



IP3 Networks™
NetAccess 4.1 Release Notes

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Firmware Version 4.1 Release Notes

Firmware Upgrade Requirements:

256 MB Physical RAM or higher*
SSH Access Inbound (TCP Port 22)
FTP Access Inbound/Outbound (TCP Port 21)
Valid IP3 Networks Annual Service Contract

***NOTE:** Follow these steps to verify current installed memory:

1. Access NetAccess WebUI
2. From the Navigator Menu, select 'System Resources'
3. Select 'View System Information'
4. Locate the 'Memory' field in the table provided.

NetAccess 4.1 adds several new platform and network features along with integrated authentication and provisioning capabilities, and a new module that enables an embedded agent to allow the unit to be remotely managed by IP3's new NetAccess Central Manager centralized management platform. Key software features have been segmented into optional software modules for easy field upgrades.

Firmware Updates

NetAccess firmware updates can be obtained by:

Contacting IP3 Support

- Contact IP3 support at support@ip3.com or call 1-800-388-5262 Option 2. Please have the NetAccess serial number and contact information when calling.



NetAccess 4.1 Features

- **2 WAY PMS Support**
 - Micros FIAS 2.01c
 - Micros 2700v9
 - Micros 4700v0
 - Innsist
 - HIS Epitome(Beta)

- **Custom Single Page login and authentication**
 - Custom login and portal pages
 - Custom redirect logo image
 - Consolidated login portal process

- **PPPoE Support**
- **Automatic portal fail-over from centralized portal to local portal**
- **NetAccess Central Management Agent**
- **Eleven OS Broadband Management Integration**
- **Southern Datacom(SDC) and Shift 4 Credit Card clearing support**
- **CLIAdmin troubleshooting enhancements**
- **SNMP support for IP3 Enterprise MIB**
- **Optimized VLAN Management**
- **Optimized billing table display**



NetAccess 4.1 feature descriptions:

1. 2-Way PMS for Micros-Fidelio FIAS 2.01c, Micros 2700v9/4700v9, HIS Epitome(Beta) and Innsist

The 2-Way PMS systems allow for the NetAccess to communicate with the property management system (PMS) in a bidirectional fashion. The NetAccess can query user information from the PMS for purposes of verification, authorization, and billing.

2. Custom Single Page Login and Authentication

Custom login pages will allow for administrators of the NetAccess to create customized authentication pages that in the past have been generated by the NetAccess. This customization will allow for HTML format and content of the pages to be 100% controlled by the administrator of the NetAccess. Consolidated login pages are now available to streamline user authentication. Interstitial page graphics can also be modified to display a custom image. Single page login limited to Authentication Codes, Local Authentication and 2-WAY PMS billing modules.

3. Automatic Fail Over from Centralized Portal to Local Portal

Portal fault tolerance has been added to fail over to a local portal to ensure that the provider's service remains available regardless of the status of a central portal.

4. Integrated PPPoE client for direct connection to xDSL backhaul

5. NetAccess Central Management Agent

IP3 is introducing a new product, NetAccess Central Manager - that provides centralized management for a cluster of NetAccess units. Key features include: Global Configuration and Monitoring, Multi-Level Access Control, and Reporting. The NetCentral Agent module within NetAccess 4.1 is required to enable communication between the NetCentral server and the NetAccess unit. *The NetCentral Platform is only available as a separate, independent hardware platform; not included in the NetAccess 4.1 Software.*

6. Eleven OS Broadband Management system integration

Support for centralized authentication in conjunction with Eleven Wireless's ElevenOS Broadband Management system

7. Southern Datacom (SDC) and Shift4 compliant credit card clearing support

Addition of the SDC and Shift4 billing interface adds high speed credit card transaction connectivity for improved electronic payment accounting

8. Additional CLIAdmin troubleshooting enhancements

CLIAdmin tools have been enhanced to support improved packet capture and SNMP query capabilities

9. SNMP support for IP3 Enterprise MIB

SNMP support for IP3 Enterprise MIB has been added for retrieval of: Active Subscriber Count, NetAccess CPU Load, and NetAccess Available Memory

10. Optimized VLAN management

Optimized VLAN management has been added (portal assignments, VLAN type modifications and removing VLANs only impact the VLAN being operated on)

11. Optimized Billing Table Display

Sort NetAccess billing tables by page and limit the number of records displayed



How to Contact IP3 Support

Web and Telephone Support

The IP3 Support Web site is available 24 hours a day and 7 days a week from your Internet connection. Please use the support Web site as the first source for help. The Web site contains a knowledgebase of articles, documentation, FAQs (frequently asked questions), and other problem-solving resources. This Web-based support resource provides the quickest solution to the most common technical support issues.

Company Web site	http://www.ip3.com
Support Web site	http://kb.ip3.com
Email Support	When you request support via e-mail, be sure to include all information described in Required Information (below). Then send email to: support@ip3.com
Telephone Support	When you request support via telephone, be sure to include all information described in Required Information (below). Then call the IP3 Networks dedicated support phone number: Domestic customers: 800-388-5262, option 2 International customers: 858-876-0146, option 2
Hours of Operation	Standard office hours are Monday through Friday 8:00 a.m. to 5:00 p.m. Pacific Time (GMT-08:00, California, USA). The IP3 help desk is available with live operators 24 hours a day and 7 days a week.

Required Information

When you submit a request for support, please include the following critical information to expedite the request:

- Company name
- Type of installation
- Technical contact information (name, phone, e-mail)
- Brief description of issue in subject line of e-mail
- IP3 product name and version number
- Serial Number and/or Hardware Key
- WAN IP address
- Detailed description of issue, including any steps required to reproduce the issue