following screens will be added to the bottom of the Access Control (Vessel Access Control) page, (presented in one flowing representation on the CrewComm Management Portal page):

Add Access Control Setting

Firewall Settings

Vessel: JerichoTN

Allow All

Blocked ports

Add More Ports

Note:
Accepts one port number or port range per field;
Port range is colon separated;
Sample: 5000, 6000:6100

Blocked IPs

Add More IPs

Note:
Accepts one IP or IP range per field;
Sample: 98.138.253.109, 74.125.23.139, 65.52.187.0/24
192.168.x.x and 10.0.x.x are not allowed to be blocked

Close All

Open Web Browsing

Allowed IM Networks

FB Messenger & Facebook

Messaging / File Transfer / Audio & Video Call

Kakao Talk

Messaging & File Transfer

Audio Calls & Video Calls

LINE

Messaging / File Transfer / Audio & Video Call

WeChat

Messaging & File Transfer

Audio & Video Call

WhatsApp

Messaging

Audio & Video Call

Viber

Messaging & File transfer

Audio & Video Call

Se@MeNow messenger

Messaging & File Transfer

Audio & Video Call

HiChat

Messaging / File Transfer & Audio Recording

Instagram

Videos / Pictures & Text

Twitter

Videos / Pictures & Text

Youtube

Videos & Text

Snapchat

Videos / Pictures & Text

Audio & Video Call

Open ports

Add More Ports

Note:
Accepts one port number or port range per field;
Port range is colon separated;
Sample: 5000, 6000:6100

Open IPs

Add More IPs

Note:
Accepts one IP or IP range per field;
Sample: 98.138.253.109, 74.125.23.139, 65.52.187.0/24

Notes:

- Allow All opens all ports when Internet is activated, with option to block specific ports
- Close All blocks all ports except the defined ports in the network diagram covering the system user interface
- Open web browsing allows access to the Internet for browsers and apps using port 80 and 443
- IM apps such as FB Messenger, LINE & Se@MeNow Messenger will have internet access
- Open specific IM networks allows selected IM networks to connect, but web browsing and other ports are blocked

Captive Portal Bypass Settings

Allowed IPs

Alias	IP Address / Domain Name

Add More IPs

Notes:

- Captive Portal Bypass IPs / Domain Name will have direct access to the satcom connection and the Internet
- Accepts IP Address and Port combination, colon separated; sample: 98.138.253.109:5555

DNS Settings

DNS 1: No Data

DNS 2: No Data

3. Enter the desired settings, and then click <Save>. The following screen will appear:

4. Click <OK> to apply access control settings or click <Cancel> to abort. The following page will be displayed.

SUPPORT REPORTS MAINTENANCE					
Access Control (Vessel Access Control)					
Access Control					
Access Control settings successfully updated!					
Vessel Name (Vessel ID)	Action	Ports	IPs	Captive Portal Bypass Alias	WAN Interface
	Close All except:				

Vessel access control setting modification is now complete.

4.4.6. Subscriber (User on Vessel)

4.4.6.1. Subscriber - Creation

NOTE: Subscriber IDs are pre-created by CrewCommCenter Service administrators. There is an ample amount of subscriber IDs pre-created for activation as needed. Each User on a Vessel will need to have a User ID and be given the ID and Password to utilize the CrewCommCenter Service User Portion.

Subscriber creation is accomplished by assigning an “Unused User ID” to a name and vessel.

1. To access Unused User IDs, mouse over “Maintenance”, then mouse over “Subscribers”, then click ”Unused User IDs”.

The following screen will be displayed:

2. To select one subscriber for “Creation/Activation”, click the box beside the user ID desired, then click <”Pre-register”> under the “Select Action” area.

- **Continuous User Name:** Fill in name that will be shown in user login.
- **Unique User Name:** Fill in name that will be shown in user login.
- **Vessel Type:** Assign user to a registered or pre-registered vessel.
- **Vessel:** From drop-down menu, click vessel to assign user to.
- **User ID and Password:** Click <”Download as TXT file”> box and username and password will be downloaded to be sent to user.

3. Click <Go> when the desired settings are complete. The following will be displayed:

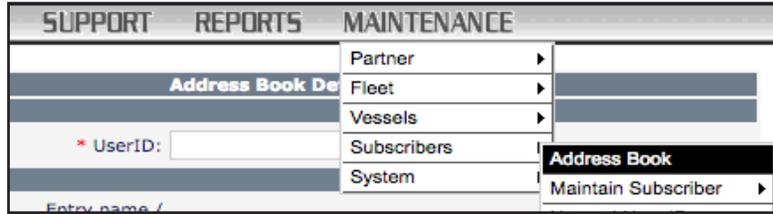
4. Click <OK> to create/assign user or click <Cancel> to abort. The following page will be displayed:

The downloaded file will contain a Username of six characters and a Password of six characters.

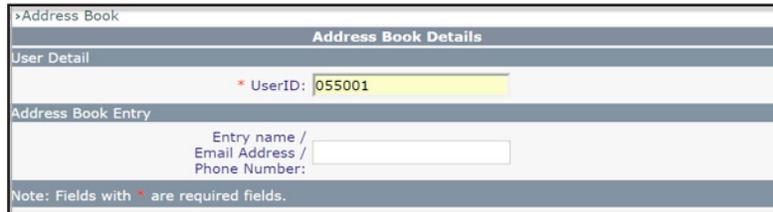
The Subscriber / User ID (Vessel User) is now available and assigned to the desired vessel for use.

4.4.6.2. Subscriber - Address book (modify contacts)

1. To access User Address book(s), mouse over “Maintenance”, then mouse over “Subscribers”, then click “Address Book”.



2. From the window displayed, enter UserID.



The following will be displayed:

21 Entry/ies found in 055001's addressbook.		
<input type="checkbox"/>	Name	Phone Number / Email Address
<input type="checkbox"/>	GlobeaCCTestphone [Edit] [Delete]	+639151153614
<input type="checkbox"/>	Greggy [Edit] [Delete]	000228
<input type="checkbox"/>	Greggy Boy [Edit] [Delete]	+639355169822
<input type="checkbox"/>	Jackie [Edit] [Delete]	jackie.clerigo@yahoo.com
<input type="checkbox"/>	Jackie [Edit] [Delete]	+639778306340
<input type="checkbox"/>	Jun [Edit] [Delete]	+09173186849
<input type="checkbox"/>	Margot [Edit] [Delete]	+639175925444
<input type="checkbox"/>	Margot 052639 [Edit] [Delete]	052639
<input type="checkbox"/>	margot smsg [Edit] [Delete]	margot@smsglobal.net
<input type="checkbox"/>	Michel [Edit] [Delete]	michelle@smsglobal.net
<input type="checkbox"/>	Michelle [Edit] [Delete]	Michelle@smsglobal.net
<input type="checkbox"/>	Mickey Email [Edit] [Delete]	mickey@smsglobal.net
<input type="checkbox"/>	Mickey Gmail [Edit] [Delete]	michaeledarjr@gmail.com
<input type="checkbox"/>	Mitch [Edit] [Delete]	michelle@smsglobal.net
<input type="checkbox"/>	Rick [Edit] [Delete]	rick@smsglobal.net
<input type="checkbox"/>	SMSC Gmail [Edit] [Delete]	sms.support@gmail.com
<input type="checkbox"/>	SMSGTest [Edit] [Delete]	smsglobaltest@gmail.com
<input type="checkbox"/>	Test [Edit] [Delete]	999999
<input type="checkbox"/>	Test Smart [Edit] [Delete]	+639391229050
<input type="checkbox"/>	Umayan [Edit] [Delete]	+639173186849
<input type="checkbox"/>	Yahoo Email [Edit] [Delete]	smsglobaltest@yahoo.com

[Click here to add Contact](#)

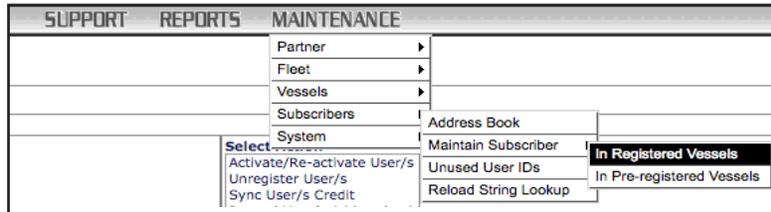
This screen displays all of the contact details saved in the specified User's address book. New contacts can be added, current contact can be edited and/or deleted.

Viewing of User address book is now complete.

4.4.6.3. Subscriber - Maintenance

4.4.6.3.1. Subscriber - Activate / Re-activate User/s

1. To access User IDs for Maintenance, mouse over “Maintenance”, then mouse over “Subscribers”, then mouse over “Maintain Subscribers” then click ”In Registered Vessels”.

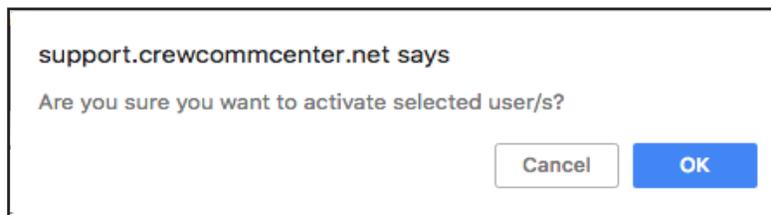


2. Click <tick box> next to desired user(s), then click <Activate/Re-activate User/s> from the “Select Action” list:

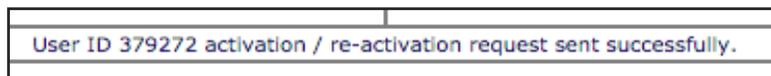
USER ID	NAME	STATUS	DATE	EMAIL	LOCATION	REPORT
<input type="checkbox"/>	Rocky1	5	Disabled	04/30/2018	v000183@crewcommcenter.net	Redport CrewCommWVF Bundaberg
<input checked="" type="checkbox"/>	testsubscriber	5	Active	05/04/2018	v000182@crewcommcenter.net	fakel CrewComm LTE
<input type="checkbox"/>	John Wick	5	Active	05/04/2018	v000185@crewcommcenter.net	Wahroonga



3. Click <Activate/Re-activate User/s> button, the following will be displayed:



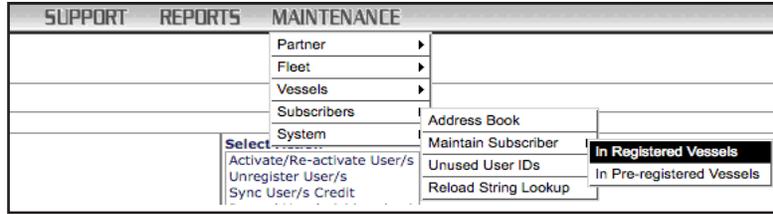
4. Click <OK> to activate selected user/s or click <Cancel> to abort. The following page will be displayed:



Activation/re-activation for the selected user(s) is now complete.

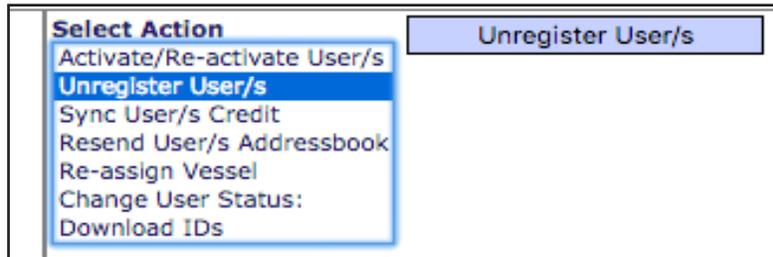
4.4.6.3.2. Subscriber - Unregister User/s

1. To access User IDs for Maintenance, mouse over “Maintenance”, then mouse over “Subscribers”, then mouse over “Maintain Subscribers” then click ”In Registered Vessels”.

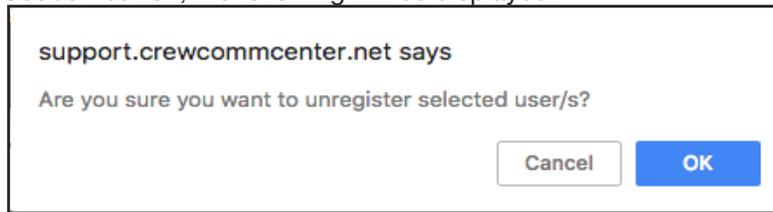


2. Click <tick box> next to desired user(s), then click <Unregister User/s> from the “Select Action” list:

ID	Name	Status	Active	Created	Company	Vessel	Report
<input type="checkbox"/>	Rocky	5	Disabled	04/20/2018	v000262@crewcommcenter.net	Report CrewCommW/ Bundsberg	REPORT
<input checked="" type="checkbox"/>	testsubscriber	5	Active	05/04/2018	v000262@crewcommcenter.net	fake CrewComm LTE	REPORT
<input checked="" type="checkbox"/>	John Wick	5	Active	05/04/2018	v00185@crewcommcenter.net	Wahroonga	REPORT



3. Click <Unregister User/s> button, the following will be displayed:



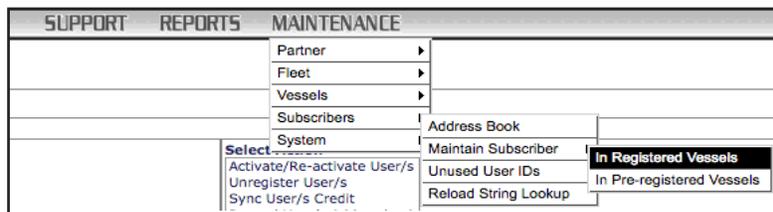
4. Click <OK> to Un-register user/s or click <Cancel> to abort. The following page will be displayed:



Unregister of the selected user(s) is now complete.

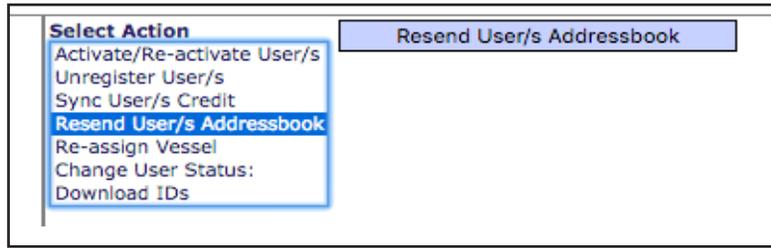
4.4.6.3.3. Resend User/s Address Book

1. To access User IDs for Maintenance, mouse over “Maintenance”, then mouse over “Subscribers”, then mouse over “Maintain Subscribers” then click ”In Registered Vessels”.



2. Click <tick box> next to desired user(s), then click <Resend User/s Addressbook> from the “Select Action” list:

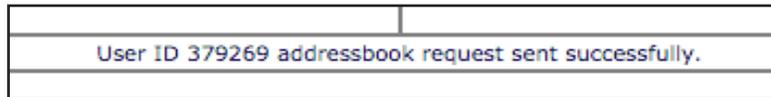
ID	Name	Status	Active	Created	Company	Vessel	Report
<input type="checkbox"/>	Rocky	5	Disabled	04/20/2018	v000262@crewcommcenter.net	Report CrewCommW/ Bundsberg	REPORT
<input checked="" type="checkbox"/>	testsubscriber	5	Active	05/04/2018	v000262@crewcommcenter.net	fake CrewComm LTE	REPORT
<input checked="" type="checkbox"/>	John Wick	5	Active	05/04/2018	v00185@crewcommcenter.net	Wahroonga	REPORT



3. Click <Resend User/s Addressbook> button, the following will be displayed:



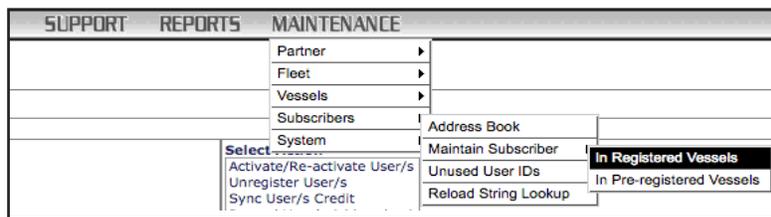
4. Click <OK> to resend addressbook of selected user/s or click <Cancel> to abort. The following page will be displayed:



Resending the addressbook for the selected user(s) is now complete.

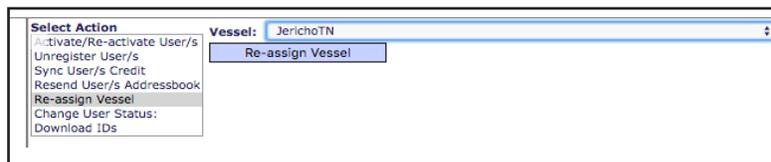
4.4.6.3.4. Re-assign Vessel

1. To access User IDs for Maintenance, mouse over “Maintenance”, then mouse over “Subscribers”, then mouse over “Maintain Subscribers”, then click “In Registered Vessels”.

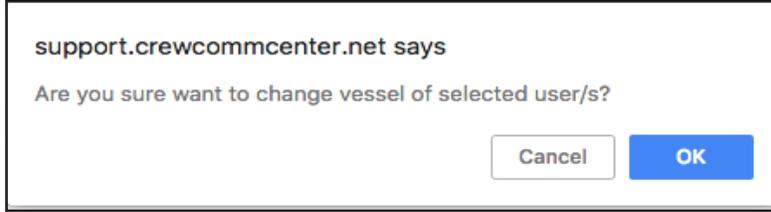


2. Click <tick box> next to desired user(s), then click <Re-assign Vessel> from the “Select Action” list:

ID	Name	Status	Partner	Created	Partner ID	Partner Name	Partner Type
<input type="checkbox"/>	379272	Active	Rockwell	04/20/2018	V000258@crewcommcenter.net	Redport CrewCommWf - Bundoberg	REPORT
<input type="checkbox"/>	379271	Active	Rockwell	05/04/2018	V000192@crewcommcenter.net	Rockwell CrewComm LTD	REPORT
<input type="checkbox"/>	379273	Active	John Wick	05/04/2018	V000185@crewcommcenter.net	Walroonga	REPORT



3. Click <Re-assign Vessel> button and the following will be displayed:



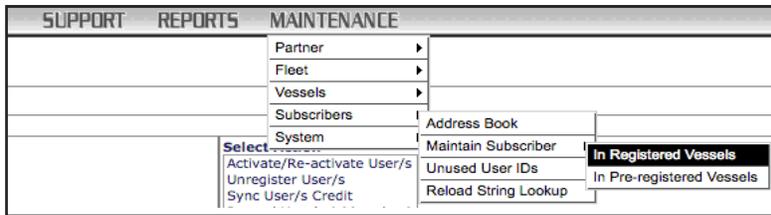
4. Click <OK> to Re-assign Vessel of the selected user/s or click <Cancel> to abort. The following page will be displayed:



Re-assign Vessel for the selected user(s) is now complete.

4.4.6.3.5. Change User Status

1. To access User IDs for Maintenance, mouse over “Maintenance”, then mouse over “Subscribers”, then mouse over “Maintain Subscribers” then click ”In Registered Vessels”.

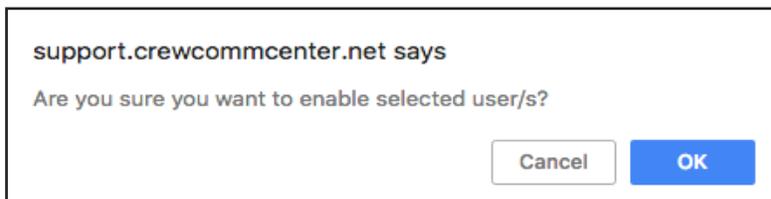


2. Click <tick box> next to desired user(s), then click <Change User Status> from the “Select Action” list:

ID	Name	Status	Created	Updated	Country	Company	Report
<input type="checkbox"/>	Ricky	Active	04/20/2018		V000253@crewcommcenter.net	Redport CrewCommWf - Bundeberg	REPORT
<input type="checkbox"/>	Ricky	Disable	04/20/2018		V000253@crewcommcenter.net	Redport CrewCommWf - Bundeberg	REPORT
<input type="checkbox"/>	John Wick	Active	05/04/2018		V000185@crewcommcenter.net	Wahroonga	REPORT



3. Click <Change User Status> button, the following will be displayed:



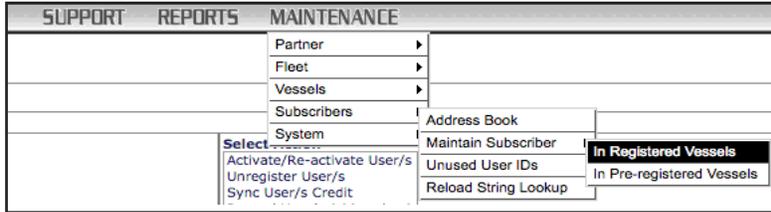
4. Click <OK> to change user state (enable or disable) of selected user/s or click <Cancel> to abort. The following page will be displayed:

User ID 379272 successfully enabled.

Change User Status for the selected user(s) is now complete.

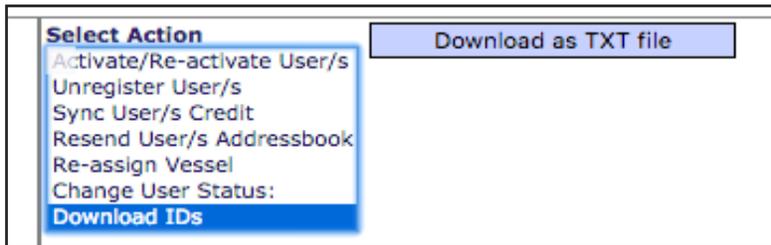
4.4.6.3.6. Download IDs

1. To access User IDs for Maintenance, mouse over “Maintenance”, then mouse over “Subscribers”, then mouse over “Maintain Subscribers” then click ”In Registered Vessels”.



2. Click <tick box> next to desired user(s), then click <Download IDs> from the “Select Action” list:

ID	Agency	Status	Active	Start Date	Agency Email	Agency Name	Report
<input type="checkbox"/>	379272	Richard	S	Disabled	04/20/2018	v000253@crewcommcenter.net	Report CrewComm - Bundoora
<input checked="" type="checkbox"/>	379272	testsubscriber	S	Active	05/04/2018	v000252@crewcommcenter.net	Report CrewComm LITE
<input type="checkbox"/>	379272	John Wick	S	Active	05/04/2018	v000185@crewcommcenter.net	Wahroonga



3. Click <Download as TXT file>, the following will be displayed:

support.crewcommcenter.net says

The following IDs have already been downloaded, do you want to continue?

379272

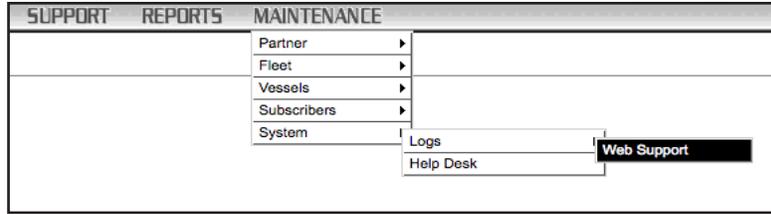
4. Click <OK> to Download the TXT file of IDs of selected user/s or click <Cancel> to abort. The following page will be displayed:

Download IDs for the selected user(s) is now complete.

4.4.6.4. System

4.4.6.4.1. System - Logs

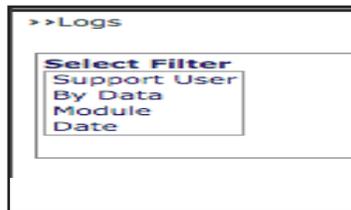
1. To view system level logs, mouse over “Maintenance”, then mouse over “System”, then mouse over “Logs” then click ”Web Support”.



The following will be displayed:

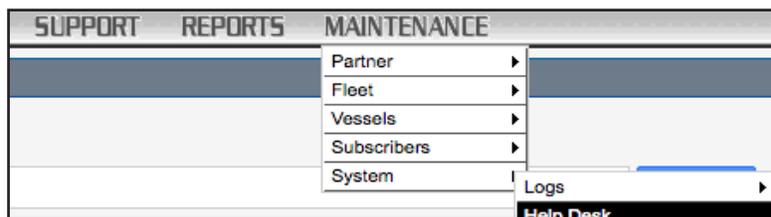
SUPPORT REPORTS MAINTENANCE						
*Logs						
Select Filter Support User By Data Module Date						
Logs						
Logs (1 - 50 of 1099)						
User	Module	Date	Old Data	New Data	Page	
Aaron	Resend User Settings	05/07/2018 12:39:36 PM		ID: 379269	lookup.php	
Aaron	Log In	05/07/2018 12:24:20 PM		Login from: 195.38.22.218	login.php	
Aaron	Log Out	05/07/2018 12:24:13 PM		Session expired	login.php	
Aaron	Unregister User	05/04/2018 08:14:09 PM		ID: 379272	lookup.php	
Aaron	Resend User Settings - Change Vessel	05/04/2018 08:08:14 PM		ID: 379272	lookup.php	
Aaron	Registered User ID Download	05/04/2018 08:05:15 PM		userid: 379272	lookup.php	
Aaron	Registered User ID Download	05/04/2018 08:05:08 PM		userid: 379272	lookup.php	
Aaron	Enable/Disable User ID	05/04/2018 07:59:48 PM	Query Fields User ID: 379272 Status: Enabled	Query Fields User ID: 379272 Status: Enabled	lookup.php	
Aaron	Resend User Settings	05/04/2018 07:46:57 PM		ID: 379272	lookup.php	
Aaron	Resend User Settings	05/04/2018 07:36:03 PM		ID: 379272	lookup.php	
Aaron	Assign to Fleet	05/04/2018 07:06:50 PM	Query Fields Vessel ID: 180493658 Vessel Name: Base CrewComm LTE Fleet ID: 520748920171208050401	Query Fields Vessel ID: 180493658 Vessel Name: Base CrewComm LTE Fleet ID: 520748920171208050401	vessel.php	
Aaron	Registered User ID Download	05/04/2018 07:00:46 PM		userid: 003358	lookup.php	
Aaron	Registered User ID Download	05/04/2018 07:00:46 PM		userid: 003361	lookup.php	
Aaron	Registered User ID Download	05/04/2018 07:00:46 PM		userid: 003362	lookup.php	
Aaron	Registered User ID Download	05/04/2018 07:00:46 PM		userid: 003364	lookup.php	
Aaron	Registered User ID Download	05/04/2018 07:00:46 PM		userid: 003351	lookup.php	
Aaron	Registered User ID Download	05/04/2018 07:00:46 PM		userid: 003532	lookup.php	
Aaron	Registered User ID Download	05/04/2018 07:00:46 PM		userid: 003535	lookup.php	
Aaron	Registered User ID Download	05/04/2018 07:00:46 PM		userid: 003821	lookup.php	
Aaron	Registered User ID Download	05/04/2018 07:00:46 PM		userid: 003946	lookup.php	
Aaron	Registered User ID Download	05/04/2018 07:00:46 PM		userid: 309103	lookup.php	
Aaron	Registered User ID Download	05/04/2018 07:00:46 PM		userid: 379269	lookup.php	
Aaron	Registered User ID Download	05/04/2018 07:00:46 PM		userid: 379270	lookup.php	
Aaron	Registered User ID Download	05/04/2018 07:00:46 PM		userid: 379271	lookup.php	
Aaron	Registered User ID Download	05/04/2018 07:00:46 PM		userid: 379272	lookup.php	
Aaron	Registered User ID Download	05/04/2018 07:00:46 PM		userid: 379273	lookup.php	
Aaron	Registered User ID Download	05/04/2018 07:00:46 PM		userid: 379274	lookup.php	
Aaron	Registered User ID Download	05/04/2018 07:00:46 PM		userid: 379277	lookup.php	
Aaron	Unused User ID Download	05/04/2018 06:53:06 PM		userid: 379274	lookup_unused.php	
Aaron	Pre-register Unused User IDs	05/04/2018 06:52:59 PM		Query Fields User ID: 379274 Vessel Name: mlonesthar User Email: mlonesthar.379274@smscrewmail.net Vessel ID: 180493658	lookup_unused.php	
Aaron	Update Initial Credits	05/04/2018 06:52:58 PM	Query Fields User ID: 379274 Init Credit: 5	Query Fields User ID: 379274 Init Credit: 500	lookup_unused.php	

Log data can be further refined through select filter:



4.4.6.4.2. System - Help

1. To view system help, mouse over “Maintenance”, then mouse over “System”, then mouse over “Logs” then click “Help Desk”.



The following screen will be displayed:

SUPPORT REPORTS MAINTENANCE

Help Desk
SMS Global Ltd. > Help Desk

Search help:

Submit a ticket
Submit a new issue to a department

View existing ticket
View tickets you submitted in the past

Knowledgebase

» *Top Knowledgebase articles:*

	Views
SMSGlobal Company Presentation	86
Machine Compatibility	54
Machine Compatibility	39
Error: "Ship Server is not yet Activated"	18
AmosConnect Crew 7.5 System Manual Guides	118

» *Latest Knowledgebase articles:*

	Date added
WebSupport: Inactive and Disabled Users - Explained	2018-05-02 05:21:06
CrewCommWifi Indonesia Fleet One Installation Manual_v.1.0.3- 20180131	2018-01-31 03:46:45
IM PORTS and DOMAINS, WHITELIST, and TRENCH RULES	2018-01-30 04:10:04
CrewCommWiFi Vessel Installation Checklist_ver3.0_01242018	2018-01-24 09:13:54
Data Traffic from IP 10.0.1.x	2017-11-28 05:37:33

[» View entire Knowledgebase](#)

Powered by Help Desk Software HESK - brought to you by Help Desk Software SysAid

You can search for topics using the “Search help” box:

Help Desk
SMS Global Ltd. > Help Desk

Search help:

For example, entering “Vessel activation”, yields the following:

Knowledgebase
SMS Global Ltd. > Help Desk > Knowledgebase

Search help:

» Search results (10)

[CrewCommWiFi Vessel Installation Checklist_ver3.0_01242018](#) ☆☆☆☆☆
CrewCommWifi ...

[Users abusing the system by deactivating-then-reactivation their accounts: Once-a-month/onset-of-the-following-month fix](#) ☆☆☆☆☆
Users abusing the system by deactivating-then-reactivation their accounts: Once-a-month/onset-of-the-following-month fix The once-a-month/onset-of-the-following-month fix on the deactivation-re...

[Can others read my incoming messages in the server?](#) ☆☆☆☆☆
Can others read my incoming messages in the server? To ensure better privacy of user emails, and to prevent other users to access and read the incoming messages when they are received by the ve...

[Can others read my incoming messages in the server?](#) ☆☆☆☆☆
Can others read my incoming messages in the server? To ensure better privacy of user emails, and to prevent other users to access and read the incoming messages when they are received by the ve...

[Release Notes - CrewCommWifi 6.8.0](#) ☆☆☆☆☆
CLIENT / FIRMWARE / UPGRADE Filename CCCW_FW_201709 _Ver_1.0_Build_6.8.0 Internal Build Version Build 6.8.0.7 New Features/Fixes: New Feat...

[ReleaseNotes_CCCW_FW_20170906_Ver_1.0_Build_6.8.0_Internal](#) ☆☆☆☆☆
CLIENT / FIRMWARE / UPGRADE Filename CCCW_FW_20170906 _Ver_1.0_Build_6.8.0 Client GUI version 1.1.0.0 Internal Build Version Build 6.8.0.7 Ne...

[Error Message: "Your mailbox is busy; this may be due to some incoming transactions, click refresh on inbox"](#) ☆☆☆☆☆
Error Message: "Your mailbox is busy; this may be due to some incoming transactions, click refresh on inbox" The popup message "Your mailbox is busy; this may be due to some incoming transactions, cl...

[Error Message: "Your mailbox is busy; this may be due to some incoming transactions, click refresh on inbox"](#) ☆☆☆☆☆
Error Message: "Your mailbox is busy; this may be due to some incoming transactions, click refresh on inbox" The popup message "Your mailbox is busy; this may be due to some incoming transactions, cl...

[I can't see my Inbox and Sent Box messages. What happened?](#) ☆☆☆☆☆
Missing Inbox/Sent Items, "Hanging" Client or Incomplete Address Book or Credit Not Updated Issues like missing" inbox/sent items, "hanging" Client or incomplete address book or credit not upda...

[I can't see my Inbox and Sent Box messages. What happened?](#) ☆☆☆☆☆
Missing Inbox/Sent Items, "Hanging" Client or Incomplete Address Book or Credit Not Updated Issues like missing" inbox/sent items, "hanging" Client or incomplete address book or credit not upda...

[« Go back](#)

Powered by Help Desk Software HESK - brought to you by Help Desk Software SysAid

You can submit or view previously submitted trouble tickets to administrators:



Submit a ticket
Submit a new issue to a department



View existing ticket
View tickets you submitted in the past

You can also read through articles, presentations, and manuals to gain knowledge and resolve issues:

Knowledgebase

» *Top Knowledgebase articles:*

	Views
SMSGlobal Company Presentation	86
Machine Compatibility	54
Machine Compatibility	39
Error: "Ship Server is not yet Activated"	18
AmosConnect Crew 7.5 System Manual Guides	118

» *Latest Knowledgebase articles:*

	Date added
WebSupport: Inactive and Disabled Users - Explained	2018-05-02 05:21:06
CrewCommWifi Indonesia Fleet One Installation Manual_v.1.0.3- 20180131	2018-01-31 03:46:45
IM PORTS and DOMAINS, WHITELIST, and TRENCH RULES	2018-01-30 04:10:04
CrewCommWifi Vessel Installation Checklist_ver3.0_01242018	2018-01-24 09:13:54
Data Traffic from IP 10.0.1.x	2017-11-28 05:37:33

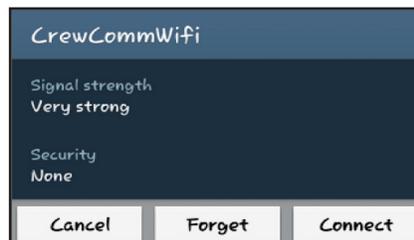
» [View entire Knowledgebase](#)

System help usage is now complete.

5. *User (subscriber, crew member) Access and Use

5.1. Log in to CrewCommWifi as a User

1. Connect to the CrewCommWifi network with your device (desktop/laptop/tablet/mobile phone) by using device/ OS specific Wi-Fi network search option:



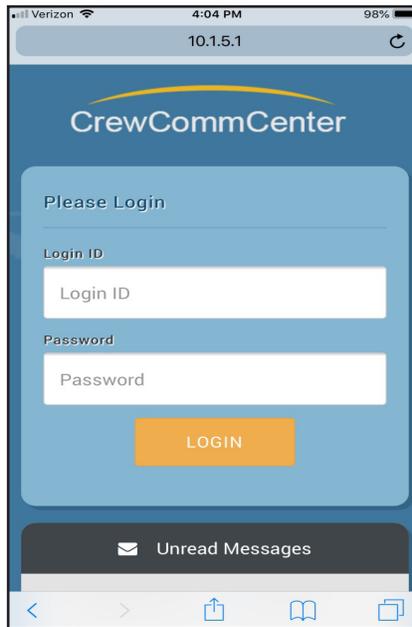


2. Click <Connect> or double-click <"Network Name">.

3. Open a browser and one of the following URLs:

- 10.1.5.1
- 1.1.1.1
- crewcommcenter.net
- crewcommcenter.com

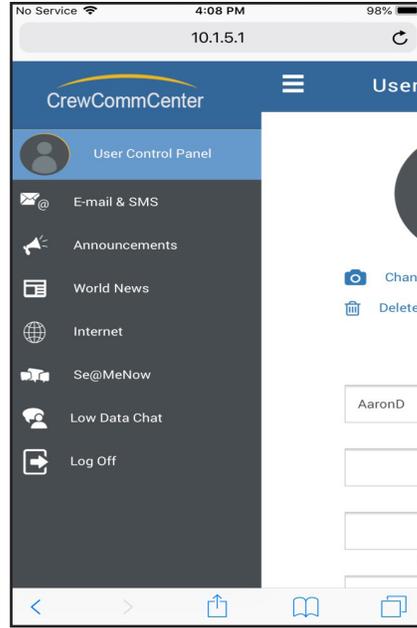
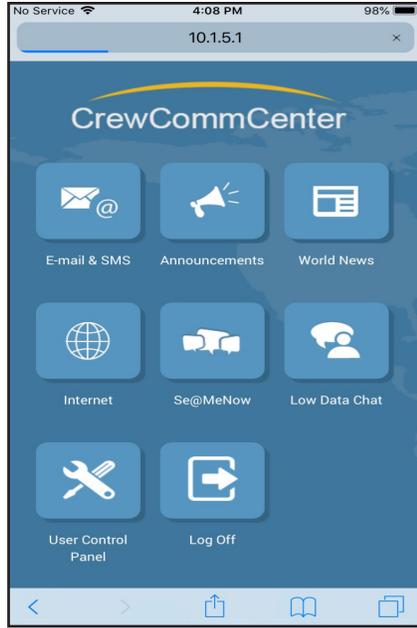
The CrewCommCenter login page will open:



4. Enter Login ID and Password, then click <Login>.

5. First registration will prompt user to insert a username with a max of 15 characters. Click <Ok> when complete. Registration will be completed within 10 minutes.

6. Enter Login ID and Password, then click <Login>, the Main Page will be displayed in one of two ways:



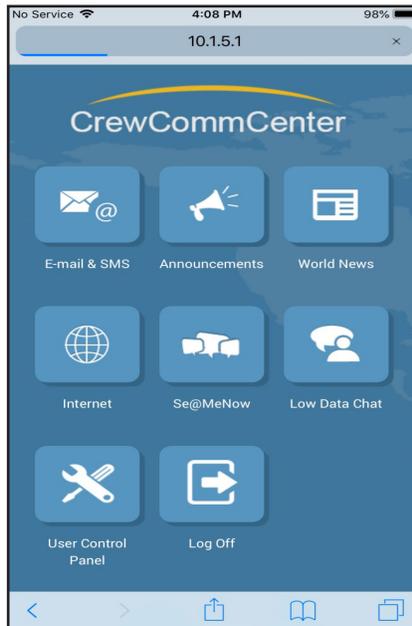
Clicking the following will open the 'Split Main Page' as shown in the second picture above:



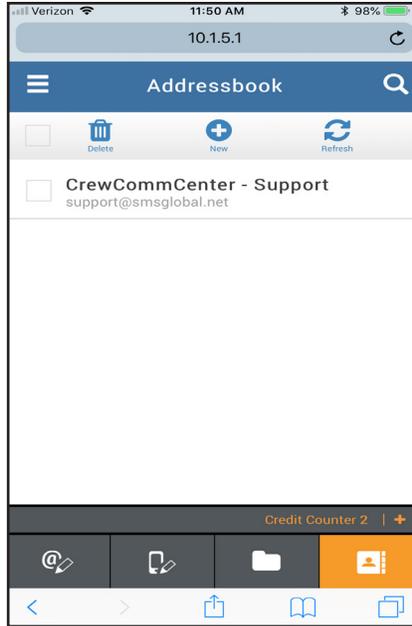
CrewCommWifi log in is now complete.

5.2. E-mail & SMS services

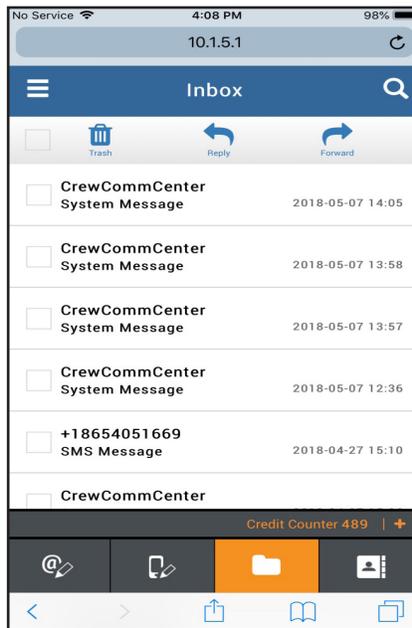
1. To use E-mail & SMS services, click <E-mail & SMS> from the CrewCommCenter home page:



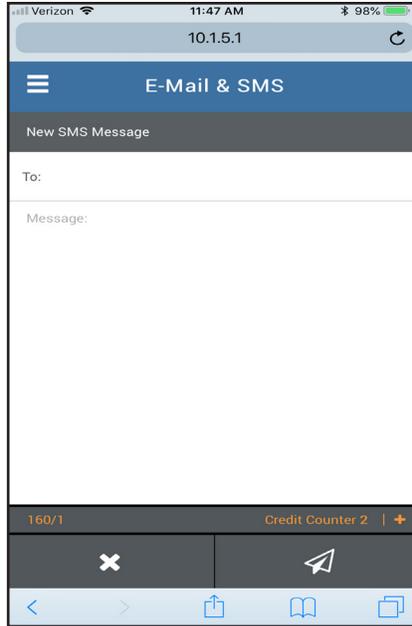
The User Addressbook is shown. Saved addresses will be displayed and new addresses can be input from this location. You can return to this area of the E-mail & SMS section by clicking the orange shaded tab at the bottom, far right.



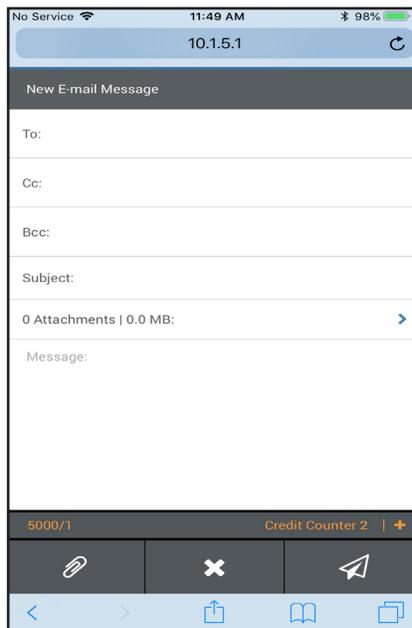
Clicking the orange shaded tab at the bottom, second from the right will display the Inbox section. This area is where current messages will reside. You can reply, forward, or delete messages:



Clicking the orange shaded tab at the bottom, third from the right will display the SMS message drafting section. You can send SMS messages (160 Character limited) to phone numbers from this area:



From the CrewCommCenter User Main page, clicking the orange shaded tab at the bottom, fourth from the right will display the e-mail message drafting section. You can send e-mail messages (5000 Character limited) from this area:



2. From the screen and using the message of your choice, click the “Arrow Image” to send, “x” to disregard.

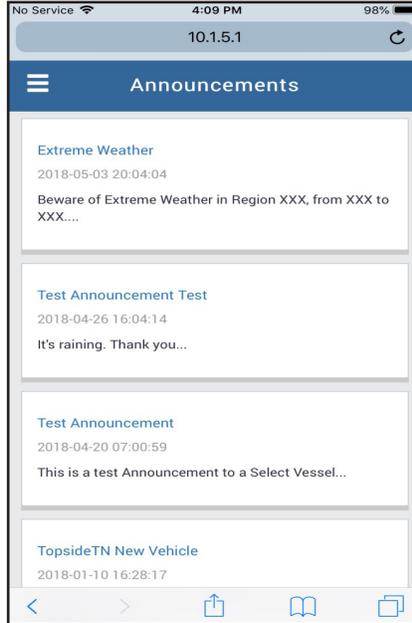
Depending on the Vessel settings, User messaging will fall under:

- **Full Access:** Allowed to send unlimited e-mail and SMS messages.
- **Daily Limited:** Allowed to send a specific number of e-mail and SMS message, that upon reaching the limit, will not be allowed to send anymore until the Daily Limit resets, in one day.
- **Session Limited:** Allowed to send a specific number of e-mail and SMS messages in one session, that upon reaching the limit, will not be allowed to send anymore until a new session.
- **Credit Access:** Provided some or no credits to begin, each message using a credit, when credits are exhausted they may be either provided or sold to the User.
- Some other similar access style or program.

E-mail & SMS service usage is now complete.

5.3. View Announcements

1. To view Vessel Announcements, click <Announcements> from the CrewCommCenter home page, the following will be displayed:

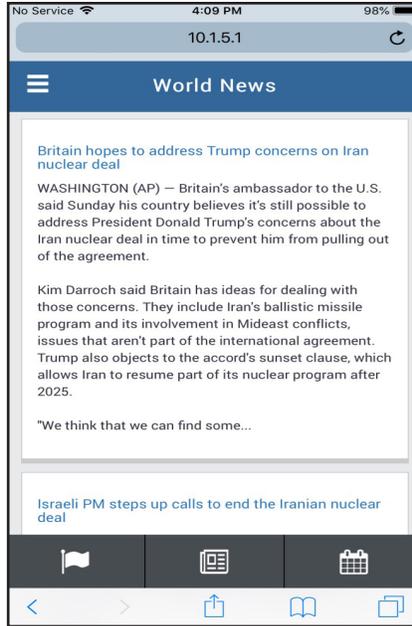


2. To view the message body, click <"Title"> of announcement to expand full message. Announcements may be viewed, but not deleted and will remain in this section until removed by administration or Vessel settings.

Announcement viewing is now complete.

5.4. View World News

1. To view World News, click <World News> from the CrewCommCenter home page, the following will be displayed:



2. To view the message body, click <"Title"> of World News to expand full message. News events may be viewed, but not deleted and will remain in this section until removed by administration or Vessel settings.

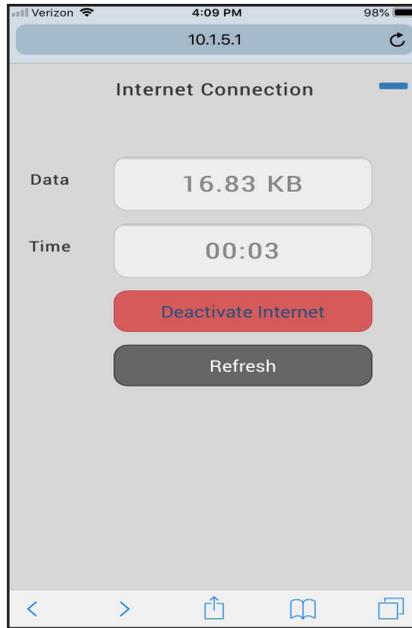
World News viewing is now complete.

