

InControl Management Lab Guide

Introduction

This lab guide provides step-by-step instructions for managing InControl. The objective is to familiarize users with account setup, organization-level management, group-level management, and device-level management within InControl.

1. Account Setup

Follow these steps to set up your account:

- Create a user account and log in.
- Click on your email address in the top right corner.
- Check and configure the following:
 - Two-Factor Authentication (2FA)
 - Password settings
 - Email preferences for notifications and reports
 - API applications and login security

2. Organization Level Management

2.1 Reports and SIM Card Pool Setup

Navigate to Reports and check SIM card reports. Configure SIM card pool options:

- Add ICCID or IMSI
- Set bandwidth quota
- Set initial SIM card pool usage

2.2 Starlink Data Pool Setup

Group Starlinks in pools and create pooled data for monitoring and reporting.

2.3 eSIM Pool Plan Management

Manage eSIM pool plans at the organization level:

- Purchase data and top up your plan
- Assign routers to your pool plan
- Set top-up amounts for new devices

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2.4 Organization Settings

- Add and manage devices
- Add tags to devices
- Move or remove devices
- Modify firmware
- Assign devices to eSIM pool
- Enable remote assistance and DPI
- Install eSIM on devices

2.5 Group Creation and Conversion

Create groups and convert them to organizations. Example:

- Create Group A and Group B
- Move Group B to a new organization

2.6 Report Emailing Configuration

Set up usage reports (daily, weekly, monthly) and select recipients.

2.7 Operational Log Review

Review all changes made to routers inside any group.

2.8 Adding Organization-Level Users and Security Settings

Add managers, viewers, and administrators at the organization level. Configure:

- Idle timeout
- Two-Factor Authentication
- OAuth and API call permissions
- Peplink support blocking
- eSIM pool plan auto top-up

2.9 Warranty and Licenses

Acquire and assign FusionHub Solo licenses to groups.

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3. Group Level Management

3.1 Reports Overview

Review device reports, Wi-Fi reports, usage reports, captive portal dashboard, and event logs.

3.2 Device Management

- Add and remove tags (e.g., Cloud, Datacenter)
- Add devices to the group

3.3 System Management

Configure security settings, SNMP, NetFlow, Bluetooth, and logging options.

3.4 InControl Options

Review options such as auto rollback, patch configuration, WAN sampling interval.

3.5 Firmware Policy

Select beta firmware and apply updates immediately.

3.6 Group Settings

Assign users, set time zone, and customize group settings.

3.7 Operational Log Review

Review changes made at the group level.

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4. Device Level Management

4.1 Device Reports

Access device-specific reports such as bandwidth, Wi-Fi, and event logs.

4.2 Settings

Configure remote web admin, InTouch options, firmware management, and certificate management.

4.3 Device Tools

- Ping and traceroute
- WAN performance analysis
- Enable/disable remote assistance
- Reboot device
- Reset device to factory defaults

Conclusion

This lab guide covered account setup, organization-level management, group-level management, and device-level management in InControl. By completing these steps, users gain hands-on experience with key features and configurations.