



Calnex Support Portal User Manual



Version: 1.0

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CALNEX SUPPORT PORTAL OVERVIEW

The Calnex Support Portal is available to users who own Calnex devices and wish to access technical support.

In the portal you can

- Raise and view Support Requests *
- Search Calnex Knowledge Base
- Download the latest software *
- View a list of your company's devices
- Download Licenses (only available for some products)
- Manage your company's users (Admin users only)

* Restrictions apply based on the CSS maintenance status of your company's Calnex devices.

To request an account, please contact us at support@calnexsol.com with the following information:

- Email
- Name
- Job Title
- Whether you want to be able to administer users in your Company's portal account

1 Logging Into Your Account

When your user account is created, you will receive an email welcoming you to the Portal. Please click the "Login" button in the email and sign in with your email address and the temporary password provided in the Welcome email.



Welcome to the Calnex Support Portal!

Hello Test User,

You may now login to the portal at <https://calnex-support.com> with the following credentials:

Username: calnextestuser@gmail.com

Temporary password: J%**EduT1n**

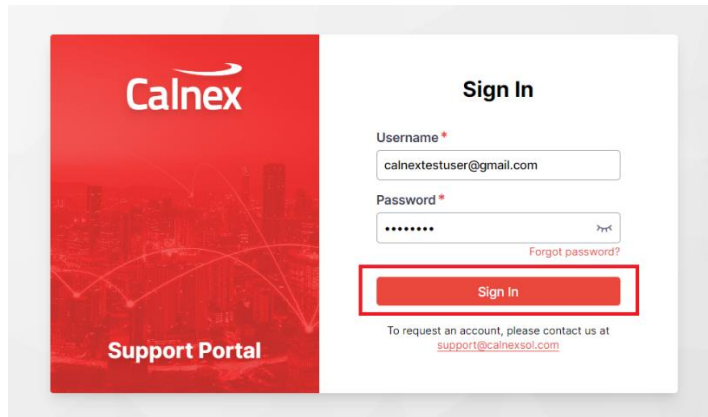
Here are a few examples of what you can do in the portal:

- Raise support requests
- View the latest software downloads
- View a list of your company's devices
- Manage your company's users

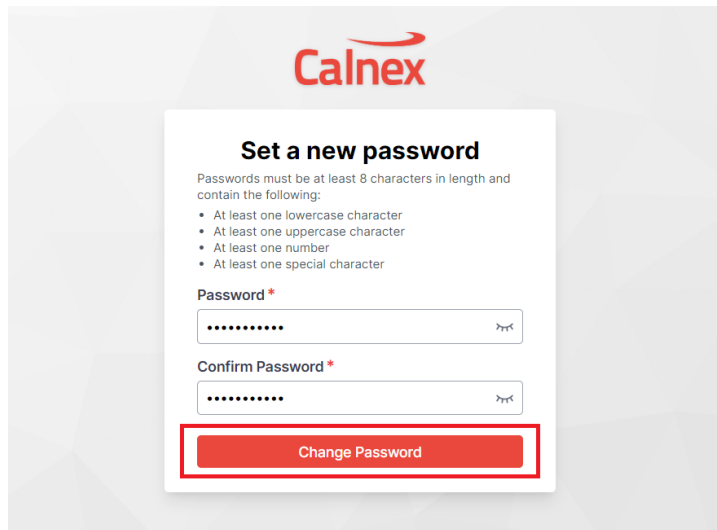
Login

If you have received this invite in error or if you have any questions please contact us at support@calnexsol.com

Best regards,
The Calnex Support Team



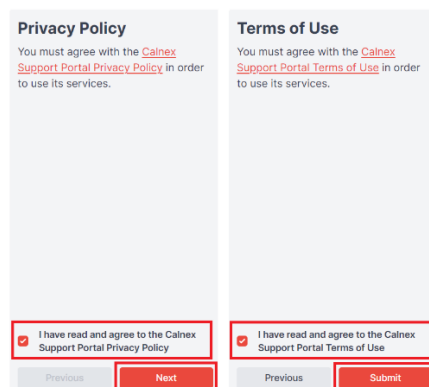
On first login you will be asked to change your password. Please select a password that fits the described password policy.



When you have entered a new password, you will be returned to the login page to login with your new password.

2 Cookie Policy, Privacy Notice and Terms of Use

The Cookie Policy, Privacy Notice and Terms of Use contain information on how we store, protect, and use your data. Please ensure that you read these and agree before accepting. You need to accept these before gaining access the portal for the first time or following any change.



3 Forgot Password

If you forget your password, click on the "Forgot Password" button from the login page, type your email address, and click "Reset Password" button. If the email doesn't show up soon, please check your spam folder.

Calnex
Support Portal

Sign In

Username *

Password *

[Forgot password?](#)

Sign In

To request an account, please contact us at support@calnexsol.com

Calnex

Reset your password

We'll email you instructions to reset your password.
If you no longer have access to your email, please contact your company's portal administrator.

Email *

Reset Password

Calnex

Reset instructions sent

Success!
Instructions have been sent to your email if the account exists.

If the email doesn't show up soon, please check your spam folder or you may contact us at support@calnexsol.com.

Return to Login

4 Home Page

The home page contains Menu tabs on the left-hand side pane and quick links in the central pane with quick access to what you want to do.

If your company has any admin users assigned these will be displayed on the right-hand side pane.

This CSP User Guide, the Terms of Use, Privacy Notice and Cookie Policy are also available from the home page.

Calnex Solutions Home

Welcome to the Calnex Support Portal

This is your one-stop portal for viewing your devices, downloading the latest software, raising a Support Request and downloading the latest software. You can view information on how to use the portal here: <https://calnexsol.com> or get started with our quick links below.

Get started

I want to:

- See my support requests
- Raise a support request
- See the latest software downloads
- See a list of my devices
- Manage my company's users
- Manage my company's security settings
- Change my account settings

Admins

- Karen BonnarUser
Tester
karen.bonnar1@yahoo.com

Terms of Use
Privacy Notice
Cookie Policy

Karen BonnarUser
karen.bonnar1@yahoo.com

5 Support Requests and Calnex Knowledge Base

All the Support Requests that you have raised or have been shared with you, are available from the Support Tab.