5.5. Internet Use

1. To use Internet, click <Internet> from the CrewCommCenter home page, the following will be displayed:



2. Click <Activate Internet>, when connected the following will be displayed:



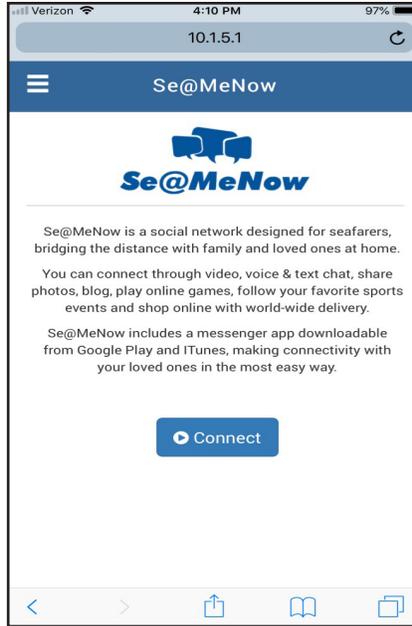
3. To browse Internet, open a separate browsing window and type desired URL.
4. When Internet access is no longer needed, click <Deactivate Internet>, the following will be displayed:



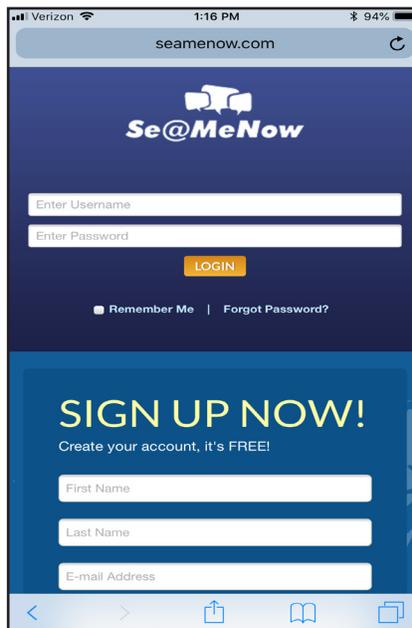
Internet use is now complete.

5.6. Se@MeNow Use

1. To use Se@MeNow, click <Se@MeNow> from the CrewCommCenter home page, the following will be displayed:



2. Click <Connect>, if not currently connected to the Internet through the User app, you will be redirected to connect to the Internet. After connection, repeat Step 1. If you are connected to the Internet, the following will be displayed:



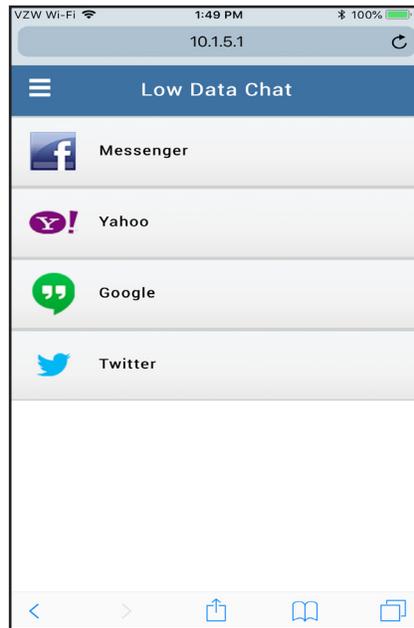
If this page is not displayed on Pop-up, enable pop-ups on your device and repeat Step 1.

3. Enter Se@MeNow Username and Password for use.

Se@MeNow use is now complete.

5.7. Low Data Chat Use

1. To use Low Data Chat, click <Low Data Chat> from the CrewCommCenter home page, the following will be displayed:



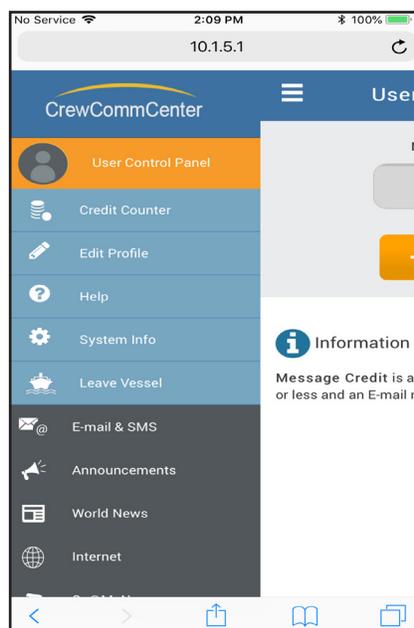
2. Click desired Chat Services, then enter Username and Password.

NOTE: Only the Text functions of the Low Data Chat apps will be functional, maximizing use while minimizing data usage.

Low Data Chat Usage is now complete.

5.8. User Control Panel

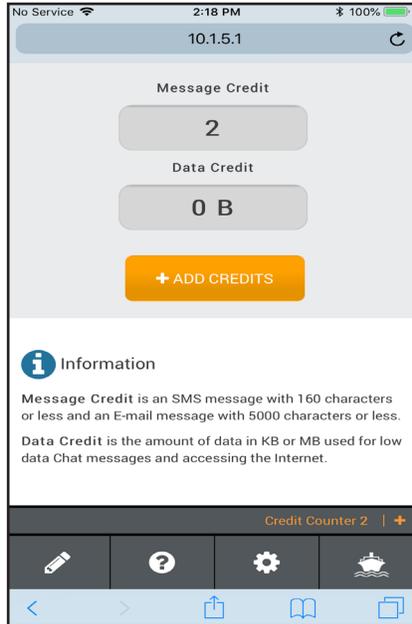
1. To use the User Control Panel, click <User Control Panel> from the CrewCommCenter home page, the following will be displayed:



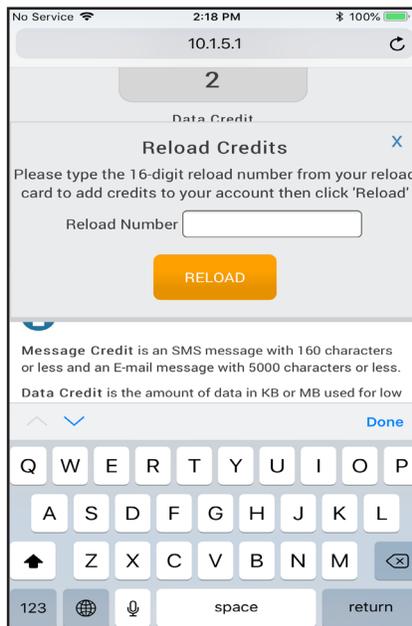
5.8.1. Credit Counter (and adding Credits to User account)

Discussed in **Chapter 4.2** (E-mail & SMS services) and **Chapter 4.5** (Internet Use), there will be times when a User has run out of Message and Data Credits. To add credits to a User account that have been supplied:

1. To check current Credits or to add Credits, click <Credit Counter>, the following will be displayed:

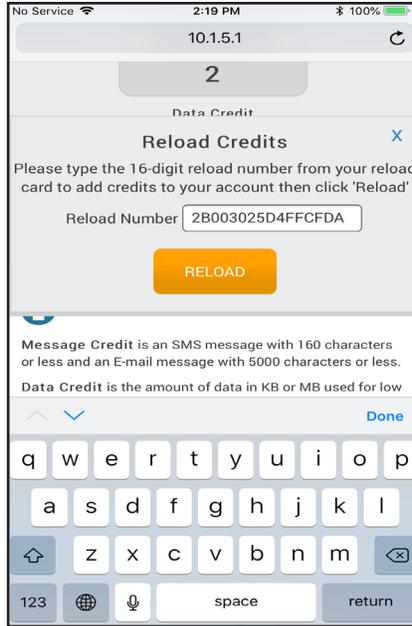


2. Click <+ ADD CREDITS>, the following will be displayed:

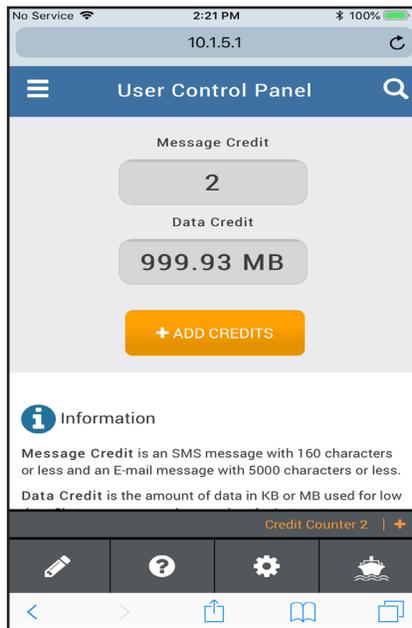


NOTE: Message Credit pin codes are 16-digit and are a one-time use pin. Data Credit pin codes are 16-digit and are a one-time use pin.

Enter Credit Pin, The Data Credit Pin used for this example is “2B003025D4FFCFDA”.



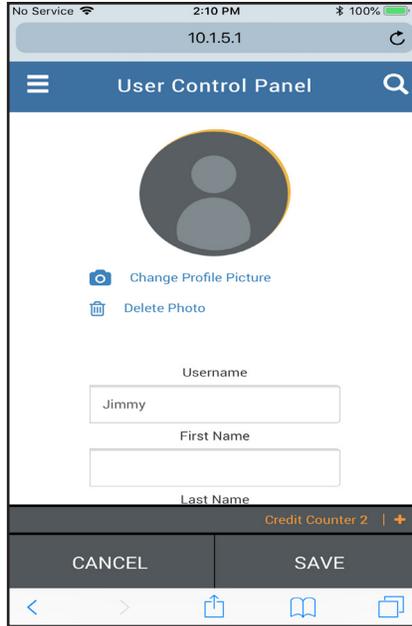
3. Click <RELOAD>, the system will advise a one hour wait time until the Credits will be available. When the Credits have been applied, the following will be displayed when clicking <Credit Counter>:



Credit Counter usage is now complete.

5.8.2. Edit Profile

1. To edit User Profile, click <Edit Profile>, the following will be displayed:



Edit options include:

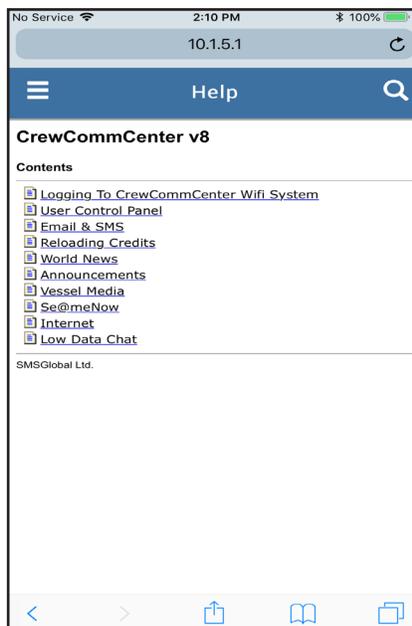
- Change Profile Picture.
- Delete Photo.
- Enter Username.
- First Name.
- Last Name.
- Work ID Number.

2. Click <Save> to save optional profile User Information.

Edit profile is now complete.

5.8.3. Help

1. To access Help Options, click <Help>, the following will be displayed:

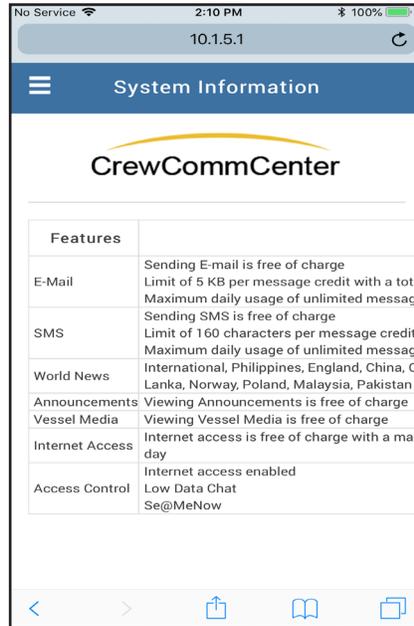


2. Click on desired help link to access help details on desired subject.

Help Option Usage is now complete.

5.8.4. System Info

1. To access System Info, click <System Info>, the following will be displayed:



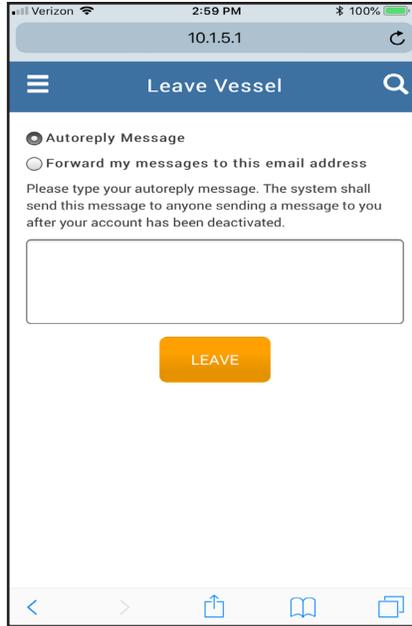
Information presented includes:

- **Email:** Details of Vessel specific costs and limits.
- **SMS:** Details of Vessel specific costs and limits.
- **World News:** Details of News sources available on the Vessel.
- **Announcements:** Details of Announcements.
- **Vessel Media:** Details of media.
- **Internet Access:** Details of Internet costs and limits.
- **Access Control:** Details of Vessel specific access controls.

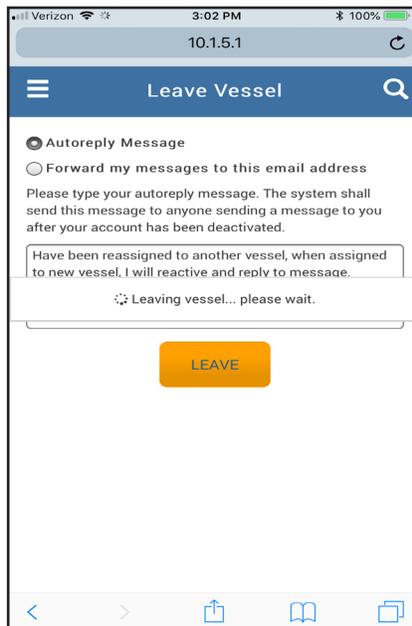
System viewing is now complete.

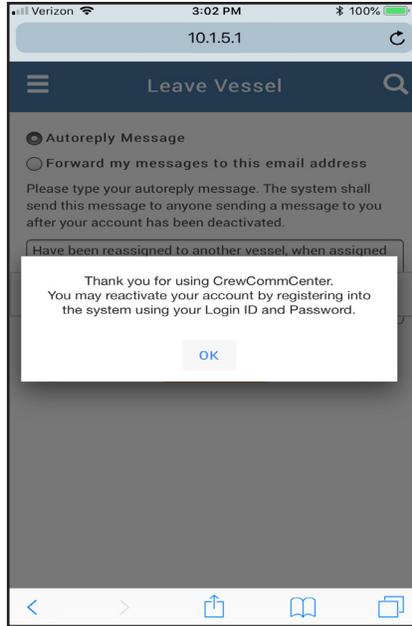
5.8.5. Leave Vessel

1. To Leave Vessel, click <Leave Vessel>, the following will be displayed:



2. Complete Autoreply or Forwarding options if desired, then click <Leave>, the following will be displayed:





NOTE: To reactivate account, log into the system at a future time either on the same Vessel or a new Vessel.

Leaving Vessel is now complete.

6. **Introduction to the RedPort Optimizer CCP Router and UI

NOTE: Within the CrewCommCenter Service, management of services, accesses, restrictions etc. should be configured through the CrewComm Management Portal. **Chapters 6 - 16** are presented within this document for special case situations, advanced configuration, and informational basis.

Global Marine Networks (GMN), the leaders in advancing satellite data speeds and services, helps Fixed and Mobile Satellite Services providers and their customers by offering the industry’s fastest, most reliable and easy-to-use email, web, VoIP and other hardware and software services to maritime, oil and gas, first responder and business continuity users. The company’s products include XGate high-speed satellite email, weather and oceanographic data software, and vessel tracking systems.

Ship to shore network management solutions are sold by GMN under the RedPort Global brand name at redportglobal.com and as white-label solutions for the world’s premier satellite data service providers.

The RedPort Optimizer CrewComm Premier is a VoIP gateway and data router that provides an all-in-one solution for those looking to get the most out of all available data connections including long-range cellular, Wi-Fi, and satellite broadband services.

6.1. RedPort Optimizer CrewComm Premier (CCP) Router Model Overview

6.1.1. wXa-165 RedPort Optimizer CrewComm Premier Router (CCP)

The wXa-165 CCP series router is a 5-port version of the RedPort Optimizer CrewComm. The CCP functions similarly to the RedPort Optimizer Premier (OP), with an increase of memory to 256 MB of RAM.

6.2. Key Features

- Configurable to automatically select among available data connections to choose the lower-cost or preferred available service. Full-featured load balancing and least-cost routing.

- VoIP to circuit-switch conversion allows calls using a smartphone over the satellite connection. Some SatCom systems may require additional hardware.
- Compatible with RedPort VoIP service for voice call savings and controlled use.
- Flexible Routing to manage even the most complex network.
- Proxy Server enables HTTP filtering: whitelist/blacklist of URL's, domains, and rudimentary content filtering.
- Powerful firewall accommodates virtually any installation scenario, with advanced features including block or allow any range of port, IP address and protocols; port forwarding, network address translation and detailed whitelisting and blacklisting of websites and services.
- GSM Compatibility with optional GSM modem (and your own SIM card) and optional GSM external antenna and/or amplification.
- Remote Router Access available to manage the network from any Internet connection.
- Supports Shared Web Compression with transparent proxy service.
- Supports RedPort XGate Email Service via included full POP/SMTP RedPort Mail Server for easy local email access.
- Supports GPS Tracking.
- Multi-Interface Failover and Load Balancing support.
- GPS NMEA Repeater reads the built-in GPS in any satellite broadband terminal and rebroadcasts via Wi-Fi for access by an NMEA compliant device.
- Long-range Wi-Fi compatibility with optional compatible Wi-Fi systems
- Broadcasts data connection for use with Wi-Fi enabled devices.
- Compatible with most IP-based satellite broadband terminals.

6.3. Services Included

The following services are included:

- GPS NMEA Repeater – allows other devices onboard/on-site to read your GPS location. For example, a navigation program running on an iPad could be used on your boat, or you could get weather information tailored to your location. (See [Chapter 9.6](#)).
- SMS Messaging - allows smartphones to send SMS messages to others on the local area network for free, or over the satellite link at standard satellite airtime rates. Requires a supported satellite terminal. (See [Chapter 9.4](#)).
- Voice PBX - allows smartphones to send/receive calls to others on the local area network for free, or over the satellite link at standard satellite airtime rates. Requires a supported satellite terminal. (See [Chapter 9.7](#)).
- Wi-Fi Extender support. (See [Chapter 11.4.4](#)).
- GPS SMS Tracking via satellite provider's SMS service with compatible satellite device. (See [Chapter 9.5](#)).
- Transparent Proxy to redirect HTTP traffic for filtering. (See [Chapter 9.2](#)).
- GSM Support with optional GSM modem and your own GSM SIM card. (See [Chapter 12.8.2](#)).
- Automatic Failover as Wi-Fi > GSM > Sat1 > Sat2. Easily configurable to meet your needs. (See [Chapter 12.9](#)).

6.4. Premium Services Available

The following additional services are available. Contact your RedPort dealer to purchase.

- RedPort VoIP Service - Transform your satellite device into a multi-user unit. Up to four users can send/receive phone calls and/or SMS (text) messages simultaneously.
- Experience significant price reduction in outbound calls when using VoIP in lieu of standard satellite airtime rates. Requires a supported satellite terminal. (See [Chapter 9.7](#)).
- RedPort Email – is a multi-user satellite email service. Crew and/or passengers can access their RedPort Email account via smartphones, tablets or computers. (See [Chapter 9.3](#)) and the RedPort Email Administrator's Guide.
- Shared Web Compression – routes all web traffic through a proxy service that works with an onshore server to deliver 3-5 times average web compression, along with virus detection and ad blocking. (See [Chapter 9.2](#)).
- GPS Tracking - Using a GPS-enabled device, submit position reports to a RedPort Tracking central database for viewing on the tracking website. (See [Chapter 9.5](#)).

7. Important Things to Know Before Getting Started

7.1. More Than Just a Router

The RedPort Optimizer CrewComm Premier is more than just a router. It has some enhanced proxy services in addition to basic routing capabilities. There are three major data components:

1. Proxy Server(s) - when Transparent proxy is enabled, all traffic on port 80 (http port) is redirected through the internal proxy server. This allows URL and DNS filtering (whitelist and blacklist sites), some content filtering (i.e. remove flash video) and you can turn on http logging to see what URLs are being accessed by the users. You also have the option to communicate upstream to a compression proxy server.
2. Firewall - A full-featured firewall is included. Block or allow IP address/ranges, port ranges, different protocols. Rules can be applied to any path in and out of the router. In a multi-wan environment, each interface can have separate rules applied.

NOTE: This router is shipped to you with all WAN ports open, POP and SMTP are open to the WAN if you enable Email, if you enable the PBX it is listening on all ports. Without further configuration, this could leave you vulnerable to unwanted traffic. Please review [Chapter 4.3.1 How to Secure Your Router](#).

7.2. Designed Use of the RedPort Optimizer CrewComm Premier

This router is designed for use in a multi-comm device environment for one or more users with the convenience of BYOD (bring your own device) for crew and passenger access to Email, Web Browsing and Voice. The idea is that you, as the installer or network administrator, will configure the router, using these guidelines, before installing it at its ultimate destination.

NOTE: Prior to installation, review ([See Chapter 8.3.1](#)) [How to Secure Your Router](#).

Once installed, the onsite administrator will log in and land on the Home page. The Home page has the common tasks that will be used locally: create users, create and manage crew email accounts, etc.

7.3. How it Works at First Launch (Out of the Box)

We ship the router ready for use with Voice and SMS are enabled for use with compatible satellite devices, and Automatic Failover is configured in the order of Wi-Fi Network > GSM > WAN1(Sat1) > WAN2(Sat2) to take advantage of the typically lower cost connections of Wi-Fi Networks and GSM, if/when they are available.

Prior to making modifications to the router configuration, please see ([See Chapter 7.4](#)) [How Data Flows Through the Router](#) to determine the customization required to best meet your needs.

Best Practice is to have a knowledgeable technician (someone who knows about proxy servers, firewalls, and routers) go through and generate a custom configuration.

Using the guidelines in Appendix A, the installer will want to address the following areas prior to first use:

- Configure the internal proxy server (Transparent Proxy).
- Configure GSM (requires configuration of PPP interface).
- Configure automatic failover/load balancing.
- Configure SMS.
- Configure Voice PBX.

OPTIONAL:

- Enable the upstream proxy for the benefit and cost savings of Shared Web Compression Service.
- Enable RedPort VoIP Service for savings on voice calls.
- Configure GPS interface.

In a fleet environment, the custom configuration can be recorded and used on another Optimizer CrewComm Premier router within the organization.

NOTE: This router is shipped to you with all WAN ports open, POP and SMTP are open to the WAN if you enable Email, if you enable the PBX it is listening on all ports. Without further configuration, this could leave you vulnerable to unwanted traffic. Please review (See **Chapter 8.3.1**) How to Secure Your Router.

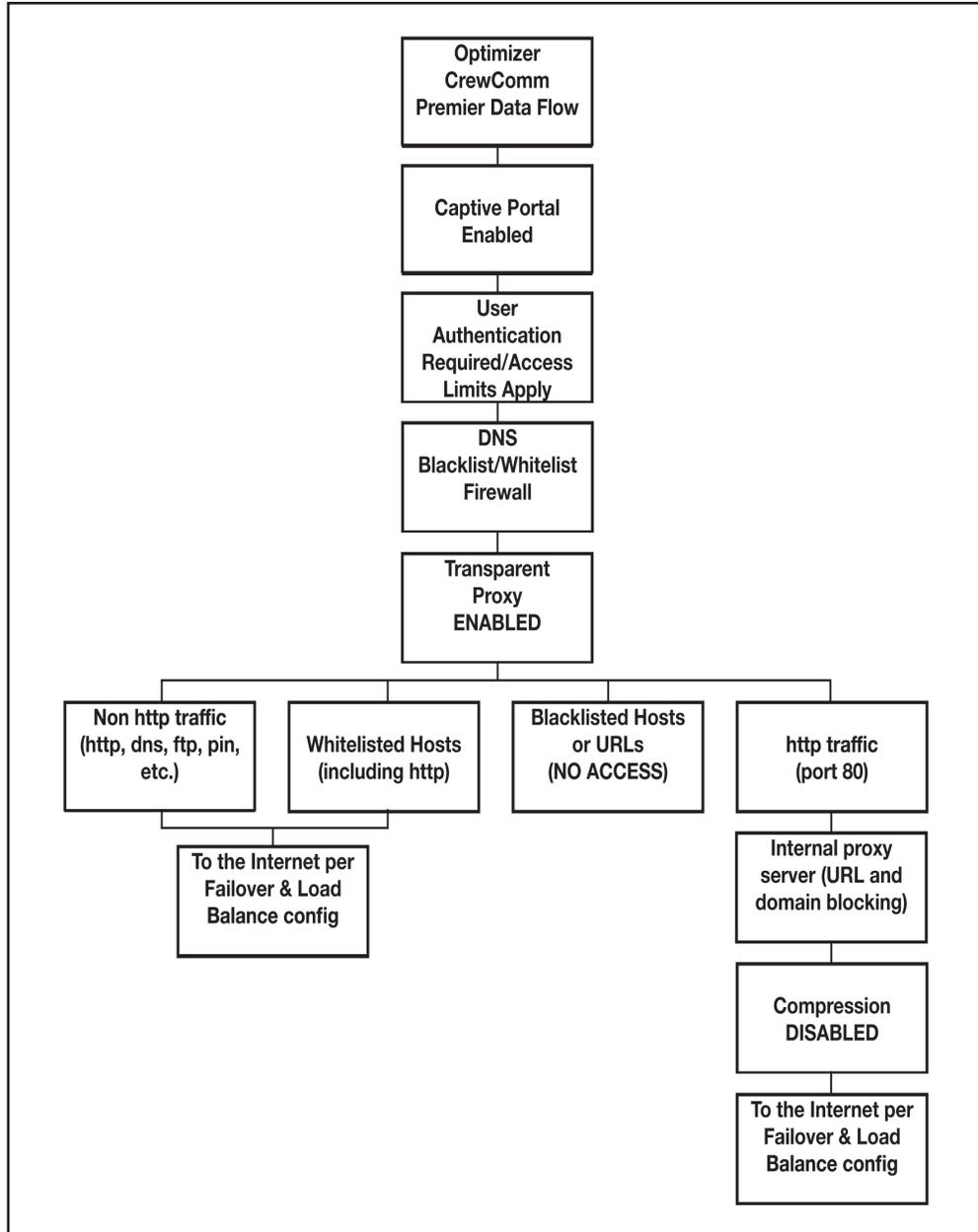
7.4. How Data Flows Through the Router

It is important to understand how data flows through the router, so you can customize your configuration.

7.4.1. Default Configuration:

- Internal Transparent Proxy for http URL and content filtering - enabled.
- Firewall - open.
- DNS - open.
- SMS - enabled, for compatible satellite devices.
- Voice Capability - for compatible satellite devices, disabled.
- Automatic Failover/Load Balance (All Traffic) - Wi-Fi > GSM > WAN1 > WAN2.
- Web Compression Service - disabled.
- RedPort Email Service - disabled.
- GPS Tracking Service - disabled.
- RedPort VoIP Service - disabled.

You have several methods available for controlling user access to the Internet: you can whitelist and/or blacklist hosts and URLs; you can modify the firewall, you can modify the load balance to allow only certain traffic types through a certain interface.



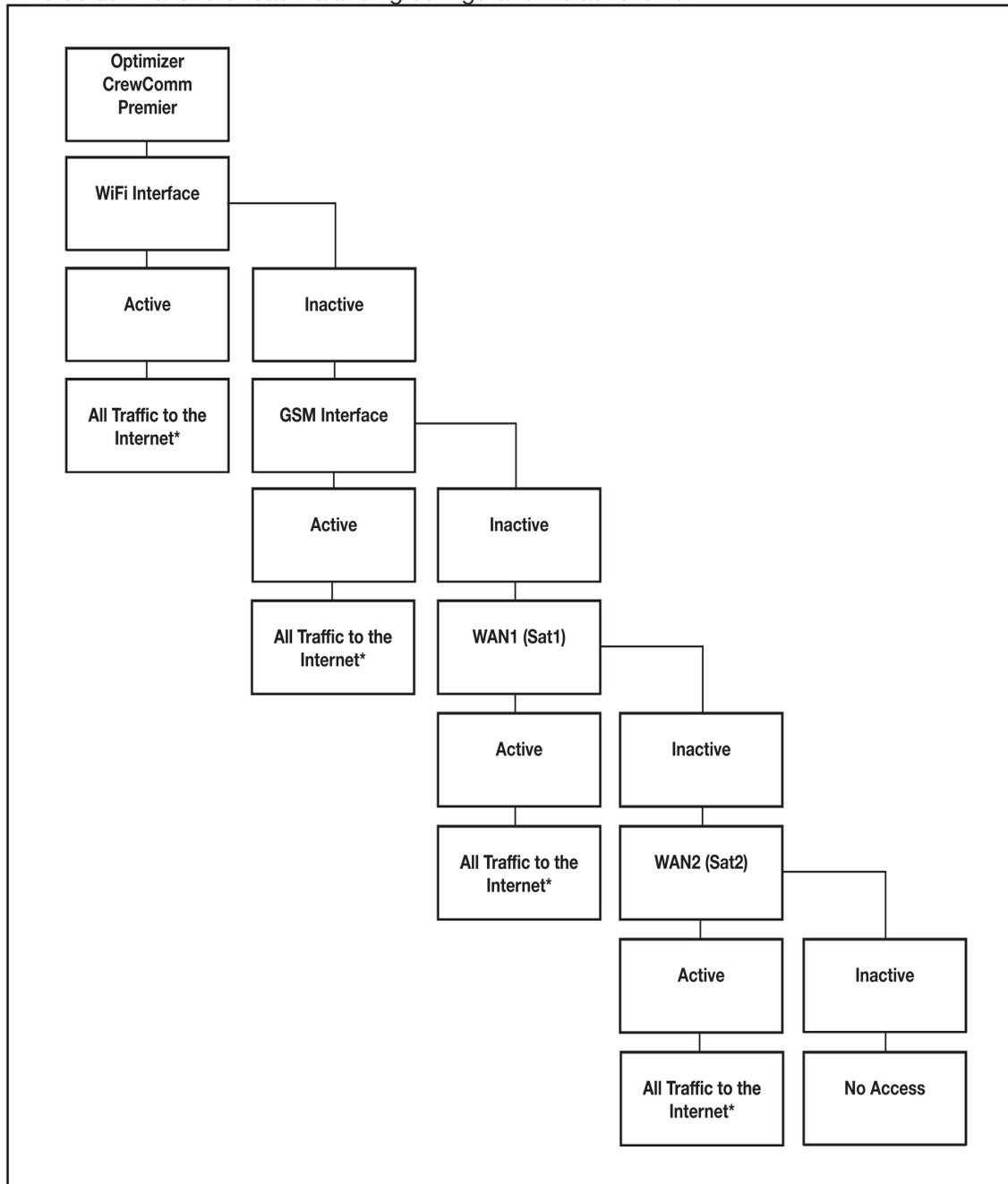
Once a user logs in data can take one of three paths:

1. Non-http traffic goes straight to the Internet: https, dns lookups, ftp, ping, scp, etc. The firewall rules are totally open so there is nothing blocking full access to the Internet.
2. Traffic to a Whitelisted Host in the Captive Portal, including http, goes straight to the Internet, bypassing the internal proxy server. If you whitelist a webserver, that traffic goes straight to the Internet, bypassing the internal proxy server, so there is no filtering. Typically, you would not want to whitelist a webserver; however, you may want to whitelist a mail server, or a vpn. **(See Chapter 9.1).**
3. All http traffic (on port 80), that is not Whitelisted, and only http (not https or secure traffic) is intercepted and redirected to the internal proxy server. This is known as transparent proxy. The internal proxy server does URL blocking and domain blocking. Also, the internal proxy server can speak to an upstream proxy server to provide compression (premium service--fees apply). Traffic through the internal proxy server can take one of several paths, dependent upon whether or not compression is enabled.

- In the default state of compression DISABLED, all traffic goes straight to the Internet.
- With compression enabled, all http traffic goes to the upstream compression proxy server and returns a compressed page. Ads are stripped out, text is compressed, images are resampled and more. On average, you will experience 3-5x compression on http traffic, thereby increasing the speed of your connection and your per Mb cost of your connection.
- With compression enabled, Whitelisted Hosts or URLs bypass the upstream compression proxy server and go straight to the Internet, bypassing compression.

Blacklisted Hosts or URLs have no Internet access, regardless of compression status. (See **Chapter 9.2.2**).

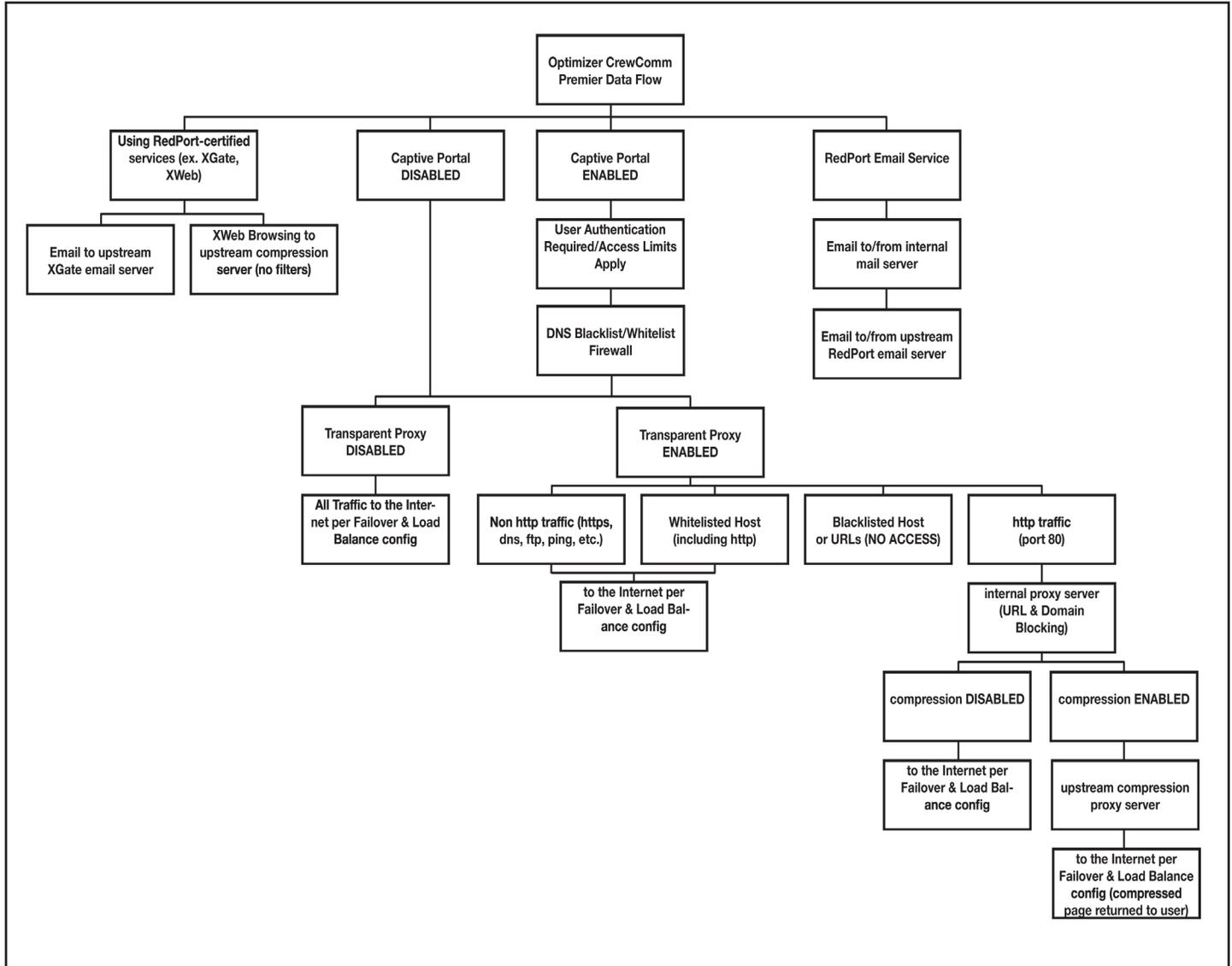
*The default Failover /Load Balancing configuration is as follows:



Setup is required for the GSM Interface

NOTE: All traffic to the Internet is subject to the firewall and load balance configuration. You can change the Failover configuration and you can Load Balance between and among the interfaces. For example, you can create rules to send all http traffic through the Wi-Fi Interface but never through the WAN ports. (See Chapter 12.9).

7.4.2. Data Flow - All Paths

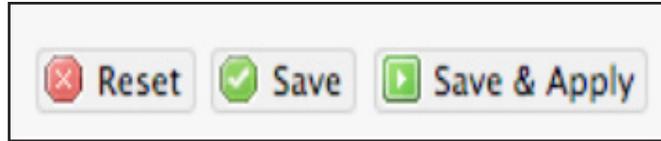


7.5. Navigating the User Interface

Access to the user interface depends upon how you log in to the router. There are two logins available: admin and superadmin. (See Chapter 8.1).

The user interface is divided into sections; use the tabs to access the required service or information.

On many pages in the user interface you will see three buttons in the bottom corners:



- **Reset:** Returns the page to its previous saved state.
- **Save:** Saves the changes but does not yet apply the changes.
- **Save & Apply:** Saves the changes and applies them to the router configuration. In some cases, the router must reboot to apply the change. If reboot is required, it will be noted on the page.

8. Getting Started - User Interface Access

In a typical situation, the Optimizer CrewComm Premier router arrives to you with the following services enabled:

- Internal Transparent Proxy for Web Filtering.
- SMS Messaging using smartphones (for compatible devices).
- GPS/NMEA Repeater.
- Voice Capability using smartphones (for compatible devices).
- Automatic Failover from Wi-Fi to GSM to WAN1 to WAN2 (**Note: GSM must be configured**).

There are also services available that are disabled:

- Web Compression (additional fees may apply).
- RedPort Email (additional fees may apply).
- GPS Tracking (additional fees may apply).
- RedPort VoIP for multi-user calls and SMS (additional fees may apply).

This guide is designed to help you understand how the router works so you can customize the configuration to meet your needs.

8.1. Access the Home Page

To access the router's Home page, you must log in to the router. This can be accomplished in several ways however, the most popular method is to:

1. Connect to the Wi-Fi Hotspot created by the router using a PC. Connect to the Wi-Fi Hotspot just like you would any other Wi-Fi connection:

On a Windows PC, go to: Windows Start > Control Panel > Network Connections.

On a MAC, go to: Apple > System Preferences > Network.

The Network Name will look something like: 'CrewCommWiFi-XXXX' where 'XXXX' is the last four digits of the Optimizer CrewComm Premier's Mac address. Click this wireless network.

For alternative Home Page access methods, see the Optimizer CrewComm Premier QuickStart Guide.

2. Open a web browser and type: 10.1.5.1:8080.

3. The Optimizer CrewComm Premier ships with two existing administrative accounts:

- Admin - for normal day-to-day operation by the onsite administrator.
- Superadmin - for configuration and maintenance by the installer/technician, etc.

8.1.1. Onsite Administrator Login (Admin)

Onsite Administrator: username=admin, password=webxaccess.

This login opens to the Home page and gives the onsite administrator access to portions of the user interface and the ability to perform common tasks such as:

- Send/receive email (if email is enabled).
- Manage crew email accounts (if email is enabled).
- Monitor the system status.
- Manage the local Wi-Fi setup (change the network name, password, etc.).
- Modify traffic routing if configured for Manual mode.
- Enable remote support for diagnostics and/or maintenance.
- Change the router password for the admin account, if necessary.
- Reboot the router, if necessary.

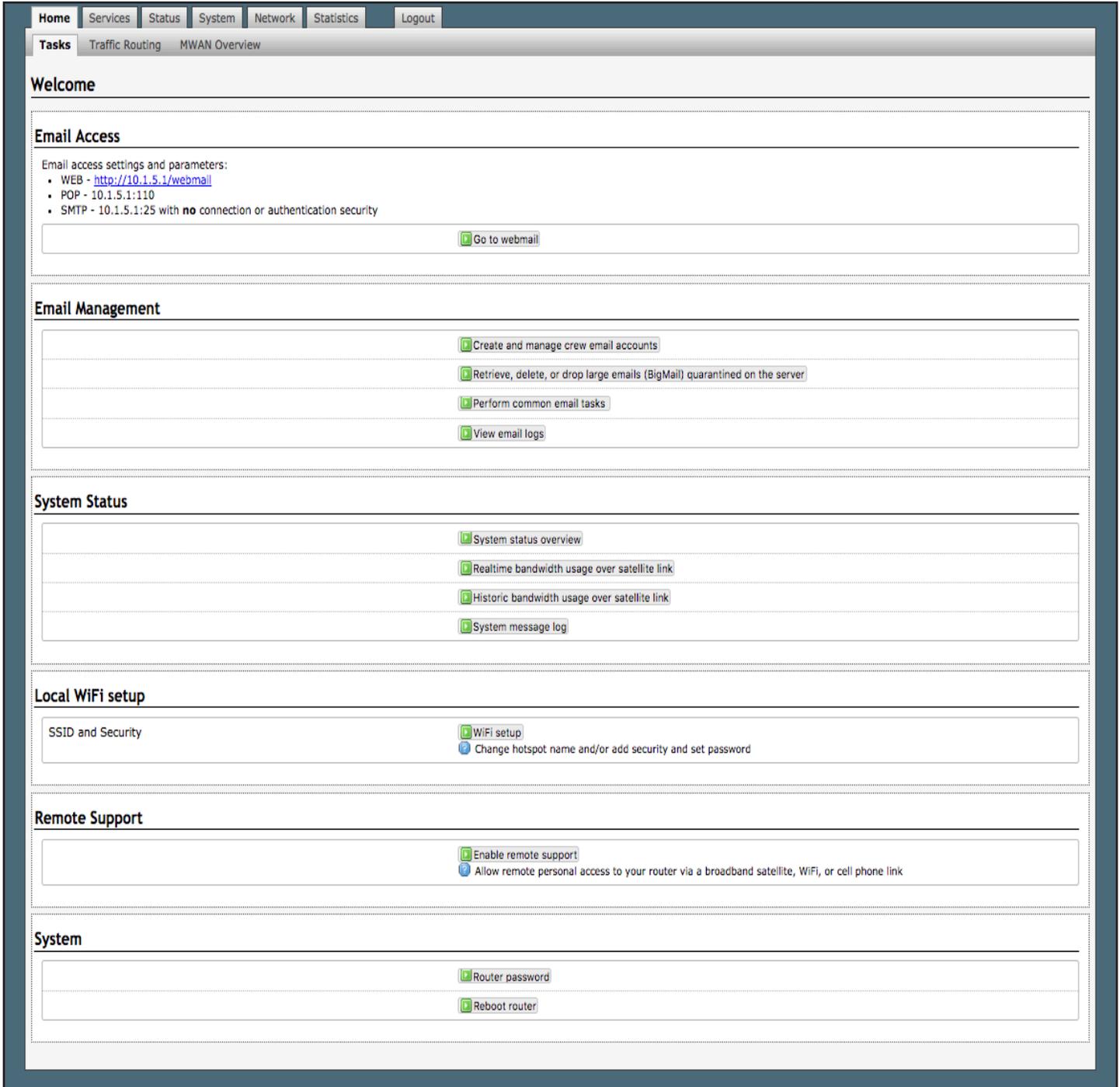
See the Optimizer CrewComm Premier Onsite Administrator Guide for information in administering the most-used features.

8.1.2. Installer/Network Administrator Login (Superadmin)

Technician: username=superadmin, password=webxaccess.

This login opens to the Home page and provides full access to the user interface for configuration and maintenance of the router.

Once logged in, you will see the router's Home page.



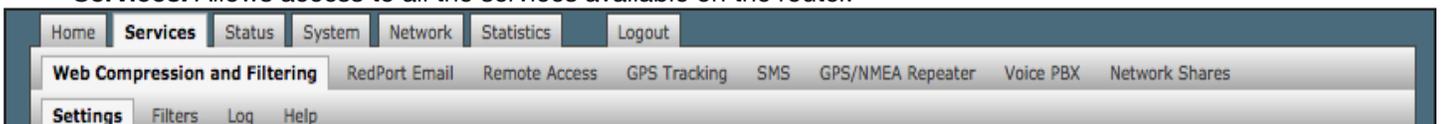
The screenshot shows the RedPort web interface home page. At the top, there is a navigation bar with tabs for Home, Services, Status, System, Network, Statistics, and Logout. Below this is a sub-navigation bar with 'Tasks' selected, showing 'Traffic Routing' and 'MWAN Overview'. The main content area is titled 'Welcome' and contains several sections:

- Email Access:** Includes email access settings and parameters (WEB, POP, SMTP) and a 'Go to webmail' button.
- Email Management:** Includes buttons for 'Create and manage crew email accounts', 'Retrieve, delete, or drop large emails (BigMail) quarantined on the server', 'Perform common email tasks', and 'View email logs'.
- System Status:** Includes buttons for 'System status overview', 'Realtime bandwidth usage over satellite link', 'Historic bandwidth usage over satellite link', and 'System message log'.
- Local WiFi setup:** Includes 'WiFi setup' and 'Change hotspot name and/or add security and set password'.
- Remote Support:** Includes 'Enable remote support' and 'Allow remote personal access to your router via a broadband satellite, WiFi, or cell phone link'.
- System:** Includes 'Router password' and 'Reboot router'.

