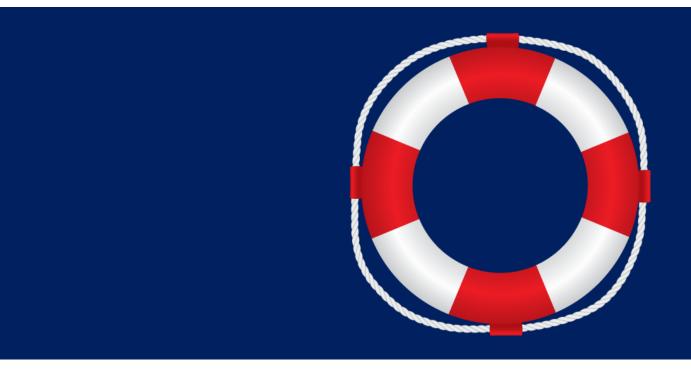


Calnex Support Portal User Manual



Version: 1.0

calnexsol.com

Contents

1	Logging Into Your Account				
2	Cookie Policy, Privacy Notice and Terms of Use				
3	3 Forgot Password				
4	Home	Page			
5	Suppo	ort Requests and Calnex Knowledge Base			
	5.1	Update or View an Existing Support Request			
	5.2	Search the Calnex Knowledge Base			
	5.3	Raise a Support Request			
6	Softw	are Downloads9			
	6.1	Download the Latest Software9			
7	My De	evices			
	7.1	See a Detailed View for a Specific Device			
	7.2	Generate and Download a License			
8	Αςςοι	Int Settings			
	8.1	Change your Password			
	8.2	Set Up MFA for Your Account			
9	Admii	n (Only for Admin Users)			
	9.1	Create a New User			
	9.2	Actions on a User			
	9.2.1 9.2.2	Edit User			
	9.2.3 9.2.4	Revoke Access			
	9.2.4	Remove From Company			
	9.2.6	Delete User			
	9.3	Activate Mandatory MFA for Users in your Calnex Account			

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:]%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



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

Calnex	Sign In	
	Username *	
	calnextestuser@gmail.com	
	Password *	
	•••••	کیر
	Forgot Sign In	password
oport Portal	To request an account, please con support@calnexsol.com	tact us at

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

Calnex	
Set a new password	
Passwords must be at least 8 characters in length and contain the following:	
At least one lowercase character At least one uppercase character At least one uppercase character At least one special character At least one special character	
Password*	
·····	
Confirm Password *	
••••••••••	
Change Password	

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.

Privacy Policy	Terms of Use
You must agree with the <u>Calnex</u>	You must agree with the <u>Calnex</u>
<u>Support Portal Privacy Policy</u> in order	<u>Support Portal Terms of Use</u> in order
to use its services.	to use its services.
I have read and agree to the Calnex	I have read and agree to the Calnex
Support Portal Privacy Policy	Support Portal Terms of Use
Previous Next	Previous Submit

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	Sign In Username *
Support Portal	Password *
Reset y We'll email you inst If you no longer ha	our password vutions to reset your password. ve access to your email, please mpany's portal administrator. mail.com
	set Password
Reset ins	structions sent
your spam folde suppor	t show up soon, please check or or you may contact us at t <u>@calnexsol.com</u> . turn 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.



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							
CS Calnex Solutions	Support Request						
Home	+ New Support Request		Q, Search	☑ Filters			
	Request Type Reference C Summary	Created Date 🗘 Con	npany Reporter 🗘	Status ≎			
G Support	NE-ONE CSMARS-5652 Filtering TCP traffic	Mar 28, 2024 Calr Solu	nex Test User utions	WAITING FOR SUPPORT Mar 28, 2024 - 02:31 PM			
	NE-ONE CSMARS-5648 The limit on the pcap files	Mar 28, 2024 Calr Solu	nex Test User utions	RESOLVED Mar 28, 2024 - 02:30 PM			
My Devices				1			
ද, Admin							
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

Calnex		Logout
CS Calnex Solutions	< All Support Requests Request Details	
မ် Home	Product Type Activity Knowledge Base Suggestions 4 Image: NE-ONE Image: NE-ONE Image: NE-ONE	_
G Support	Request Reference Filtering TCP traffic CSMARS-5652	
	Created Date Test Case Mar 28, 2024 - 02:31 PM	
My Devices	Serial Number V0007082	
₽, Admin	Software Version 2023.07.1376	
C4 Addini	Reporter Test User	
	Status 2 WAITING FOR SUPPORT 5 Tr. Normal text • Ø • B I ··· · · · · · · · · · · · · · · · ·	
	Shared with A Share Test User	
	3 Notifications	
Test User > calnextestuser@gmail.com	1 Resolve Request	

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.