Filters can be applied to see the most relevant tickets.

Calnex Solutions Support Request

+ New Support Request

Search Filters

Request Type	Reference	Summary	Created Date	Company	Reporter	Status
NE-ONE	CSMARS-5652	Filtering TCP traffic	Mar 28, 2024	Calnex Solutions	Test User	WAITING FOR SUPPORT Mar 28, 2024 - 02:31 PM
NE-ONE	CSMARS-5648	The limit on the pcap files	Mar 28, 2024	Calnex Solutions	Test User	RESOLVED Mar 28, 2024 - 02:30 PM

Test User
calnextestuser@gmail.com

5.1 Update or View an Existing Support Request

To interact with a Support Request, simply click on it to open the request details.

From the Support Request details view you can

1. Resolve the request
2. Add a Comment or attachments via the attachments tab or by click and drag
3. Opt in or out of receiving Email notifications for this request
4. Search the Calnex Knowledge Base
5. Share the request with your company or another user

Note that only Calnex Support can remove a participant from the ticket. If you want to remove a participant, please contact support@calnexsol.com.

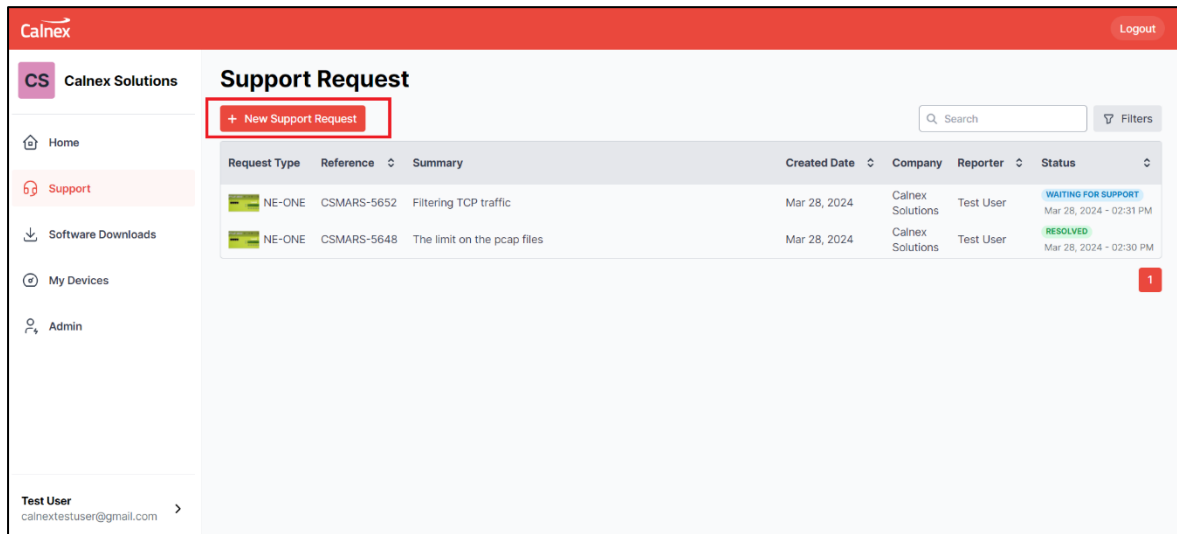
5.2 Search the Calnex Knowledge Base

Selecting Knowledge Base Suggestions from the Request Details will return suggestions relevant to the Request.

You can also use the Search Window to explore the Calnex Knowledge Base further.

5.3 Raise a Support Request

You can raise a new Support Request from the Support tab.



Please complete the Create Support Request form with as much detail as possible. Sharing the tickets with others in your Company means they will see the request in their portal view and will receive an email notification that the ticket has been shared with them.

Create Support Request

Product *
NE-ONE

Summary *
Test Case 777

Description *
Test Description

Suggested Articles
No articles found

Serial Number *
V0007082

Software Version *
2023.02.1194

Share with *
Only me

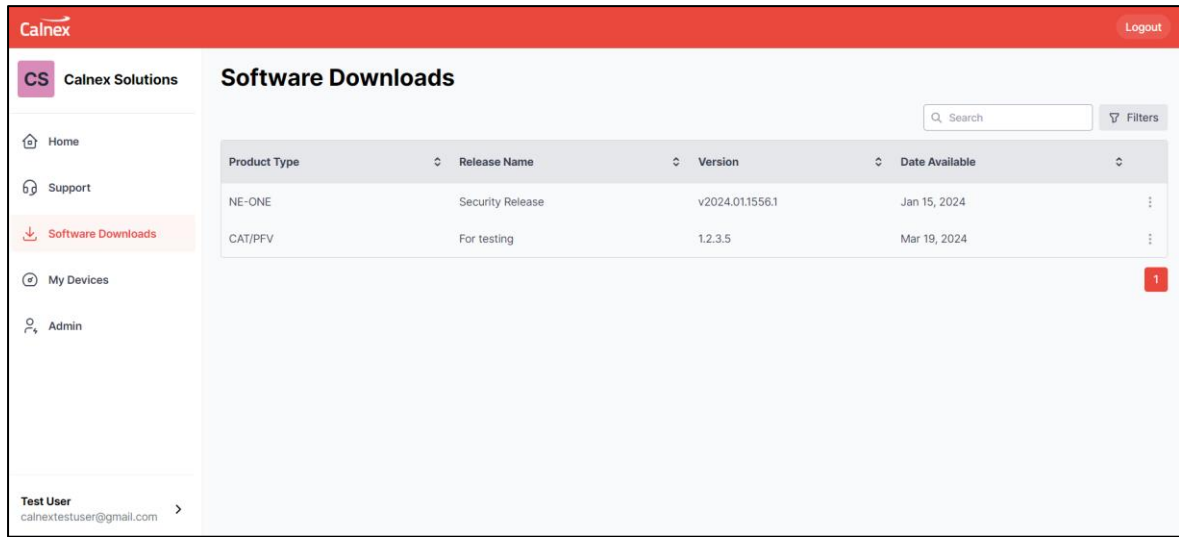
Submit Support Request

Please provide the Serial Number of your unit on the Support Request. Customers who have valid CSS maintenance will receive priority technical support as detailed in the CSS Agreement available on Calnex website. <https://calnexsol.com>

6 Software Downloads

The latest software releases, for the Calnex devices you own, can be downloaded from the Software Downloads tab.