This Home Page is the onsite administrator's gateway to the most used features. See the Optimizer CrewComm Premier Onsite Administrator Guide for Home Page details and use.

From the Home Page you have access to the remaining sections of the user interface.

Services: Allows access to all the services available on the router.



The screenshot shows the 'Services' section of the RedPort web interface. The navigation bar at the top is the same as in the previous screenshot. Below it, the 'Services' tab is selected, showing a list of services: Web Compression and Filtering, RedPort Email, Remote Access, GPS Tracking, SMS, GPS/NMEA Repeater, Voice PBX, and Network Shares. Below the service list, there is a 'Settings' tab with sub-tabs for 'Filters', 'Log', and 'Help'.

Each service is contained in its own tab under the Services section. This is where you will enable/disable the

services and configure them for use.

Status: Displays how much memory the router is using, who is connected via Wi-Fi and other information you may find useful.



The System Log contains detailed information of the router's performance. It will report error messages and can be useful when troubleshooting connection issues. Realtime Graphs report how much data is being using by the different interfaces. All Status information is Read Only.

System: Contains some of the router's basic settings for you to configure plus a few maintenance functions.



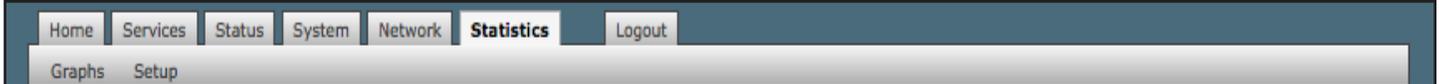
Use this section to set your time zone, change the 'admin' and/or 'superadmin' password, flash new firmware to the router, reboot the router if necessary. Profiles is a way to 'clone' the router configuration for use on another Optimizer CrewComm Premier router.

Network: Contains access to the network Interfaces, the Firewall, and Failover and Load Balancing setup.



Use this section to configure network interfaces, run diagnostics, or modify the firewall. You can also change the Failover sequence and configure the load balance.

Statistics: Contains information about resource usage.



8.2. How to Use with Default Setup

We ship the router ready for use as follows:

- Anyone with an existing Primary Account with a RedPort-certified compression email service (such as XGate) and/or web browsing account (such as XWeb) is able to immediately use the router to send/receive email or browse the web. There are no Internet access restrictions when using these services. They simply connect their computer, iOS or Android device to the Optimizer CrewComm Premier's wireless network, set the email Connection Type to "Optimizer CrewComm xxxx" where xxxx represents the satellite connection. See the XGate Help file for more information.
- Voice is enabled for use with compatible satellite devices using standard satellite airtime. (See Chapter 9.7).
- SMS is enabled for use with compatible satellite devices using standard satellite airtime. (See Chapter 9.4).
- Failover sequence is set to Automatic - Wi-Fi > GSM > WAN1 > WAN2. GSM must be configured for use. (See Chapter 12.8) and (See Chapter 12.9).
- Load Balance is set to ALL traffic through the one Active interface. (See Chapter 12.9).
- Firewall is Open allowing all traffic to pass. (See Chapter 12.6).

This out-of-the-box configuration works well for single broadband users with an XGate and/or XWeb primary account and can be suitable for the multi-interface, multi-user environment where each person has a separate primary XGate email and/or XWeb browsing account.

If in a mutli-user environment we recommend the optional RedPort Email service for easy access and management of crew accounts. (See Chapter 9.3) Additional fees may apply. Contact your service provider for current pricing.

Enabling Web Compression Service will direct all http traffic to the upstream compression proxy server and return a compressed page to the user. Ads are stripped out, text is compressed, images are resampled and more. On

average, you will experience 3-5x compression on http traffic, thereby increasing the speed of your connection and the effective per Mb cost of your connection. (See **Chapter 9.2**). Additional fees may apply. Contact your service provider for current pricing.

Transform your satellite device into a multi-user voice unit with the optional RedPort VoIP Service. Up to four users can send/receive phone calls and/or SMS (text) messages simultaneously. Experience significant price reduction in outbound calls when using VoIP in lieu of standard satellite airtime rates. Requires a supported satellite terminal. (See **Chapter 9.7**). Additional fees may apply. Contact your service provider for current pricing.

NOTE: This router is shipped to you with all WAN ports open, POP and SMTP are open to the WAN if you enable Email, if you enable the PBX it is listening on all ports. Without further configuration, this could leave you vulnerable to unwanted traffic. Please review (See **Chapter 8.3.1**) How to Secure Your Router.

8.3. Router Security

By default, your router is open to the Internet:

- WAN ports are open.
- Voice PBX, if enabled, is listening on all ports.
- POP and SMTP are open to the WAN, if Email is enabled.

This setup could leave you vulnerable to unwanted traffic. Note that ports open to the Internet on satellite systems that have public IP addresses are vulnerable to attackers that run dictionaries trying to guess usernames and passwords on the router. These dictionary attacks, at best, can result in large amounts of accounted traffic; and, at worst, they are a security breach that could endanger communications on the vessel. Systems open to the public Internet must take special precautions to secure the router from intrusion.

Web Proxy is not a problem, by default, unless you make changes since the software, by default, only listens to traffic on the LAN.

Before you block the WAN ports, read the next chapter. Blocking the WAN ports at this stage may lock you out of the router. We've built in some measures to help minimize that possibility, but please pay special attention when making router configuration modifications.

8.3.1. How to Secure Your Router *IMPORTANT*

First, confirm that the Disable anti-lock rule setting is "Unchecked" in System > System Settings. (See **Chapter 11.1**). If it is checked, you want to uncheck it to Enable the anti-lock rule. The anti-lock rule prevents the administrator from inadvertently locking him/herself out of the router when programming firewall rules.

Confirm that in Network > Firewall > Firewall Rules that the first rule "BLOCK WAN" is disabled. If you Enable (check) this rule you will lock yourself OUT of the router, unless the antilock rule is enabled (unchecked). If you lock yourself out of the router you must perform a factory reset.

Confirm that in Services > Web Compression and Filtering > Advanced that Listen Interfaces is set to LAN. Do not change this to WAN unless you desire proxy service through the WAN port. If changing the default configuration to listen on the WAN, then firewall rules must be created to allow access to the proxy listen port (port 3128 by default).

Go to System > Router Password and change the router password for both the "superadmin" and the "admin" access. (See **Chapter 11.2**).

If RedPort Email is enabled, the POP and SMTP servers are listening on ALL ports, so they are open to the WAN, leaving them vulnerable. If you enable RedPort Email, you should configure the firewall to block all but desired email traffic. (See **Chapter 12.6**). Note that the BLOCK WAN firewall rule, if enabled, will prevent access to these ports.

If Voice PBX is enabled, it is listening on all ports. You can specify the Interface to Listen or you can leave it to listen on all interfaces and use a firewall rule to restrict traffic (See **Chapter 12.6**). Note that the BLOCK WAN firewall rule, if enabled, will prevent access to these ports.

If planning to access the web user interface over the WAN port, then create firewall rules with higher precedence than the BLOCK ALL rule that allow traffic from your Internet IP address to the router.

NOTE: Ports 80, 443 and 22 are open, if not disabled.

When you have completed and tested your configuration and are confident that it is working as desired, you can remove the Anti-Lock rule in System > System Settings. (See **Chapter 11.1**).

Now you can Enable the BLOCK ALL from WAN firewall rule in Network > Firewall > Firewall Rules.

9. Services

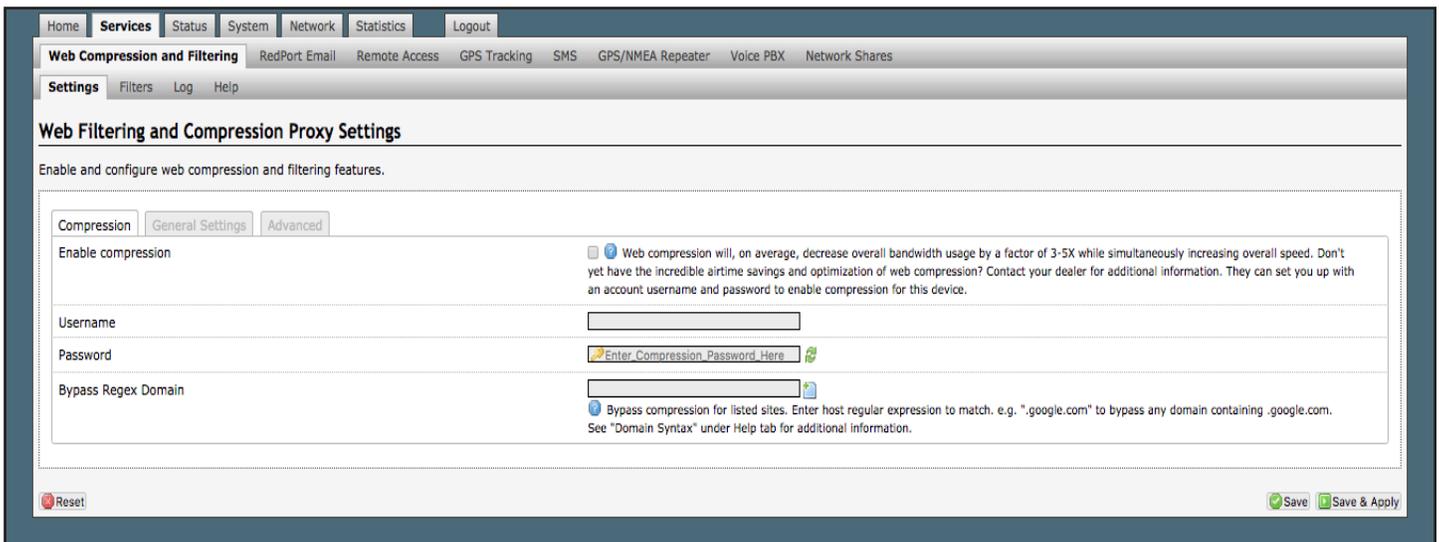
9.1. Web Compression and Filtering

This section is used to:

- Configure filters for the internal proxy server when compression is not enabled.
- Enable compression so that traffic is passed to the upstream proxy server.
- Configure filters for the proxy server (internal or upstream).
- View traffic logs.

9.1.1. Settings

Requires 'superadmin' login.



The screenshot shows the 'Web Filtering and Compression Proxy Settings' page. The page title is 'Web Filtering and Compression Proxy Settings'. Below the title, there is a description: 'Enable and configure web compression and filtering features.' The page has three tabs: 'Compression', 'General Settings', and 'Advanced'. The 'Compression' tab is selected. Under this tab, there is a section for 'Enable compression' with a checkbox that is checked. To the right of the checkbox is a note: 'Web compression will, on average, decrease overall bandwidth usage by a factor of 3-5X while simultaneously increasing overall speed. Don't yet have the incredible airtime savings and optimization of web compression? Contact your dealer for additional information. They can set you up with an account username and password to enable compression for this device.' Below this, there are input fields for 'Username' and 'Password'. The 'Password' field has a placeholder text 'Enter Compression Password Here' and a green eye icon. There is also a 'Bypass Regex Domain' field with a placeholder text and a blue eye icon. Below this field is a note: 'Bypass compression for listed sites. Enter host regular expression to match. e.g. ".google.com" to bypass any domain containing .google.com. See "Domain Syntax" under Help tab for additional information.' At the bottom left, there is a 'Reset' button. At the bottom right, there are 'Save' and 'Save & Apply' buttons.

9.1.1.1. Compression

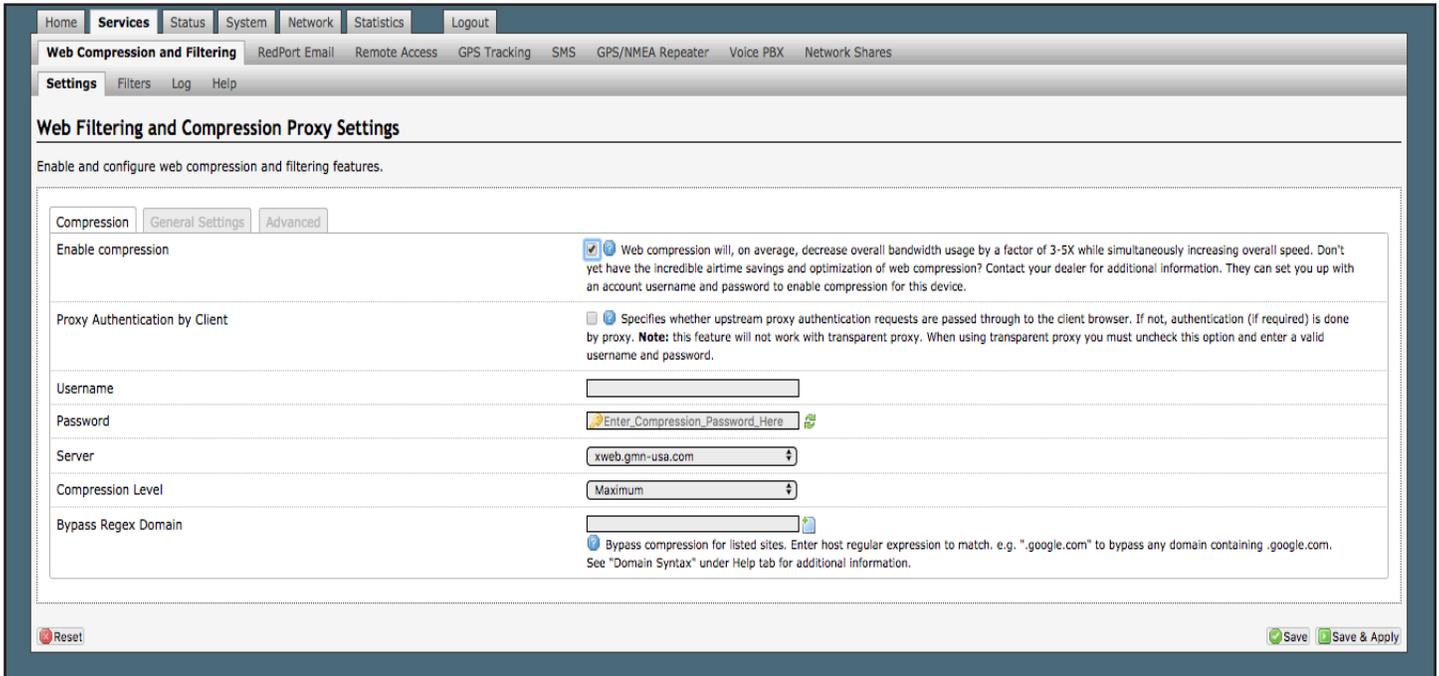
Requires 'superadmin' login.

By default, the router is shipped with web compression Disabled. Web compression is a premium service that carries an additional charge. Contact your service provider for details and pricing.

- **Enable Compression:** If you have purchased Shared Web Compression service, click the check box to Enable compression. The page will expand, see With Compression Enabled below.

- **Username:** Enter the Username given to you by your service provider. This username is specific to the compression service.
- **Password:** Enter the Password given to you by your service provider. This password is specific to the compression service.
- **Bypass Regex Domain:** This is the ‘whitelist’ of sites that should not be compressed. To add a site, click the Add icon. Proper syntax must be used to successfully bypass compression. See the Help tab for guidance and examples of using regular expressions.

With Compression Enabled, the page expands to reveal Proxy Authentication by Client, Server, and Compression Level.



The screenshot shows a web interface for 'Web Filtering and Compression Proxy Settings'. The page has a navigation bar with 'Home', 'Services', 'Status', 'System', 'Network', 'Statistics', and 'Logout'. Below the navigation bar, there are tabs for 'Web Compression and Filtering', 'RedPort Email', 'Remote Access', 'GPS Tracking', 'SMS', 'GPS/NMEA Repeater', 'Voice PBX', and 'Network Shares'. The 'Settings' tab is active, with sub-tabs for 'Filters', 'Log', and 'Help'. The main content area is titled 'Web Filtering and Compression Proxy Settings' and includes a description: 'Enable and configure web compression and filtering features.' There are three tabs: 'Compression', 'General Settings', and 'Advanced'. The 'Compression' tab is selected. It contains several settings:

- Enable compression:** A checked checkbox with a help icon. The help text states: 'Web compression will, on average, decrease overall bandwidth usage by a factor of 3-5X while simultaneously increasing overall speed. Don't yet have the incredible airtime savings and optimization of web compression? Contact your dealer for additional information. They can set you up with an account username and password to enable compression for this device.'
- Proxy Authentication by Client:** An unchecked checkbox with a help icon. The help text states: 'Specifies whether upstream proxy authentication requests are passed through to the client browser. If not, authentication (if required) is done by proxy. Note: this feature will not work with transparent proxy. When using transparent proxy you must uncheck this option and enter a valid username and password.'
- Username:** An empty text input field.
- Password:** A text input field with a placeholder 'Enter Compression Password Here' and a green eye icon to toggle visibility.
- Server:** A dropdown menu with 'xweb.gmn-usa.com' selected.
- Compression Level:** A dropdown menu with 'Maximum' selected.
- Bypass Regex Domain:** A text input field with a help icon. The help text states: 'Bypass compression for listed sites. Enter host regular expression to match. e.g. ".google.com" to bypass any domain containing .google.com. See "Domain Syntax" under Help tab for additional information.'

 At the bottom of the form, there are 'Reset', 'Save', and 'Save & Apply' buttons.

- **Proxy Authentication by Client:** If this is checked, then the authentication happens at the user end, which means that when a user goes to any web page, they will be prompted for a username and password.
- **Server:** Do not change this unless instructed to do so by your service provider.
- **Compression Level:** Set the level of compression that meets your needs. Those on entry level airtime plans should click “Maximum”. Those on high data plans may prefer “Standard” or “Minimum”.

9.1.1.2. General Settings

Requires ‘superadmin’ login.

Home Services Status System Network Statistics Logout

Web Compression and Filtering RedPort Email Remote Access GPS Tracking SMS GPS/NMEA Repeater Voice PBX Network Shares

Settings Filters Log Help

Web Filtering and Compression Proxy Settings

Enable and configure web compression and filtering features.

Compression General Settings **Advanced**

Enable Web Proxy Enable/Disable web proxy service.

Transparent Proxy Enable Transparent proxy. i.e. transparently redirect HTTP web traffic to the web proxy for filtering and/or compression without having to modify the end user's browser settings.
Caution: Enabling transparent mode requires opening TCP ports 53 (DNS), 80 (HTTP), and 443 (HTTPS) which can (will) result in high traffic usage.
Note: This mode is not compatible with the captive portal. The captive portal, if enabled, will disable this feature automatically to prevent conflicts.

Reset Save Save & Apply

9.1.1.3. Advanced Settings

Requires 'superadmin' login.

Under normal operating conditions there is little to change here. See the next page for exceptions.

Home Services Status System Network Statistics Logout

Web Compression and Filtering RedPort Email Remote Access GPS Tracking SMS GPS/NMEA Repeater Voice PBX Network Shares

Settings Filters Log Help

Web Filtering and Compression Proxy Settings

Enable and configure web compression and filtering features.

Compression General Settings **Advanced**

Filtering Enable/Disable content filtering.

Default filtering scheme: Light
 Filtering makes changes to the webpages to either help with compression or filter content by removing it before loading on the users' page. Filtering schemes are as follows:
Light - Safe for all sites. Most content will remain on page with little modification to the original content.
Moderate - Safe for most sites. Moderate content filtering with removal of some elements.
Aggressive - Reasonable privacy protection with best bandwidth utilization but require some exceptions for trusted sites, most likely because of cookies or SSL.

Listen address: 8128
 Bind proxy to interface IP address and port number using [ipaddress:port] formatting. Omit IP address to bind to all interfaces.

Listen interfaces:
 LAN - 192.168.10.1
 WAN - 192.168.0.70
 192.168.90.1
 192.168.11.1
 10.1.5.1
 Bind proxy to the following interfaces

Enforce Blocks Whether the user is allowed to ignore blocks and can "go there anyway".

Buffer Limit: 4096
 Maximum size of the buffer for content filtering.

Forwarded Connect Retries: 2
 How often the Proxy retries if a forwarded connection request fails.

Keep Alive Timeout: 300
 Number of seconds after which an open connection will no longer be reused.

Socket Timeout: 300
 Number of seconds after which a socket times out if no data is received.

Log Rotation: weekly
 Log rotation schedule.

Debug Level: 4096 8192
 Key values that determine what information gets logged. 1 = Log the destination for each request the Proxy lets through. 4096 = Startup banner and warnings. 8192 = Non-fatal errors.

Reset Save Save & Apply

Some items of interest include:

- **Default Filtering Scheme:** This setting affects the amount of content filtering that is applied to a web page by removing elements before presenting it to the end user. It determines the amount of filtering to be done to the page. “Light” has the least impact and is not recommended for those on low data airtime plans. “Aggressive” has the most impact and is suggested for the best bandwidth utilization. The Aggressive setting blocks YouTube, flash, etc.
- **Debug Level:** The settings here determine what will show on the Web Compression and Filtering ‘Log’ page. Adding the debug level of “1”, all URLs will be logged and will appear on the Log page, one line per URL.

NOTE: Utilization of debug level 1 is not recommended for normal operation. The Log files are kept in RAM and with debug level 1 activated you run the risk of RAM filling up, the Swap Partition filling up and the router may crash.

BEST PRACTICE: Activate debug level 1 for testing that your setup is working as you intend, i.e. the proxy server working as expected, whitelists and blacklists are working. Deactivate debug level 1 when testing is complete.

9.1.2. Filters

Requires ‘superadmin’ login.

By default, you have control over what sites are ALLOWED (whitelist) and what sites are BLOCKED (blacklist) and some control over content filtering without having compression enabled. See next page for details.

Home Services Status System Network Statistics Logout

Web Compression and Filtering RedPort Email Remote Access GPS Tracking SMS GPS/NMEA Repeater Voice PBX Network Shares

Settings Filters Log Help

Filters

List of domains and/or urls which override the default filtering scheme defined in settings, i.e. exceptions to default filtering scheme.

Fragile sites that should not be filtered
List of domains and paths for complex sites that require minimal interference such as ".office.microsoft.com" and "www.apple.com". See Help for "Domain and Path Syntax".

Clear

Sites which should be blocked
List of domains and paths for sites which should be blocked such as ".windowsupdate.microsoft.com" or ".update.". Use "/" to block all sites then white list specific ones below. See Help for "Domain and Path Syntax".

Clear

Sites which are allowed
List of domains and paths for sites which should be allowed. This list overrides the block list above. See Help for "Domain and Path Syntax".

Clear

Reset Submit

There are three filter categories:

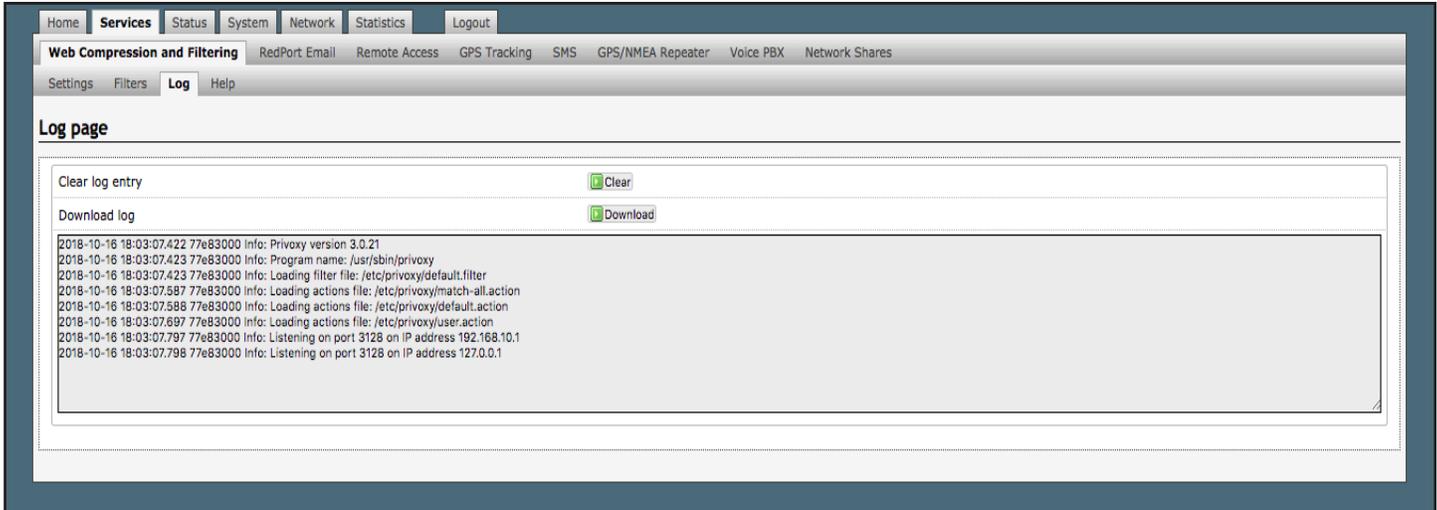
- **Fragile Sites:** List sites that you want the content kept intact without any modification.
- **Sites Blocked:** The blacklist; users are prevented from viewing these sites.
- **Sites Allowed:** The whitelist; these sites are allowed for viewing. This list overrides the blocked list.

Filters respond to POSIX Regular Expressions (**See Chapter 9.2.4**). Example: If you place a slash (/) in Sites Blocked then the entire Internet is blocked (blacklist). Enter the whitelist in the Sites Allowed section. If any of the allowed sites should be accessed without any content filtering, enter that site in the Fragile sites section as well.

9.1.3. Log

Requires 'superadmin' login.

The Log shows activity on the router. How much activity is logged is determined by the entry in Web Compression and Filtering > Settings > Advanced > Debug Level. Descriptions of debug levels can be found in the Help tab (**See Chapter 9.2.4**).



Log files are kept in RAM and are rotated weekly, by default. You can change the Log Rotation schedule in Web Compression and Filtering > Settings > Advanced > Log Rotation.

Log files can be downloaded to a .csv file if history must be maintained.

9.1.4. Help

Requires 'superadmin' login.

For your convenience the Help page includes:

- A list of Debug Levels and their description.
- A brief explanation and some examples of the POSIX Regular Expressions that must be used for the Domain and/or Path Syntax when creating Filters.

If you are unfamiliar with POSIX regular expressions, a web search should reveal more detailed explanations and tutorials.

9.2. RedPort Email

Requires 'superadmin' login.

This is a full-featured Crew solution that runs on the router. RedPort email is designed specifically for use over satellite connections. It uses block compression, mid-file restart, bigmail quarantine and more to maximize data transfers.

Once enabled, the onsite administrator can manage email for the entire crew. The users can log in to a webmail program to view their email, so they do not need special software on their computer or device. The Optimizer CrewComm Premier is a POP and SMTP server as well, so users can access email using their preferred email client instead of webmail access, if desired.

Contact your service provider for details and pricing.

The onsite administrator using the 'admin' login to the user interface does not have access to the RedPort Email Settings.

9.2.1. Enable and Configure RedPort Email

Requires 'superadmin' login.

In the RedPort Email General Settings:

General Settings	Webmail Settings	Network Settings	Log Settings	Mail Filtering
Enable email server	<input checked="" type="checkbox"/>			
Main identity userid	<input type="text" value="Enter_Main_Identity_UserID_Here"/> <small>ⓘ A main identity must be configured to use the mail system. Contact your provider for a main identity username and password.</small>			
Main identity password	<input type="text" value="Enter_Main_Identity_Password_Here"/> 			
Domain	<input type="text" value="redportglobal.com"/> <small>ⓘ Default email domain.</small>			
Update interval(min)	<input type="text" value="60"/> <small>ⓘ Send/Receive email to/from server at this interval in minutes.</small>			
Send and Receive mail concurrently	<input type="checkbox"/> ⓘ A duplex channel allowing email to be sent and received at the same time will be created if this option is selected.			
<input type="button" value="Reset"/> <input type="button" value="Save"/> <input type="button" value="Save & Apply"/>				

1. Enable Email Server: Click the check box to enable email.
2. Main Identity Userid: Enter the username assigned to the Main Identity Primary Account for email, as given to you by your service provider.
3. Main Identity Password: Enter the password assigned to the Main Identity Primary Account, as given to you by your service provider.
4. Update Interval: This is how often (expressed in minutes) the mail program will automatically log in to the satellite device to send any pending email and to receive any email pending. The default is set to 60 minutes but can be modified to fit business needs. (See Appendix A of the RedPort Email Guide for information on email block compression and its impact on Update intervals.)
5. Click <Save>.

NOTE: Typically, the Main Identity is the onsite email administrator. The Main Identity must be a Primary Account. There must be at least one primary account present on the system before sub/crew accounts can be created. (See **Chapter 9.3.2**) for more information regarding primary accounts.

6. Go to the Connection tab:

7. Click on <Network Connection> to open up the drop-down menu.

- Optimizer Globalstar
- Optimizer Thuraya
- Optimizer Iridium Pilot
- Sattrans WiFi CS Thuraya
- JRC Fleet Broadband
- Optimizer HNS BGAN
- Optimizer MSAT CAN
- Sabre1
- Optimizer GSM
- Sattrans WiFi CS Iridium
- Optimizer Iridium Handset
- ✓ Network Connection
- Sailor Fleet One
- Sailor Fleet Broadband
- SAT-FI
- Aurora
- Optimizer Isatphone
- Optimizer MSAT USA
- Explorer BGAN(100/110)
- Iridium OpenPort
- Skipper FBB and AddValue Fleet One
- Explorer BGAN(not 100/110)
- HNS BGAN

8. Click the appropriate setting for your satellite connection method. This tells the router which satellite device you are using and instructs the router to bring up the connection prior to attempting to send email. Otherwise, it will attempt to send email before the connection is up and because it cannot open the socket to the server it will fail due to a timeout error.

The router supports both Managed and Unmanaged connections for broadband terminals.

9. Click <Save & Apply> to apply the change.

For more comprehensive information about RedPort Email setup and use, please see the separate document, Optimizer CrewComm - RedPort Email Guide.

9.2.2. Primary Accounts

Requires 'superadmin' login.

The Main Identity must be a Primary Account. There must be at least one primary account present on the system. The username and password are assigned to you by your service provider.

Typically, there is only one Primary Account, however RedPort Email allows access to multiple primary accounts, if needed. For example, a fleet manager that travels from vessel to vessel would have a primary account and would need access to that account from each vessel in the fleet.

Primary accounts have access to email whether on or off the vessel as the account exists on the GMN/RedPort mail servers.

Primary accounts also have access to Filters to customize settings to meet the account needs. These filters include:

- Mail Management including BigMail (See RedPort Email Guide for details).
- Inbound Mail Filter (See RedPort Email Guide for details).
- Outbound Mail Filter (See RedPort Email Guide for details).

The Primary Account receives all Email system messages.

The email address of the primary account will be: username@redportglobal.com. See Appendix A of the RedPort Email Guide for information on using a custom domain name for the email address.

BEST PRACTICE: The Main Identity Primary Account is reserved for the Onsite Email Administrator. The Onsite Email Administrator does NOT have a crew/sub account. With this arrangement, the Onsite Email Administrator will receive the system messages that cannot be viewed via a crew/sub account.

Once the Primary Account is setup, the onsite administrator can setup and manage the sub/crew accounts.

Please see the RedPort Email Guide for comprehensive information on the use of RedPort Email service.

9.3. SMS Messaging

Requires 'superadmin' login.

If using a compatible satellite device, it is possible to send and receive SMS messages directly from the Optimizer CrewComm Premier router and to route incoming SMS messages to one or more smartphones connected to the local wireless network.

9.3.1. SMS Settings

Requires 'superadmin' login.

Use Settings to enable and configure the SMS parameters.

Home Services Status System Network Statistics Logout

Web Compression and Filtering RedPort Email Remote Access GPS Tracking SMS GPS/NMEA Repeater Voice PBX Network Shares

Settings Management

sms parameters

configure the parameters for SMS

Enabled	<input type="checkbox"/>
interval in seconds between LOCAL send attempts	<input type="text" value="240"/>
number of days that messages stay in queue when receiving messages	<input type="text" value="8"/>
Satellite device	<input type="text" value="Iridium"/>
Check for received messages (in seconds)	<input type="text" value="360"/>
Configure extensions to receive SMS	<input checked="" type="checkbox"/> Redirect



1. Click the check box to enable SMS.
2. Click the appropriate Satellite device from the drop-down menu.
3. Click <Save & Apply>.

9.3.2. Configure SIP Extensions to Receive SMS Messages

Requires 'superadmin' login.

With SMS enabled, click <Redirect> (see SMS Settings screen above) to configure which extensions are to receive incoming SMS messages.

Home Services Status System Network Statistics Logout

Web Compression and Filtering RedPort Email Remote Access GPS Tracking SMS GPS/NMEA Repeater Voice PBX Network Shares

Settings Extensions CDR Logs Sat SIP Trunk RedPort VoIP

Extensions

Analog RJ-11 Telephone

Payment Mode

SIP Extensions

Ring	SMS	Extension	Password	Caller ID	Description	
		Value larger than 200	SIP extension password	Free text	You may enter a description here for your reference	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="201"/>	<input type="text" value="1234"/>	<input type="text" value="201"/>	Captain line	<input type="button" value="Delete"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="202"/>	<input type="text" value="1234"/>	<input type="text" value="202"/>	Crew line 1	<input type="button" value="Delete"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="203"/>	<input type="text" value="1234"/>	<input type="text" value="203"/>	Crew line 2	<input type="button" value="Delete"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="204"/>	<input type="text" value="1234"/>	<input type="text" value="204"/>	Crew line 3	<input type="button" value="Delete"/>

To enable an extension to receive SMS messages, use the check box in the SMS column. For more information on configuring SIP Extensions see (See **Chapter 9.7.1**).

9.3.3. How to Send/Receive SMS Messages

To use a smartphone or tablet to send/receive SMS messages requires XGate Phone App installed on the smartphone or tablet. The XGate Phone App can be found in Apple iTunes App Store for iOS devices and the Google Play store for Android devices.

Using the smartphone or tablet Settings, connect to the Optimizer CrewComm Premier wireless network 'CrewCommWiFi-xxxx'.

Open the XGate Phone App. Click <Chat> to send a SMS message or to view a SMS message received.

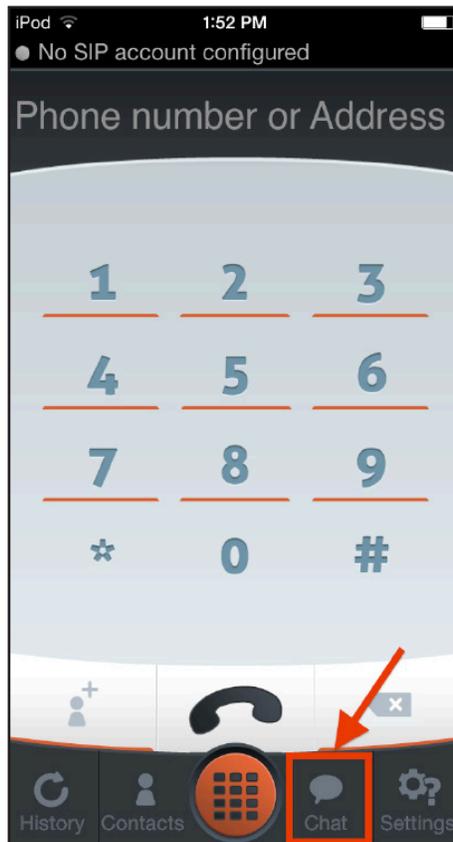
Only one SMS message can be sent at a time. Standard SMS message rates apply.

Multi-user Voice and SMS is possible with the optional RedPort VoIP service. Contact your service provider for details.

9.3.4. SMS Management

Requires 'superadmin' login.

With SMS enabled you can send SMS messages directly from the Optimizer CrewComm Premier user interface and you can manage SMS messages that have been sent and received.



Home **Services** Status System Network Statistics Logout

Web Compression and Filtering RedPort Email Remote Access GPS Tracking **SMS** GPS/NMEA Repeater Voice PBX Network Shares

Settings **Management**

Management

Create Message

Destination phone number or email address

Enter your SIP extension

Message

Send message

Received Messages

Filename	From	Message	Date	Respond	delete	Select
<i>This section contains no values yet</i>						

Sent Messages

Filename	to	Message	Date	Delete	Select
<i>This section contains no values yet</i>					

Remove messages

Select all messages	<input type="checkbox"/> Select
Delete selected messages	<input type="checkbox"/> Delete Selected
Delete all sent messages	<input type="checkbox"/> Delete All Sent
Delete all received messages	<input type="checkbox"/> Delete All Received
Delete all messages in local queue	<input type="checkbox"/> Delete All Queued

9.4. GPS Tracking

Requires 'superadmin' login.

If you wish to have tracking service using your satellite device, the RedPort Optimizer CrewComm offers GPS Tracking service powered by GSatTrack or Tracking service via SMS message.

9.4.1. Tracking Powered by RedPort with GSatTrack

Requires 'superadmin' login.

Using a GPS-enabled satellite device, the Optimizer CrewComm Premier can be configured to submit position reports to a central database for viewing on the tracking website.

This tracking service must be purchased separately. See your satellite service provider for details.

The screenshot shows the 'GPS Tracking' configuration page. At the top, there is a navigation bar with 'GPS Tracking' highlighted. Below this, the 'Tracking Parameters' section includes a checkbox for 'Enable Tracking' (checked) and a text input for 'Tracking Interval' set to '60'. The 'Tracking powered by RedPort' section lists several satellite options with checkboxes: 'INMARSAT FleetBroadband' (checked), 'Iridium OpenPort/Pilot', 'INMARSAT Isatphone', 'VSAT or broadband satellite', 'Globalstar phone', and 'Iridium terminal/Aurora/MCG-101'. The 'Tracking via SMS' section includes checkboxes for 'INMARSAT Isatphone' and 'Iridium terminal/Aurora/MCG-101', a text input for 'Recipient Email Address' (containing 'user@domain.com'), and a text input for 'Vessel name'. At the bottom right, there are 'Save' and 'Save & Apply' buttons.

1. Enable Tracking by clicking the check box.

2. Enter the Tracking Interval in minutes; the default is set to hourly reporting (60 minutes). This means that every 60 minutes a position report will be transmitted over the satellite link. Keep in mind that standard airtime charges will apply to each position report. Adjust the Tracking Interval to meet your needs.

2. Go to Tracking powered by RedPort and click the satellite terminal you are using.

NOTE: A valid NMEA/GPS feed is required when using some satellite devices.

3. Click <Save & Apply>.

9.4.2. Tracking via SMS

Requires 'superadmin' login.

If using certain satellite devices, GPS information can be sent to an email address using your satellite provider's SMS service. Standard SMS charges may apply; check with your satellite airtime provider for details.

Tracking

Tracking Parameters

Enable/disable tracking and set parameters. Standard airtime charges apply.

General Tracking Parameters

Enable Tracking	<input type="checkbox"/>
Tracking Interval	<input style="width: 150px;" type="text" value="60"/> <small>Specify the tracking interval in minutes.</small>

-- / / --

Tracking via SMS

Send GPS information to an email address using satellite provider's SMS service

INMARSAT Isatphone	<input type="checkbox"/>
Iridium terminal/Aurora/MCG-101	<input type="checkbox"/> <small>A valid NMEA/GPS feed is required.</small>
Recipient Email Address	<input style="width: 150px;" type="text" value="user@domain.com"/> <small>Enter a valid email address. Also used for SOS messages.</small>
Vessel name	<input style="width: 150px;" type="text"/> <small>Enter optional vessel name and/or other free text.</small>

Reset

1. Enable Tracking by clicking the check box.
 2. Enter the Tracking Interval in minutes; the default is set to hourly reporting (60 minutes). This means that every 60 minutes a position report will be transmitted via the SMS service provided by your satellite provider network. Keep in mind that standard SMS charges may apply to each position report. Adjust the Tracking Interval to meet your needs.
 3. Go to Tracking via SMS and click which satellite device you are using. At this time, tracking via SMS is available with the Inmarsat IsatPhone, Iridium handheld 9575 Extreme, Iridium GO! or an Iridium terminal such as the Pilot.
- NOTE:** A valid NMEA/GPS feed is required when using an Iridium terminal.
4. Enter the recipient's email address. The SMS message with the GPS information will be sent to this email address at the interval entered in Step 1.
 5. Click <Save & Apply>.

9.5. GPS/NMEA Repeater

Requires 'superadmin' login.

The Optimizer CrewComm Premier supports USB and RS-232 NMEA devices allowing multiple applications to share the GPS/NMEA data. If you have a NMEA RS-422 device, adding a RS-422 to RS-232 converter to your setup may allow the sharing of data.

The Optimizer CrewComm does not transmit data but can be configured to receive and repeat GPS/NMEA data from:

- A USB connected GPS or NMEA device.

- A serial port connected GPS or NMEA device with appropriate USB to Serial Adapter.

9.5.1. Equipment Setup

A physical connection is required from the source (GPS/NMEA device) to the Optimizer CrewComm.

9.5.1.1. USB NMEA Device

When using a NMEA device that supports a USB connection, connect the NMEA device to the USB port on the rear of the Optimizer with an appropriate USB to NMEA device cable as indicated by the NMEA device manufacturer.



NOTE: It is not recommended to have a USB Satphone and GSM modem connected at the same time via a USB Hub. It may create conflicts.

The Optimizer CrewComm Premier will broadcast the GPS signal over Wi-Fi, so you can connect your computer to the Wi-Fi network in order to establish a successful connection with your destination software.

9.5.1.2. RS-232 NMEA Device

With Serial Port Connector:

When using a NMEA device with Serial Port connection, a USB to Serial Adapter (PL-2303HX or FTDI Chip) is required.

NOTE: While all standard USB to serial adapters may work, the PL-2303HX and the FTDI Chip are the only USB to Serial Adapters that we recommend as compatible with the RedPort Optimizer CrewComm Premier.



Connect the NMEA device to the USB port on the rear of the Optimizer CrewComm with an appropriate USB to Serial Adapter.

The Optimizer CrewComm will broadcast the GPS signal over Wi-Fi, so you can connect your computer to the Wi-Fi network in order to establish a successful connection with your destination software.

Without Serial Port Connector:

Some NMEA devices do not have a serial port; instead they have a group of wires extending from the back or bottom of the unit. These devices require proper wiring to a serial port.

As the Optimizer CrewComm Premier does not transmit, it only repeats the data you will only need two of the wires. The Receive (RD) wire goes to pin 2 and the Ground (SG) wire goes to pin 5.

A simple solution is to use a terminal block as shown here. Simply connect the RD wire to pin 2 and the SG wire to pin 5. Then connect the terminal block to a PL-2302HX or a FTDI Chip USB to serial adapter as noted above.



9.5.1.3. Connecting Multiple NMEA Devices

It is possible to connect up to four NMEA devices if you have the proper hardware. It will require a USB to RS-232 4-port Hub or a RS-232 4-port terminal block that you would simply plug into the Optimizer CrewComm USB port.

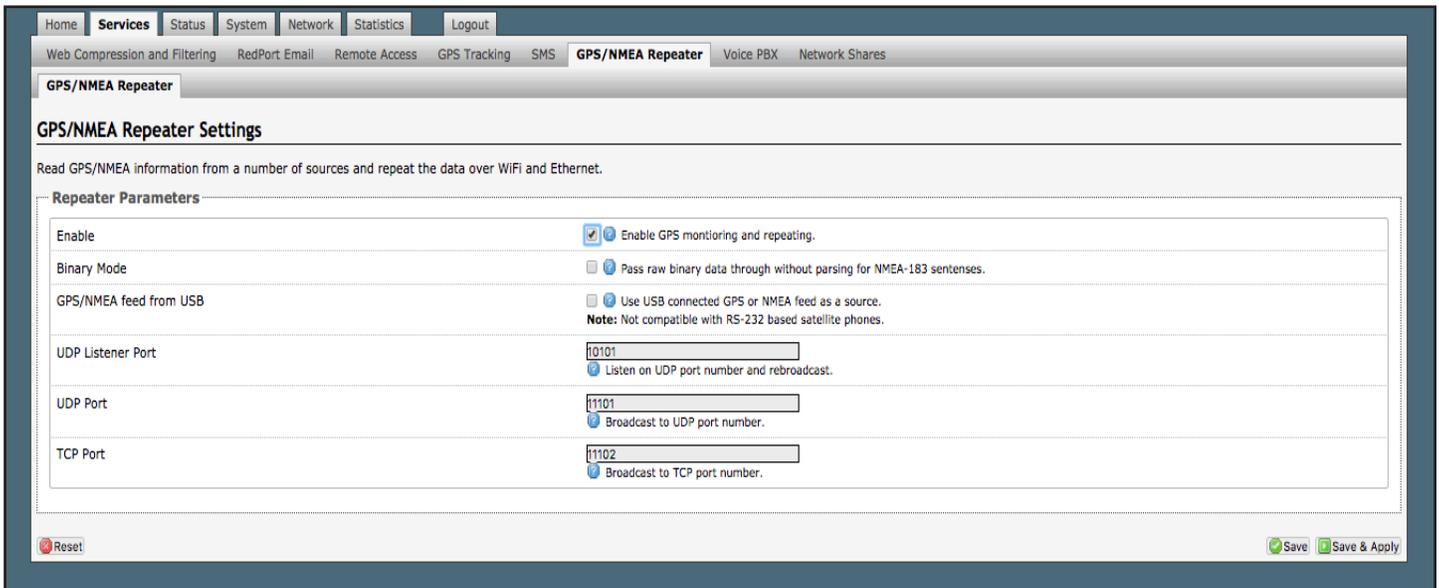
NOTE: The RedPort Optimizer CrewComm Premier supports RS232. If you have a NMEA RS-422 device, adding a properly wired RS-422 to RS-232 converter to your setup may allow the sharing of data.