Calnex		Logout
CS Calnex Solutions	< All Support Requests Requi	est Details
 in Home in Support in Software Downloads in My Devices in Admin 	Product Type Can be an	Activity Re-ONE Filtering TCP traffic Suggested Articles Image: Control of the transformer table to filter TCP/UDP traffic? You should use the "Link Qualifications" table to filter TCP traffic or "gv4 proto = 17" to filter UDP traffic. Click OK and run the emulation. All TCP packets
Test User > calnextestuser@gmail.com	Resolve Request	

5.3 Raise a Support Request

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

Calnex							
CS Calnex Solutions	Support Request						
<u> </u>	+ New Support Request		Q :	Search		₽ Filters	
le Home	Request Type Reference Summary	Created Date 🗘	Company	Reporter \$	Status	٥	
⊖ Support	NE-ONE CSMARS-5652 Filtering TCP traffic	Mar 28, 2024	Calnex Solutions	Test User		R SUPPORT 24 - 02:31 PM	
	NE-ONE CSMARS-5648 The limit on the pcap files	Mar 28, 2024	Calnex Solutions	Test User	RESOLVED Mar 28, 20	24 - 02:30 PM	
My Devices						1	
ငို႔ Admin							
Test User > calnextestuser@gmail.com							

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*			× ~					
Summary *								
Test Case 777								
Description *								
Tr Normal text 🔹 🔗 🔹 🖪 I	··· ≔ 1⊒ Ø Add Atta	chments 🖉 Insert Link						
Test Description Suggested Articles								
	NO artici	es found						
Serial Number *		Software Version *						
V0007082	× ~	2023.02.1194	x ~					
Share with *								
Only me	× I v							
Only me			Submit Support Request					
Calnex Solutions								

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. <u>https://calnexsol.com</u>

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.

Calnex					Logout	
CS Calnex Solutions Software Downloads						
Home				Q, Search	𝔅 Filters	
	Product Type	Control Release Name	Version	Date Available	٢	
G Support	NE-ONE	Security Release	v2024.01.1556.1	Jan 15, 2024	1	
	CAT/PFV	For testing	1.2.3.5	Mar 19, 2024	1	
My Devices					1	
₽, Admin						
Test User > calnextestuser@gmail.com						

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.

Calnex							
CS Calnex Solutions	Softw	Software Download Files Security Release			×	Q Search	∑ Filters
le Home	Product Ty	v2024.01.1556.1				Date Available	¢
G Support	NE-ONE	Latest Release v2024.01.1 This release is primarily a security release with	security and bug-fix updates to	the Operating system	Â	Jan 15, 2024	:
Software Downloads	CAT/PFV	Kernel, its services and modules and layered pa It is based on the previous release v2023.11.15 version (below) if you are upgrading from a ver	56 and so you should read the re		L	vlar 19, 2024	:
④ My Devices 은, Admin		Security Reference, if Applicable Description The operating system and layered packages hi These are provided in this NE-ONE update kit to components. Of particular note is: Protection against the rec					
		Name	Description	File Size			
		NEO2022_update_2024.01.1556.1-U20_2024_0	1_08.itu v2024.01.1556.1	1.5 GB 🕹 Downloa	ad		
Test User >							

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.