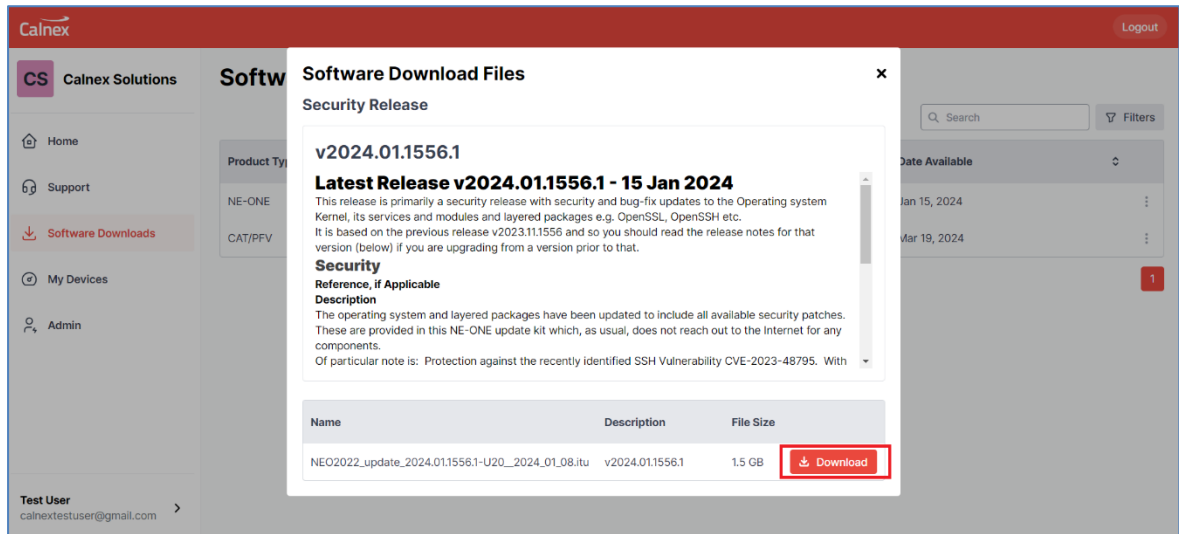
Please note that in most cases you require valid CSS maintenance at the time of release to be able to download and install the software.



6.1 Download the Latest Software

Click on the Software release from the table that you wish to download. Filters can be applied to see only the Software for a specific Product if you wish.

Please read the release notes displayed for a description of the release and any conditions that may apply before downloading.



7 My Devices

You can view all the Calnex devices your Company owns and their CSS Maintenance and Calibration expiry dates from the My Devices page.

The screenshot shows the 'My Company's Devices' page in the Calnex portal. The page has a red header with the Calnex logo and a 'Logout' button. On the left, there is a navigation menu with 'My Devices' highlighted. The main content area displays a table of devices. The table has the following columns: Device, Device Type, Ship Date, CSS Expiry, and Calibration Expiry. The data rows are as follows:

Device	Device Type	Ship Date	CSS Expiry	Calibration Expiry
Paragon-Neo Platform with Jitter HW 00036050	Paragon-neo	Apr 23, 2019	● Dec 31, 2099	N/A
Paragon-Neo Platform 00036161	Paragon-neo	Jun 01, 2022	● Jun 01, 2099	N/A
Paragon-Neo Platform w/PAM4 HW 00036294	Paragon-neo	May 19, 2022	● Jan 31, 2099	N/A
NE-ONE Flex Enterprise Model-4 1G Virtual Appliance V0007082	NE-ONE	N/A	● Feb 14, 2025	N/A
SNE 3037	SNE	N/A	● Dec 31, 1900	N/A
SNE 3055	SNE	N/A	● Dec 31, 1900	N/A
SNE 3057	SNE	N/A	● Dec 31, 1900	N/A
SNE 3120	SNE	N/A	● Dec 31, 1900	N/A
SNE 3048	SNE	N/A	● Dec 31, 1900	N/A

7.1 See a Detailed View for a Specific Device

Clicking on one of your devices from the My Devices table opens a detailed view.

From this view you can also download related Software releases and search the Calnex Knowledge Base for information on that product.

The screenshot shows the 'Device Details' page in the Calnex portal. The page has a red header with the Calnex logo and a 'Logout' button. On the left, there is a navigation menu with 'My Devices' highlighted. The main content area displays detailed information for a device. The device information is as follows:

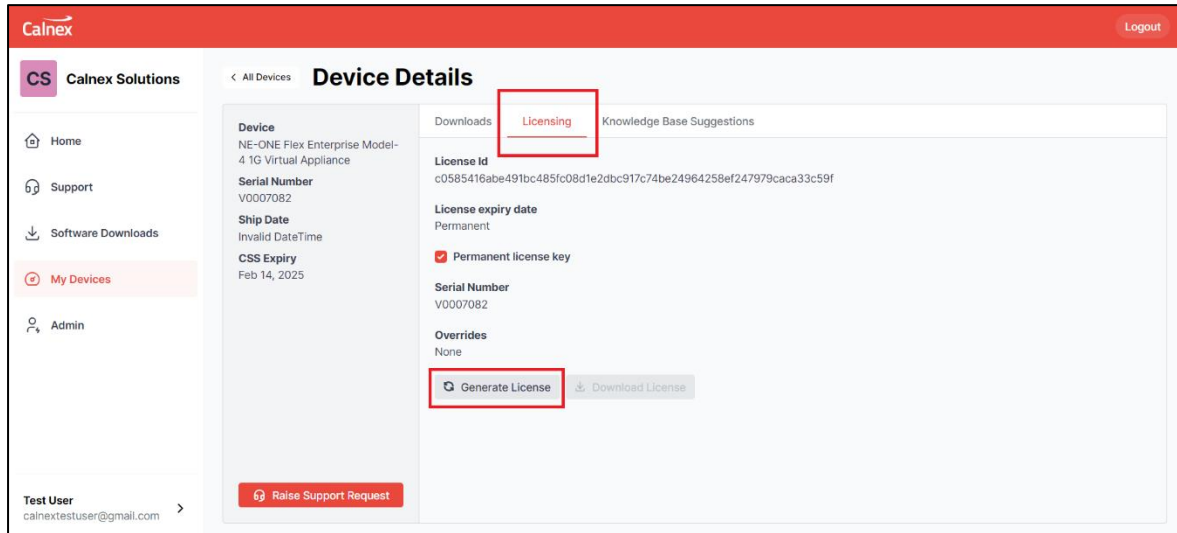
Device	Sentinel
Serial Number	400242
Ship Date	Invalid DateTime
CSS Expiry	Dec 31, 2099