9.5.2. GPS/NMEA Repeater Parameters Configuration

Requires 'superadmin' login.

In order for the destination software to properly route the GPS data you must configure the GPS/NMEA Repeater Parameters in the Optimizer CrewComm Premier User Interface.



1. Enable - Click this check box to Enable GPS monitoring and repeating.
2. GPS/NMEA feed from USB - Click this when connecting a GPS or NMEA device via USB cable.
3. NMEA Baud Rate - Using the drop-down menu, click the baud rate required for the destination software. By default, most NMEA 183 devices (GPS) and applications use 4800 baud for this setting.
4. UDP Listener Port - Enter the UDP port number that the GPS is connected to. The default is set to the standard UDP Listener Port for NMEA 183 devices of 10101.

5. UDP Port - Enter the UDP port number to broadcast the GPS data to. The default is set to the standard UDP Port for NMEA 183 devices of 11101.

NOTE: Configure the destination software to match this port number; or, change this entry to match the requirements of the destination software.

6. TCP Port - Enter the TCP port number to broadcast the GPS data to. The default is set to the standard TCP Port for NMEA 183 devices of 11102.

NOTE: Configure the destination software to match this port number; or, change this entry to match the requirements of the destination software.

The data will be broadcast to both the UDP Port and the TCP Port. It is important to make sure that these two ports are NOT set to the same port number.

To use the GPS Repeater feature, your computer must be connected to the Optimizer CrewComm Wi-Fi network or directly connected to one of the Optimizer CrewComm Ethernet ports (i.e. the BIZ port and the WAN ports, by default, are open).

9.6. Voice PBX

Requires 'superadmin' login.

Users with smartphones can send/receive voice calls and SMS messages over the following satellite communication setups:

- Sailor FBB terminal - requires XGate Phone app*. (**See Chapter 9.7.4**).
- IsatHub iSavi - requires IsatHub Control app and either IsatHub Voice app or XGate Phone app*. (See Optimizer CrewComm Voice iSavi Addendum for information on how to pair the iSavi with the Optimizer CrewComm Premier).
- Any satellite terminal with a RJ-11 port - requires XGate Phone app* AND an ATA adapter. (We support the Grandstream HT701 and the Cisco SPA 112).

This configuration allows one voice call or one SMS message at a time and standard satellite voice airtime rates apply.

Multi-Voice capability is available with the optional RedPort VoIP service on most satellite terminal. This VoIP service allows you to make calls for less than standard satellite voice airtime costs and allows up to four users sending/receiving phone calls and/or SMS messages simultaneously. (**See Chapter 9.7.5**).

As of this writing, Multi-VoIP is compatible with the following:

- FBB
- BGAN
- VSAT
- RedPort Aurora
- Iridium Pilot
- Thuraya IP
- IsatHub iSavi

The RedPort Optimizer CrewComm Premier allows unlimited SIP extensions with free local calling and text messaging within your local area network using the XGate Phone app*.

*XGate Phone app is available for free in the Apple iTunes App Store and in the Google Play store.

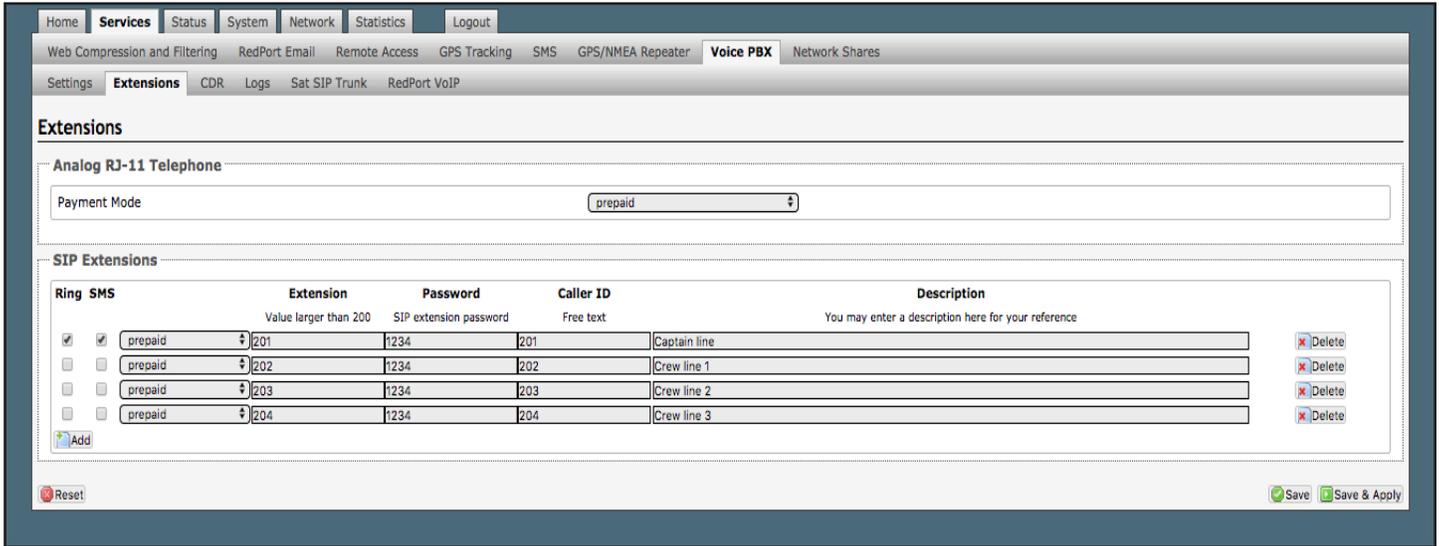
9.6.1. Setup Extensions

Requires 'superadmin' login.

By default, there are 4 extensions enabled. Extension 201 is enabled for inbound and outbound calling. The remaining extensions are enabled but are configured for outbound calling only.

Incoming calls will ring on those extensions with Ring enabled.

To enable Ring (or SMS) on an extension simply check the box for the service you want enabled.



When Ring is checked, the smartphone configured with the corresponding Extension will Ring with every incoming call.

When SMS is checked, that smartphone will receive every incoming SMS message.

To use a smartphone to send/receive phone calls requires the XGate Phone app installed on the smartphone. The XGate Phone app can be found in Apple iTunes App Store for iOS devices and the Google Play store for Android devices.

The smartphone user configures the XGate Phone app with their corresponding SIP Extension.

On this page, you can also:

- Change the SIP extension password.
- Change the outgoing Caller ID display.
- Enter a description for your reference.

9.6.1.1. How to Make/Receive Voice Calls

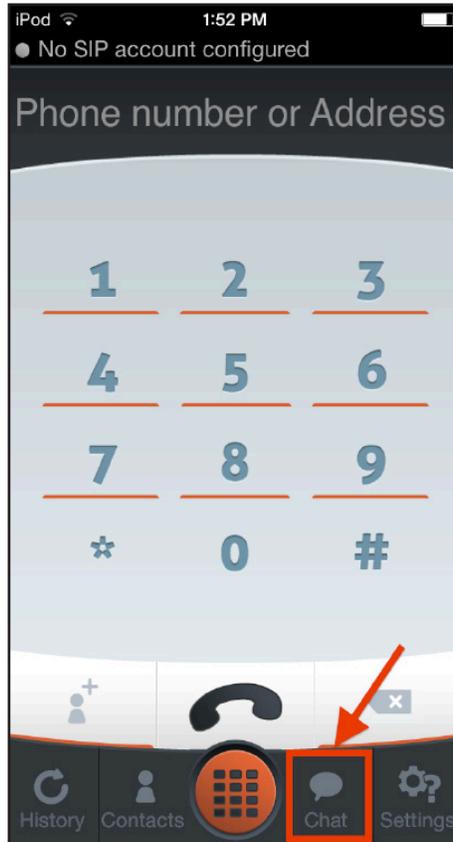
Using the smartphone or tablet Settings, connect to the Optimizer CrewComm Premier wireless network 'CrewCommWifi-XXX' where 'XXXX' is the last four digits of the CCP Mac address.

Open the XGate Phone App to make and receive calls.

NOTE: Standard voice calling rates apply.

Only one phone call can be active at a time. (Multi-user Voice and SMS is possible -- up to four consecutive sessions -- with the optional RedPort VoIP service. Contact your service provider for details. **(See Chapter 9.8.4).**

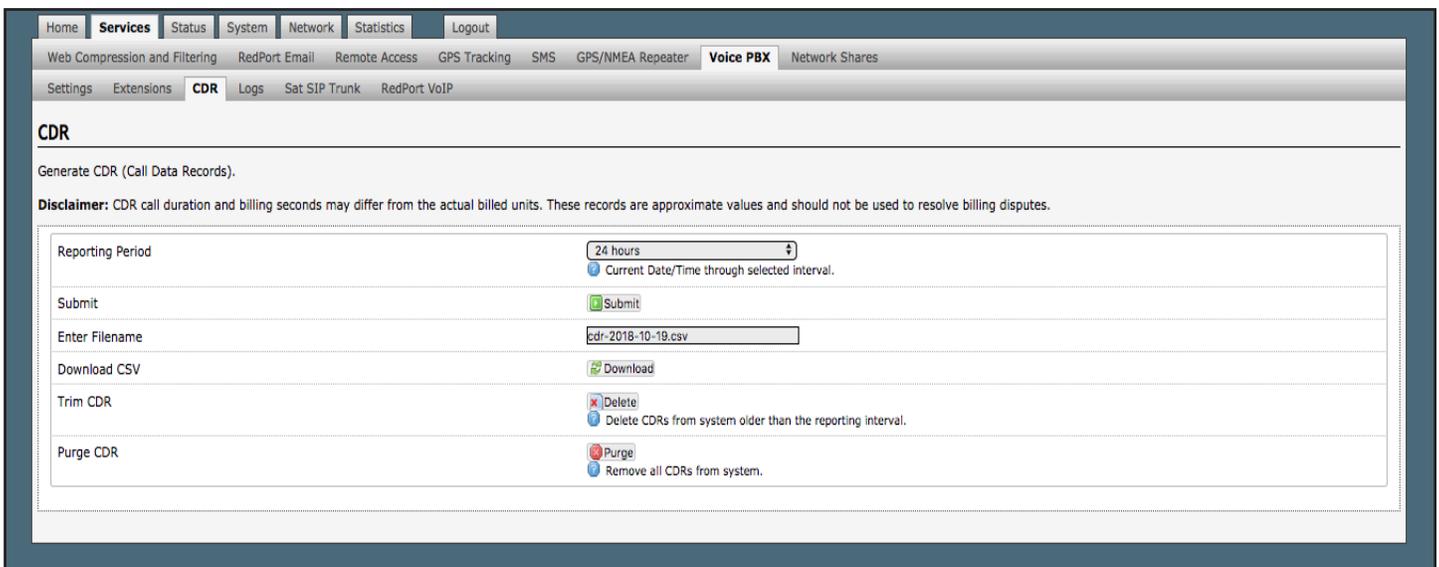
NOTE: Inmarsat IsatHub (iSavi) users. Please see Appendix C for the iSavi Quick Start Guide containing information and instructions for setup and use of the Optimizer CrewComm with the iSavi terminal for voice calls



9.6.2. CDR (Call Data Records)

Requires 'superadmin' login.

It is possible to view and download the Call Data Records. The Call Data Records stored on the RedPort Optimizer CrewComm Premier are approximate values and should not be used to resolve billing disputes. They are presented here for your convenience.

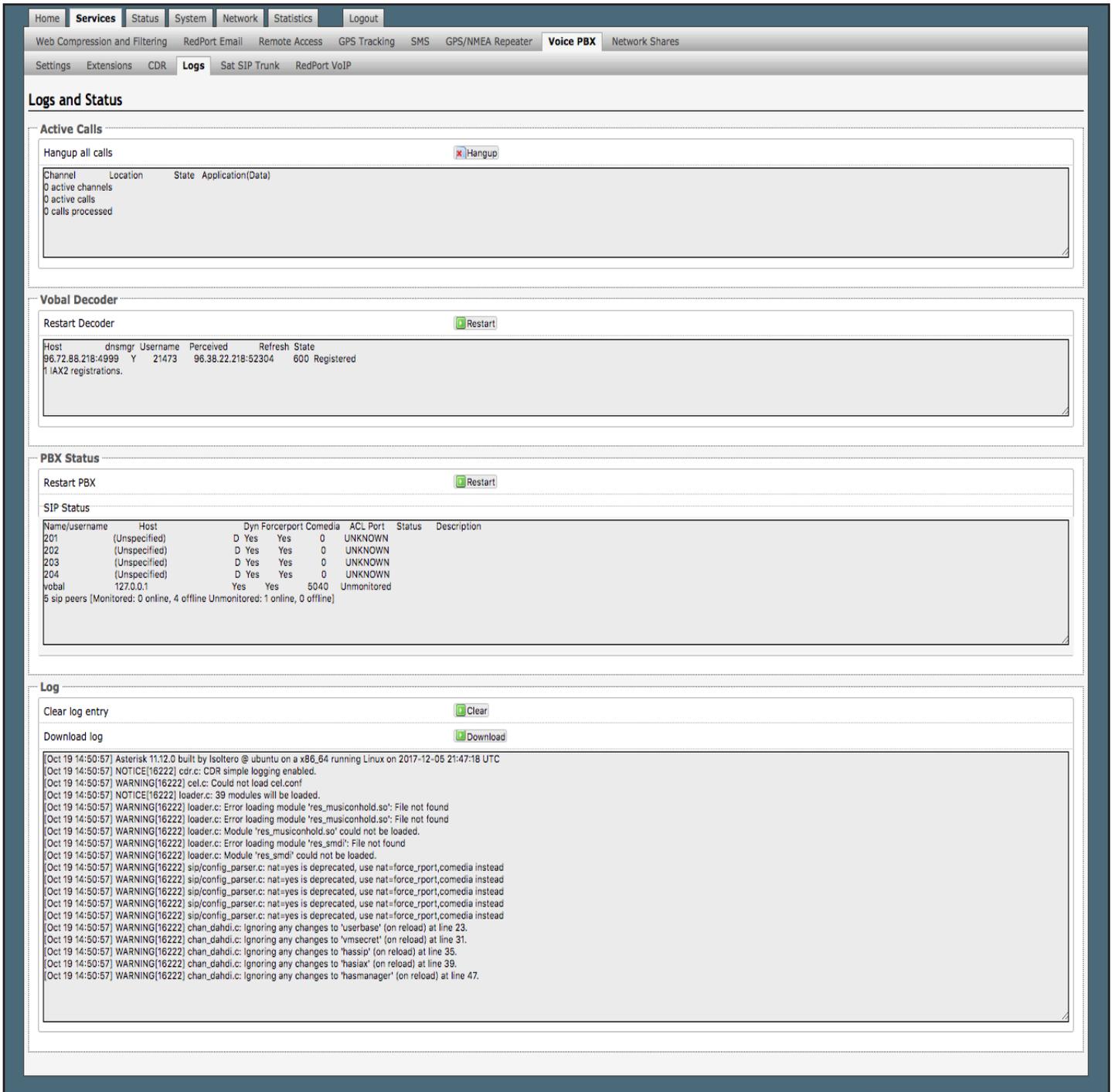


On active systems, the call data records can quickly use up memory. It is recommended that you periodically Trim CDR or Purge CDR records from the system.

9.6.3. Logs

Requires 'superadmin' login.

This screen provides PBX status information and some management.



Logs and Status

Active Calls

Hangup all calls

Channel	Location	State	Application(Data)
0	active channels		
0	active calls		
0	calls processed		

Vobal Decoder

Restart Decoder

Host	dnsmgr	Username	Perceived	Refresh	State
96.72.88.218	Y	21473	96.38.22.218	52304	600 Registered

1 AX2 registrations.

PBX Status

Restart PBX

SIP Status

Name/Username	Host	Dyn	Forcerport	Comedia	ACL Port	Status	Description
201	(Unspecified)	D	Yes	Yes	0	UNKNOWN	
202	(Unspecified)	D	Yes	Yes	0	UNKNOWN	
203	(Unspecified)	D	Yes	Yes	0	UNKNOWN	
204	(Unspecified)	D	Yes	Yes	0	UNKNOWN	
vobal	127.0.0.1	Yes	Yes	Yes	5040	Unmonitored	

5 sip peers [Monitored: 0 online, 4 offline Unmonitored: 1 online, 0 offline]

Log

Clear log entry

Download log

```

Oct 19 14:50:57] Asterisk 11.12.0 built by Isothero @ ubuntu on a x86_64 running Linux on 2017-12-05 21:47:18 UTC
Oct 19 14:50:57] NOTICE[16222] cdr.c: CDR simple logging enabled.
Oct 19 14:50:57] WARNING[16222] cel.c: Could not load cel.conf
Oct 19 14:50:57] NOTICE[16222] loader.c: 39 modules will be loaded.
Oct 19 14:50:57] WARNING[16222] loader.c: Error loading module 'res_musiconhold.so': File not found
Oct 19 14:50:57] WARNING[16222] loader.c: Error loading module 'res_musiconhold.so': File not found
Oct 19 14:50:57] WARNING[16222] loader.c: Module 'res_musiconhold.so' could not be loaded.
Oct 19 14:50:57] WARNING[16222] loader.c: Error loading module 'res_smdi': File not found
Oct 19 14:50:57] WARNING[16222] loader.c: Module 'res_smdi' could not be loaded.
Oct 19 14:50:57] WARNING[16222] sip/config_parser.c: nat=yes is deprecated, use nat=force_rport,comedia instead
Oct 19 14:50:57] WARNING[16222] sip/config_parser.c: nat=yes is deprecated, use nat=force_rport,comedia instead
Oct 19 14:50:57] WARNING[16222] sip/config_parser.c: nat=yes is deprecated, use nat=force_rport,comedia instead
Oct 19 14:50:57] WARNING[16222] sip/config_parser.c: nat=yes is deprecated, use nat=force_rport,comedia instead
Oct 19 14:50:57] WARNING[16222] sip/config_parser.c: nat=yes is deprecated, use nat=force_rport,comedia instead
Oct 19 14:50:57] WARNING[16222] chan_dahdi.c: ignoring any changes to 'userbase' (on reload) at line 23.
Oct 19 14:50:57] WARNING[16222] chan_dahdi.c: ignoring any changes to 'vmsecret' (on reload) at line 31.
Oct 19 14:50:57] WARNING[16222] chan_dahdi.c: ignoring any changes to 'hasip' (on reload) at line 35.
Oct 19 14:50:57] WARNING[16222] chan_dahdi.c: ignoring any changes to 'hasix' (on reload) at line 39.
Oct 19 14:50:57] WARNING[16222] chan_dahdi.c: ignoring any changes to 'hasmanager' (on reload) at line 47.
    
```

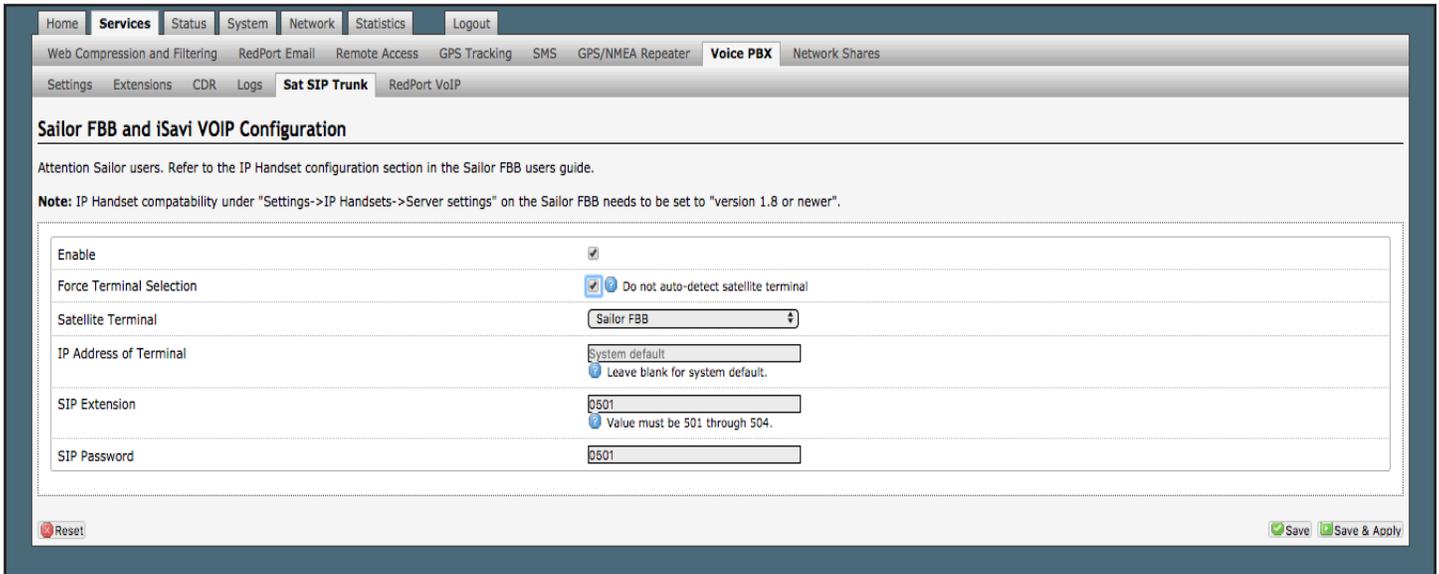
- **Active Calls:** Displays all active channels in use. Click <Hangup> to immediately hang up all active calls.
- **Vobal Decoder:** Displays the VoIP Activation Key when RedPort VoIP service is enabled. (See Chapter 9.7.5).

- **PBX Status:** Displays the current status of all SIP extensions. Click <Restart> to reboot the PBX service.
- **Log:** Displays the current Log of PBX usage. Click <Clear> to remove the log content. Click <Download> to Open or Save the PBX Log.

9.6.4. Sat SIP Trunk (for Sailor FBB terminal only)

Requires 'superadmin' login.

Use this screen to enable and configure SIP calling when using a Sailor FBB terminal.



The screenshot shows the 'Sat SIP Trunk' configuration page. The navigation menu includes Home, Services, Status, System, Network, Statistics, and Logout. The main menu includes Web Compression and Filtering, RedPort Email, Remote Access, GPS Tracking, SMS, GPS/NMEA Repeater, Voice PBX, and Network Shares. The sub-menu includes Settings, Extensions, CDR, Logs, Sat SIP Trunk, and RedPort VoIP.

Sailor FBB and iSavi VOIP Configuration

Attention Sailor users. Refer to the IP Handset configuration section in the Sailor FBB users guide.

Note: IP Handset compatibility under "Settings->IP Handsets->Server settings" on the Sailor FBB needs to be set to "version 1.8 or newer".

Enable	<input checked="" type="checkbox"/>
Force Terminal Selection	<input checked="" type="checkbox"/> Do not auto-detect satellite terminal
Satellite Terminal	Sailor FBB
IP Address of Terminal	System default Leave blank for system default.
SIP Extension	0501 Value must be 501 through 504.
SIP Password	0501

Buttons: Reset, Save, Save & Apply

NOTE: You may need to edit the IP Handset configuration in the Sailor FBB user interface. Settings > IP Handsets > Server Settings on the Sailor FBB must be set to version 1.8 or newer. (Refer to the Sailor FBB users guide for how to access the Sailor FBB Settings).

9.6.5. RedPort VoIP Activation

Requires 'superadmin' login.

With optional RedPort VoIP service, up to four users can send/receive phone calls and/or text messages simultaneously. Outbound calls are typically less expensive VoIP calls than standard circuit switch (PSTN) calls at regular satellite airtime rates. Contact your satellite service provider to purchase the RedPort VoIP service.

When the service is activated, you will be given a "Key". This key is a long alpha-numeric string that must be entered into the RedPort Optimizer CrewComm Premier user interface.

Enter the Key and click <Save & Apply>.

Home | **Services** | Status | System | Network | Statistics | Logout

Web Compression and Filtering | RedPort Email | Remote Access | GPS Tracking | SMS | GPS/NMEA Repeater | **Voice PBX** | Network Shares

Settings | Extensions | CDR | Logs | Sat SIP Trunk | **RedPort VoIP**

Vobal Decoder

Mac Address: 000A5204C150

Mode: IAX
IAX uses one socket for all communication. SIP uses a socket for control and a different socket for RTP media.

Activation Key: U2FsdGVkX1/kMOK+zVpTfx91Xg6B4117q7AxXOSddrY54ArB11+0HzbeQH9Ns5ux/xfur41NYZyr6ioHIEpQ==
A valid activation key must be entered to use this service. Additional charges will apply. Please contact your provider for a key.

Note: This action disables voice calling through this unit but does not deactivate the service. You must contact your provider to terminate service. Pushing this button will not cancel your subscription.

UID: 21473
 DID: 12147321473

With RedPort VoIP service activated, the new RedPort VoIP telephone number is displayed.

Configure the SIP extensions for Ring and/or SMS by clicking the checkbox next to the SIP extension. (See **Chapter 9.7.1**).

Home | **Services** | Status | System | Network | Statistics | Logout

Web Compression and Filtering | RedPort Email | Remote Access | GPS Tracking | SMS | GPS/NMEA Repeater | **Voice PBX** | Network Shares

Settings | **Extensions** | CDR | Logs | Sat SIP Trunk | RedPort VoIP

Extensions

Analog RJ-11 Telephone

Payment Mode: prepaid

SIP Extensions

Ring	SMS	Extension	Password	Caller ID	Description	
		<small>Value larger than 200</small>	<small>SIP extension password</small>	<small>Free text</small>	<small>You may enter a description here for your reference</small>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	prepaid 201	1234	201	Captain line	<input type="button" value="Delete"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	prepaid 202	1234	202	Crew line 1	<input type="button" value="Delete"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	prepaid 203	1234	203	Crew line 2	<input type="button" value="Delete"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	prepaid 204	1234	204	Crew line 3	<input type="button" value="Delete"/>

Click the payment method of each SIP extension (prepaid or postpaid). There must be at least one postpaid line. By default, Line 1 always Postpaid.

On this page, you can also:

- Change the SIP extension password.
- Change the outgoing CallerID display.
- Enter a description for your reference.

In the example above, when an incoming call arrives, only the phones with extensions 201, 202, and 203 will ring. Incoming SMS messages will appear on the phones of the Captain Line, Crew Line 2, and Crew Line 3.

When the configuration of the SIP extensions is complete, click <Save & Apply>.

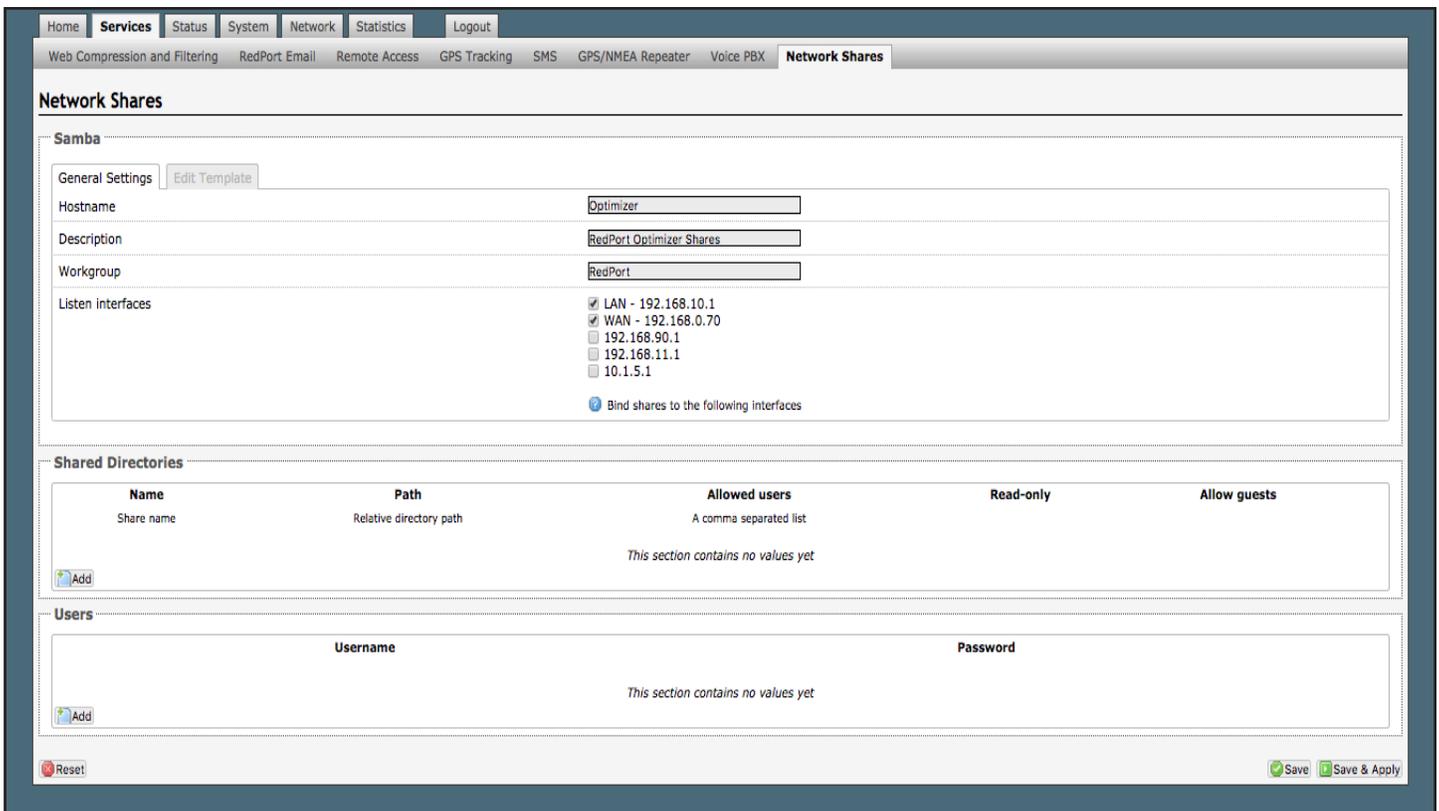
9.7. Network Shares

Available to both 'admin' and 'superadmin' login.

Network Shares allows the sharing of files without the requirement of a wired local network of computers. The Optimizer CrewComm Premier router can be configured with one or more Shared Directories that are available, with or without password protection, to any Windows or Mac PC that has access to the Optimizer CrewComm Wi-Fi Hotspot.

Network Shares also allows the ability to automatically transfer files via inbound and outbound email (see Optimizer RedPort Email Guide > Appendix: File Transfer for details).

9.7.1. Create a Shared Directory



The screenshot shows the 'Network Shares' configuration page. At the top, there is a navigation menu with 'Home', 'Services', 'Status', 'System', 'Network', 'Statistics', and 'Logout'. Below this is a sub-menu with 'Web Compression and Filtering', 'RedPort Email', 'Remote Access', 'GPS Tracking', 'SMS', 'GPS/NMEA Repeater', 'Voice PBX', and 'Network Shares'. The main content area is titled 'Network Shares' and contains a 'Samba' section with 'General Settings' and an 'Edit Template' button. The settings include:

- Hostname: Optimizer
- Description: RedPort Optimizer Shares
- Workgroup: RedPort
- Listen interfaces:
 - LAN - 192.168.10.1
 - WAN - 192.168.0.70
 - 192.168.90.1
 - 192.168.11.1
 - 10.1.5.1
- Bind shares to the following interfaces

 Below the Samba section is a 'Shared Directories' table with columns: Name (Share name), Path (Relative directory path), Allowed users (A comma separated list), Read-only, and Allow guests. The table is currently empty, with a message 'This section contains no values yet' and an 'Add' button. Below the table is a 'Users' section with columns: Username and Password. This section is also empty, with a message 'This section contains no values yet' and an 'Add' button. At the bottom of the page, there are 'Reset', 'Save', and 'Save & Apply' buttons.

Click <Add> to create a new Shared Directory:

Home Services Status System Network Statistics Logout

Web Compression and Filtering RedPort Email Remote Access GPS Tracking SMS GPS/NMEA Repeater Voice PBX **Network Shares**

Network Shares

Samba

General Settings [Edit Template](#)

Hostname:

Description:

Workgroup:

Listen interfaces:

- LAN - 192.168.10.1
- WAN - 192.168.0.70
- 192.168.90.1
- 192.168.11.1
- 10.1.5.1

Bind shares to the following interfaces

Shared Directories

Name	Path	Allowed users	Read-only	Allow guests	
<small>Share name</small>	<small>Relative directory path</small>	<small>A comma separated list</small>			
<input type="text" value="Transferin"/>	<input type="text" value="Transferin"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Delete"/>
<input type="text" value="Transferout"/>	<input type="text" value="Transferout"/>	<input type="text"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="button" value="Delete"/>

Users

Username	Password
<i>This section contains no values yet</i>	

- **Name:** This is the Share Name that is visible on the network. It is the 'volume' name that you will use when connecting to the shared directory.
- **Path:** This is the name of the Folder that appears on the Optimizer CrewComm that will be used to store files.
- **Allowed users:** You can limit the users that have access to the files in the Path Folder by assigning usernames and passwords to selected individuals (see Add Users below). Enter the usernames here, separated by a comma if more than one user will have access to the files.
- **Read-only:** Use this check box to protect the files in the Path Folder from being changed.
- **Allow guests:** Use this check box to make the files available to anyone with network access. With this box checked, users will not be prompted to enter a username and password when accessing the Path Folder.
- **Delete:** Use this to delete the Shared Directory.

Click <Save & Apply>.

9.7.2. Add Users

If you want to password protect access to the Shared Directories, you can assign usernames and passwords to each directory.

Users

Username	Password
<input type="text"/>	<input type="password"/>

Click <Add> to add a new username and password.

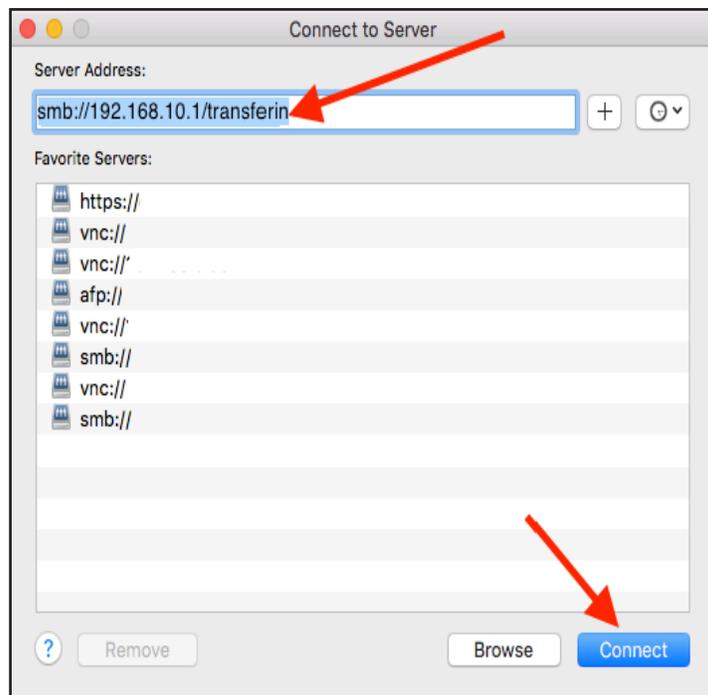
Users

Username	Password	
adtest	123456	<input type="button" value="Delete"/>

9.7.3. How to Access the Shared Directory and Path Folders:

9.7.3.1. From a Mac PC

Go to Finder > Go > Connect to Server.

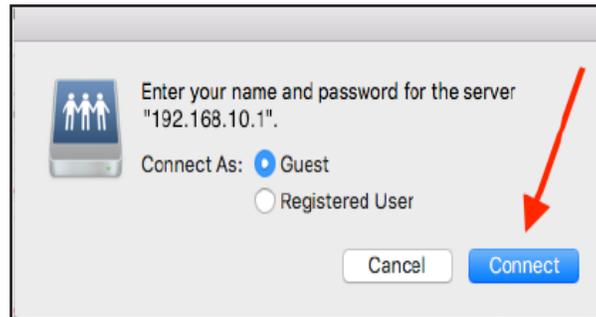


Enter the Server Address as the LAN address for the Optimizer CrewComm / plus the Path Folder.

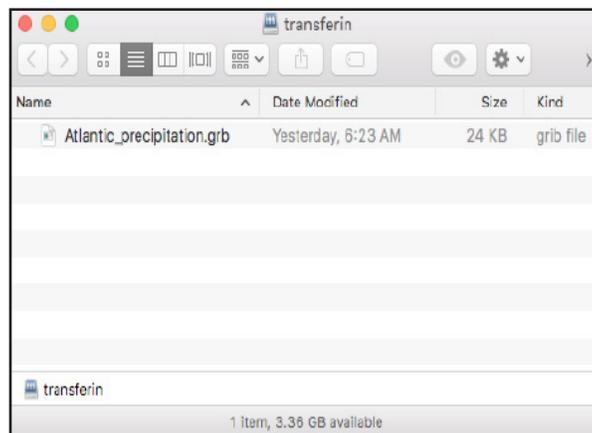
Click <Connect>.



If the Shared Directory is restricted (i.e. does not Allow Guests) you must enter a username and password to access the files.



If the Shared Directory is not restricted (i.e. Allow Guests is checked in Network Shares) you can connect as a Guest without entering a username and password.



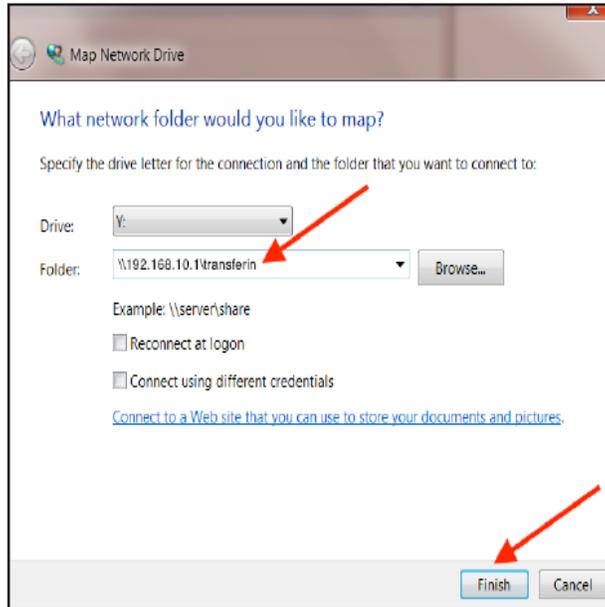
A Finder window opens to the selected Folder for access to the transferred file(s).

9.7.3.2. From a Windows PC

Map a Network drive to the appropriate location.

Go to Start Menu > Computer > Map Network Drive.

In the Folder box, following the Example, enter \\the LAN address for the Optimizer CrewComm\the Path Folder.



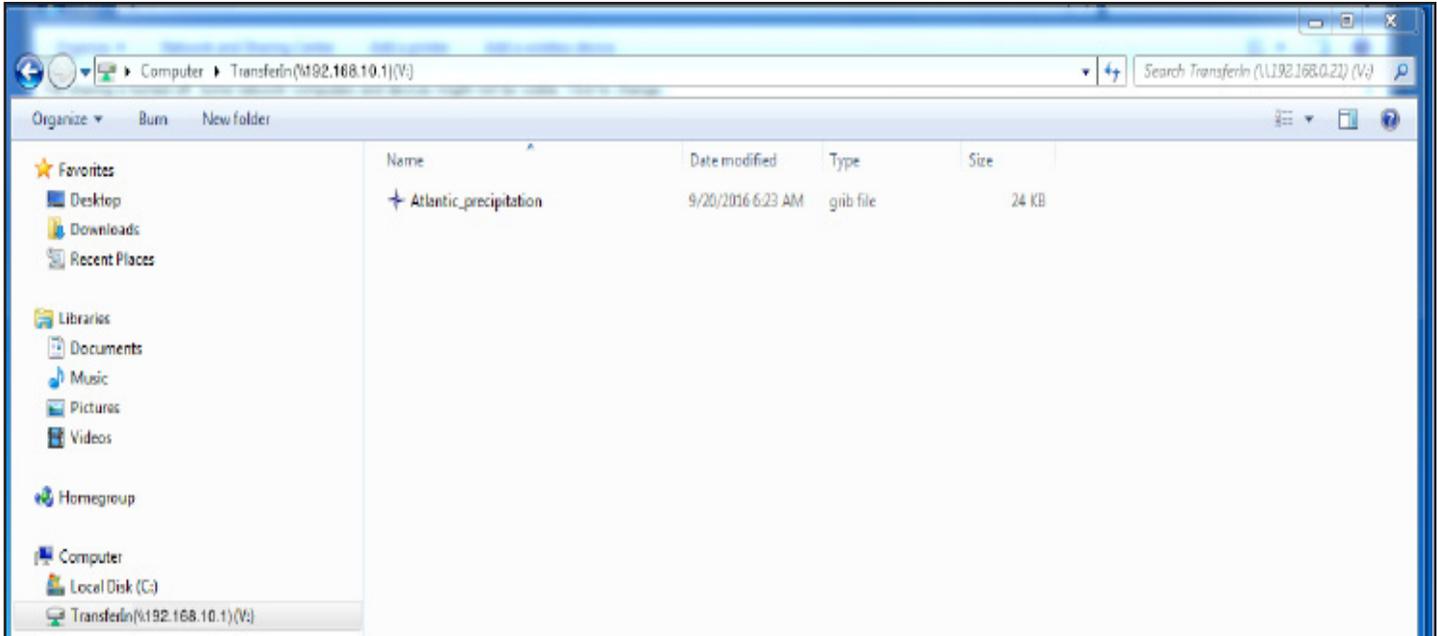
Click <Finish>.



If the Shared Directory is restricted (i.e. does not Allow Guests) you must enter a username and password to access the files.

If the Shared Directory is not restricted (i.e. Allow Guests is checked in Network Shares) you can connect as a Guest without entering a username and password.

An Explorer window opens to the selected Folder for access to the transferred file(s).



10. Status

Available to both 'admin' and 'superadmin' login.

Use the Status tab to display current information of the router's performance.



Some of the information provided here includes:

- How much memory the router is currently using.
- Who is currently connected via Wi-Fi.
- Error messages reported in the System Log and can be useful when troubleshooting connection issues.
- Realtime Graphs report how much data is being used by the different interfaces.

All Status information is READ ONLY.

11. System

Requires 'superadmin' login.

This section contains some of the router's basic settings for you to configure plus a few maintenance functions.

11.1. System Settings

Use this section to configure the basic aspects of your device (i.e. hostname and/or time zone).

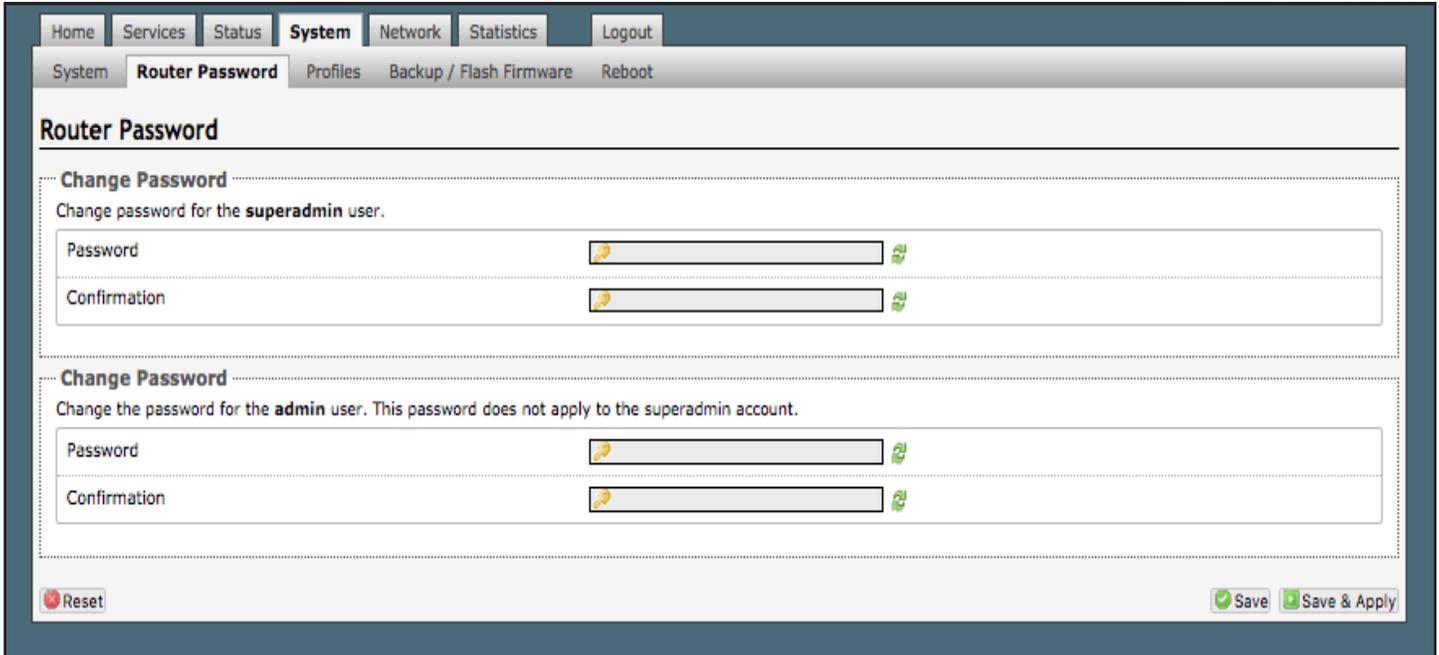
Disable anti-lockout rule: The anti-lock rule prevents you from creating a firewall rule that will lock you out of the router. The rule is Enabled when the box is Unchecked. Best Practice is to complete the router configuration, test it thoroughly to make sure everything works as intended, then disable the anti-lock role.

For example, if you want to be able to log in to the router from your office, once the router has been installed on a vessel; if you have WAN blocked and the Anti-Lock Rule is enabled, you will not be able to log in. First you want to create a firewall rule to allow the office IP into the router, then “Disable anti-lock rule” by checking the check box and now you can Block WAN in the Firewall Rules, if desired.

NOTE: If you lock yourself out of the router, you must perform a factory reset. This will eliminate your custom configuration requiring you to start a new configuration.

11.2. Router Password

The default password to access the Optimizer CrewComm User Interface for both the “superadmin” login and the “admin” login are set to: “webxaccess”. The onsite administrator using the “admin” login can change the password for the “admin” login only, from the Home Page. Anyone using the ‘superadmin” login can change the password for both “admin” and “superadmin” login.



The screenshot shows the 'Router Password' configuration page. At the top, there is a navigation menu with 'Home', 'Services', 'Status', 'System', 'Network', 'Statistics', and 'Logout'. Below this, a sub-menu includes 'System', 'Router Password', 'Profiles', 'Backup / Flash Firmware', and 'Reboot'. The main heading is 'Router Password'. There are two sections for changing passwords. The first section is titled 'Change Password' and instructs to 'Change password for the superadmin user.' It contains two text input fields: 'Password' and 'Confirmation', each with a green eye icon to toggle visibility. The second section is also titled 'Change Password' and instructs to 'Change the password for the admin user. This password does not apply to the superadmin account.' It also contains 'Password' and 'Confirmation' text input fields with visibility toggles. At the bottom left is a 'Reset' button with a red circle icon. At the bottom right are 'Save' and 'Save & Apply' buttons with green checkmark icons.

Use the top section to change the password for the 'superadmin' user; the bottom section to change the password for the 'admin' user.

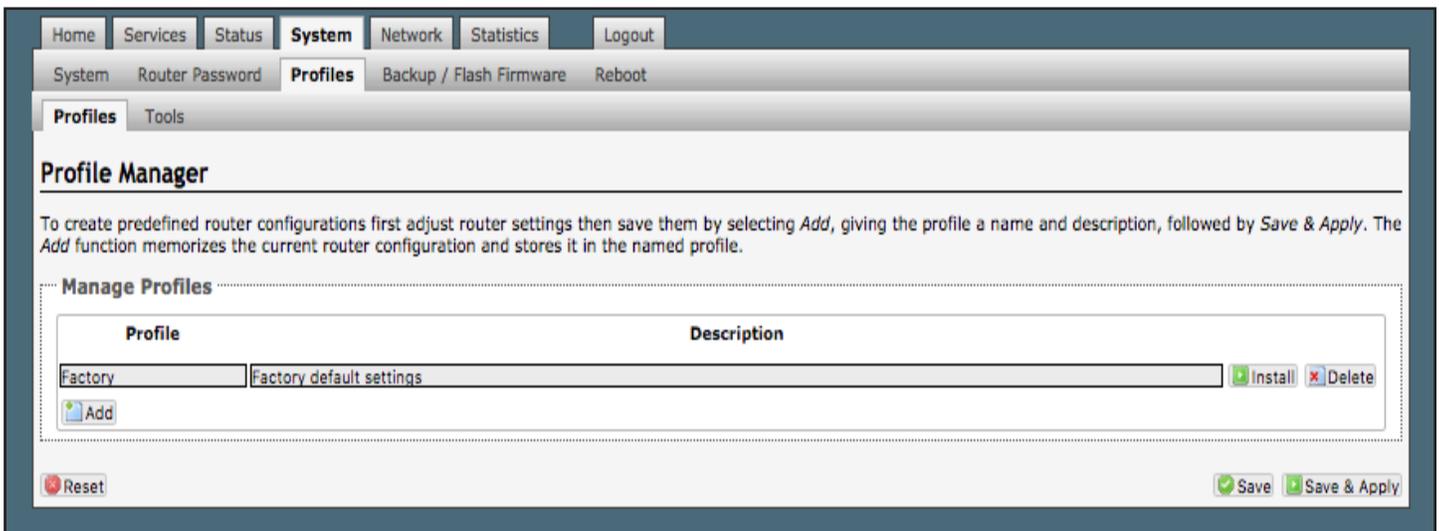
- Step 1. Enter the new password in the password text box.
- Step 2. Enter the same password again in the Confirmation text box.
- Step 3. Click <Save & Apply>.

This procedure changes the password for the Superadmin or the Admin login ONLY. When connecting a computer, iOS or Android device to the wireless network, do NOT use either of these login passwords. These passwords are used only to access the Optimizer CrewComm User Interface.

11.3. Profiles

Requires 'superadmin' login.

Profiles is designed for users of multiple satellite devices and integrators of custom installations.



The screenshot shows the 'Profile Manager' configuration page. At the top, there is a navigation menu with 'Home', 'Services', 'Status', 'System', 'Network', 'Statistics', and 'Logout'. Below this, a sub-menu includes 'System', 'Router Password', 'Profiles', 'Backup / Flash Firmware', and 'Reboot'. The main heading is 'Profile Manager'. Below the heading, there is a text block: 'To create predefined router configurations first adjust router settings then save them by selecting Add, giving the profile a name and description, followed by Save & Apply. The Add function memorizes the current router configuration and stores it in the named profile.' Below this is a 'Manage Profiles' section with a table. The table has two columns: 'Profile' and 'Description'. There is one row with 'Factory' in the 'Profile' column and 'Factory default settings' in the 'Description' column. To the right of the 'Description' cell are 'Install' and 'Delete' buttons. Below the table is an 'Add' button with a plus icon. At the bottom left is a 'Reset' button with a red circle icon. At the bottom right are 'Save' and 'Save & Apply' buttons with green checkmark icons.

You can configure the Optimizer CrewComm Premier for a specific satellite device and save the profile. This is good for failover situations when using multiple devices. An extreme example would be that you might have the firewall wide open on a VSAT device but in an emergency must use an Iridium handheld device where you want the full protection of the Optimizer CrewComm firewall. Have a profile for each configuration and select the appropriate one for the satellite device being used.

Once a profile is saved it can be exported for use in another RedPort Optimizer CrewComm Premier router.

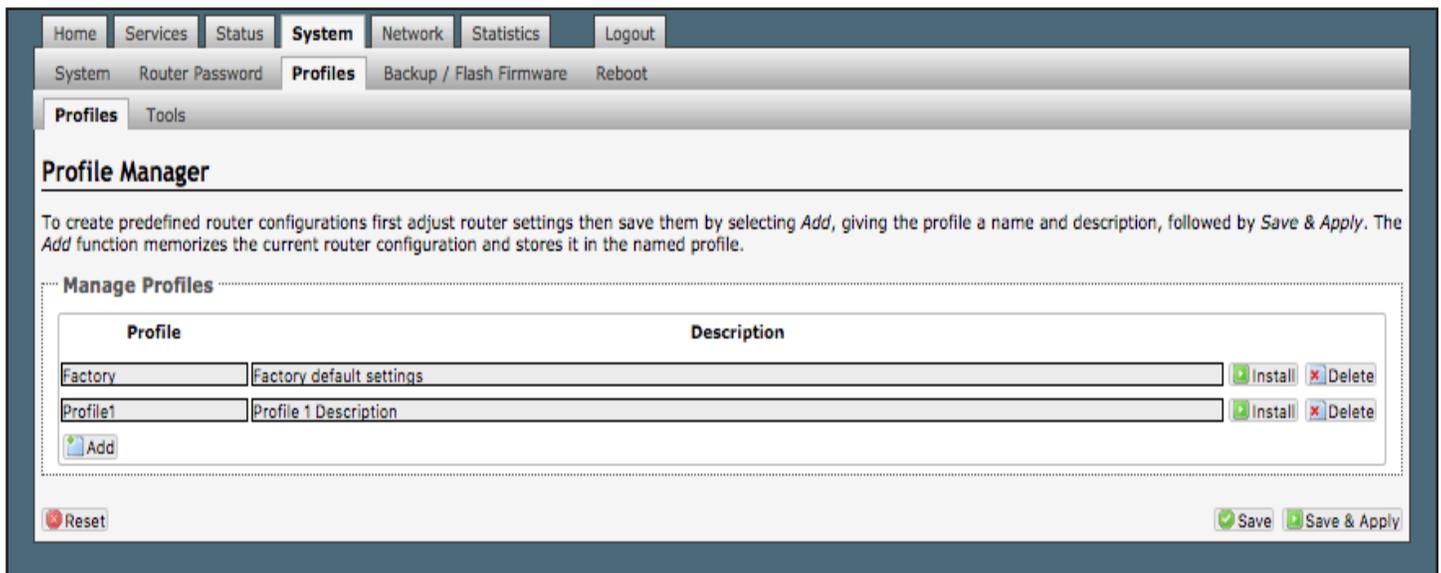
11.3.1. Add a Profile

Before adding a Profile, complete the router configuration.

Then access the Profile Manager.

To create and use the new Profile:

1. Click <Add>.



2. Enter a Name of the new profile and a description.

3. Click <Save & Apply>.

The Add function memorized the current router configuration and stores it in the named profile.

11.3.2. Change to Another Saved Profile

To change from using one profile to different profile, click <Install> for the desired profile, then click <Save & Apply>.

11.3.3. Export a Profile

You can export the profiles from the router and use the exported file to 'clone' another RedPort Optimizer CrewComm Premier router in System > Profiles > Tools.

The screenshot shows the RedPort web interface. At the top, there is a navigation menu with tabs: Home, Services, Status, **System**, Network, Statistics, and Logout. Below this, a sub-menu is visible with tabs: System, Router Password, **Profiles**, Backup / Flash Firmware, and Reboot. Under the 'Profiles' tab, there is a sub-tab for 'Tools'. The main content area is titled 'Tools' and contains two sections: 'Select and Install Profiles' and 'Import/Export Profiles'. In the 'Select and Install Profiles' section, there is a dropdown menu for 'Profiles' currently set to 'Factory Defaults', a help icon with the text 'Select profile to install and then Apply', and an 'Apply' button. In the 'Import/Export Profiles' section, there are two rows. The first row is for 'Export Filename', with a text input field containing 'profiles-2018-07-23.tgz', an 'Export' button, and a help icon with the text 'Export all profiles and download'. The second row is for 'Import Filename', with a 'Choose File' button, a text input field containing 'No file chosen', an 'Import' button, and a help icon with the text 'Import previously exported profiles'.

1. Enter a filename or use the default name.
2. Click <Export> and save the file.

11.3.4. Import a Profile

You can import profiles from another Optimizer CrewComm Premier router in System > Profiles > Tools.

The screenshot shows the 'Tools' section of the RedPort web interface. At the top, there is a navigation menu with tabs for Home, Services, Status, System (selected), Network, Statistics, and Logout. Below this is a sub-menu with System, Router Password, Profiles (selected), Backup / Flash Firmware, and Reboot. The main content area is titled 'Tools' and contains two sections: 'Select and Install Profiles' and 'Import/Export Profiles'. In the 'Select and Install Profiles' section, there is a dropdown menu for 'Profiles' currently set to 'Factory Defaults', a help icon with the text 'Select profile to install and then Apply', and an 'Apply' button. The 'Import/Export Profiles' section has two parts: 'Export Profiles' with an 'Export Filename' field containing 'profiles-2018-07-23.tgz', an 'Export' button, and a help icon with the text 'Export all profiles and download'; and 'Import Profiles' with an 'Import Filename' field containing 'Choose File' and 'No file chosen', an 'Import' button, and a help icon with the text 'Import previously exported profiles'.

1. Click <Browse> to locate the saved profiles .tgz file.
2. Click <Import>.

11.4. Backup/Flash Firmware

Requires 'superadmin' login.

Use this screen to generate backups of current configuration files, resets, restores, and firmware upgrades.

Home Services Status **System** Network Statistics Logout

System Router Password Profiles **Backup / Flash Firmware** Reboot

Flash operations

Actions Configuration

Backup / Restore
Click "Generate archive" to download a tar archive of the current configuration files. To reset the firmware to its initial state, click "Perform reset" (only possible with squashfs images).

Download backup:

Reset to defaults:

To restore configuration files, you can upload a previously generated backup archive here.

Restore backup: No file chosen

Flash new firmware image
Upload a sysupgrade-compatible image here to replace the running firmware. Check "Keep settings" to retain the current configuration (requires an Optimizer compatible firmware image). It is usually best to leave "Keep settings" unchecked.

Keep settings:

Image: No file chosen

Flash SD drive image
Restore SD drive configuration files factory defaults.

SD imager version 1.28.

Reset to defaults:

Upload an SD image here to replace the current disk image. Check "Download from Internet" to download image over the Internet (Note that this requires a fast Internet connection).

Reformat SD drive before updating image:

Download from Internet:

SD image: No file chosen

11.4.1. Backup/Restore

Backup / Restore
Click "Generate archive" to download a tar archive of the current configuration files. To reset the firmware to its initial state, click "Perform reset" (only possible with squashfs images).

Download backup:

Reset to defaults:

To restore configuration files, you can upload a previously generated backup archive here.

Restore backup: No file chosen

- **Download backup:** Create and save a Backup archive of the current configuration.
- **Restore backup:** Restore the router to a previously saved configuration.
- **Reset to defaults:** Reset the router to the default configuration.

To apply the same configuration among several Optimizer CrewComm Premier routers (for example in a fleet situation) create and save a Profile of the configuration that can be applied to other Optimizer CrewComm Premier routers. (See **Chapter 11.3**).

11.4.2. Flash New Firmware Image

Get the latest RedPort Optimizer CrewComm firmware version from:

redportglobal.com/support/technical-downloads/.

Save the .bin file to your computer (pc or mac).

BEST PRACTICE: If you have created any Profiles you may want to Export them before flashing new firmware and Import them when done.

Flash new firmware image

Upload a sysupgrade-compatible image here to replace the running firmware. Check "Keep settings" to retain the current configuration (requires an Optimizer compatible firmware image). It is usually best to leave "Keep settings" unchecked.

Keep settings:

Image: No file chosen

1. Keep Settings: check this box to maintain current settings if you have made changes to the configuration. Failure to check this box will revert the Optimizer CrewComm back to the default settings.

2. <Browse> to where you saved the .bin file and click that file.

CAUTION: Loading incorrect firmware on your device could render it useless. Be sure to click the appropriate firmware for your device.

3. <Flash Image>.

4. Wait for the lights on the front of the Optimizer CrewComm to begin flashing. When the flashing lights stop, the firmware update is complete. This typically takes several minutes.

To confirm the firmware upgrade, log in to the Optimizer CrewComm Home Page again. The firmware version displays in the top banner of the User Interface.

Optimizer | wXa-165 v2.15 | Load: 1.06 1.15 1.19

11.4.3. Flash SD Drive Image

Flash SD drive image

Restore SD drive configuration files factory defaults.

SD imager version 1.28.

Reset to defaults:

Upload an SD image here to replace the current disk image. Check "Download from Internet" to download image over the Internet (Note that this requires a fast Internet connection).

Reformat SD drive before updating image:

Download from Internet:

SD image: No file chosen

- **Reset to defaults:** Restores the SD drive configuration to its default state.
- **Reformat SD drive before updating image:** If the SD drive goes bad, use this to reformat the drive before updating the image.
- **Download from Internet:** Use this only if you have a fast Internet connection to obtain the file. Alternately, you can obtain the file from our website and save it for use: redportglobal.com/support/technical-downloads/.
- **SD image:** Click <Browse> if you have the file saved to your computer. Click <Flash SD Image> to start the flash process.

11.4.4. Wi-Fi Extender

Requires 'superadmin' login.

WiFi Extender

Click to perform flash operations such as firmware update factory factory default restore on WiFi Extender.

Caution: Note that this method is used to update firmware on the WiFi extender and not your Optimizer. Be sure to select the appropriate firmware for your device. Make certain you know what you are doing. Loading the incorrect firmware on your device could render it useless.

Flash operations:

Use this to back up the configuration settings and/or update the firmware for the RedPort Wi-Fi Extender ONLY!

Click <Backup/Flash Firmware> to open the Flash operations screen.

11.4.4.1. Backup/Restore

Backup / Restore

Click "Generate archive" to download a tar archive of the current configuration files. To reset the firmware to its initial state, click "Perform reset" (only possible with squashfs images).

Download backup:

Reset to defaults:

To restore configuration files, you can upload a previously generated backup archive here.

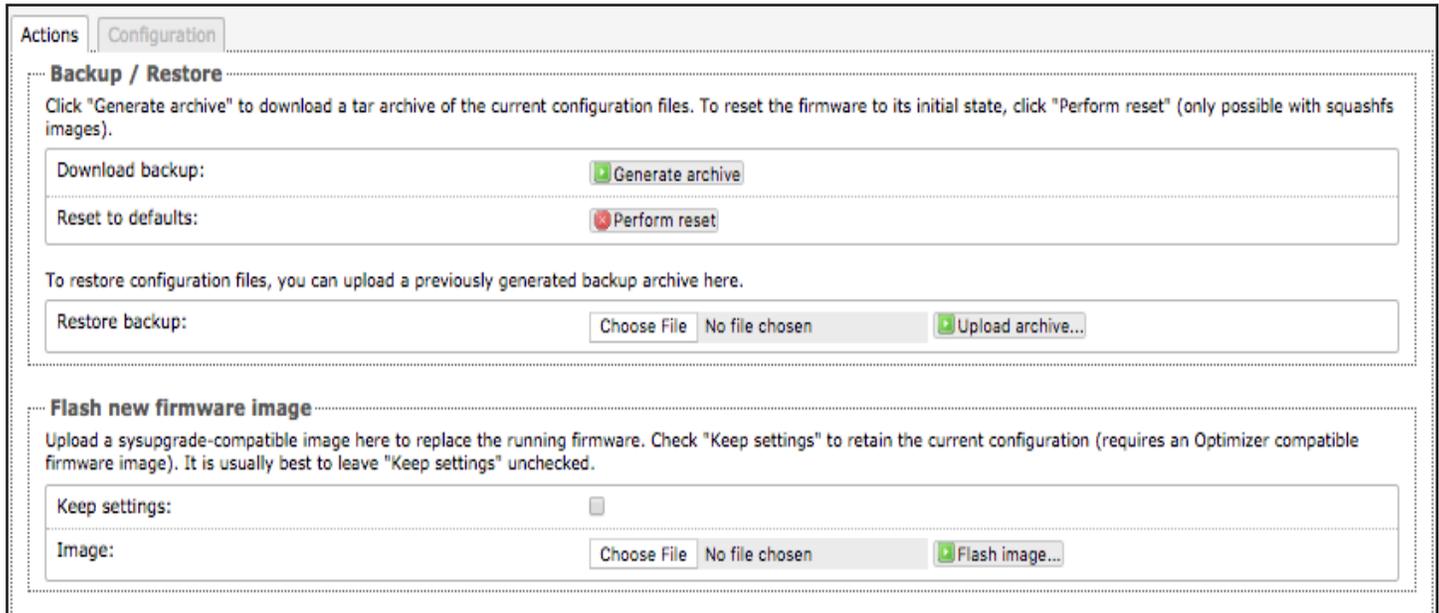
Restore backup: No file chosen

- **Download Backup:** Click <Generate archive> to create a backup of the current configuration of the Wi-Fi

Extender. A backup file (.tar) will be generated and saved to your computer.

- **Reset to defaults:** Click <Perform reset> to reset the Wi-Fi Extender to the factory defaults.
- **Restore backup:** Click <Choose File> to browse and click the .tar backup file. Click <Upload archive> to restore.

11.4.4.2. Flash New Firmware Image

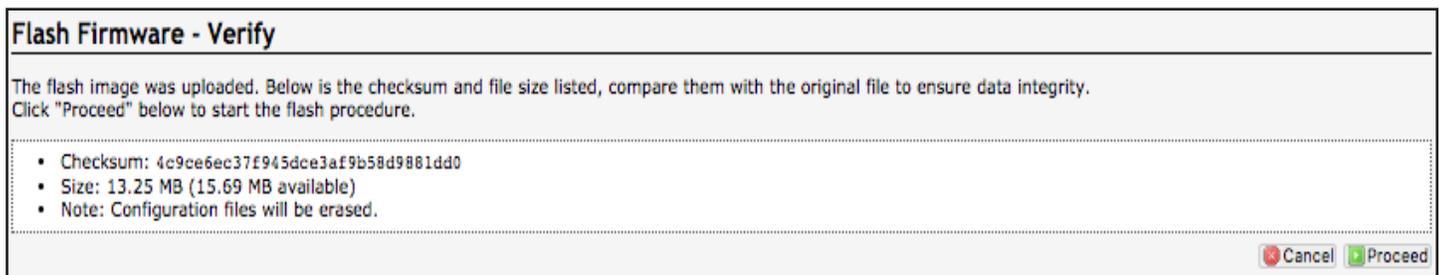


The screenshot shows a web interface with two tabs: 'Actions' and 'Configuration'. The 'Configuration' tab is active. It contains two main sections:

- Backup / Restore:**
 - Text: "Click 'Generate archive' to download a tar archive of the current configuration files. To reset the firmware to its initial state, click 'Perform reset' (only possible with squashfs images)."
 - Download backup:
 - Reset to defaults:
 - Text: "To restore configuration files, you can upload a previously generated backup archive here."
 - Restore backup: No file chosen
- Flash new firmware image:**
 - Text: "Upload a sysupgrade-compatible image here to replace the running firmware. Check 'Keep settings' to retain the current configuration (requires an Optimizer compatible firmware image). It is usually best to leave 'Keep settings' unchecked."
 - Keep settings:
 - Image: No file chosen

- **Keep Settings:** Click this only if you want to retain the current configuration.
- **Image:** you must have the new firmware image saved to your computer. You can obtain the latest Wi-Fi Extender Firmware image from our website: redportglobal.com/support/technical-downloads/.

Click <Choose File> to browse and click the .bin firmware image file. Click <Flash Image> to start the flash operation.



The screenshot shows a dialog box titled "Flash Firmware - Verify".

The flash image was uploaded. Below is the checksum and file size listed, compare them with the original file to ensure data integrity. Click "Proceed" below to start the flash procedure.

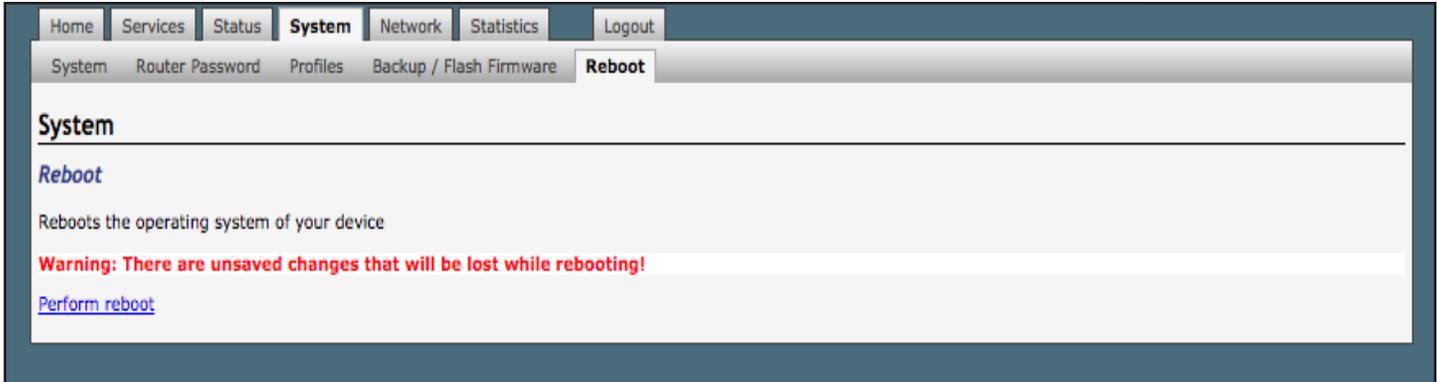
- Checksum: 4c9ee6ec37f945dce3af9b58d9881dd0
- Size: 13.25 MB (15.69 MB available)
- Note: Configuration files will be erased.

At the bottom right, there are two buttons: and .

Click <Proceed> to complete the process.

11.5. Reboot

You can reboot the Optimizer CrewComm from within the user interface in lieu of using the reset button on the router itself.



If you have made changes to the configuration without clicking <Save & Apply> you will receive a Warning message:



12. Network

Requires 'superadmin' login.

Use this section to configure network interfaces, run diagnostics, or modify the firewall.

CAUTION: This gives you complete control over the router behavior.

BEST PRACTICE: Modifications to the default configuration is best left to those with a full understanding of router/network behavior, firewall rules, etc. Creating conflicts in the configuration may render the router useless.

12.1. Interfaces Overview

This screen is an at-a-glance view of the current status of each network interface and provides easy access to edit the interface. Each interface can have its own firewall rules (see **Chapter 8.8**).

Home Services Status System **Network** Statistics Logout

Interfaces Wifi DHCP and DNS Hostnames Static Routes Firewall Diagnostics Packet Capture PPP Failover/Load Balancing

Interfaces

Interface Overview

Network	Status	Actions
CAP tun0	Uptime: 2d 20h 0m 30s MAC-Address: 00:00:00:00:00:00 RX: 6.69 KB (110 Pkts.) TX: 8.74 KB (124 Pkts.) IPv4: 10.1.5.1/24	Connect Stop Edit Delete
BIZ eth0.5	Uptime: 2d 20h 1m 56s MAC-Address: 00:0A:52:04:C1:50 RX: 0.00 B (0 Pkts.) TX: 109.62 KB (631 Pkts.) IPv4: 192.168.11.1/24 IPv6: FD6E:ABAC:E9F4::1/60	Connect Stop Edit Delete
LAN br-lan	Uptime: 2d 20h 1m 56s MAC-Address: 00:0A:52:04:C1:50 RX: 60.96 KB (285 Pkts.) TX: 305.44 KB (1496 Pkts.) IPv4: 192.168.10.1/24 IPv6: FD6E:ABAC:E9F4:10::1/60	Connect Stop Edit Delete
PPP ppp0	MAC-Address: RX: 0.00 B (0 Pkts.) TX: 0.00 B (0 Pkts.)	Connect Stop Edit Delete
WAN eth0.1	Uptime: 9h 35m 7s MAC-Address: 00:0A:52:04:C1:50 RX: 103.43 MB (333495 Pkts.) TX: 2.70 MB (28977 Pkts.) IPv4: 192.168.1.133/24	Connect Stop Edit Delete
WAN2 eth0.3	Uptime: 0h 0m 0s MAC-Address: 00:0A:52:04:C1:50 RX: 0.00 B (0 Pkts.) TX: 27.88 MB (81533 Pkts.)	Connect Stop Edit Delete
WEXT eth0.4	Uptime: 2d 20h 1m 57s MAC-Address: 00:0A:52:04:C1:50 RX: 0.00 B (0 Pkts.) TX: 3.43 MB (81701 Pkts.) IPv4: 192.168.90.1/24 IPv6: FD6E:ABAC:E9F4:20::1/60	Connect Stop Edit Delete

Add new interface...

Global network options

IPv6 ULA-Prefix

Reset Save Save & Apply

- **CAP:** This is reserved for the Captive Portal. If the Captive Portal is enabled, all traffic that comes through the Captive Portal will be subject to this interface configuration. This allows you to create rules that apply to the Captive Portal only.
- **BIZ:** This is the business port. By default, it is completely blocked.
- **BEST PRACTICE:** Restrict access to this port, protect the router under lock and key OR disable the BIZ interface.
- **LAN:** This is reserved for the local area network.
- **PPP:** This is reserved for USB connected satellite phones and GSM or LTE modems.
- **WAN:** This is typically used for the primary satellite system.
- **WAN2:** This is typically used for the secondary satellite system.
- **WEXT:** This is reserved for the RedPort Wi-Fi Extender.

If you have a different Wi-Fi extender you may be able to use it by plugging it into a wan port (Sat1 or Sat2) on the Optimizer CrewComm. It will not work if plugged into the Wi-Fi port on the Optimizer CrewComm. Best Practice would be to disable the Wi-Fi extender (unplug) when outside the Wi-Fi broadcast area.

12.1.1. Interface Actions



Enable an Interface.



Disable an Interface.



Edit an Interface.



Delete an Interface.

12.1.2. Add a New Interface

To add a new interface, click the <Add new interface> button on the Interface Overview page.

Home Services Status System **Network** Statistics Logout

Interfaces Wifi DHCP and DNS Hostnames Static Routes Firewall Diagnostics Packet Capture PPP Failover/Load Balancing

Create Interface

Name of the new interface
The allowed characters are: A-Z, a-z, 0-9 and _

Protocol of the new interface

Create a bridge over multiple interfaces

Cover the following interface

- Ethernet Switch: "eth0"
- VLAN Interface: "eth0.1" ([wan](#))
- VLAN Interface: "eth0.2" ([lan](#))
- VLAN Interface: "eth0.3" ([wan2](#))
- VLAN Interface: "eth0.4" ([wext](#))
- VLAN Interface: "eth0.5" ([biz](#))
- Ethernet Adapter: "tun0" ([cap](#))
- Wireless Network: Master "wXa-165-c150" ([lan](#))
- Custom Interface:

The name of the new interface must not match the name of a current interface, member, policy or rule.

Complete the Create Interface screen and click <Submit> to apply the change. Once configured, the new interface will show on the Interface Overview screen and it will have its own Tab at the top of the Interface Overview page.

Home Services Status System **Network** Statistics Logout

Interfaces Wifi DHCP and DNS Hostnames Static Routes Firewall Diagnostics Packet Capture PPP Failover/Load Balancing

CAP WAN WAN2 PPP LAN **TEST1** WEXT BIZ

Interfaces - TEST1

On this page you can configure the network interfaces. You can bridge several interfaces by ticking the "bridge interfaces" field and enter the names of several network interfaces separated by spaces. You can also use VLAN notation `INTERFACE.VLANNR` (e.g.: `eth0.1`).

Common Configuration

General Setup **Advanced Settings** Physical Settings Firewall Settings

Status Uptime: 0h 0m 0s
MAC-Address: 00:0A:52:04:C1:50
eth0.2 RX: 0.00 B (0 Pkts.)
TX: 69.61 KB (366 Pkts.)

Protocol Static address

IPv4 address

IPv4 netmask

IPv4 gateway

IPv4 broadcast

Use custom DNS servers

IPv6 assignment length disabled
Assign a part of given length of every public IPv6-prefix to this interface

IPv6 address

IPv6 gateway

IPv6 routed prefix
Public prefix routed to this device for distribution to clients.

DHCP Server

No DHCP Server configured for this interface [Setup DHCP Server](#)

[Back to Overview](#) [Reset](#) [Save](#) [Save & Apply](#)

If adding a new WAN Interface (or as desired), be sure to Edit the Interface to complete the configuration.

Click <Save & Apply>.

12.1.3. Select Interfaces Tabs

Use these tabs to select an interface for configuration and/or modification.

Home Services Status System **Network** Statistics Logout

Interfaces Wifi DHCP and DNS Hostnames Static Routes Firewall Diagnostics Packet Capture PPP Failover/Load Balancing

CAP WAN2 PPP WAN WEXT LAN BIZ

Use these pages to configure the network interfaces.

Common Configuration

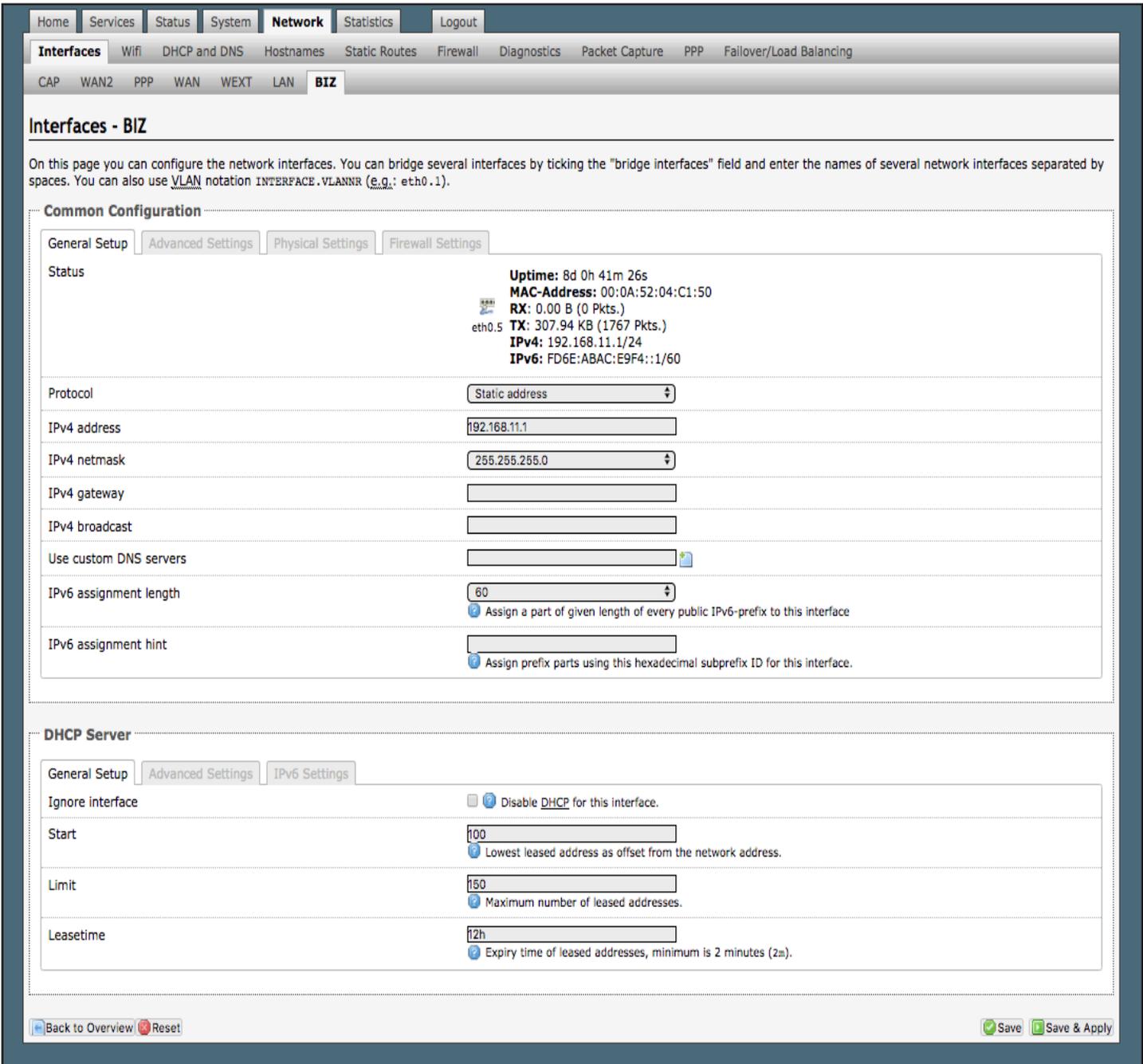
General Setup | Advanced Settings | Physical Settings | Firewall Settings

Status Uptime: 3d 20h 55m 46s

The information and selections available will depend upon the Protocol selection for that interface.

12.1.3.1. General Setup

Use General Setup to switch the protocol for the interface and configure the setup for that protocol including Static IP Addresses, DHCP Server Setup, etc.



The screenshot shows the 'Interfaces - BIZ' configuration page. At the top, there are navigation tabs: Home, Services, Status, System, **Network**, Statistics, and Logout. Below these are sub-tabs for various services: Wifi, DHCP and DNS, Hostnames, Static Routes, Firewall, Diagnostics, Packet Capture, PPP, and Failover/Load Balancing. The main interface configuration is for 'BIZ' and includes a 'Common Configuration' section with sub-tabs for General Setup, Advanced Settings, Physical Settings, and Firewall Settings. The 'General Setup' sub-tab is active, showing the following configuration:

- Status:** Uptime: 8d 0h 41m 26s, MAC-Address: 00:0A:52:04:C1:50, RX: 0.00 B (0 Pkts.), TX: 307.94 KB (1767 Pkts.), IPv4: 192.168.11.1/24, IPv6: FD6E:ABAC:E9F4::1/60
- Protocol:** Static address
- IPv4 address:** 192.168.11.1
- IPv4 netmask:** 255.255.255.0
- IPv4 gateway:** (empty)
- IPv4 broadcast:** (empty)
- Use custom DNS servers:** (empty)
- IPv6 assignment length:** 60 (with a note: Assign a part of given length of every public IPv6-prefix to this interface)
- IPv6 assignment hint:** (empty) (with a note: Assign prefix parts using this hexadecimal subprefix ID for this interface.)

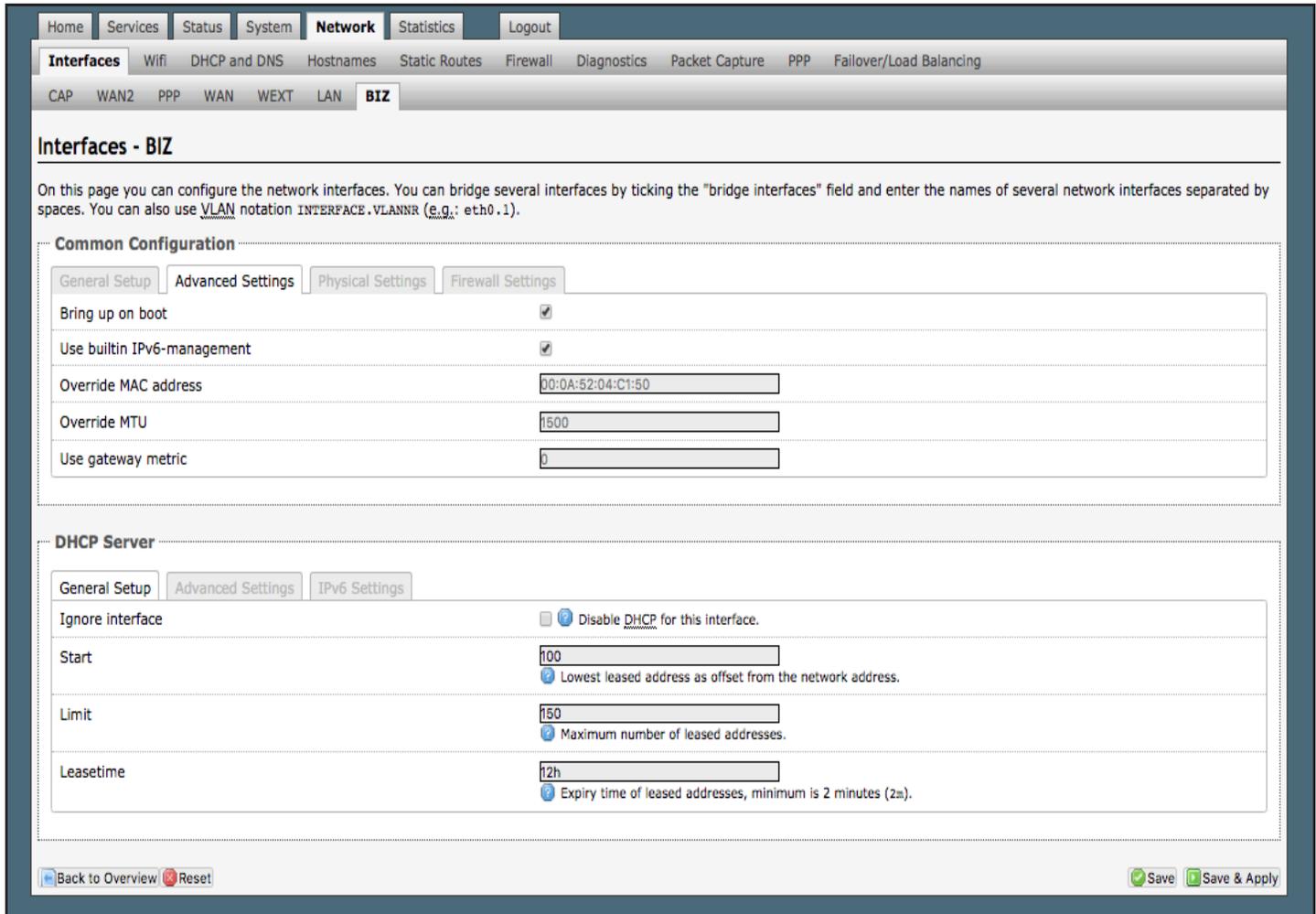
Below the 'Common Configuration' section is the 'DHCP Server' section with sub-tabs for General Setup, Advanced Settings, and IPv6 Settings. The 'General Setup' sub-tab is active, showing the following configuration:

- Ignore interface:** Disable DHCP for this interface.
- Start:** 100 (with a note: Lowest leased address as offset from the network address.)
- Limit:** 150 (with a note: Maximum number of leased addresses.)
- Leasetime:** 12h (with a note: Expiry time of leased addresses, minimum is 2 minutes (2m).)

At the bottom of the page, there are buttons for 'Back to Overview', 'Reset', 'Save', and 'Save & Apply'.

12.1.3.2. Advanced Settings

Use Advanced Settings if you want to bring up the interface automatically on boot up of the router and to configure the DHCP Server Settings.



The screenshot shows the 'Interfaces - BIZ' configuration page. The 'Common Configuration' section has the following settings:

- Bring up on boot:
- Use builtin IPv6-management:
- Override MAC address: 00:0A:52:04:C1:50
- Override MTU: 1500
- Use gateway metric: 0

The 'DHCP Server' section has the following settings:

- Ignore interface: Disable DHCP for this interface.
- Start: 100 (Lowest leased address as offset from the network address.)
- Limit: 150 (Maximum number of leased addresses.)
- Leasetime: 12h (Expiry time of leased addresses, minimum is 2 minutes (2m).)

Buttons at the bottom: Back to Overview, Reset, Save, Save & Apply.

NOTE: Each WAN interface must be assigned a unique number in the “Use gateway metric” field. This number is required for configuring Failover/Load Balancing.

12.1.3.3. Physical Settings

Use this page to bridge interfaces and configure the DHCP Server Settings.

Home | Services | Status | System | **Network** | Statistics | Logout

Interfaces | Wifi | DHCP and DNS | Hostnames | Static Routes | Firewall | Diagnostics | Packet Capture | PPP | Failover/Load Balancing

CAP | WAN2 | PPP | WAN | WEXT | LAN | **BIZ**

Interfaces - BIZ

On this page you can configure the network interfaces. You can bridge several interfaces by ticking the "bridge interfaces" field and enter the names of several network interfaces separated by spaces. You can also use VLAN notation INTERFACE.VLANNR (e.g.: eth0.1).

Common Configuration

General Setup | Advanced Settings | Physical Settings | Firewall Settings

creates a bridge over specified interface(s)

Interface

- Ethernet Switch: "eth0"
- VLAN Interface: "eth0.1" ([wan](#))
- VLAN Interface: "eth0.2" ([lan](#))
- VLAN Interface: "eth0.3" ([wan2](#))
- VLAN Interface: "eth0.4" ([wext](#))
- VLAN Interface: "eth0.5" ([biz](#))
- Ethernet Adapter: "tun0" ([cap](#))
- Wireless Network: Master "CrewCommWiFi-c150" ([lan](#))
- Custom Interface:

DHCP Server

General Setup | Advanced Settings | IPv6 Settings

Disable DHCP for this interface.

Start
Lowest leased address as offset from the network address.

Limit
Maximum number of leased addresses.

Leasetime
Expiry time of leased addresses, minimum is 2 minutes (2m).

Back to Overview | Reset | Save | Save & Apply

12.1.3.4. Firewall Settings

Use this to select the Firewall Zone you want to assign to the Interface. (See **Chapter 12.6**) for Firewall Zone details. You can also configure the DHCP Server Settings from this page.

Home Services Status System **Network** Statistics Logout

Interfaces Wifi DHCP and DNS Hostnames Static Routes Firewall Diagnostics Packet Capture PPP Failover/Load Balancing

CAP WAN2 PPP WAN WEXT LAN **BIZ**

Interfaces - BIZ

On this page you can configure the network interfaces. You can bridge several interfaces by ticking the "bridge interfaces" field and enter the names of several network interfaces separated by spaces. You can also use VLAN notation INTERFACE.VLANNR (e.g.: eth0.1).

Common Configuration

General Setup Advanced Settings Physical Settings Firewall Settings

Create / Assign firewall-zone

- cap: cap: [icon]
- lan: lan: [icon] **biz: [icon]**
- ppp: ppp: [icon]
- wan: wan: [icon] wext: [icon] wan2: [icon]
- unspecified -or- create: [input]

Choose the firewall zone you want to assign to this interface. Select *unspecified* to remove the interface from the associated zone or fill out the *create* field to define a new zone and attach the interface to it.

DHCP Server

General Setup Advanced Settings IPv6 Settings

Ignore interface Disable DHCP for this interface.

Start [input: 100] Lowest leased address as offset from the network address.

Limit [input: 150] Maximum number of leased addresses.

Leasetime [input: 12h] Expiry time of leased addresses, minimum is 2 minutes (2m).

[Back to Overview](#) [Reset](#) [Save](#) [Save & Apply](#)

12.2. Wi-Fi

Requires "superadmin" login.

This screen shows the current status of the wireless hotspot created by the Optimizer CrewComm Premier.