Below the device information, there are two tabs: 'Downloads' and 'Knowledge Base Suggestions'. The 'Downloads' tab is active and shows a table of software releases. The table has the following columns: Release Name, Version, and Date Available. The data row is as follows:

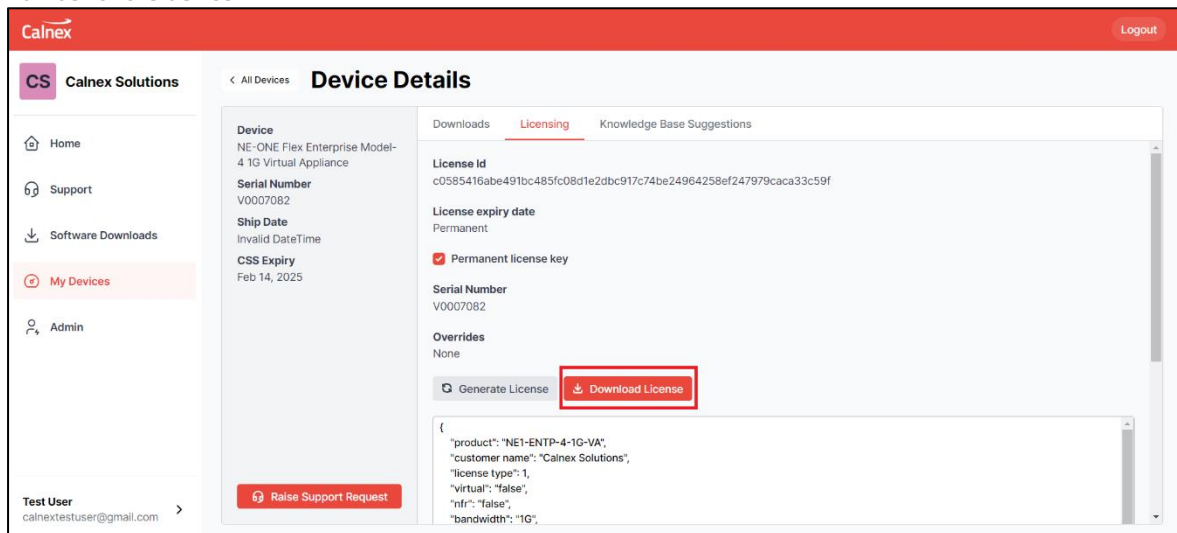
Release Name	Version	Date Available
R20.1.0	R20.1.0	Apr 04, 2024

7.2 Generate and Download a License

For some Calnex products you can Download a License for the Device from the Device Details view. Click on Generate License to create the license.



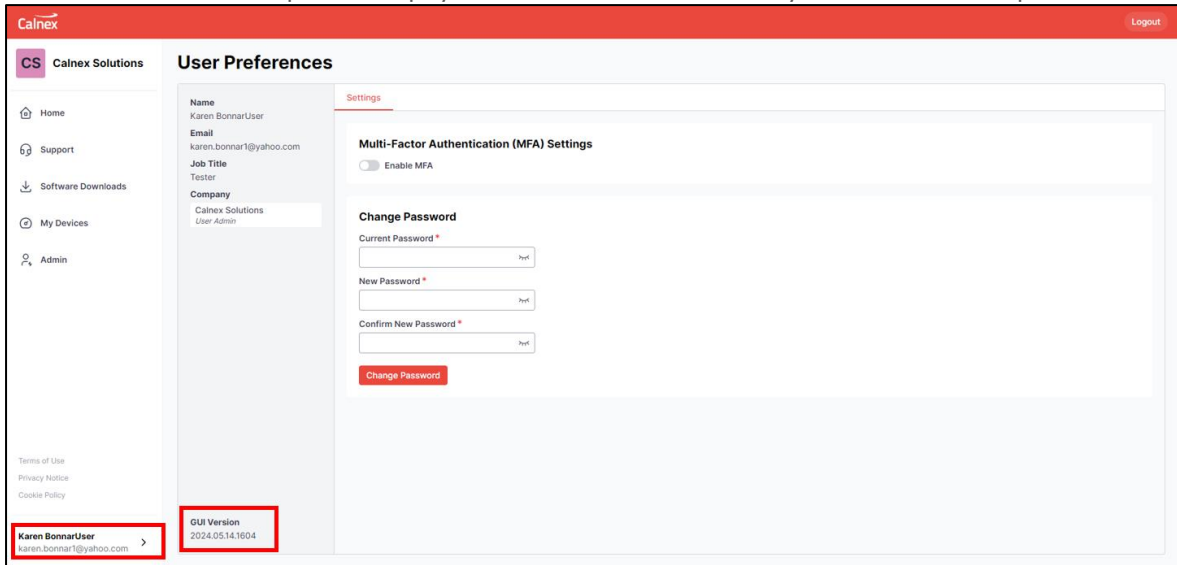
The License will be displayed in text on the screen, which you can copy or download at a click. If there are any errors when creating your device's licence, please raise a Support Request, giving the Serial Number of the device.



8 Account Settings

You can access your Account Settings and change your User Preferences by clicking on your username and email address at the bottom left-hand of the screen.