Wireless Overview

Generic MAC80211 802.11bgn (radio0)
 Channel: 11 (2.462 GHz) | Bitrate: 72.2 Mbit/s

SSID: CrewCommWiFi-2965 | Mode: Master
 94% **BSSID: 00:08:52:76:29:67 | Encryption: None**

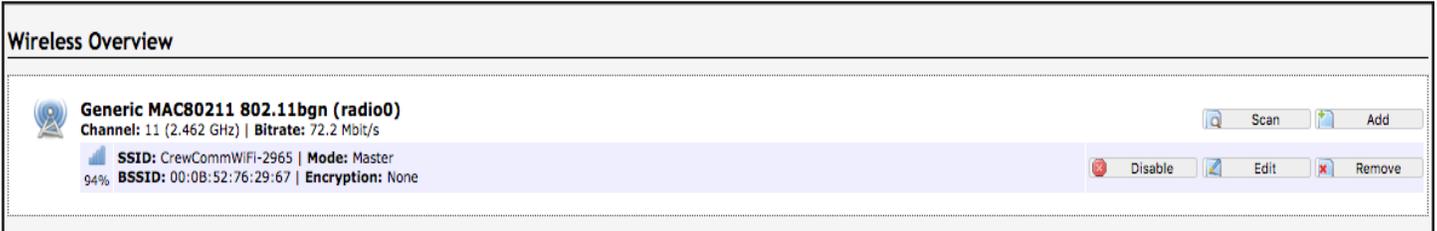
Scan Add Disable Edit Remove

- **Scan:** Scans for other wireless hotspot signals available in the area.
- **Add:** Adds a new Wi-Fi interface.
- **Disable:** Disables the selected Wi-Fi interface but it remains on the list.
- **Edit:** Edits the selected Wi-Fi interface.

- **Remove:** Removes the selected Wi-Fi interface.

12.2.1. Rename the Wireless Network

The default name of the Optimizer CrewComm Premier’s wireless network is ‘CrewCommWifi-XXX’ where ‘XXXX’ is the last four digits of the CCP Mac address. This is the name of the wireless network that you connect to using your computer or iOS or Android device. It is possible to change the name of your wireless network.



Wireless Overview

 **Generic MAC80211 802.11bgn (radio0)**
Channel: 11 (2.462 GHz) | Bitrate: 72.2 Mbit/s

 **SSID:** CrewCommWiFi-2965 | **Mode:** Master
94% **BSSID:** 00:0B:52:76:29:67 | **Encryption:** None

Scan Add
Disable Edit Remove

Locate the CrewCommWifi network and click <Edit>.

The screenshot shows the RedPort web interface with the following structure:

- Navigation Bar:** Home, Services, Status, System, **Network**, Statistics, Logout
- Sub-Menu:** Interfaces, **Wifi**, DHCP and DNS, Hostnames, Static Routes, Firewall, Diagnostics, Packet Capture, PPP, Failover/Load Balancing
- Page Title:** radio0: Master "CrewCommWiFi-2965"
- Section Header:** Wireless Network: Master "CrewCommWiFi-2965" (wlan0)
- Text:** The Device Configuration section covers physical settings of the radio hardware such as channel, transmit power or antenna selection which are shared among all defined wireless networks (if the radio hardware is multi-SSID capable). Per network settings like encryption or operation mode are grouped in the Interface Configuration.
- Device Configuration:**
 - General Setup | Advanced Settings
 - Status: Mode: Master | SSID: CrewCommWiFi-2965 | BSSID: 00:08:52:76:29:67 | Encryption: None | Channel: 11 (2.462 GHz) | Tx-Power: 20 dBm | Signal: -44 dBm | Noise: 0 dBm | Bitrate: 65.0 Mbit/s | Country: 00
 - Wireless network is enabled: Disable
 - Operating frequency: Mode: N | Channel: 11 (2462 MHz) | Width: 20 MHz
 - Transmit Power: 20 dBm (100 mW) | dBm
- Interface Configuration:**
 - General Setup | Wireless Security | MAC-Filter
 - ESSID: CrewCommWiFi-2965
 - Mode: Access Point
 - Network:
 - biz: [icon]
 - cap: [icon]
 - lan: [icon]
 - ppp: [icon]
 - wan: [icon]
 - wan2: [icon]
 - wext: [icon]
 - create: [input field]
 - Choose the network(s) you want to attach to this wireless interface or fill out the create field to define a new network.
 - Hide ESSID:
 - WMM Mode:
- Footer:** Back to Overview, Reset, Save, Save & Apply

1. Enter the new wireless network name in ESSID field.
2. Click <Save & Apply>.

This procedure changes the name for the Wi-Fi hotspot only. When connecting your computer, iOS or Android device to the wireless network, this is the network name that will appear in the wireless network list. This name does not change the router superadmin or admin name when logging in to access the Optimizer CrewComm user interface.

12.2.2. Restrict Wireless Network Access

When in public locations, for example, a busy port, you may want to restrict access to the Wi-Fi hotspot created by your satellite device and the Optimizer CrewComm. You can password protect the Wi-Fi hotspot, so others cannot use it.

Wireless Overview

Generic MAC80211 802.11bgn (radio0)
 Channel: 11 (2.462 GHz) | Bitrate: 72.2 Mbit/s

94% **SSID:** CrewCommWiFi-2965 | **Mode:** Master
BSSID: 00:0B:52:76:29:67 | **Encryption:** None

Scan Add Disable Edit Remove

Locate the CrewCommWifi network and click <Edit>.

Home Services Status System **Network** Statistics Logout

Interfaces **Wifi** DHCP and DNS Hostnames Static Routes Firewall Diagnostics Packet Capture PPP Fallback/Load Balancing

radio0: Master "CrewCommWiFi-2965"

Wireless Network: Master "CrewCommWiFi-2965" (wlan0)

The *Device Configuration* section covers physical settings of the radio hardware such as channel, transmit power or antenna selection which are shared among all defined wireless networks (if the radio hardware is multi-SSID capable). Per network settings like encryption or operation mode are grouped in the *Interface Configuration*.

Device Configuration

General Setup **Advanced Settings**

Status
 94% **Mode:** Master | **SSID:** CrewCommWiFi-2965
BSSID: 00:0B:52:76:29:67 | **Encryption:** None
Channel: 11 (2.462 GHz) | **Tx-Power:** 20 dBm
Signal: -44 dBm | **Noise:** 0 dBm
Bitrate: 65.0 Mbit/s | **Country:** 00

Wireless network is enabled

Operating frequency
 Mode Channel Width
 N 11 (2462 MHz) 20 MHz

Transmit Power
 20 dBm (100 mW)

Interface Configuration

General Setup **Wireless Security** MAC-Filter

ESSID CrewCommWiFi-2965

Mode Access Point

Network

biz:

cap:

lan:

ppp:

wan:

wan2:

wext:

create:

Choose the network(s) you want to attach to this wireless interface or fill out the create field to define a new network.

Hide **ESSID**

WMM Mode

Back to Overview

1. Click the Encryption mode from the drop-down menu.
2. Enter your desired password in the Key field.
3. Click <Save & Apply>.

This procedure adds/changes the password for the Wi-Fi hotspot only. When connecting your computer, iOS, or

Android device to the wireless network, this is the password you will use. This password does not change the router superadmin or admin password when logging in to access the Optimizer CrewComm user interface.

12.3. DHCP and DNS

Requires “superadmin” login.

The Optimizer CrewComm Premier is a DNS server.

Home Services Status System **Network** Statistics Logout

Interfaces Wifi **DHCP and DNS** Hostnames Static Routes Firewall Diagnostics Packet Capture PPP Failover/Load Balancing

DHCP and DNS

Dnsmasq is a combined DHCP-Server and DNS-Forwarder for NAT firewalls

Server Settings

General Settings | Resolv and Hosts Files | TFTP Settings | Advanced Settings

Domain required Don't forward DNS-Requests without DNS-Name

Authoritative This is the only DHCP in the local network

Local server
Local domain specification. Names matching this domain are never forwarded and are resolved from DHCP or hosts files only

Local domain
Local domain suffix appended to DHCP names and hosts file entries

Log queries Write received DNS requests to syslog

DNS forwardings

 List of DNS servers to forward requests to

Rebind protection Discard upstream RFC1918 responses

Allow localhost Allow upstream responses in the 127.0.0.0/8 range, e.g. for RBL services

Domain whitelist
List of domains to allow RFC1918 responses for

Active DHCP Leases

Hostname	IPv4-Address	MAC-Address	Leasetime remaining
There are no active leases.			

Active DHCPv6 Leases

Hostname	IPv6-Address	DUID	Leasetime remaining
There are no active leases.			

Static Leases

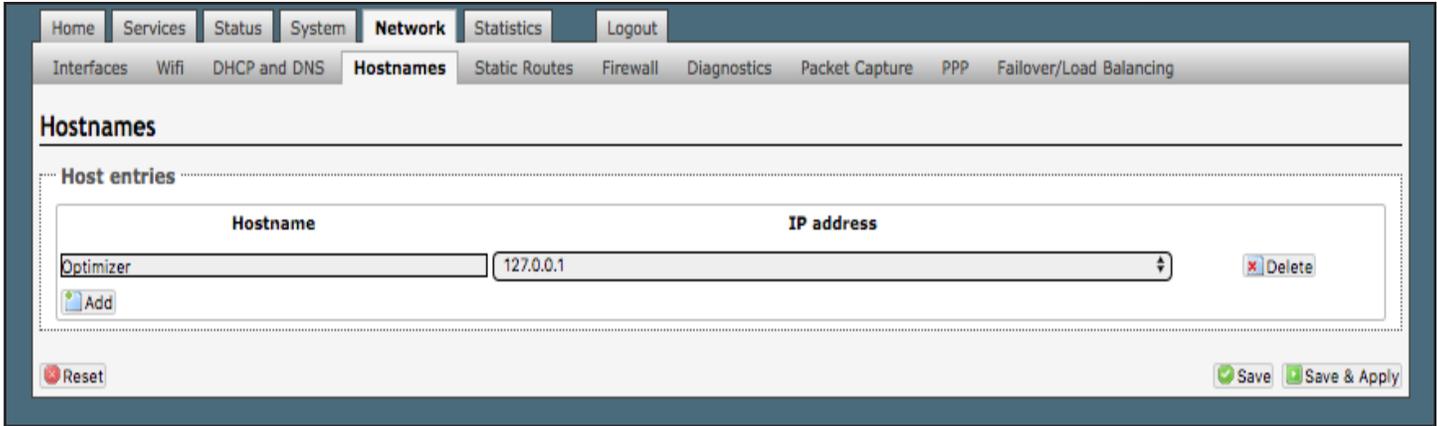
Static leases are used to assign fixed IP addresses and symbolic hostnames to DHCP clients. They are also required for non-dynamic interface configurations where only hosts with a corresponding lease are served. Use the *Add* Button to add a new lease entry. The *MAC-Address* identifies the host, the *IPv4-Address* specifies the fixed address to use and the *Hostname* is assigned as symbolic name to the requesting host.

Hostname	MAC-Address	IPv4-Address	IPv6-Suffix (hex)
<input type="text" value="WiFiExtender"/>	<input type="text" value="00:c0:ca:7c:85:85"/>	<input type="text" value="192.168.90.177"/>	<input type="text"/>
<input type="button" value="Delete"/>			
<input type="button" value="Add"/>			

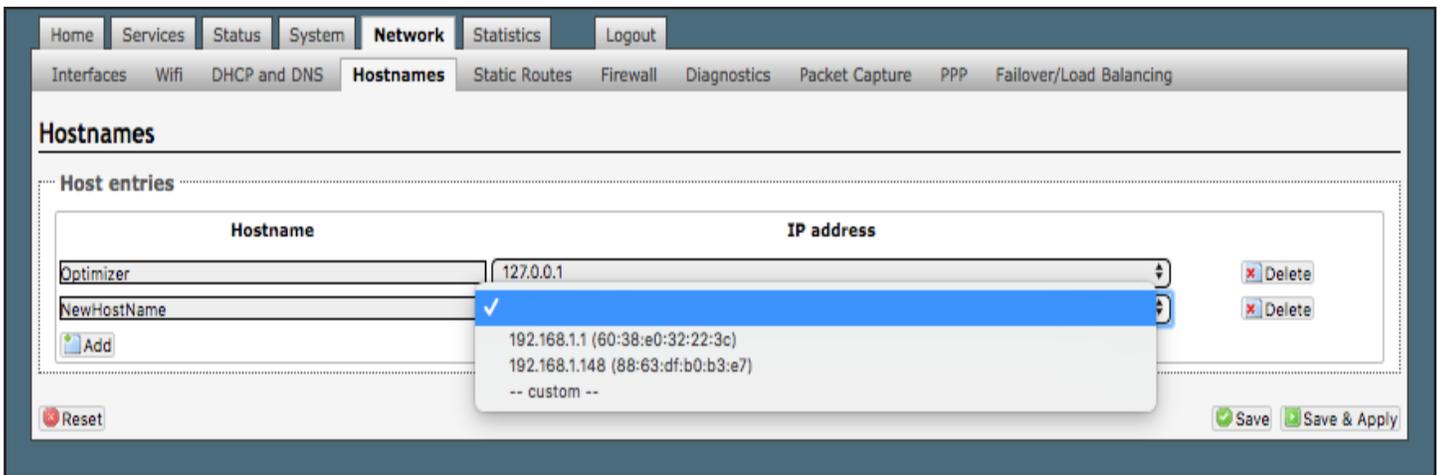
12.4. Hostnames

Requires “superadmin” login.

Use this page to associate a hostname with an IP address.



12.4.1. Add Hostname

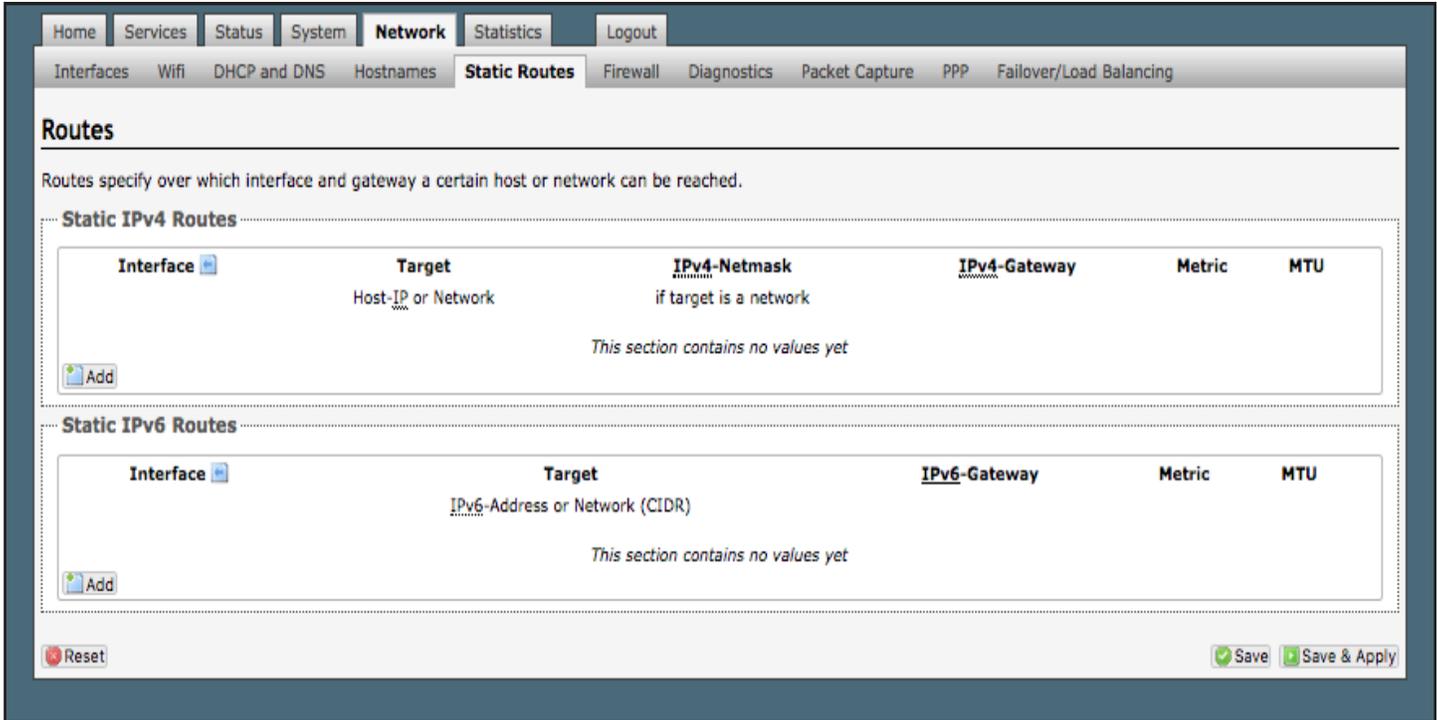


1. Click <Add>.
2. Enter the new Hostname.
3. Click the IP address from the drop-down list or click custom to enter the IP address.
4. Click Save & Apply.

12.5. Static Routes

Requires “superadmin” login.

This Static Routes table is available for those with a complex network that may include multiple routers. Use this page to specify how a certain host or network can be reached.



Static routes take precedent over MWAN Traffic Rules.

12.6. Firewall

Requires “superadmin” login.

The Firewall allows you to control network traffic flow over each interface. Most installations do not require any firewall modifications due to the flexibility of the Failover/Load Balancing configuration (**See Chapter 12.9**).

CAUTION: It is important to have an in-depth understanding of network administration including management and maintenance of routers, firewalls, etc. before attempting to modify the firewall settings of the Optimizer CrewComm Premier. **USE WITH CAUTION AND AT YOUR OWN RISK!**

12.6.1. General Settings

Use this screen to create and edit Firewall zones. Each Firewall Zone can have its own firewall rules. Each Interface must be assigned a Firewall Zone (see Chapter 8.6).

Firewall - Zone Settings

The firewall creates zones over your network interfaces to control network traffic flow.

General Settings

- Enable SYN-flood protection:
- Drop invalid packets:
- Input: reject
- Output: accept
- Forward: reject

Zones

Zone ⇒ Forwardings	Input	Output	Forward	Masquerading	MSS clamping	
ppp: ppp: ⇒ REJECT	reject	accept	reject	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edit Delete
cap: cap: ⇒ ACCEPT	accept	accept	accept	<input type="checkbox"/>	<input type="checkbox"/>	Edit Delete
lan: lan: biz: ⇒ ppp wan	reject	accept	reject	<input type="checkbox"/>	<input type="checkbox"/>	Edit Delete
wan: wan: wext: wan2: ⇒ REJECT	accept	accept	reject	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edit Delete

Buttons: [Reset](#) [Save](#) [Save & Apply](#)

It is important to understand the following before considering modifications:

- **Input:** This is accessing the router itself.
- **Output:** This is the router accessing the “LAN”. DO NOT MODIFY.
- **Forward:** This is traffic through the router via an interface and out of the router. If Forward is allowed, you must configure the Inter-Zone Forwarding. (See **Chapter 12.6.1.1**).
- **Accept:** This setting allows traffic unless there is a Rule to block it. (See **Chapter 12.9.2**).
- **Reject:** This setting blocks traffic unless there is a Rule to allow it. (See **Chapter 12.9.2**) An error is displayed to the end user.
- **Drop:** This setting drops the traffic with no indication to the end user.

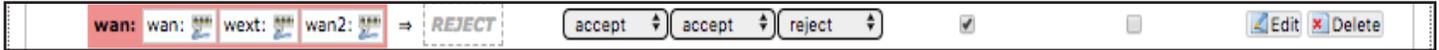
The router is shipped to you with several Firewall Zones configured and interfaces assigned to them:

The “ppp” firewall zone has only the ppp interface assigned to it. This is the zone for dial-up connections. In this default configuration, only Output traffic is allowed. Input and Forwarded traffic is rejected.

The “cap” firewall zone has only the cap interface assigned to it. This is the zone for the Captive Portal. In this default configuration, all traffic is allowed but subject to the Captive Portal settings.



The “lan” firewall zone has the lan and biz interfaces assigned to it. This is the zone for the internal local network. In this default configuration, only Output traffic is allowed.



The “wan” firewall zone has the wan, wan2 and wext interfaces assigned to it. This is the zone for satellite connections and Wi-Fi extenders. In this default configuration, only Output traffic is allowed.

CAUTION: While it is possible to edit these zones and add new zones, Best Practice is to leave these zones alone and create MWAN Traffic Rules instead, assigning the new rules to a Zone. (See **Chapter 12.9**).

FOR EXAMPLE: If a system administrator wants to create firewall zones that are different for each device, such as firewall rules for Wi-Fi to allow all, rules for vsat to allow dns and http but nothing else, for fbb do not allow anything but email. You could create three new zones; one for each wan interface, then create firewall rules that pertain to each of the new zones. You then edit the LAN interface to add the three new zones. OR, do not create zones but use IP addresses added to the MWAN traffic rules (not the firewall rules). Leave the zones the same, use MWAN traffic rules, assigning the rule to a zone and use IP source address or a specific IP address. The destination can be any address and apply to any zone. (See **Chapter 12.9**).

12.6.1.1. Add a Firewall Zone

To create a new Firewall Zone, click the Add icon on the General Settings page.

Home Services Status System **Network** Statistics Logout

Interfaces Wifi DHCP and DNS Hostnames Static Routes **Firewall** Diagnostics Packet Capture PPP Failover/Load Balancing

General Settings Port Forwards Firewall Rules IPset IP Proxy

Firewall - Zone Settings - Zone "newzone"

Zone "newzone"

This section defines common properties of "newzone". The *input* and *output* options set the default policies for traffic entering and leaving this zone while the *forward* option describes the policy for forwarded traffic between different networks within the zone. *Covered networks* specifies which available networks are members of this zone.

General Settings **Advanced Settings**

Name	<input type="text" value="newzone"/>
Input	<input type="text" value="reject"/>
Output	<input type="text" value="accept"/>
Forward	<input type="text" value="reject"/>
Masquerading	<input type="checkbox"/>
MSS clamping	<input type="checkbox"/>
Covered networks	<input type="checkbox"/> biz:  <input type="checkbox"/> cap:  <input type="checkbox"/> lan:  <input type="checkbox"/> ppp:  <input type="checkbox"/> wan:  <input type="checkbox"/> wan2:  <input type="checkbox"/> wext:  <input type="checkbox"/> create: <input type="text"/>

Inter-Zone Forwarding

The options below control the forwarding policies between this zone (*newzone*) and other zones. *Destination zones* cover forwarded traffic **originating from "newzone"**. *Source zones* match forwarded traffic from other zones **targeted at "newzone"**. The forwarding rule is *unidirectional*, e.g. a forward from lan to wan does *not* imply a permission to forward from wan to lan as well.

Allow forward to *destination zones*:

- cap: cap: 
- lan: lan:  biz: 
- ppp: ppp: 
- wan: wan:  wext:  wan2: 

Allow forward from *source zones*:

- cap: cap: 
- lan: lan:  biz: 
- ppp: ppp: 
- wan: wan:  wext:  wan2: 

[Back to Overview](#)

Enter the desired General and Advanced Settings. Click <Save & Apply>.

12.6.1.2. Delete A Firewall Zone

To permanently remove a firewall zone, click the Delete icon.

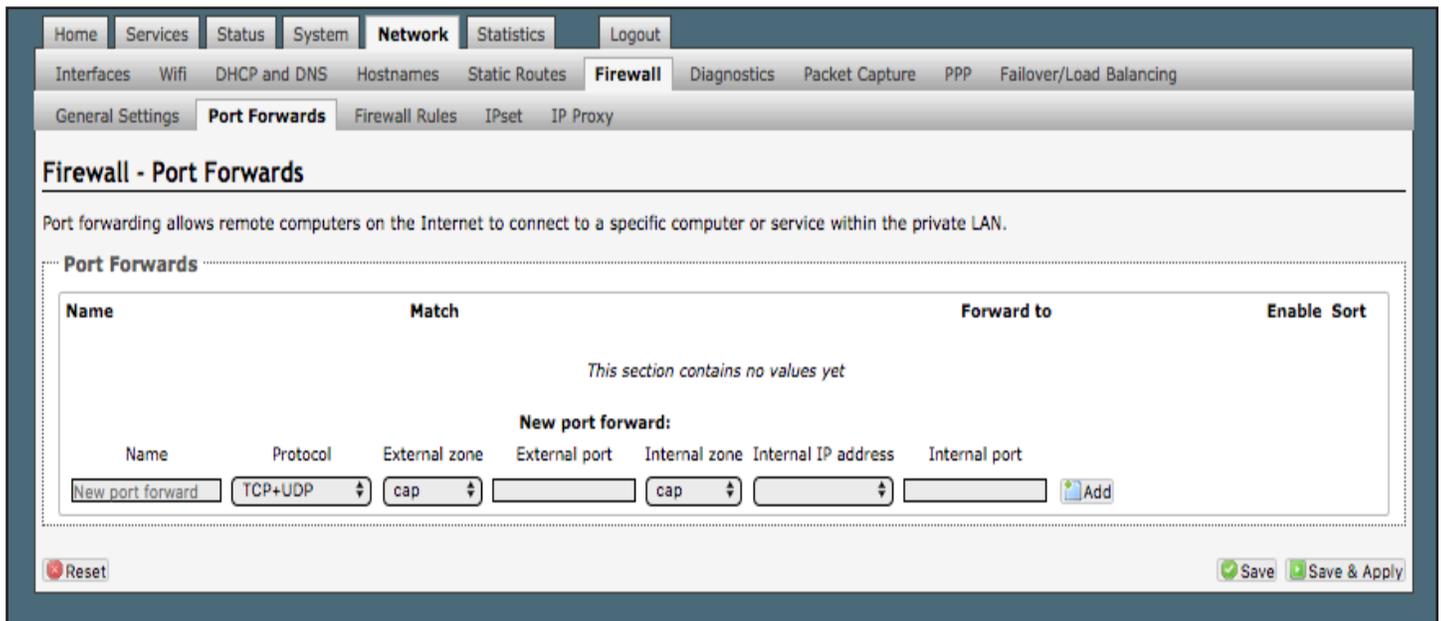


CAUTION: This action CANNOT be undone.

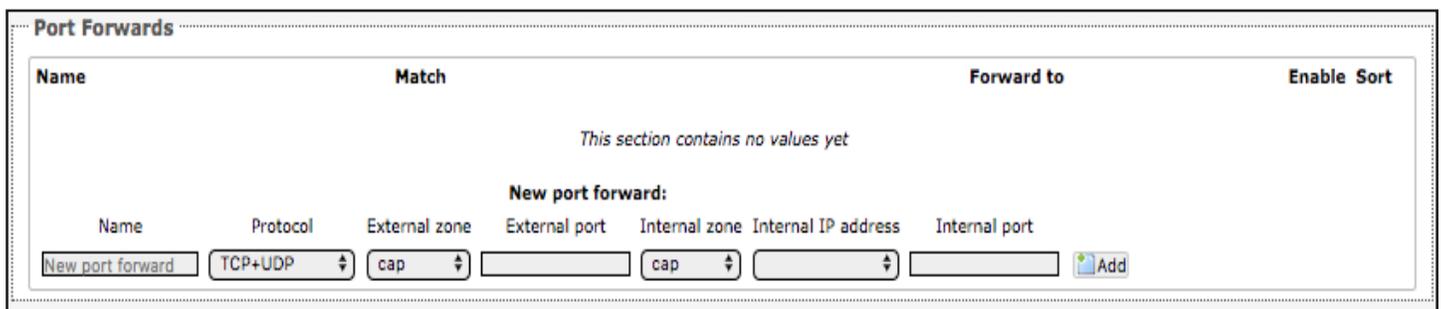
12.6.2. Port Forwards

To allow remote access to a specific computer or service within the private LAN requires Port forwarding.

CAUTION: It is important to understand networking before making changes to Port Forwards.



This page shows a list of the enabled port forwards configured. To add a new port forward, enter the desired parameters and click <Add>. To save the configuration, click <Save & Apply>. The new port forward will appear in the list.



You can now enable/disable them, change the sort order, and edit the parameters.

CAUTION: The Delete function cannot be undone.

12.6.3. Firewall - Traffic Rules

This page is the firewall traffic rules table. The table includes all the firewall rules on the router that will allow you to enable and disable ports and IP address, etc.

While you can add rules, delete rules and each interface can have its own set of rules, BEST PRACTICE is to manage router traffic via the Failover/Load Balancing MWAN Traffic Rules (**See Chapter 12.9**).

By default, the router is shipped to you with six rules that all say DO NOT MODIFY. They are: ALL, Pass DNS, DNS, HTTP, HTTPS and FTP. These are the rules that the Proxy Server automatically enable and disable so the components work without you having to make modifications to the Firewall Traffic Rules Table. When enabled, these rules Allow that particular traffic to pass through the firewall. This means that the Firewall is totally OPEN by default. When you configure the Failover/Load Balancing you can restrict the traffic allowed through an interface.

All the firewall rules can easily be enabled (checked) or disabled (unchecked).

The first rule name “ALL”, when enabled, means the firewall is totally open and all traffic goes straight through the firewall. To disable the rule, uncheck it, scroll to the bottom of the page and hit <Save & Apply>. With the ALL rule disabled, the remaining rules spring into action.

Rules are evaluated from top to bottom. As soon as traffic hits a rule that matches, it will stop.

For example, if you want to allow all traffic except http traffic:

- Disable (uncheck) the first rule “ALL-DO NOT MODIFY”. This forces the remaining rules to take precedent.
- Disable (uncheck) the rule “HTTP-DO NOT MODIFY”. This blocks http traffic from passing through the firewall.

With the ALL rule disabled (unchecked) you can enable/disable the others very quickly. The next one is DNS. Do you want DNS? Yes (checked), No (unchecked). Do you want http? Yes (checked), No (unchecked), etc.

You can also create a custom rule.

12.6.3.1. Create a Custom Rule

Scroll down to the bottom of the page to the section “New forward rule”. Click <Add and edit>.



The screenshot shows a form titled "New forward rule:". It has three input fields: "Name" with the value "New forward rule", "Source zone" with a dropdown menu showing "lan", and "Destination zone" with a dropdown menu showing "wan". To the right of these fields is a button labeled "Add and edit..." with a blue icon.

Here you can give the new rule a name, specify the protocol, restrict the rule to a certain zone, identify the source IP address, the destination IP address, port numbers, etc.

This is standard firewall convention. Once the rule is created, click <Save & Apply>. Place the rule where you want it on the traffic rule list using the Sort column arrows for up and down. This is a full-featured firewall that you can customize to meet your needs.

Home Services Status System **Network** Statistics Logout

Interfaces Wifi DHCP and DNS Hostnames Static Routes **Firewall** Diagnostics Packet Capture PPP Failover/Load Balancing

General Settings Port Forwards **Firewall Rules** IPset IP Proxy

Firewall - Traffic Rules - (Unnamed Rule)

This page allows you to change advanced properties of the traffic rule entry, such as matched source and destination hosts.

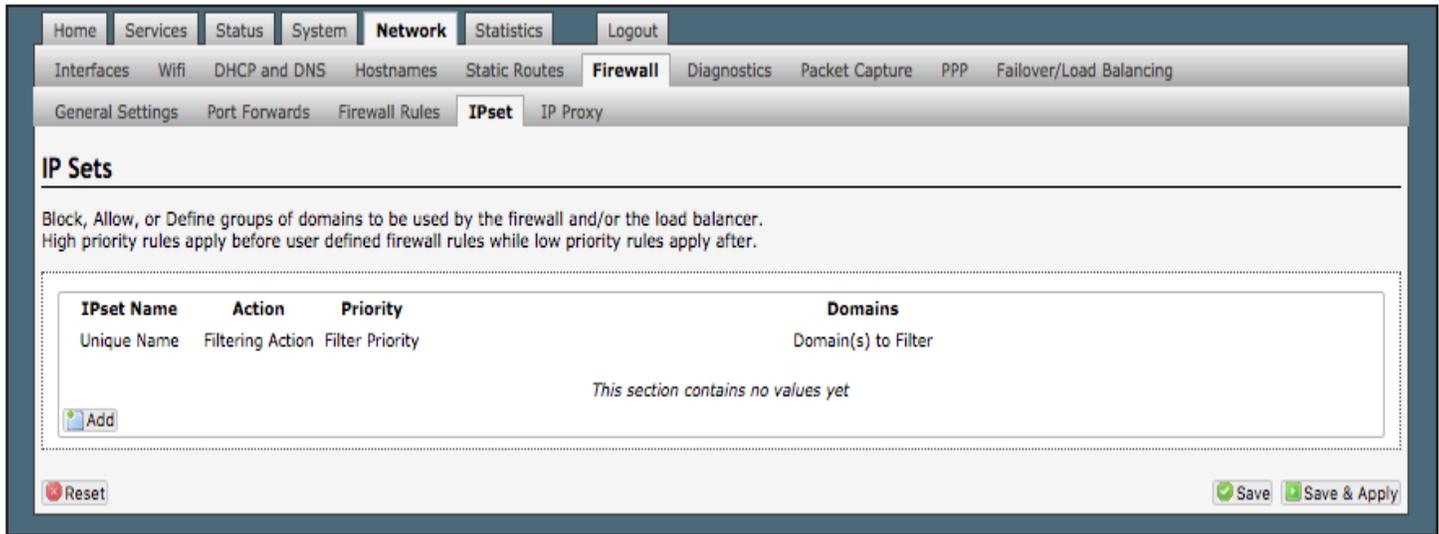
Rule is enabled	<input type="checkbox"/> Disable
Name	<input type="text"/>
Restrict to address family	IPv4 and IPv6
Protocol	TCP+UDP
Match ICMP type	any
Source zone	<ul style="list-style-type: none"><input type="radio"/> Any zone<input type="radio"/> cap: cap: <input checked="" type="radio"/> lan: lan: biz: <input type="radio"/> newzone: (empty)<input type="radio"/> ppp: ppp: <input type="radio"/> wan: wan: wext: wan2:
Source MAC address	any
Source address	any
Source port	any
Destination zone	<ul style="list-style-type: none"><input type="radio"/> Device (input)<input type="radio"/> Any zone (forward)<input type="radio"/> cap: cap: <input checked="" type="radio"/> lan: lan: biz: <input type="radio"/> newzone: (empty)<input type="radio"/> ppp: ppp: <input type="radio"/> wan: wan: wext: wan2:
Destination address	any
Destination port	any
Action	accept
Extra arguments	<input type="text"/> <small>Passes additional arguments to iptables. Use with care!</small>

[Back to Overview](#)

See IP Sets (**Chapter 12.6.4**) for creating block and allow rules by domain name instead of IP address.

12.6.4. IP Sets

Use IP sets for cloud-based services where standard firewall rules will not work. This allows block and allow rules by domain name instead of by IP address. IP sets rules take priority over anything in the firewall.



Click <Add> to create a new IP set rule.

Action Definitions:

- **Block:** Rejects the domain.
- **Pass:** Allows the domain.
- **Define:** Defines the domain only. It neither blocks nor allows. You can specify how routing occurs for that domain in the Failover/Load Balancing Rules. (**See Chapter 12.9**).

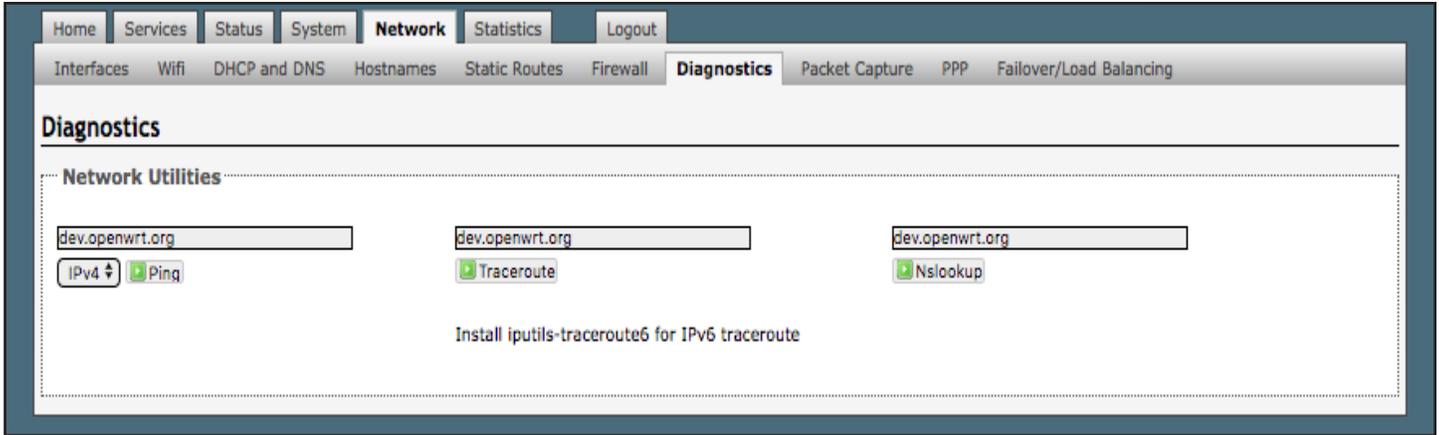
You can group multiple domain names into one IP set rule.

Each IP set rule must be assigned to a Policy (**See Chapter 12.9**).

12.7. Diagnostics

Requires “superadmin” login.

There are several Diagnostic tools available:



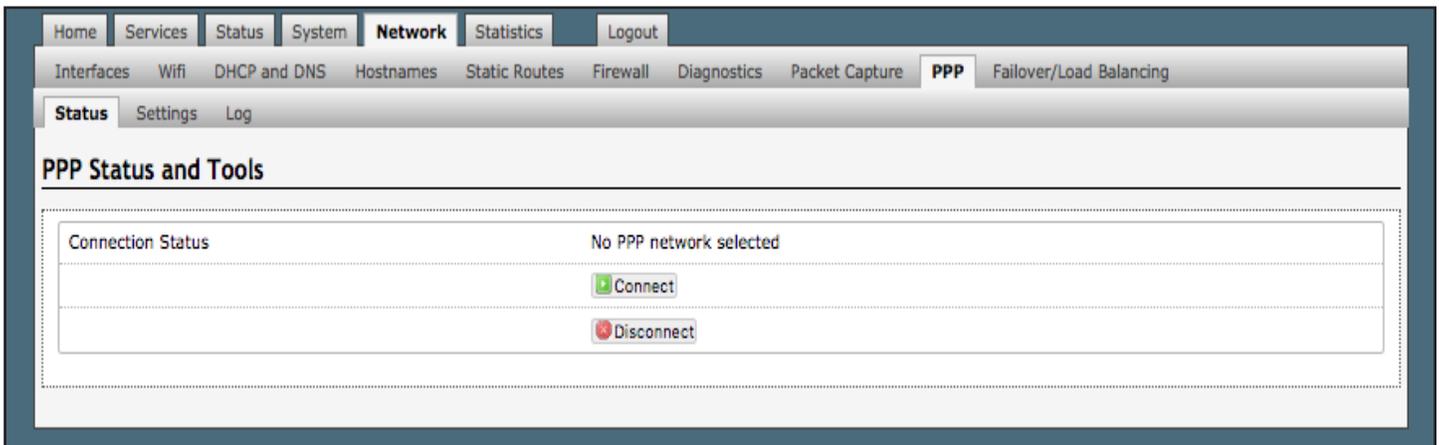
- **Ping:** Tells you if you have IP connectivity.
- **Traceroute:** Gives you all the IP addresses in a hop to the final destination.
- **Nslookup:** Gives you the IP address of whatever you enter into the text box.

12.8. PPP

Requires “superadmin” login.

It is possible to use a USB connected satellite phone or GSM modem that does PPP to connect for email and web browsing (for example: IsatPhone Pro or Iridium handheld).

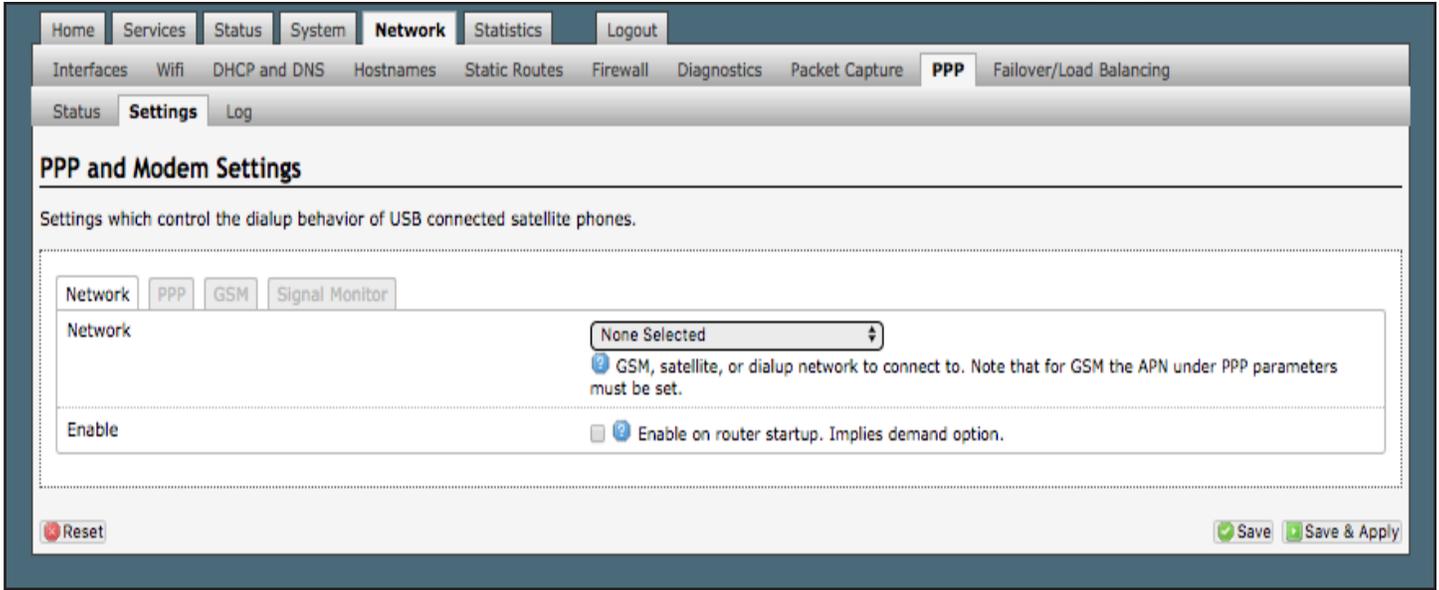
NOTE: web browsing is not recommended when using a low bandwidth device.



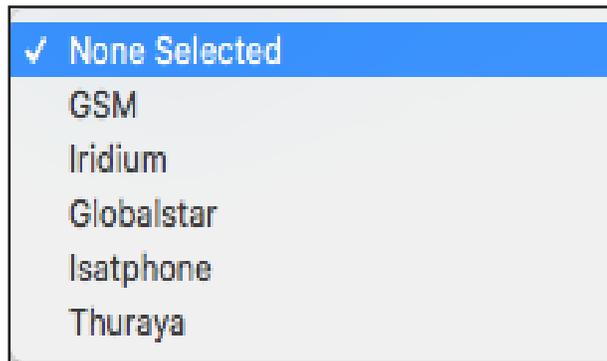
With PPP configured, you can bring up the connection manually; it will stay connected until you disconnect, or the idle timeout is reached. If not using the Demand feature, you must bring up the PPP connection manually. (See **Chapter 12.8.1** and **Chapter 12.8.2**).

12.8.1. PPP Settings Configuration for USB Connected Satellite Device

Use the following to configure the PPP interface for use with a USB connected satellite phone.



1. Using the drop-down menu, click the appropriate satellite network.
2. Click the Enable checkbox to maintain this setting during router startup. Otherwise, you must re-configure for PPP use with each router startup.



3. Click <Save & Apply> to apply the change.

Move to the Settings > PPP Tab:

Home Services Status System Network Statistics Logout

Interfaces Wifi DHCP and DNS Hostnames Static Routes Firewall Diagnostics Packet Capture PPP Failover/Load Balancing

Status Settings Log

PPP and Modem Settings

Settings which control the dialup behavior of USB connected satellite phones.

Network PPP GSM Signal Monitor

Modem Interface	<div style="border: 1px solid #ccc; padding: 2px; width: 100%;">System Default</div> <small>Select COM port assigned to modem.</small>
Modem Speed	<div style="border: 1px solid #ccc; padding: 2px; width: 100%;">System Default</div> <small>Baud rate for modem serial interface.</small>
Username	<div style="border: 1px solid #ccc; padding: 2px; width: 100%;"></div> <small>Leave blank if none required.</small>
Password	<div style="border: 1px solid #ccc; padding: 2px; width: 100%;"></div> <small>Leave blank if none required.</small>
Phone Number	<div style="border: 1px solid #ccc; padding: 2px; width: 100%;"></div> <small>Phone number to dial. Leave blank for system default.</small>
Idle Timeout	<div style="border: 1px solid #ccc; padding: 2px; width: 100%;">60</div> <small>Drop connection after X seconds if no network traffic is detected. Note it is not advisable to use this option with the <i>persist</i> option without the <i>demand</i> option. Set to 0 to disable.</small>
Persist	<input type="checkbox"/> <small>Enable persistent connections. Persistent connections forces the modem to reconnect if connection drops.</small>
Extra Init	<div style="border: 1px solid #ccc; padding: 2px; width: 100%;"></div> <small>Extra modem initialization. Leave blank if not required. Enter full AT command (including AT) to send to the modem before dialing.</small>
MTU	<div style="border: 1px solid #ccc; padding: 2px; width: 100%;"></div> <small>Set the MTU [Maximum Transmit Unit] value in bytes. Leave blank for system default.</small>
debug	<input type="checkbox"/> <small>Write PPP connection debugging information to the system log.</small>

Reset
Save Save & Apply

Configure the PPP Settings as necessary. These PPP Settings apply to both USB connected satellite phones and GSM (cellular) modems.

- **Modem Interface:** Do not modify from “System Default” unless you have trouble connecting. If required, use the drop-down list, click the COM port assigned to the USB connected satphone.
- **Modem Speed:** Do not modify from “System Default” unless you have trouble connecting. If required, use the drop-down list, click the baud rate for the USB connected satphone.
- **Username:** If the satellite network provider requires a username in order to connect to their network, enter it here. (If you use the APN Wizard, this will be completed automatically.)
- **Password:** If the satellite network provider requires a password in order to connect to their network, enter it here. (If you use the APN Wizard, this will be completed automatically.)
- **Phone number:** The Optimizer CrewComm is pre-configured with the standard number to dial for the different satellite networks. Unless your satellite airtime provider requires an alternate phone number, this field can be left blank in order to use the default dial-up number.
- **Idle Timeout:** The default is set to 60 seconds. If no network traffic is detected during this Idle Timeout period, the connection will drop. To disable the Idle Timeout feature, set to 0.

NOTE: If Persist is enabled with Demand disabled, the Idle Timeout is ignored.

- **Persist:** Check this box to enable persistent connections. If the connection drops the modem will attempt to reconnect. With Persist clicked, two additional settings appear:

Persist	<input checked="" type="checkbox"/> Enable persistent connections. Persistent connections forces the modem to reconnect if connection drops.
Demand	<input type="checkbox"/> Initiate the link only on demand, i.e. when data traffic is present. Implies Persist.
Hold Off Timeout	30 Time in seconds between reconnection attempts.
Maximum Fail	0 Maximum reconnection fail attempts before giving up. Leave blank for infinite retries.

- **Hold Off Timeout:** The default is 30 seconds. If the link is dropped, this is the time it will wait to try connection again.
- **Maximum Fail:** The default is never. This is the number of times it will try to reconnect. If re-connection does not happen within this number, it will stop trying.
- **Demand:** Check this box to bring up the link only on demand, such as when data traffic is present. The satphone or GSM modem that does PPP, the link remains down until it detects network traffic. It will bring up the link automatically and stay up when there is traffic or until the Idle Timeout setting reached. With Demand clicked, Persist is implied. See Persist above.
- **Best Practice:** When using GSM in the load-balancing mode, enable this Demand feature so that when there is PPP traffic the modem will go online, when no traffic the connection is terminated.
- **Extra Init:** If required, enter the full AT command to send to the modem before dialing.
- **MTU (Maximum Transmit Unit):** This should be blank to use the system default; or, you can set the limit here, in bytes. Only change this setting if required to do so by your satellite provider.
- **debug:** If you are having trouble with the PPP connection this debug log may help you diagnose the problem.

Click <Save & Apply>.

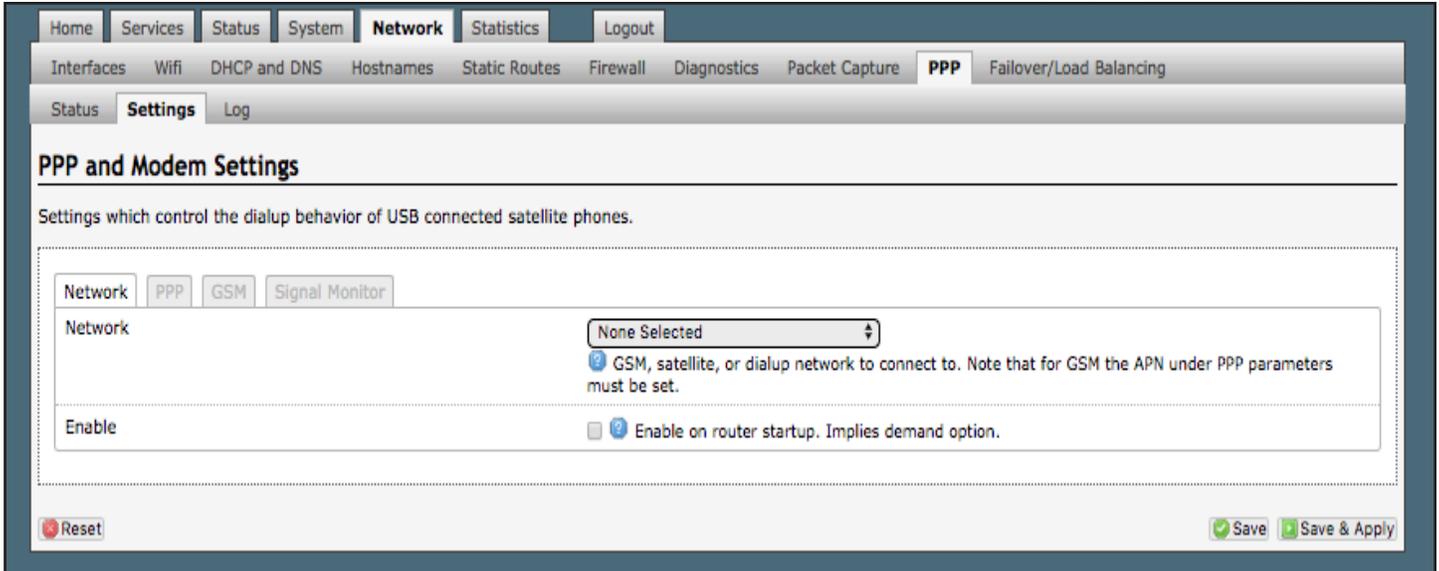
12.8.2. PPP Settings Configuration for GSM Modems

The GSM feature is offered for your convenience, but we are not able to support it. The information provided here is general in nature but may not be sufficient to establish a connection. If you run into any difficulties, you must contact your cellular network provider for support.

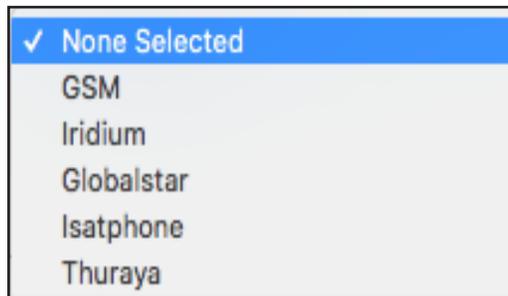
If you have a GSM-based or LTE-based cellular phone, it may be possible to use the GSM network, when available, for Email and Web Browsing data over the Optimizer CrewComm. You will get the benefits of compression and a faster data transfer rate than over a satellite phone which typically equates to cost savings.

Only GSM-based service and LTE-based service can be configured here. CDMA-based service will NOT work. If you are unsure of which service you have, contact your cellular provider before attempting to configure for connection.

Use the following to configure the PPP interface for use with a GSM modem.



1. Using the drop-down menu, click GSM.



2. Click the Enable check box to maintain this setting during router startup. Otherwise, you must re-configure for PPP use with each router startup.

3. Click <Save & Apply> to apply the change.

Move to the Settings > GSM Tab:

Home Services Status System **Network** Statistics Logout

Interfaces Wifi DHCP and DNS Hostnames Static Routes Firewall Diagnostics Packet Capture **PPP** Failover/Load Balancing

Status **Settings** Log

PPP and Modem Settings

Settings which control the dialup behavior of USB connected satellite phones.

Network **PPP** GSM Signal Monitor

APN Wizard
Select APN by Country, Provider, and Plan.

APN
Access Point Name.

APN Delay
Some modems (such as the sierra wireless mc7455) require a delay (in seconds) between setting the APN and dialing.

Username Blank Entry
Value set under PPP settings and displayed here for convenience.

Password Blank Entry
Value set under PPP settings and displayed here for convenience.

Pincode
SIM card pin. Leave blank if none required.

Before you can configure the Optimizer CrewComm for GSM, you must:

- Obtain a USB data dongle from your cellular provider. Your provider may require you to purchase a data plan.
- Activate the USB data dongle with your cellular carrier and test it to make sure it works.

Typically, testing requires only that you plug the USB Data Dongle into your computer and see if you can get on the Internet. If testing fails, contact your cellular carrier for support.

The APN Wizard contains many providers and plans. Using it will automatically set the configuration for you. Click <APN Wizard> to start the configuration:

Home Services Status System **Network** Statistics

Interfaces Wifi DHCP and DNS Hostnames Static Routes

Status Settings Log

APN Wizard

This assistant helps you easily set up a mobile broadband connection

Country

- Taiwan, Province of China
- Tanzania, United Republic of
- Thailand
- Trinidad and Tobago
- Tunisia
- Turkey
- Uganda
- Ukraine
- United Arab Emirates
- United Kingdom
- United States**
- Uruguay
- Uzbekistan
- Venezuela, Bolivarian Republic of
- Viet Nam

Failover/Load Balancing

Click the appropriate country from the drop-down list and then, click <Next>.

The screenshot shows the 'APN Wizard' configuration page. The navigation bar includes 'Home', 'Services', 'Status', 'System', 'Network', 'Statistics', and 'Logout'. Below the navigation bar, there are tabs for 'Interfaces', 'Wifi', 'DHCP and DNS', 'Hostnames', 'Static Routes', 'Firewall', 'Diagnostics', 'Packet Capture', 'PPP', and 'Failover/Load Balancing'. The 'PPP' tab is active. The page title is 'APN Wizard'. Below the title, there is a sub-header 'Status Settings Log'. The main content area contains the text: 'This assistant helps you easily set up a mobile broadband connection to a cellular network. Select your provider and hit Next.' Below this text is a form with a 'Provider' label and a dropdown menu. The dropdown menu is open, showing the following options: 'None Selected' (checked), 'AT&T', 'BendBroadband', 'Cincinnati Bell Wireless', 'Lycamobile', 'MTPCS (Cellular One)', 'Straight Talk', 'T-Mobile', and 'Verizon'.

Click your Cell Provider from the drop-down list and then, click <Next>.

The screenshot shows the 'APN Wizard' configuration page. The navigation bar includes 'Home', 'Services', 'Status', 'System', 'Network', 'Statistics', and 'Logout'. Below the navigation bar, there are tabs for 'Interfaces', 'Wifi', 'DHCP and DNS', 'Hostnames', 'Static Routes', 'Firewall', 'Diagnostics', 'Packet Capture', 'PPP', and 'Failover/Load Balancing'. The 'PPP' tab is active. The page title is 'APN Wizard'. Below the title, there is a sub-header 'Status Settings Log'. The main content area contains the text: 'This assistant helps you easily set up a mobile broadband connection to a cellular network. Select your plan and hit Next.' Below this text is a **Warning:** 'Selecting an incorrect plan may result in billing issues for your broadband account or may prevent connectivity. If you are unsure of your plan please ask your provider for your plan's APN.' Below the warning is a form with a 'Plan' label and a dropdown menu. The dropdown menu is open, showing the following options: 'None Selected' (checked), 'Data Connect (old)', 'LTE', 'LaptopConnect (data cards)', and 'MEdia Net (phones)'.

Click your Plan from the drop-down list and then, click <Next>.

Home Services Status System **Network** Statistics Logout

Interfaces Wifi DHCP and DNS Hostnames Static Routes Firewall Diagnostics Packet Capture **PPP** Failover/Load Balancing

Status **Settings** Log

PPP and Modem Settings

Settings which control the dialup behavior of USB connected satellite phones.

GSM Network **PPP** Signal Monitor

You must hit Save & Apply to record new APN.

APN Wizard
Select APN by Country, Provider, and Plan.

APN	pta Access Point Name.
APN Delay	7 Some modems (such as the sierra wireless mc7455) require a delay (in seconds) between setting the APN and dialing.
Username	Blank Entry Value set under PPP settings and displayed here for convenience.
Password	Blank Entry Value set under PPP settings and displayed here for convenience.
Pincode	<input type="text"/> SIM card pin. Leave blank if none required.

If you have protected your cellular SIM card with a PIN-Code, enter the PIN-Code in the Pincode text box.

Click <Save & Apply> to complete the configuration.

NOTE: If the APN Wizard does not contain the information for your provider or plan, contact your cellular provider to obtain the information required to connect to their GSM network.

The information may include:

- Access Point Name (APN).
- Username required for access to the APN.
- Password required for access to the APN.

Enter the required information in the PPP Settings pages.

12.8.2.1. Using GSM

When you want to use GSM service instead of satellite service, we recommend that you disconnect the satellite terminal from the Optimizer CrewComm before attempting a GSM connection.

Plug the USB data dongle you obtained from your cellular provider into the USB/GSM port of the Optimizer CrewComm Premier.

With the GSM interface properly configured, it becomes an important component of the Failover sequence.

12.8.2.2. Changing from GSM Service to Satellite Service

When you travel beyond GSM range you must:

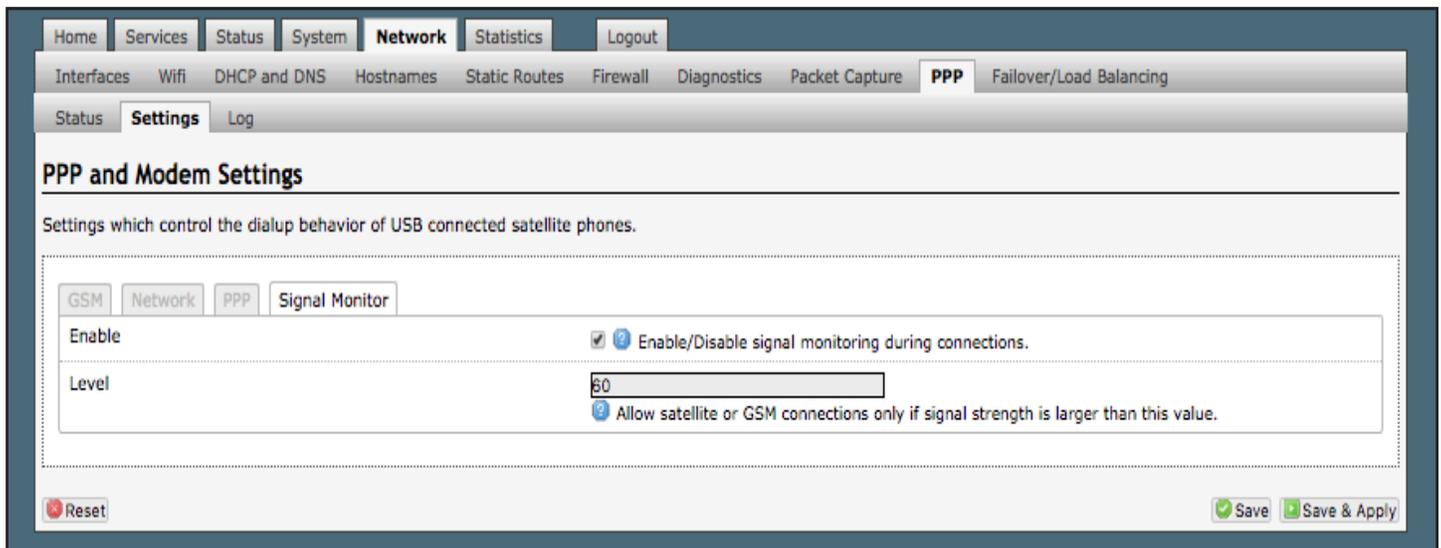
- Remove the GSM data dongle from the Optimizer CrewComm USB/GSM port.
- Reconnect your satellite phone/terminal to the Optimizer CrewComm.

NOTE: We are not able to support the GSM feature. If you experience any connection difficulties when using this feature, you must contact your GSM network provider for support.

12.8.3. Signal Monitor

Signal monitor queries your satellite device or GSM modem to determine if the signal strength is sufficient to make a successful data connection. Typically, a minimum of 60% signal is required. However, 100% signal is ideal for the fastest possible data transfer rate.

NOTE: Some older satellite phones (for example, the Iridium 9505a) do not support the signal monitor feature. For these older satellite phones, the signal monitor **MUST** be **DISABLED** for a successful data connection.



From this screen you can enable/disable signal monitor using the “Enable” check box.

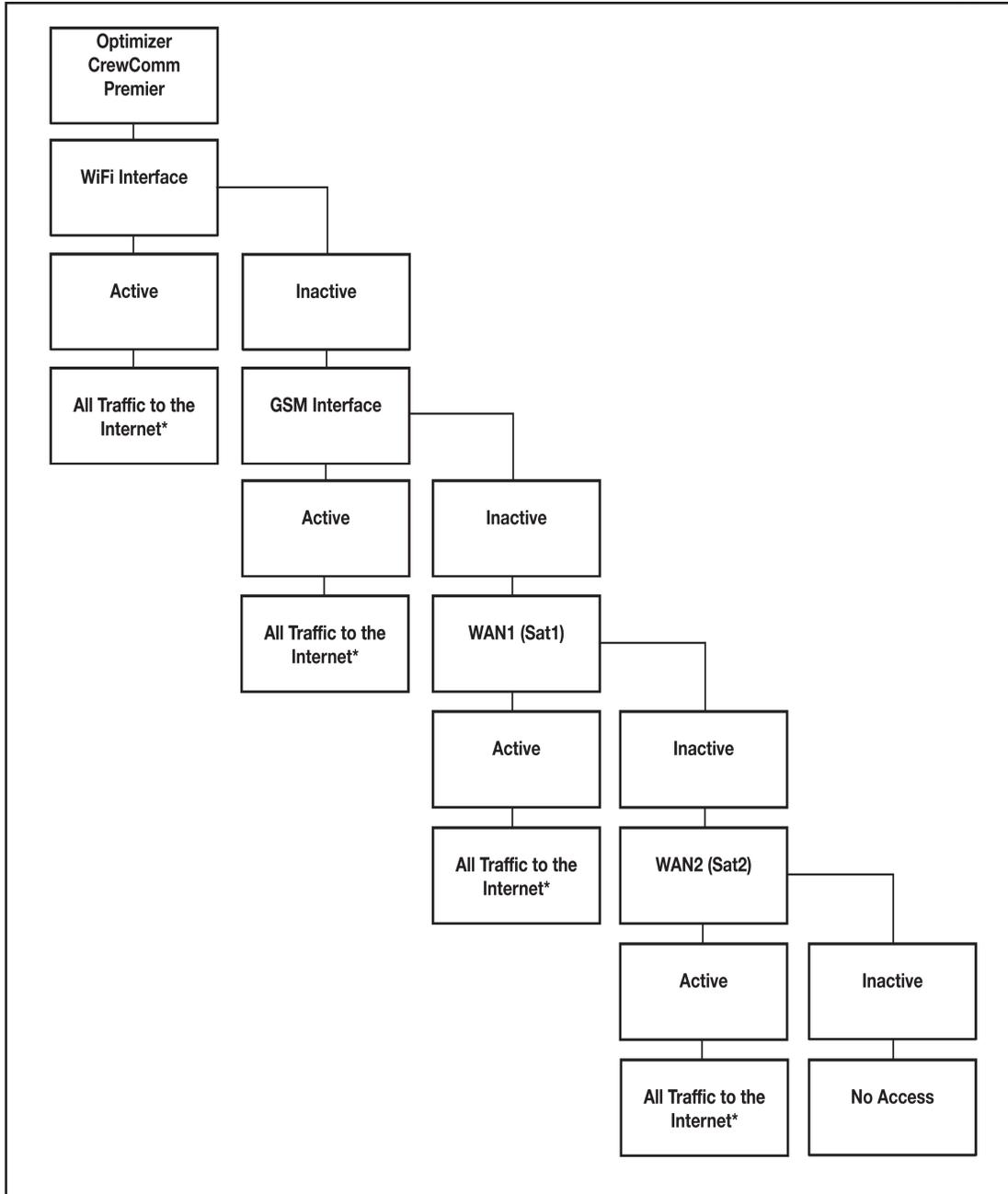
You can change the level of the Signal Monitor. Keep in mind that 60% is typically the minimum required for a successful data connection. If you must change the Signal Monitor, we recommend lowering the Level vs. disabling it. Many IsatPhonePro users have had success by lowering the level to 40 or 30.

CAUTION: Reducing the signal strength to less than 60% or disabling it altogether may cause lengthy data connections due to poor signal.

When you are done making changes, click <Save & Apply>.

12.9. Failover/Load Balancing

The default Failover sequence and Load Balance configuration are as follows:



Setup is required for the GSM Interface

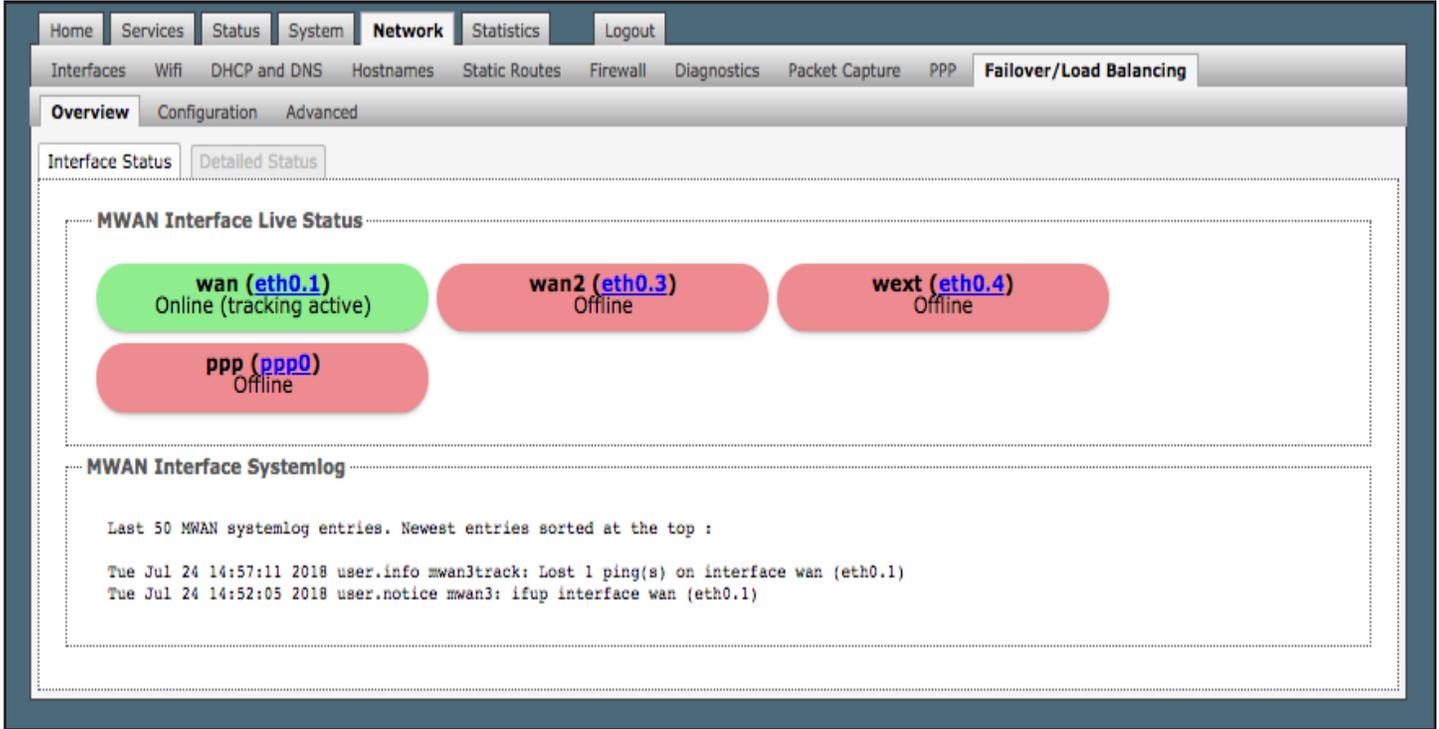
*All traffic to the Internet is subject to the firewall and the load balance configuration. You can change the Failover configuration and you can Load Balance between and among the interfaces. For example, you can create rules to send all http traffic through the Wi-Fi Interface but never through the WAN ports. (See **Chapter 12.9.2**).

This default configuration will work out-of-the-box for those with the RedPort Wi-Fi Extender, a GSM connection and one or two satellite systems. If your setup differs from the default you will need to modify the Failover/Load Balancing configuration using the information in this chapter. There are examples of a few failover/load balancing (See **Chapter 12.9.5**).

12.9.1. MWAN Overview

The Interface Status screen shows you an at-a-glance view of which interfaces are currently online and which

interfaces are offline. In addition, the MWAN Interface System Log shows the most recent log entries.



The screenshot displays the 'Network' section of the RedPort management interface. The 'Failover/Load Balancing' sub-tab is active. Under 'Interface Status', the 'Detailed Status' view shows the following MWAN interface live status:

- wan (eth0.1)**: Online (tracking active) - Green status
- wan2 (eth0.3)**: Offline - Red status
- wext (eth0.4)**: Offline - Red status
- ppp (ppp0)**: Offline - Red status

Below the status, the 'MWAN Interface Systemlog' section shows the last 50 entries, with the newest at the top:

```
Last 50 MWAN systemlog entries. Newest entries sorted at the top :  
Tue Jul 24 14:57:11 2018 user.info mwan3track: Lost 1 ping(s) on interface wan (eth0.1)  
Tue Jul 24 14:52:05 2018 user.notice mwan3: ifup interface wan (eth0.1)
```

The Detailed Status screen shows more details of the current state of the router.

Home Services Status System **Network** Statistics Logout

Interfaces Wifi DHCP and DNS Hostnames Static Routes Firewall Diagnostics Packet Capture PPP **Failover/Load Balancing**

Overview Configuration Advanced

Interface Status Detailed Status

MWAN Detailed Status

```

Interface status:
interface wan is online (tracking active)
interface wan2 is offline (tracking down)
interface wext is offline (tracking active)
interface ppp is offline (tracking down)

Policy balanced:
wan (100%)

Policy wan2_only:
unreachable

Policy wan2_wan:
wan (100%)

Policy wan_only:
wan (100%)

Policy wan_wan2:
wan (100%)

Policy wext_wan_wan2:
wan (100%)

Policy wi_gs_w_w2:
wan (100%)

Known networks:
10.1.5.0
192.168.90.1
192.168.10.0/24
10.1.5.255
192.168.11.0/24
192.168.1.1
192.168.90.255
127.0.0.0/8
192.168.1.0/24
192.168.1.133
224.0.0.0/3
192.168.1.0
127.255.255.255
192.168.11.1
192.168.10.0
127.0.0.1
192.168.11.0
127.0.0.0
192.168.11.255
192.168.1.255
192.168.90.0
10.1.5.0/24
192.168.90.0/24
192.168.10.255
192.168.10.1
10.1.5.1

Active rules:
 79 5722 - wi_gs_w_w2 all -- * * 0.0.0.0/0 0.0.0.0/0
    
```

12.9.2. MWAN Configuration

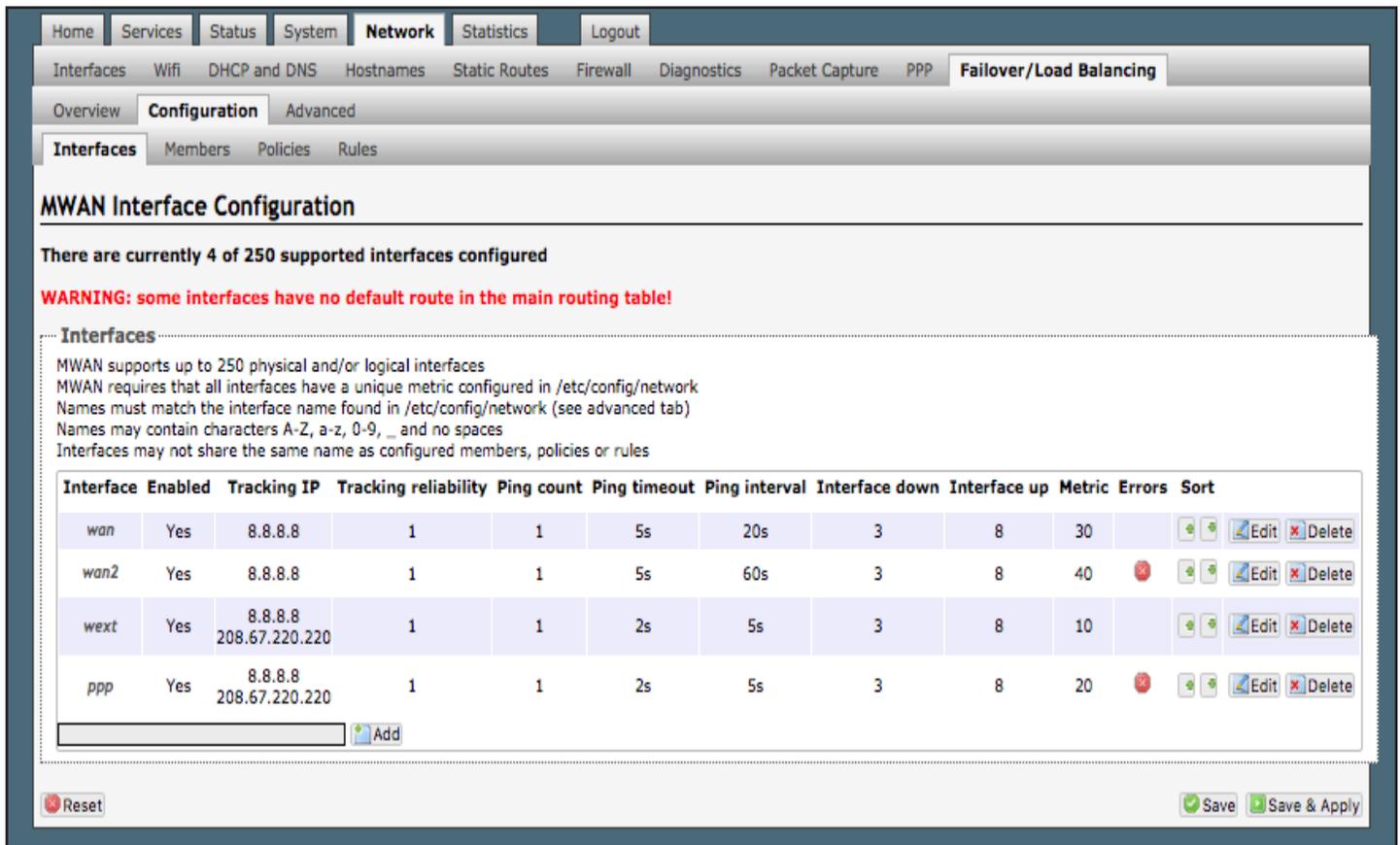
The Optimizer CrewComm Premier offers sophisticated Failover and Load Balancing options. You can block or

allow certain traffic over one or more specific interfaces.

First, let's define the various components discussed in this section:

- **MWAN Interfaces:** This is the connection “type” to the Internet. The default is four interfaces. (See **Chapter 12.9.2.1**).
- **MWAN Members:** These are profiles whereby each interface is assigned a level of importance relative to the other interfaces. The default is 16 members. (See **Chapter 12.9.2.2**).
- **MWAN Policies:** These are member groupings that control how traffic is distributed among the interfaces. The default is 7 policies. (See **Chapter 12.9.2.3**).
- **MWAN Rules:** These are rules that specify which traffic will use a particular interface. The default is 1 rule. (See **Chapter 12.9.2.4**).

12.9.2.1. Interfaces



The screenshot shows the 'Network > Interfaces' configuration page. It displays a table of configured MWAN interfaces with columns for Interface, Enabled status, Tracking IP, Tracking reliability, Ping count, Ping timeout, Ping interval, Interface down/up times, Metric, and Errors. Below the table is an 'Add' button for creating a new interface.

Interface	Enabled	Tracking IP	Tracking reliability	Ping count	Ping timeout	Ping interval	Interface down	Interface up	Metric	Errors	Sort
wan	Yes	8.8.8.8	1	1	5s	20s	3	8	30		[Edit] [Delete]
wan2	Yes	8.8.8.8	1	1	5s	60s	3	8	40	[Error]	[Edit] [Delete]
wext	Yes	8.8.8.8 208.67.220.220	1	1	2s	5s	3	8	10		[Edit] [Delete]
ppp	Yes	8.8.8.8 208.67.220.220	1	1	2s	5s	3	8	20	[Error]	[Edit] [Delete]

Buttons: [Reset] [Save] [Save & Apply]

An MWAN Interface represents the connection type to the Internet. The default interfaces are:

- **wan:** The primary satellite device.
- **wan2:** The backup satellite device.
- **wext:** The Wi-Fi Extender device.
- **ppp:** The ppp/gsm device.

If you have added a new interface to Network > Interfaces (see Chapter 8.1) and want to include that new interface into the MWAN Failover/Load Balancing distribution it must be added to the MWAN Interface Configuration:

Enter the name of the interface into the text box and click <Add>.

ppp	Yes	8.8.8.8 208.67.220.220	1	1	2s	5s	3	8	20				
<input type="text" value="Test1"/>													
<input type="button" value="Reset"/> <input type="button" value="Save"/> <input type="button" value="Save & Apply"/>													

You may accept these settings as they are or modify if required.

Home | Services | Status | System | **Network** | Statistics | Logout

Interfaces | Wifi | DHCP and DNS | Hostnames | Static Routes | Firewall | Diagnostics | Packet Capture | PPP | **Failover/Load Balancing**

Overview | **Configuration** | Advanced

Interfaces | Members | Policies | Rules

MWAN Interface Configuration - Test1

WARNING: this interface has no default route in the main routing table!

WARNING: this interface has no metric configured in /etc/config/network!

Enabled	Yes
Tracking IP	<input type="text"/>
<small> This IP address will be pinged to determine if the link is up or down. Leave blank to assume interface is always online</small>	
Tracking reliability	1
<small> Acceptable values: 1-100. This many Tracking IP addresses must respond for the link to be deemed up</small>	
Ping count	1
Ping timeout	2 seconds
Ping interval	5 seconds
Interface down	3
<small> Interface will be deemed down after this many failed ping tests</small>	
Interface up	3
<small> Downed interface will be deemed up after this many successful ping tests</small>	
Metric	-
<small> This displays the metric assigned to this interface in /etc/config/network</small>	

- **Enabled:** Yes to Enable, No to Disable this MWAN interface. The default is “Yes”.
- **Tracking IP:** IP address(es) to be pinged to determine if the link is up or down. If left blank, it is assumed the interface is always online.

NOTE: In some cases, it may be advantageous and more cost effective to track the IP address of the interface itself rather than an IP address on the Internet.

- **Tracking reliability:** Number of IP addresses (in Tracking IP above) that must respond in order for the link to be determined as Up. The default is “1”.
- **Ping count:** Number of pings to be sent in the ping burst. The default is “1”.
- **Ping timeout:** How long (in seconds) to wait to see if the ping fails. The default is “2”. Iridium Pilot users please

see suggestions below.

- **Ping interval:** How long (in seconds) to wait between pings. Iridium Pilot users please see suggestions below.
- **Interface down:** Number of failed responses before determining that the interface is Down.
- **Interface up:** Number of successful responses before determining that the interface is Up.
- **Metric:** Read-only display of the gateway metric assigned to the interface when it was created in Network > Interfaces.

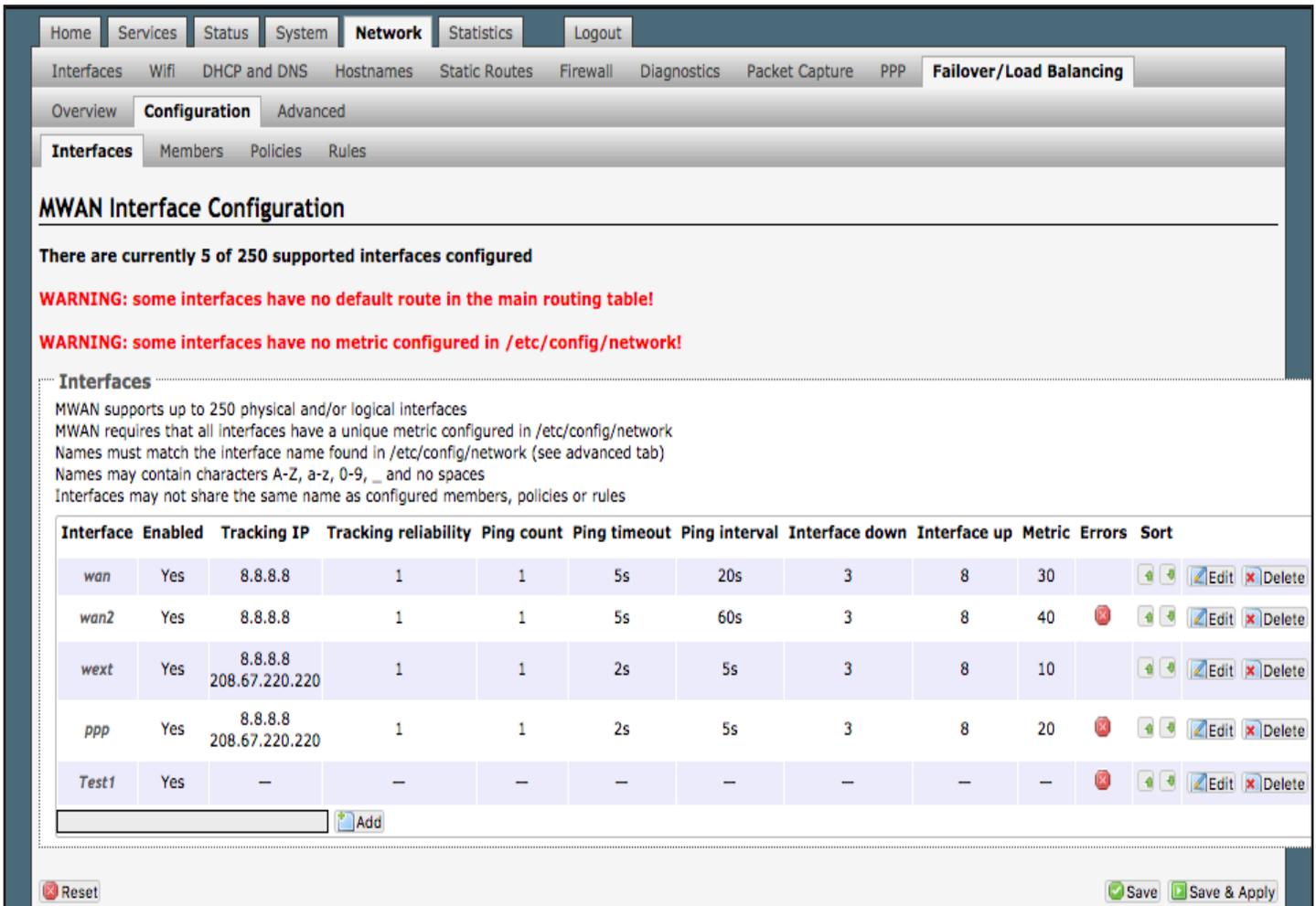
Click <Save & Apply>.

Some suggestions:

When you have a PPP interface in the failover sequence you may want to set the Ping Timeout to 10 seconds, set the Ping Count to 2. The PPP interface has to come up at least once, so the system knows that it is a viable interface, so it must ping at least once. In addition, you may want to change the Tracking IP to the IP of the router, so you are pinging yourself instead of pinging an address on the Internet.

For Iridium Pilot Users:

The default settings for wan2 is Ping Timeout = 5 seconds and Ping Interval = 1 minute. This is designed to keep bandwidth usage low. If you have an Iridium Pilot as your wan2 interface, however, these settings are not helpful because the Pilot automatically goes offline after 20 seconds of idle time and it takes about 10-15 seconds to bring it back online. Doing a ping every minute with a 5 second timeout is most likely to fail. Changing the Tracking IP to the IP Address of the Pilot unit itself assures that the ping will always work so the interface will show as available for failover. With wan2 at the end of your failover sequence, this tricks the Optimizer CrewComm into believing there is connectivity, minimizing bandwidth usage.



The screenshot shows the 'Network' configuration page for 'Failover/Load Balancing'. It displays a table of configured interfaces with various settings like Tracking IP, Ping count, Ping timeout, and Interface down/up values. There are also warning messages about missing default routes and metrics.

MWAN Interface Configuration

There are currently 5 of 250 supported interfaces configured

WARNING: some interfaces have no default route in the main routing table!

WARNING: some interfaces have no metric configured in /etc/config/network!

Interfaces

MWAN supports up to 250 physical and/or logical interfaces
 MWAN requires that all interfaces have a unique metric configured in /etc/config/network
 Names must match the interface name found in /etc/config/network (see advanced tab)
 Names may contain characters A-Z, a-z, 0-9, _ and no spaces
 Interfaces may not share the same name as configured members, policies or rules

Interface	Enabled	Tracking IP	Tracking reliability	Ping count	Ping timeout	Ping interval	Interface down	Interface up	Metric	Errors	Sort
wan	Yes	8.8.8.8	1	1	5s	20s	3	8	30		
wan2	Yes	8.8.8.8	1	1	5s	60s	3	8	40		
wext	Yes	8.8.8.8 208.67.220.220	1	1	2s	5s	3	8	10		
ppp	Yes	8.8.8.8 208.67.220.220	1	1	2s	5s	3	8	20		
Test1	Yes	--	--	--	--	--	--	--	--		

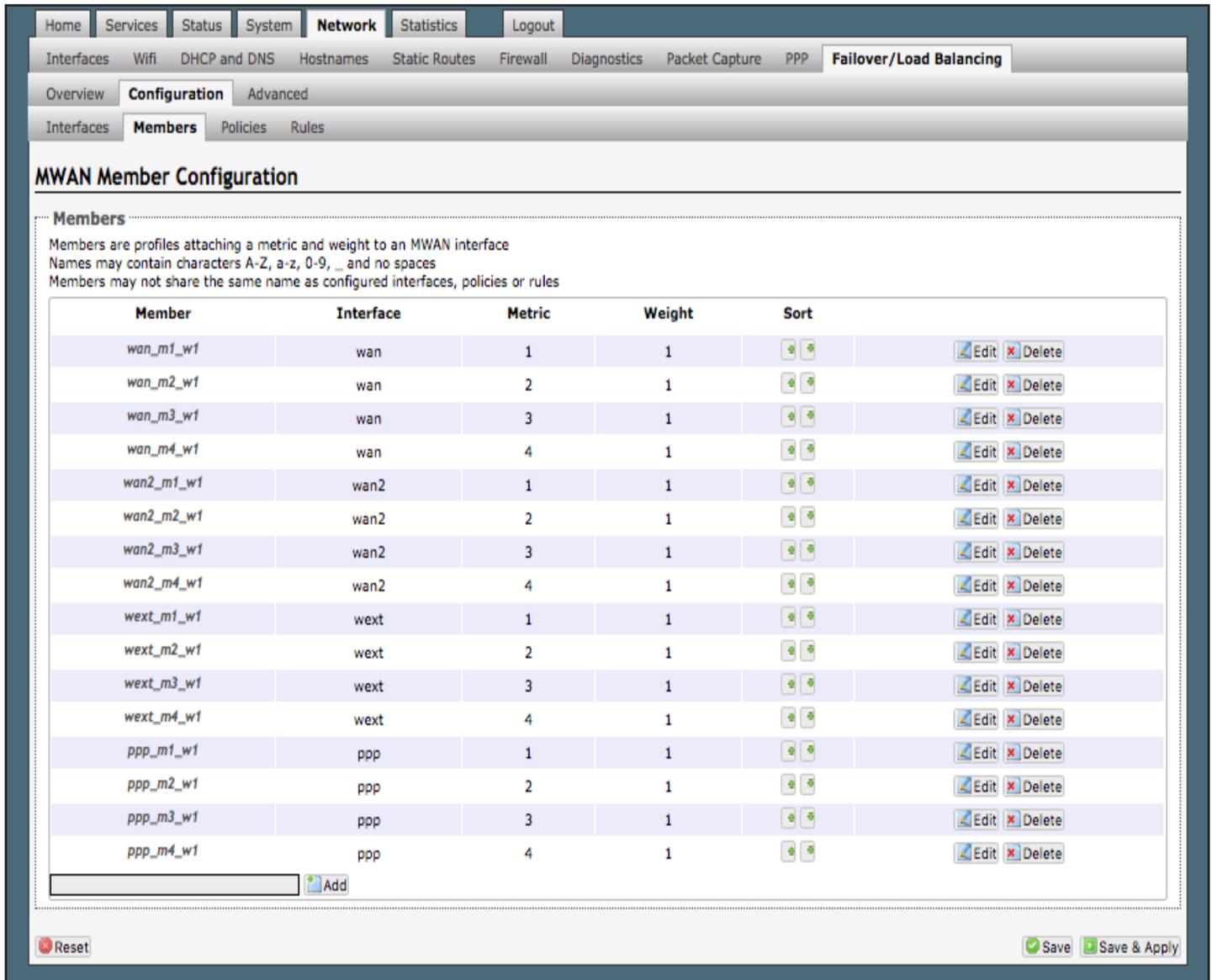
The new MWAN Interface is now available for Failover/Load Balancing configuration.

Click the <Edit> button to edit a MWAN Interface.

Click the <Delete> button to remove a MWAN Interface. The Delete action cannot be undone.

12.9.2.2. Members

Each MWAN Interface should have one or more Member profiles.



MWAN Member Configuration

Members

Members are profiles attaching a metric and weight to an MWAN interface
 Names may contain characters A-Z, a-z, 0-9, _ and no spaces
 Members may not share the same name as configured interfaces, policies or rules

Member	Interface	Metric	Weight	Sort	
wan_m1_w1	wan	1	1		Edit Delete
wan_m2_w1	wan	2	1		Edit Delete
wan_m3_w1	wan	3	1		Edit Delete
wan_m4_w1	wan	4	1		Edit Delete
wan2_m1_w1	wan2	1	1		Edit Delete
wan2_m2_w1	wan2	2	1		Edit Delete
wan2_m3_w1	wan2	3	1		Edit Delete
wan2_m4_w1	wan2	4	1		Edit Delete
wext_m1_w1	wext	1	1		Edit Delete
wext_m2_w1	wext	2	1		Edit Delete
wext_m3_w1	wext	3	1		Edit Delete
wext_m4_w1	wext	4	1		Edit Delete
ppp_m1_w1	ppp	1	1		Edit Delete
ppp_m2_w1	ppp	2	1		Edit Delete
ppp_m3_w1	ppp	3	1		Edit Delete
ppp_m4_w1	ppp	4	1		Edit Delete

[Add](#)

[Reset](#) [Save](#) [Save & Apply](#)

There are 16 default Members (four profiles for each of the four default interfaces).