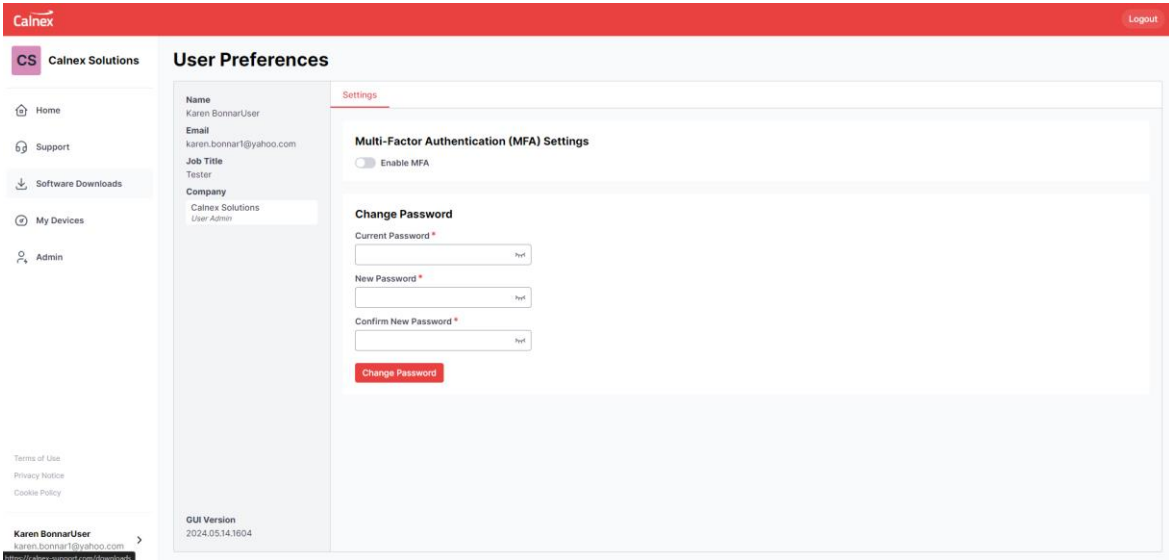
The current version of the portal is displayed on this screen in addition to your user details and preferences.



8.1 Change your Password

It is possible to change your password from your User Preferences settings in your Account Settings. A new password must meet the following criteria.

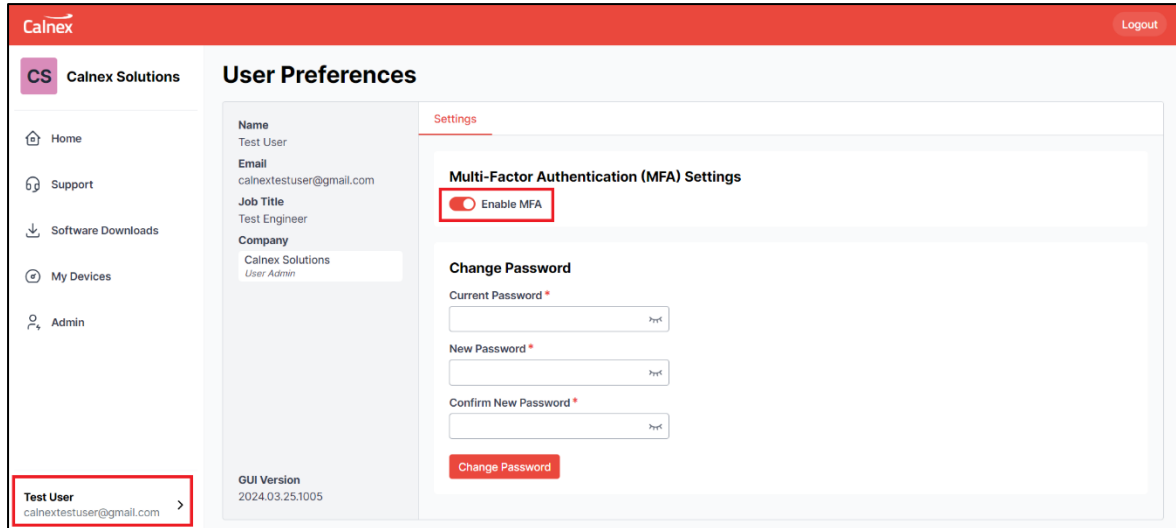
- At least one lower case character
- At least one upper case character
- At least one number
- At least one special character



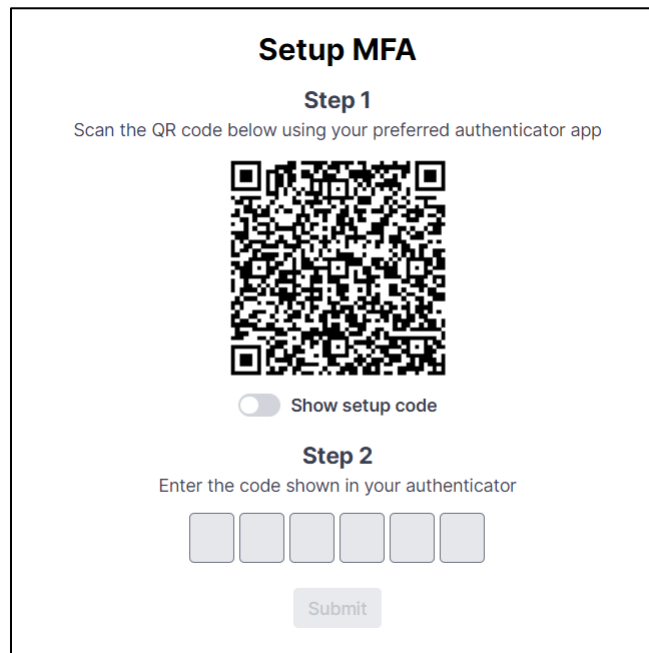
8.2 Set Up MFA for Your Account

If your Company Account has been configured to require all users set up Multi-Factor Authentication, you will be asked to set up MFA on login. Otherwise, you may decide to opt in to using Multi-Factor Authentication in your User Preferences by turning on Enable MFA.

When you setup MFA you will be provided with a QR code that you can scan with your preferred authenticator app.



The screenshot shows the Calnex user interface. At the top, there is a red header with the Calnex logo and a 'Logout' button. Below the header is a navigation sidebar with options: Home, Support, Software Downloads, My Devices, and Admin. The main content area is titled 'User Preferences' and contains a 'Settings' tab. Under the 'Settings' tab, there is a 'Multi-Factor Authentication (MFA) Settings' section with a toggle switch for 'Enable MFA' which is currently turned on. Below this is a 'Change Password' section with three input fields for 'Current Password', 'New Password', and 'Confirm New Password', each with a 'Show/Hide' icon. A 'Change Password' button is located below these fields. On the left side of the 'User Preferences' page, there is a user profile card for 'Test User' with email 'calnextestuser@gmail.com' and a right-pointing arrow. Below the profile card, it shows 'GUI Version 2024.03.25.1005'.



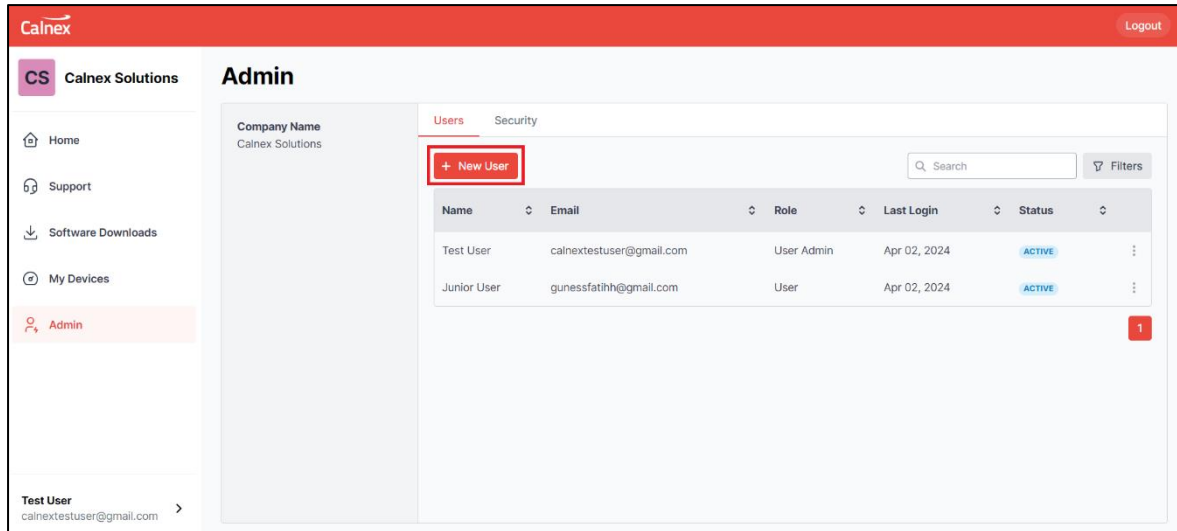
The 'Setup MFA' screen is divided into two steps. **Step 1** is titled 'Scan the QR code below using your preferred authenticator app' and features a large QR code. Below the QR code is a toggle switch labeled 'Show setup code' which is currently turned off. **Step 2** is titled 'Enter the code shown in your authenticator' and features six empty input boxes for entering a six-digit code. A 'Submit' button is located below the input boxes.

9 Admin (Only for Admin Users)

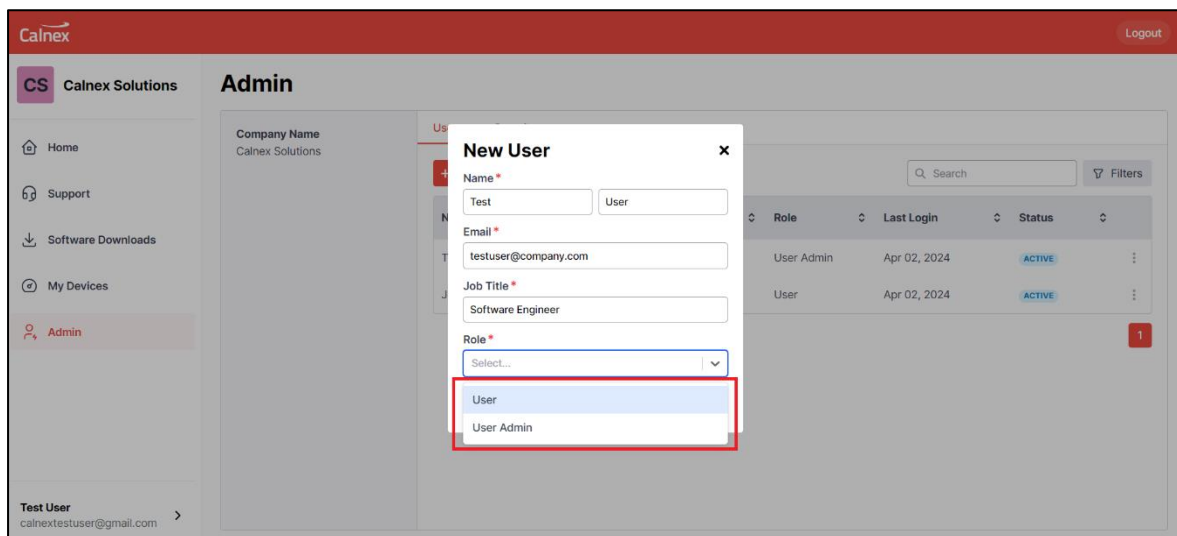
The ability to administer the users for a Company account on Calnex Support Portal is only available to customers with an Admin user account. If you wish your account to be upgraded to a Calnex Admin user account please contact support@calnexsol.com.

9.1 Create a New User

From the Admin tab click on the button to open the New User form.