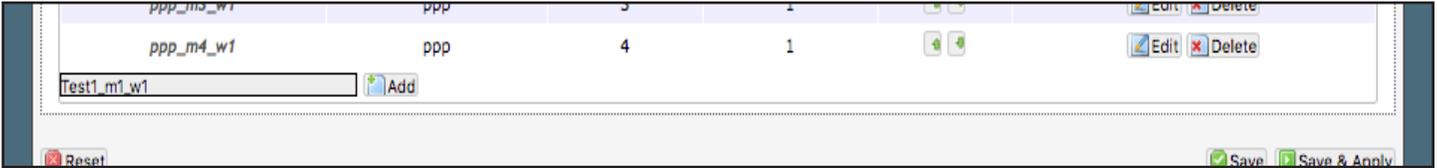
Each Member is assigned a Metric and a Weight.

The Metric hierarchy is lowest number to highest number; therefore Metric 1 (m1) has a higher standing than Metric 2 (m2), etc.

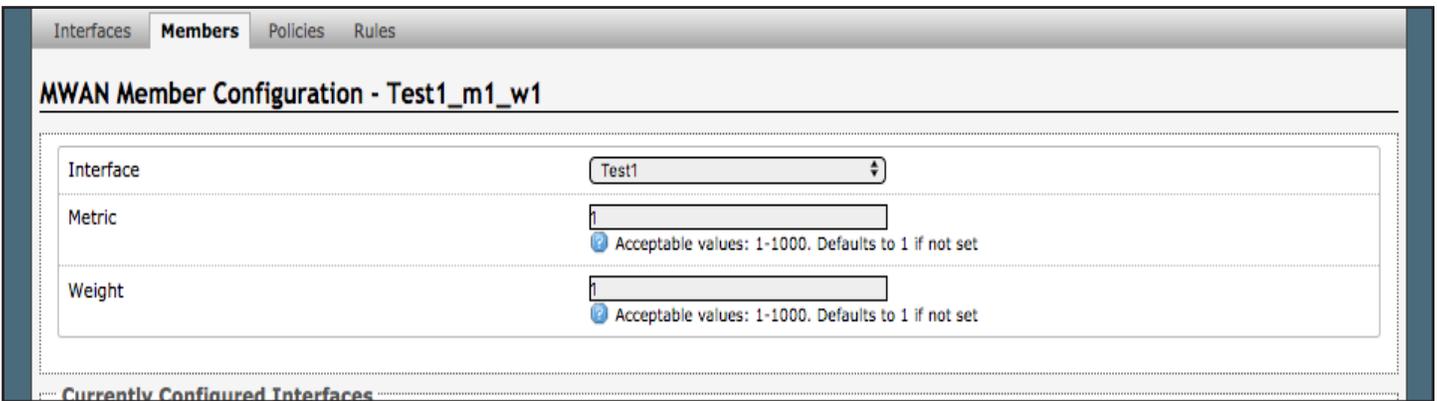
The Weight hierarchy is the reverse; highest number to lowest number; therefore Weight 4 (w4) has a higher standing than Weight 3 (w3), etc.

Metric and Weight play an important role in controlling the distribution of traffic. (See Chapter 12.9.2.3) Policies.

To add a new Member, enter the Member name in the text box and click <Add>.

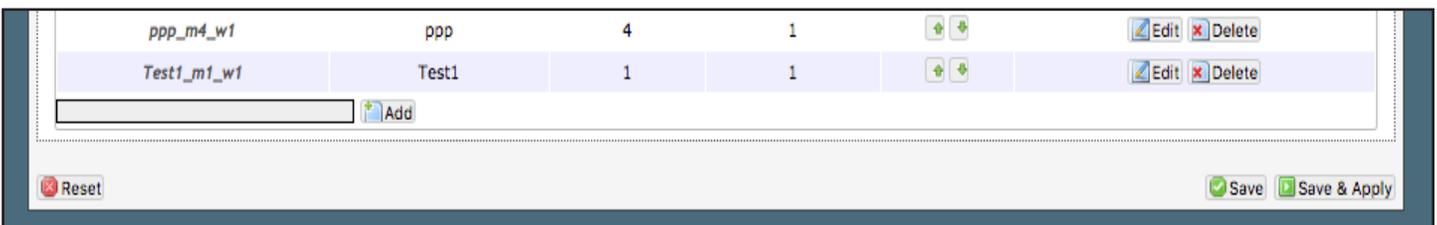


When creating new Members, it is a good idea to include the metric number and weight number in the Member name for easy identification on the page.



Click the MWAN Interface associated with this Member and assign a Metric (1-4) and a Weight (4-1).

Click <Save & Apply>.



The new Member now appears on the list.

Click the <Edit> button to edit a Member.

Click the <Delete> button to remove a Member. The Delete action cannot be undone.

12.9.2.3. Policies

Policies are groupings of members. Each policy must have one or more members. As you create Rules (See Chapter 12.9.2.4) you must assign the rule to one of these policies.

These policies will be used to control how MWAN distributes traffic.

There are 7 default Policies:

Home Services Status System **Network** Statistics Logout

Interfaces Wifi DHCP and DNS Hostnames Static Routes Firewall Diagnostics Packet Capture PPP **Failover/Load Balancing**

Overview **Configuration** Advanced

Interfaces Members **Policies** Rules

MWAN Policy Configuration

Policies

Policies are profiles grouping one or more members controlling how MWAN distributes traffic
 Member interfaces with lower metrics are used first. Interfaces with the same metric load-balance
 Load-balanced member interfaces distribute more traffic out those with higher weights
 Names may contain characters A-Z, a-z, 0-9, _ and no spaces. Names must be 15 characters or less
 Policies may not share the same name as configured interfaces, members or rules

Policy	Members assigned	Last resort	Errors	Sort
wan_only	wan_m1_w1	unreachable (reject)		Edit Delete
wan2_only	wan2_m1_w1	unreachable (reject)		Edit Delete
balanced	wan_m1_w1 wan2_m1_w1	unreachable (reject)		Edit Delete
wan_wan2	wan_m1_w1 wan2_m2_w1	unreachable (reject)		Edit Delete
wan2_wan	wan_m2_w1 wan2_m1_w1	unreachable (reject)		Edit Delete
wext_wan_wan2	wext_m1_w1 wan_m2_w1 wan2_m3_w1	unreachable (reject)		Edit Delete
wi_gs_w_w2	wext_m1_w1 ppp_m2_w1 wan_m3_w1 wan2_m4_w1	unreachable (reject)		Edit Delete

[Add](#)

[Reset](#) [Save](#) [Save & Apply](#)

When there is only one Member assigned to a Policy, all traffic matching the Rule will flow through the one interface.

When multiple Members are assigned to a policy, the traffic will be distributed based on the Metric and Weight of the Members assigned.

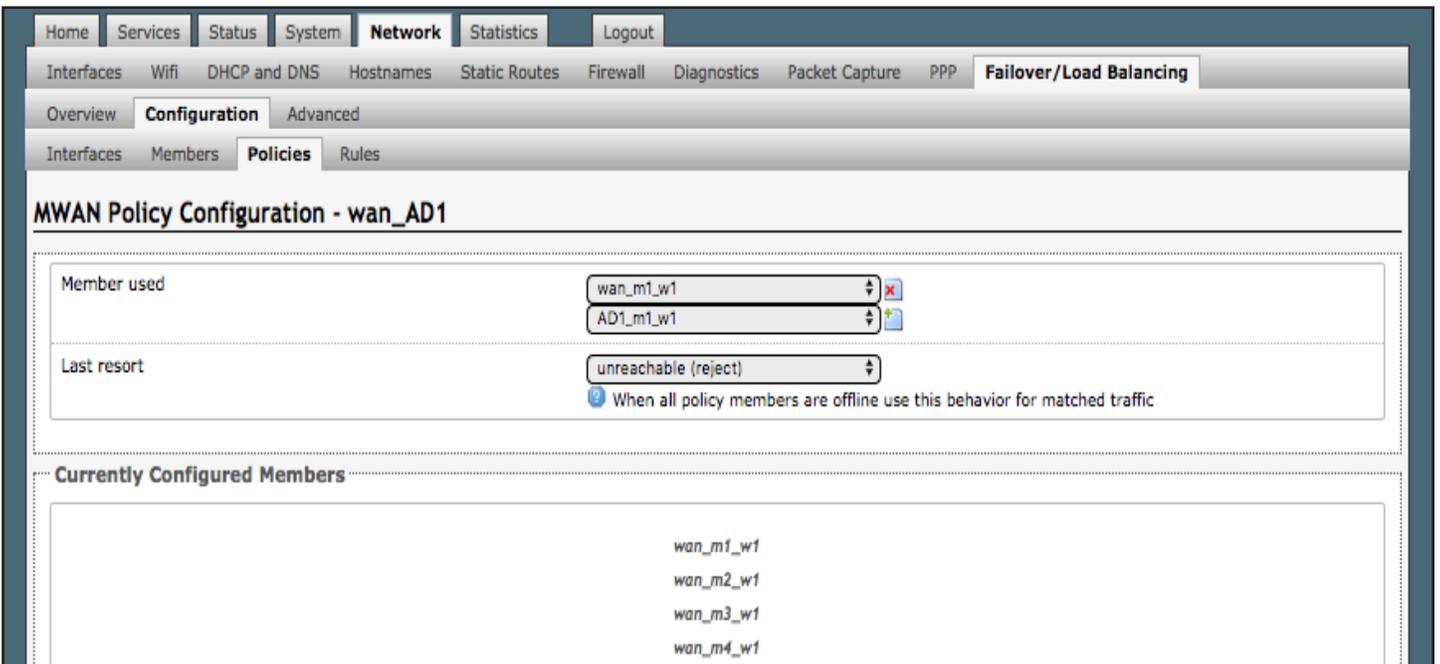
Here are some examples:

<i>balanced</i>	wan_m1_w1 wan2_m1_w1
<i>wan_wan2</i>	wan_m1_w1 wan2_m2_w1
<i>wan2_wan</i>	wan_m2_w1 wan2_m1_w1

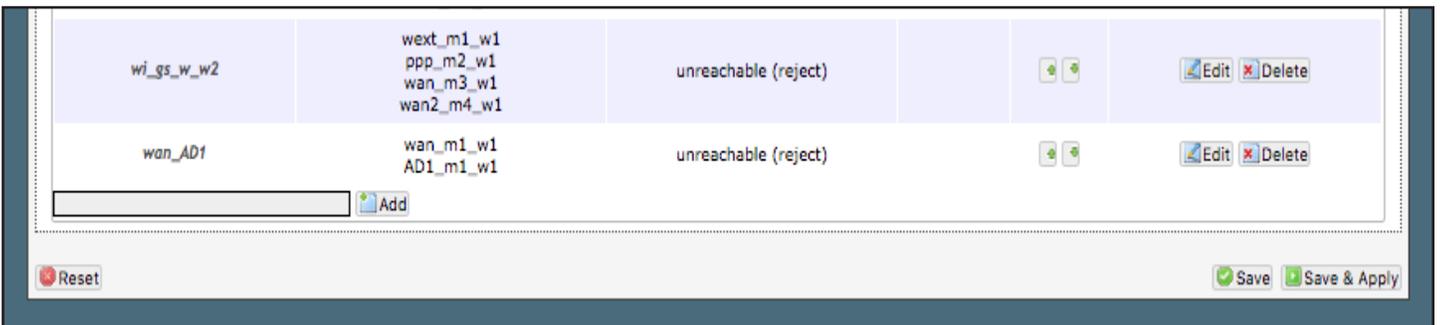
- **balanced:** Because the Metric is 1 for both Member profiles, 1/2 the traffic will flow through the wan interface and 1/2 the traffic will flow through the wan2 interface.
- **wan_wan2:** Because the Metric is 1 for the wan and the Metric is 2 for the wan2 and the Weight is 1 for both; all traffic will flow through the wan interface if it is Active. If the wan interface is not available, the traffic will automatically failover to the wan2 interface.

- **wan2_wan:** This policy is the reverse of the one above. All traffic will flow through the wan2 interface if it is active and if not, it will failover to the wan interface.
- **wan_heavy:** This example is not on the default list but helps further explain how Metric and Weight are applied. In the fictional Policy “wan_heavy” there are two Members assigned to it: “wan_m1_w4” and “wan2_m1_w1”. This looks a lot like the balanced policy, however, because the Weight value is higher for the wan interface (w4) than it is for the wan2 interface (w1), the wan interface will pass more traffic than the wan2 interface. On average, for every four packets that flow through the wan, only one packet will flow through the wan2.

To add a new Policy, enter the new Policy name in the text box and click <Add>.

Using the drop-down list, click one or more Members to assign to the new Policy in accordance with how you want traffic distributed when a Rule invokes this Policy. Click <Save & Apply>.



wi_gs_w_w2	wext_m1_w1 ppp_m2_w1 wan_m3_w1 wan2_m4_w1	unreachable (reject)			Edit Delete
wan_AD1	wan_m1_w1 AD1_m1_w1	unreachable (reject)			Edit Delete

The new Policy now appears on the list. Notice that when this Policy is used traffic will be balanced between wan interface and the db1 interface.

Click the <Edit> button to edit a Policy.

Click the <Delete> button to remove a Policy. The Delete action cannot be undone.

12.9.2.4. Rules

Rules allow you flexibility in the distribution of MWAN traffic. They can be based on IP address, port, or protocol.

Rules are matched from top to bottom. When a Rule is matched, the rules below that match are ignored. If traffic does not match any rule, it is routed to the main routing table. (The main routing table can be found in under the Status Tab > Routes.) If traffic does match a rule, but the interface is down for that policy, the traffic will be blackholed.

There is one default rule:

With this Default Rule, any traffic FROM any source and TO any destination (i.e. ALL traffic) will use the Policy “wi_gs_w_w2”.

Taking a look at the Policy “wi_gs_w_w2” we can see the Members assigned to this policy and determine the failover/load balancing sequence. Because the Weight value is 1 (w1) for each Member this means that all traffic will be routed through the “wext” interface if it is up. If “wext” is down, all traffic will be routed through the “ppp” interface if it is configured and up. If the “ppp” interface is down then all traffic will be routed through the “wan” interface, if it is up. If the “wan” interface is down then all traffic will be routed through the “wan2” interface, if it is up. If the “wan2” interface is down, then all traffic will be blackholed. If the Weight values varied traffic would be allocated among the interfaces in accordance with the Weight values assigned to the Members.

Policy	Members assigned	
wi_gs_w_w2	wext_m1_w1 ppp_m2_w1 wan_m3_w1 wan2_m4_w1	unreachable (reject)

To add a new Rule, enter the new Rule name in the text box and click <Add>.

default_rule	-	-	0.0.0.0/0	-	all	No	-	-	wi_gs_w_w2						
AD_rule															

Home Services Status System **Network** Statistics Logout

Interfaces Wifi DHCP and DNS Hostnames Static Routes Firewall Diagnostics Packet Capture PPP **Failover/Load Balancing**

Overview **Configuration** Advanced

Interfaces Members Policies **Rules**

MWAN Rule Configuration - AD_rule

Source address	<input type="text"/>	Supports CIDR notation (eg "192.168.100.0/24") without quotes
Source port	<input type="text"/>	May be entered as a single or multiple port(s) (eg "22" or "80,443") or as a portrange (eg "1024:2048") without quotes
Destination address	<input type="text"/>	Supports CIDR notation (eg "192.168.100.0/24") without quotes
Destination port	<input type="text"/>	May be entered as a single or multiple port(s) (eg "22" or "80,443") or as a portrange (eg "1024:2048") without quotes
Protocol	<input type="text" value="all"/>	View the contents of /etc/protocols for protocol descriptions
Sticky	<input type="text" value="No"/>	Traffic from the same source IP address that previously matched this rule within the sticky timeout period will use the same WAN interface
Sticky timeout	<input type="text"/>	Seconds. Acceptable values: 1-1000000. Defaults to 600 if not set
IPset	<input type="text"/>	Name of IPset rule. Requires IPset rule created under Network->Firewall->IPset
Policy assigned	<input type="text"/>	

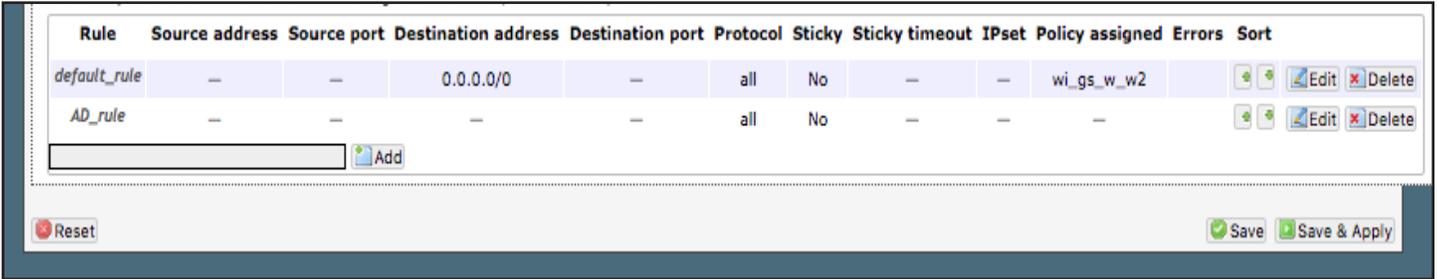
Currently Configured Policies

Complete this screen in accordance with the Rule you want to create:

- **Source address:** Restrict incoming traffic arriving from a specific IP address or range.
- **Source port:** Restrict incoming traffic arriving from a certain port or multiple ports.
- **Destination address:** Restrict outgoing traffic to a specific IP address or range.
- **Destination port:** Restrict outgoing traffic to a specific port or multiple ports.
- **Protocol:** Restrict only traffic of a certain protocol, click from the drop-down list, or click <Custom> and enter the protocol here.
- **Sticky:** This is important for smooth traffic flow when load-balancing among interfaces with different Weight values. With <Yes> clicked, once connected, the same interface will be used for that traffic up to the Sticky Timeout period.
- **Sticky Timeout:** This is like an idle timeout period. If Sticky is set to <Yes> above, Sticky Timeout represents the number of seconds the system will wait for more traffic to flow through the specific interface. Once the Sticky Timeout period is reached it will revert back to the original load balance configuration.
- **IPset:** If you have an IPset defined in Network > Firewall > IPset), you can restrict traffic to that location by Clicking the IPset rule from the drop-down list.

- **Policy assigned:** Click which Policy you want this Rule assigned to using the drop-down menu. Every Rule MUST be assigned to a Policy.

Click <Save & Apply>.



Rule	Source address	Source port	Destination address	Destination port	Protocol	Sticky	Sticky timeout	IPset	Policy assigned	Errors	Sort
default_rule	—	—	0.0.0.0/0	—	all	No	—	—	wi_gs_w_w2		Sort Up / Sort Down / Edit / Delete
AD_rule	—	—	—	—	all	No	—	—	—		Sort Up / Sort Down / Edit / Delete

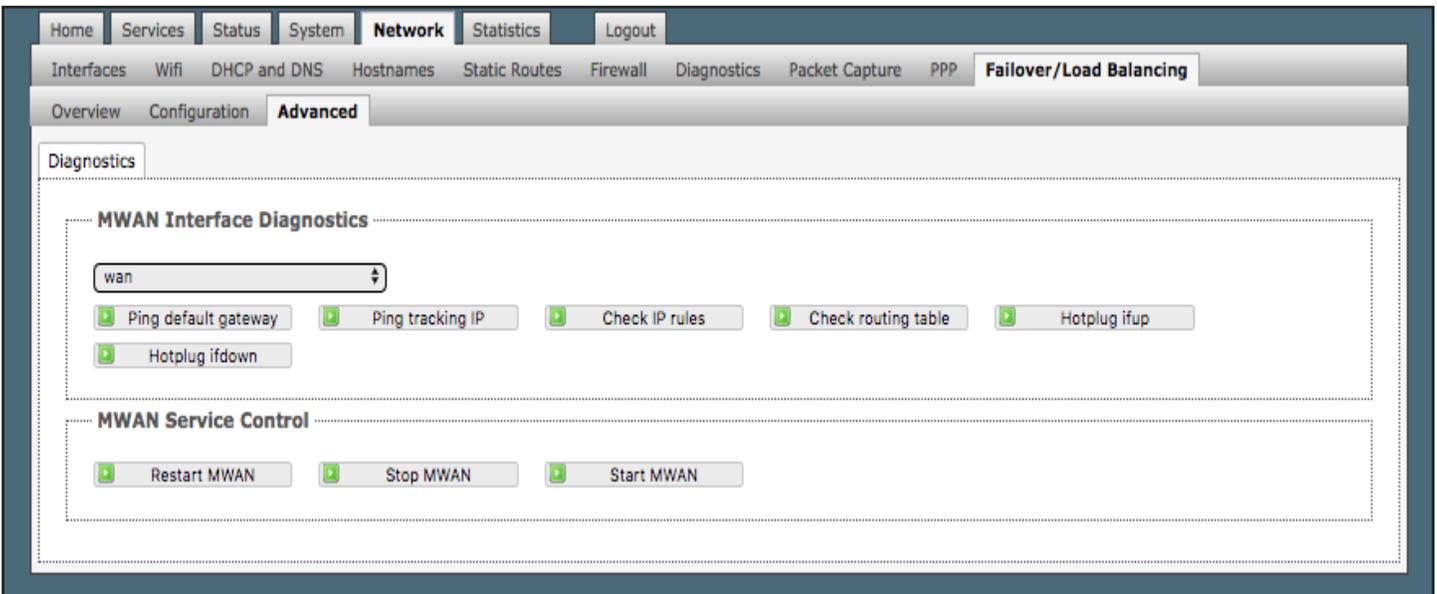
The new rule now appears on the list. This Rule will never allow Facebook traffic over the wan2 interface. However, in order for the Rule to apply, it must be moved up the list using the Sort Up button so that it appears before the default rule that allows all traffic.

Click the <Edit> button to edit a Rule.

Click the <Delete> button to remove a Rule. The Delete action cannot be undone.

12.9.3. Advanced

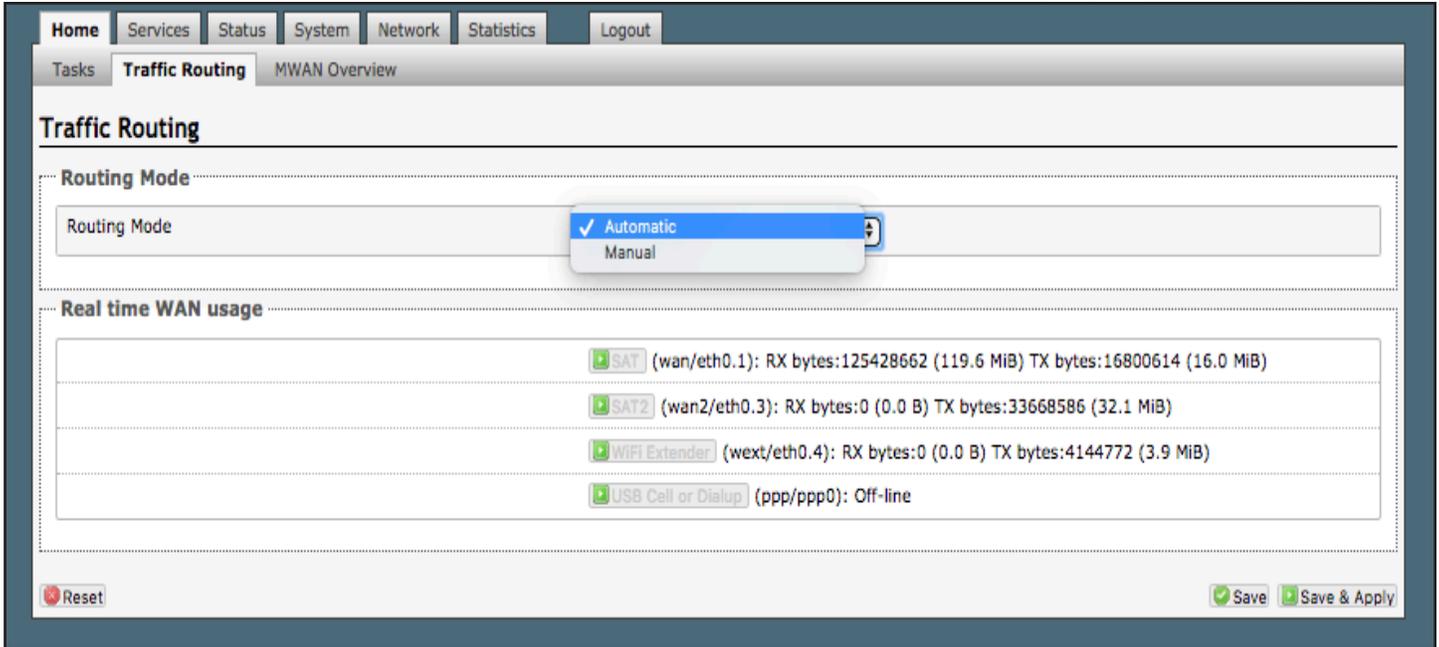
Click the MWAN Interface using the drop-down list and run diagnostics for that interface.



Use MWAN Service Control to manually bring up or take down interfaces.

12.9.4. Failover Mode - Automatic or Manual

There are two Failover modes available:



Traffic Routing

Routing Mode

Routing Mode: Automatic (selected) / Manual

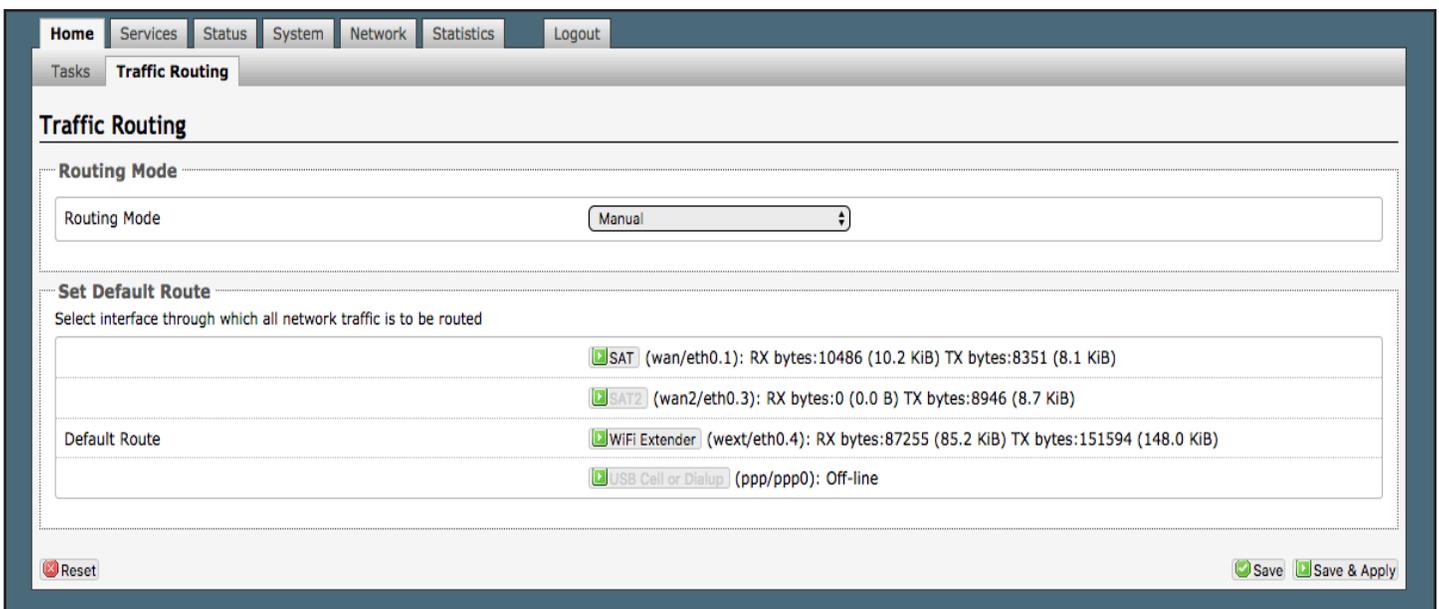
Real time WAN usage

<input checked="" type="checkbox"/> SAT	(wan/eth0.1): RX bytes:125428662 (119.6 MiB) TX bytes:16800614 (16.0 MiB)
<input checked="" type="checkbox"/> SAT2	(wan2/eth0.3): RX bytes:0 (0.0 B) TX bytes:33668586 (32.1 MiB)
<input checked="" type="checkbox"/> WiFi Extender	(wext/eth0.4): RX bytes:0 (0.0 B) TX bytes:4144772 (3.9 MiB)
<input type="checkbox"/> USB Cell or Dialup	(ppp/ppp0): Off-line

Buttons: Reset, Save, Save & Apply

Automatic Failover (default setting) requires no intervention; if a MWAN interface is unavailable, traffic will automatically be routed per the Failover/Load Balancing Rules. Real time WAN usage is also displayed on this screen.

Manual Failover requires the “superadmin” or “admin” to select which available interface to use for ALL traffic. Realtime WAN usage is also displayed on this screen. Only available interfaces can be enabled. Unavailable interfaces with no route to the Internet are disabled. In the screen below, only <SAT> and <Wi-Fi Extender> are available routes. Only one can be clicked. The “Default Route” designation indicates which interface is currently routing traffic.



Traffic Routing

Routing Mode

Routing Mode: Manual

Set Default Route

Select interface through which all network traffic is to be routed

<input checked="" type="checkbox"/> SAT	(wan/eth0.1): RX bytes:10486 (10.2 KiB) TX bytes:8351 (8.1 KiB)
<input checked="" type="checkbox"/> SAT2	(wan2/eth0.3): RX bytes:0 (0.0 B) TX bytes:8946 (8.7 KiB)
<input checked="" type="checkbox"/> WiFi Extender	(wext/eth0.4): RX bytes:87255 (85.2 KiB) TX bytes:151594 (148.0 KiB)
<input type="checkbox"/> USB Cell or Dialup	(ppp/ppp0): Off-line

Default Route: WiFi Extender

Buttons: Reset, Save, Save & Apply

Some Important Things to Know:

- Only the ‘superadmin’ login can change the Failover Traffic Routing mode.
- The “admin” login displays the Failover Traffic Routing mode as read-only.
- Real time usage for each interface is displayed in either automatic or manual mode.
- The currently selected Default Route only displays in Manual mode.

- When set to Manual mode both “superadmin” and “admin” logins can select which interface to use for routing.

12.9.5. Failover/Load Balancing Scenarios

The scenarios below represent some commonly requested configurations.

12.9.5.1. Scenario 1

SatCom Setup is a FleetBroadBand Terminal, a Handheld SatPhone like an Iridium 9555 and a Wi-Fi Extender

A more useful Failover configuration may be: Wi-Fi > fbb > ppp.

1. Configure the PPP interface for the Iridium 9555 satphone under Network > PPP (See **Chapter 8.8**).
2. Connect the Iridium satphone to the Optimizer CrewComm Premier’s USB port with the appropriate cable.
3. Create a MWAN Policy in Network > Failover/Load Balancing > Configuration > Policies (See **Chapter 12.9.2.3**).

The Policy might be named “wext_wan_ir”.

The Members Assigned should be “wext_m1_w1”, “wan_m1_w1” and “ppp_m1_w1”.

4. Create a MWAN Rule in Network > Failover/Load Balancing > Configuration > Rules (See **Chapter 12.9.2.4**). Give the rule a unique name.

When defining the Rule, the only field that requires an entry is the Policy Assigned field.

Click the Policy name that you created in step 3 “wext_wan_ir”.

5. Move this new Rule to the top of the list using the Sort Up button.

With this setup, all traffic will flow through the RedPort Wi-Fi Extender interface, if it is up. If the Wi-Fi Extender is not up, all traffic will flow through the FleetBroadband satellite terminal, if it is up. If the FBB is not up, all traffic will flow through the Iridium 9555.

12.9.5.2. Scenario 2

Allow ALL HTTP Traffic through the Wi-Fi Interface Only and Never through the Satellite Terminal

Use the following to restrict all http traffic to the Wi-Fi interface only.

1. Create a MWAN Policy in Network > Failover/Load Balancing > Configuration > Policies (See **Chapter 12.9.2.3**).

The Policy might be named “wifionly”.

The Members Assigned should be “wext_m1_w1”.

Last resort should be set to “reject” as you do not want the last resort to route through the default rule.

2. Create a MWAN Rule in Network > Failover/Load Balancing > Configuration > Rules (See **Chapter 12.9.2.4**). Give the rule a unique name.

When defining the Rule, set:

- Destination Port = 80,443.
- Protocol = tcp.
- Policy Assigned = Click the Policy name that you created in step 1 “wifionly”.

3. Move this new Rule to the top of the list using the Sort Up button.

With this setup, all http traffic (i.e. port 80 and port 443) will flow through the RedPort Wi-Fi Extender interface only, if it is up. If the Wi-Fi Extender is not up, all http traffic will be rejected.

13. Statistics

Requires “superadmin” login.

13.1. Graphs

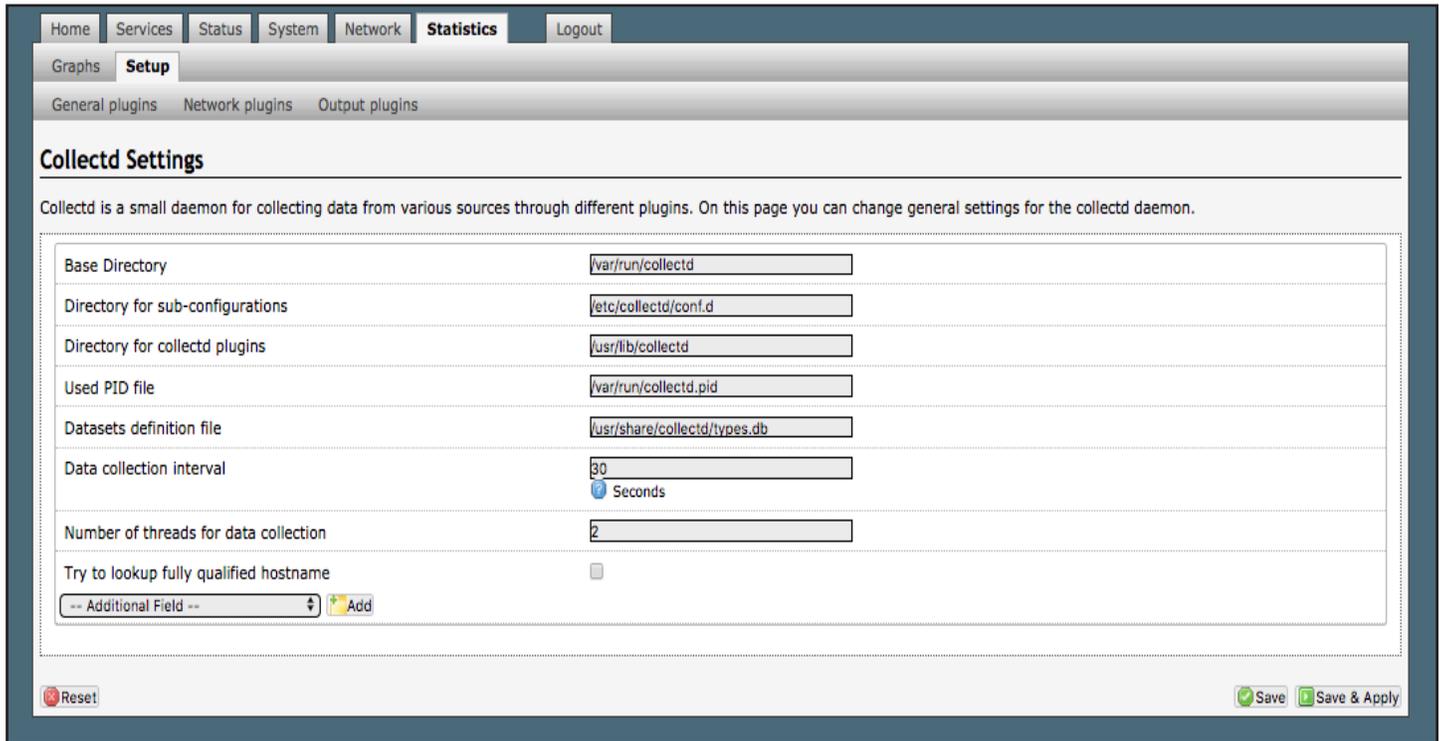
Similar to the Realtime Graphs in the Status tab, Statistics Graphs shows usage over a specific timespan.

To modify the timespan, use the down arrow next to <Display timespan>, then click <Display timespan> to view the graph.

13.2. Setup

The Optimizer CrewComm Premier uses several tools for collecting data statistics.

Use Setup to change general settings for the collectd daemon.



Home Services Status System Network **Statistics** Logout

Graphs **Setup**

General plugins Network plugins Output plugins

Collectd Settings

Collectd is a small daemon for collecting data from various sources through different plugins. On this page you can change general settings for the collectd daemon.

Base Directory	<input type="text" value="/var/run/collectd"/>
Directory for sub-configurations	<input type="text" value="/etc/collectd/conf.d"/>
Directory for collectd plugins	<input type="text" value="/usr/lib/collectd"/>
Used PID file	<input type="text" value="/var/run/collectd.pid"/>
Datasets definition file	<input type="text" value="/usr/share/collectd/types.db"/>
Data collection interval	<input type="text" value="30"/> Seconds
Number of threads for data collection	<input type="text" value="2"/>
Try to lookup fully qualified hostname	<input type="checkbox"/>

-- Additional Field --

14. Remote Support

NOTE: Do not set your remote Access Port to the presented port in this document's screen shots. The router will present a port to you. Do not attempt to log in with the example remote login, it is just presented for your knowledge.

Remote Support Access can be granted from two locations, each with some differences.

- Temporary Remote Support Access - The first remote support login access is located from the homepage and permits a one-time temporary access. Once the router is rebooted, this access will no longer be available.

To enable Temporary Remote Support Access, click <Home> tab, scroll down to the "Remote Access" section.

Home Services Status System Network Statistics Logout

Tasks Traffic Routing MWAN Overview

Welcome

Email Access

Email access settings and parameters:

- WEB - <http://10.1.5.1/webmail>
- POP - 10.1.5.1:110
- SMTP - 10.1.5.1:25 with **no** connection or authentication security

[Go to webmail](#)

Email Management

[Create and manage crew email accounts](#)

[Retrieve, delete, or drop large emails \(BigMail\) quarantined on the server](#)

[Perform common email tasks](#)

[View email logs](#)

System Status

[System status overview](#)

[Realtime bandwidth usage over satellite link](#)

[Historic bandwidth usage over satellite link](#)

[System message log](#)

Local WiFi setup

SSID and Security

[WiFi setup](#)

[Change hotspot name and/or add security and set password](#)

Remote Support

[Enable remote support](#)

[Allow remote personal access to your router via a broadband satellite, WiFi, or cell phone link](#)

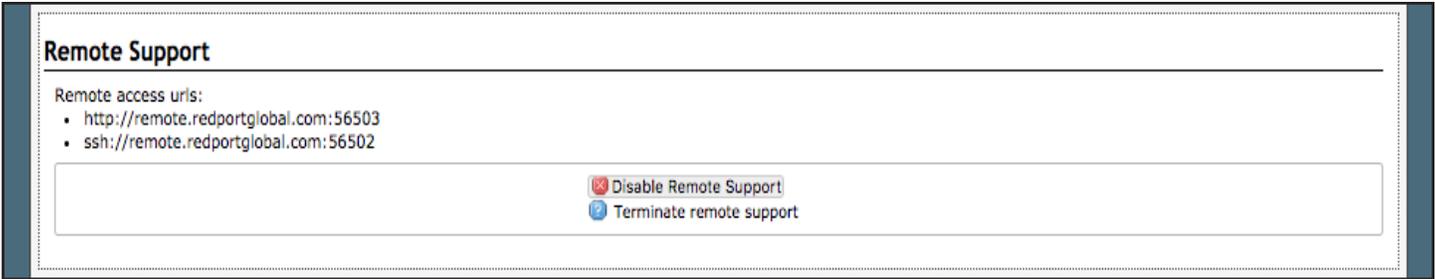
System

[Router password](#)

[Reboot router](#)

Click <Enable remote support> under “Remote Support” section of the <Home> tab.

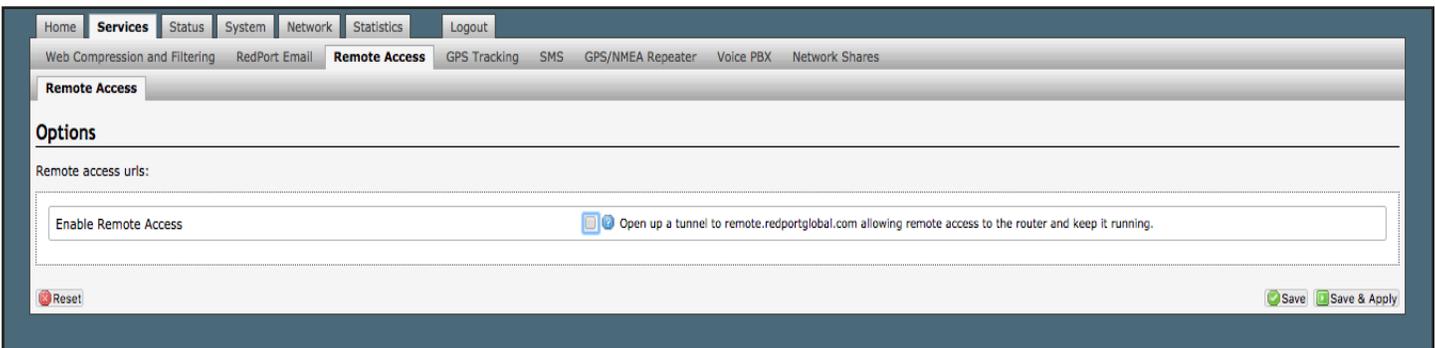
When remote support is enabled Remote Access URLs are displayed.



Disabling this Remote Support will not disable the persistent Remote Support. To disable this remote support access, either:

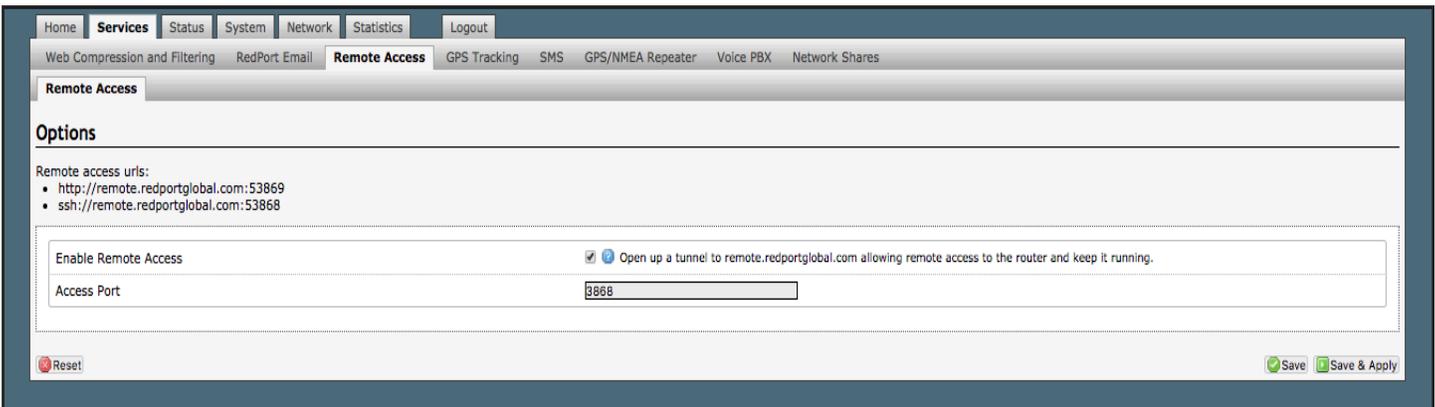
- Reboot the router.
- Click <Disable Remote Support>.
- Persistent Remote Support Access - The second remote support login access is located from the Services tab and permits persistent access. Even if the router is rebooted, this access will remain.

To enable Persistent Remote Support Access - Navigate to <Services> tab, then to <Remote Access>.



Click “Enable Remote Support”.

When remote support is enabled Remote Access URLs are displayed.



Disabling this Remote Support will not disable the one-time Remote Support. To disable remote support access:

- Click <Services> tab, then click “Enable Remote Access”.

15. Corporate Contact Information

For any questions, concerns, or recommendations, please contact us:

RedPort Company Information

For product orders, support or returns, please contact:

Phone: International: +1 865.379.8723

USA: 877.379.8723

Email: info@redportglobal

Sales: sales@redportglobal.com

Web: redportglobal.com

RedPort Corporate Address

RedPort Global
3224 Wrights Ferry Road
Louisville, TN 37777

SMSGlobal Company Information

Phone: International: +63 2 753 4143

Fax: International: +63 2 753 4145

Web: msglobal.net

SMSGlobal Corporate Address

Unit 1602, Malaysia Building 50
Gloucester Road Wanchai, Hong Kong