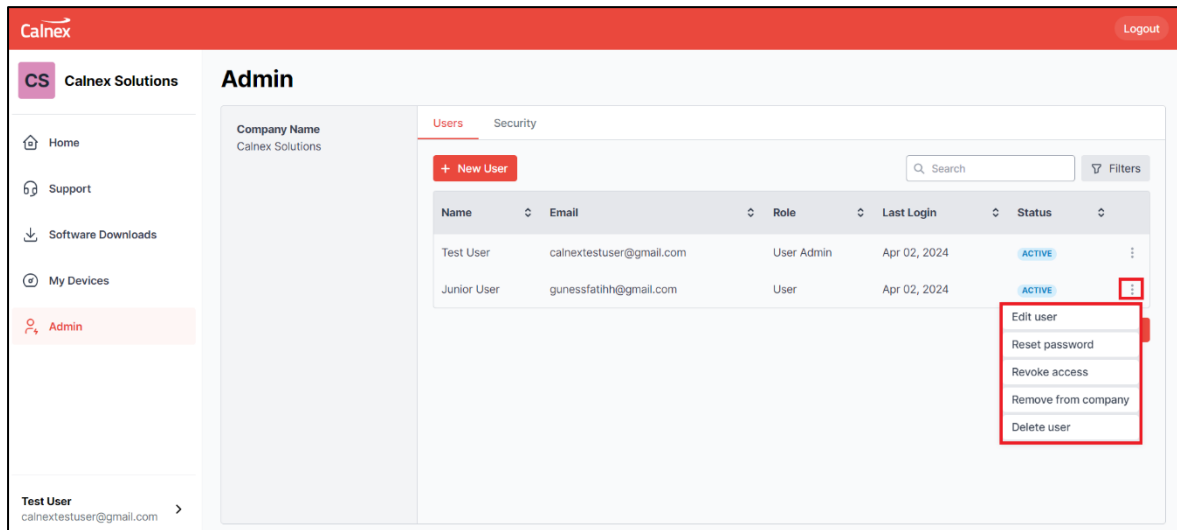


Set the Role for the new user as User Admin it they should have Admin privileges for your Company's Calnex account otherwise set to User.



9.2 Actions on a User

From the Admin tab you can perform user-related operations by clicking the three dots on the right side of the current user.



9.2.1 Edit User

You can change a user's Name, Job Title and Role by selecting Edit user from the three dots next to the user in the Admin user's view.

The 'Edit User' modal form contains the following fields and buttons:

- Name ***: Two input fields containing 'Karen' and 'Tester'.
- Job Title ***: One input field containing 'Tester'.
- Role ***: A dropdown menu with 'User' selected.
- Buttons**: 'Cancel' and 'Save Changes'.

9.2.2 Reset Password

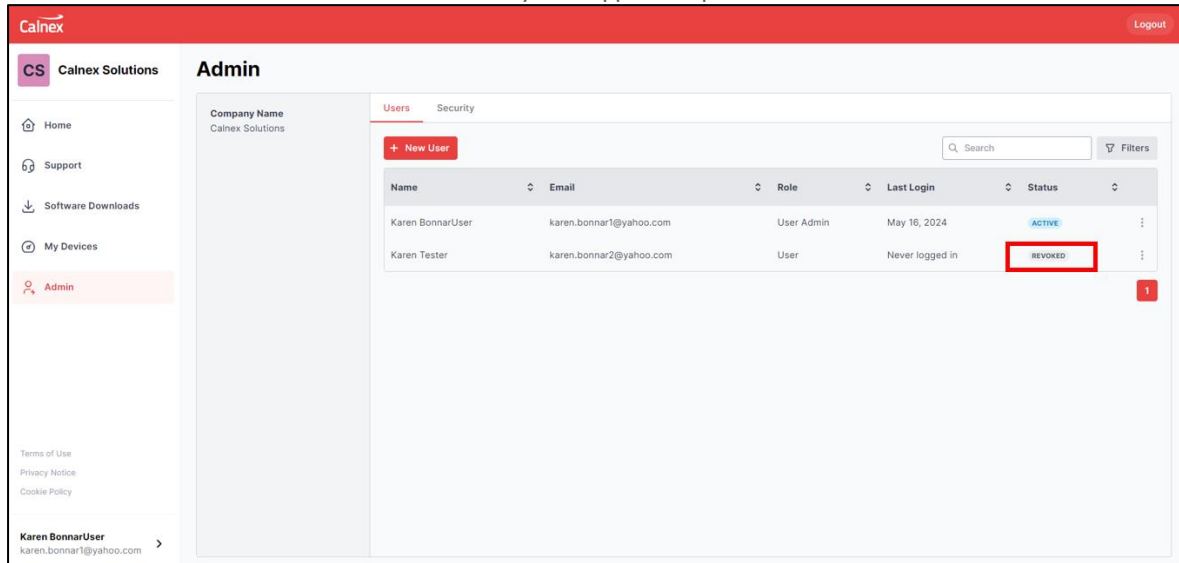
To reset another user's password from the Admin User view, click on the three dots next to the user in the Admin user's view.

The 'Confirm reset password' modal contains the following text and buttons:

- Text**: 'Confirm reset password' and 'A password reset link and code will be sent to the user's email'.
- Buttons**: 'Cancel' and 'Reset Password'.

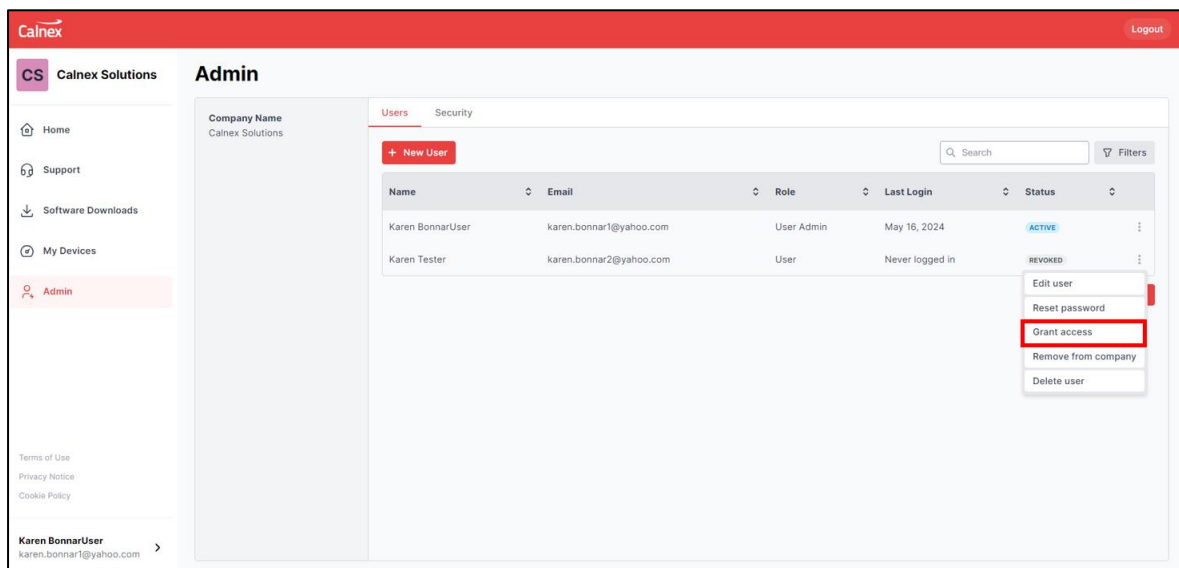
9.2.3 Revoke Access

If you wish to remove a user, and you are sure that they are only a member of your Company, then click on Revoke access from the three dots on the Admin user's view. Their status will show as revoked but you will still see an audit trail of entries from this user in your Support Request details.



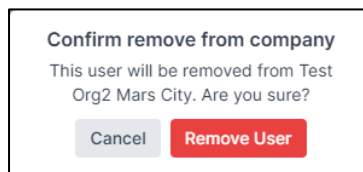
9.2.4 Grant Access

You can re-instate access for a revoked user by clicking on the three dots next to the user in the Admin user's view.



9.2.5 Remove From Company

If revoke access for a user fails it may be that they are a member of more than one Company Account. In this case you can remove the user from your Company's account by clicking on the three dots next to the user in the Admin users view.





Deleting a User cannot be undone. This may affect the details available on your company's existing Support Requests and could result in losing visibility on some Support Requests.

To delete a user from the Portal. Select Delete user from the three dots next to the user in the Admin user's view. This step requires extra validation by following the instructions provided due to the permanent nature of the action.

Delete user Karen Tester?

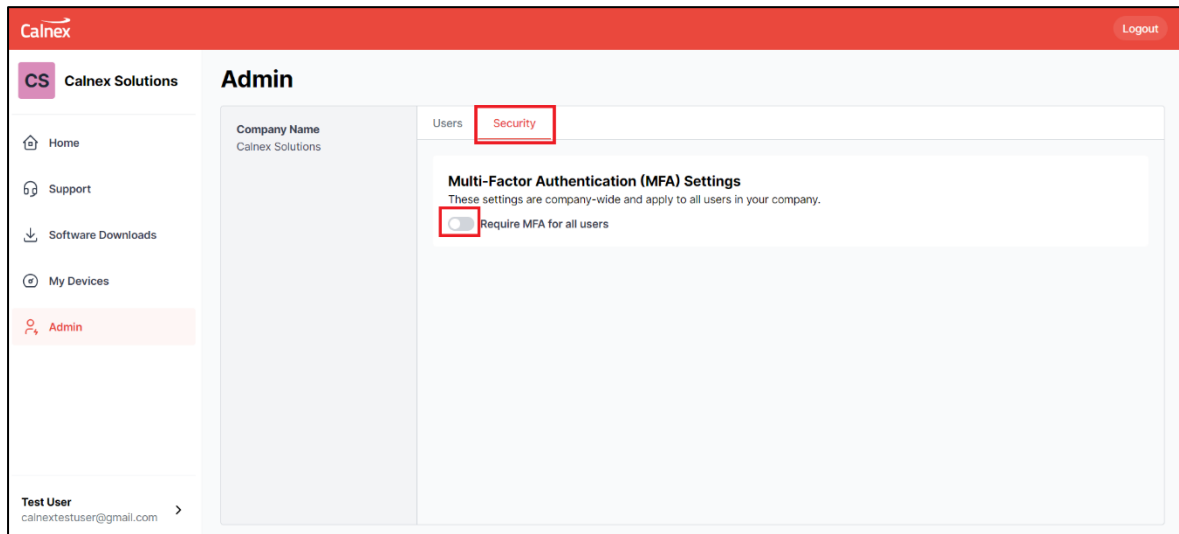
This action cannot be undone.

Confirm deletion by typing *permanently delete* in the input field below.

Cancel Delete User

9.3 Activate Mandatory MFA for Users in your Calnex Account

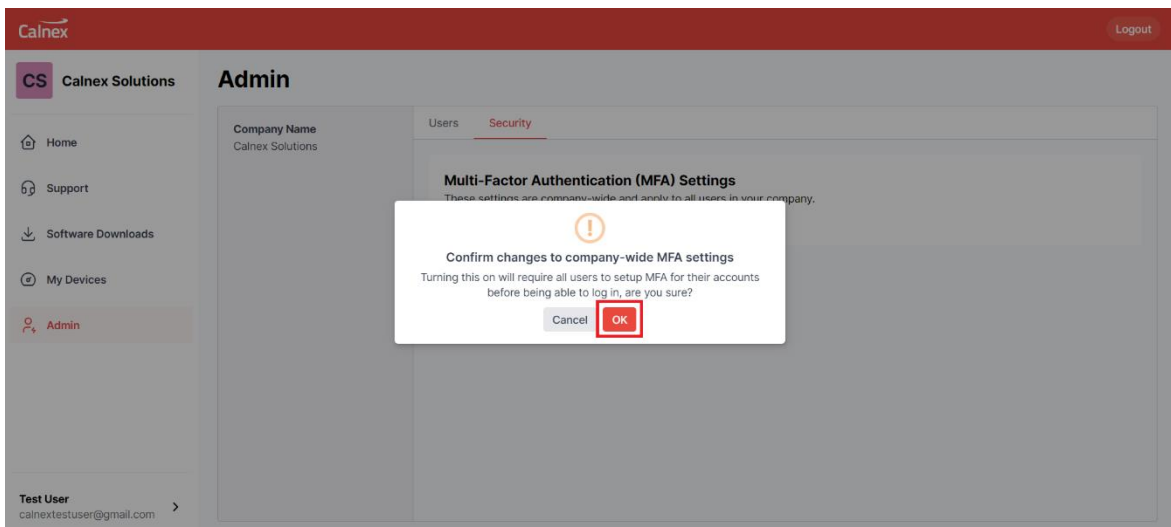
You can activate or deactivate MFA using the security menu under the Admin tab.



Selecting MFA as required will result in all users in your Calnex Account, who have not already setup MFA on their account, to require to do so on their next login.



If you disable MFA as a requirement for your Company from the Security Menu it will still be active for all existing users until they disable this in their Account User Preferences.





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