Calnex									Logo
CS Calnex Solutions	My Company's Devices						C), Search	₽ Filters
Home	Device	٥	Device Type	¢	Ship Date	¢	CSS Expiry	✓ Calibration Expiry	0
G Support	Paragon-Neo Platform with Jitter HW 00036050		Paragon-neo		Apr 23, 2019		• Dec 31, 2099	N/A	1
✓ Software Downloads	Paragon-Neo Platform 00036161		Paragon-neo		Jun 01, 2022		• Jun 01, 2099	N/A	:
My Devices	Paragon-neo Platform w/PAM4 HW 00036294		Paragon-neo		May 19, 2022		• Jan 31, 2099	N/A	÷
C, Admin	NE-ONE Flex Enterprise Model-4 1G Virtual Appliance V0007082		NE-ONE		N/A		• Feb 14, 2025	N/A	:
-4 CMIIII	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	:
est User >	SNE 3048		SNE		N/A		• Dec 31, 1900	N/A	:
alnextestuser@gmail.com	ONE								

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.

Calnex					
CS Calnex Solutions	All Devices Device De	etails			
စ် Home	Device Sentinel	Downloads Knowledge Base Suggest	tions		
G Support	Serial Number 400242 Ship Date	Release Name	C Version	Date Available	Q. Search
⊥ Software Downloads	Invalid DateTime CSS Expiry Dec 31, 2099	R20.1.0	R20.1.0	Apr 04, 2024	1
My Devices					
Admin					
Terms of Use Privacy Notice					
Cookie Policy					
Karen BonnarUser >	ରି Raise Support Request				

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.

Calnex			Logout
CS Calnex Solutions	< All Devices Device De	etails	
မာ Home ၄ Support ၂၂၂၂ Software Downloads	Device NE-ONE Flex Enterprise Model- 4 13 Virtual Appliance Serial Number V0007082 Ship Date Invalid DateTime	Downloads Licensing Knowledge Base Suggestions License Id c0585116abe491bc485fc08d1e2dbc917c74be24964258ef247979caca33c59f License expiry date Permanent	
My Devices	CSS Expiry Feb 14, 2025	Permanent license key Serial Number V0007082 Overrides None Generate License	
Test User calnextestuser@gmail.com	ତ Raise Support Request		

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.

Calnex			Logout
CS Calnex Solutions	< All Devices Device De	etails	
 ↔ Home ↔ Support ↔ Software Downloads ✓ My Devices Admin 	Device NE-ONE Flex Enterprise Model- 4 1G Virtual Appliance Serial Number V0007082 Ship Date Invalid DateTime CSS Expiry Feb 14, 2025	Downloads Licensing Knowledge Base Suggestions License Id c0585416abe491bc485fc08d1e2dbc917c74be24964258ef247979caca33c59f License expiry date Permanent Permanent license key Serial Number V0007082 Overrides None Image: Control License C Generate License Image: Control License	^
		{ "product": "NE1-ENTP-4-1G-VA", "customer name": "Calnex Solutions", "icense type": 1,	*
Test User >	G Raise Support Request	"virtus" "fase", "nfr": "false", "bandwidth?: "IG",	

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	nortal is displayed on this	ccroon in addition to you	ur user details and preferences.
The current version of the	portar is displayed on this	Screen in addition to you	

Calnex			Logout
CS Calnex Solutions	User Preference	s	
HomeG Support	Name Karen BonnarUser Email karen bonnar1@yahoo.com Job Title Tester	Settings Multi-Factor Authentication (MFA) Settings Density Enable MFA	
Software Downloads My Devices Admin	Company Caloro Solutions User Aonni	Change Password *	
Terms of Use Privacy Notice Cookle Policy Karen BonnarUser karen Jonnar1@yahoo.com	GUI Version 2024.05.14.1604		

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
- Al least one special character

Calnex			Logout
CS Calnex Solutions	User Preference	s	
ලි Home බ Support	Name Karon BonnarUsor Email karen, bonnarl@yahoo.com Job Title	Settings Multi-Factor Authentication (MFA) Settings	
Software Downloads	Tester Company	Enable MFA	
My Devices	Calnex Solutions User Admin	Change Password Current Password*	
∂, Admin		Include Second S	
Terms of Use			
Privacy Notice Cookie Policy			
Karen BonnarUser	GUI Version 2024.05.14.1604		

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.

Calnex			Logout
CS Calnex Solutions	User Preferences		
 Ռ Home G Support ✓ Software Downloads 	Name Test User Email calnextestuser@gmail.com Job Title Test Engineer Company	Settings Multi-Factor Authentication (MFA) Settings The Description of the Descriptio	
My Devices P, Admin Admin Test User calnextestuser@gmail.com >	Calnex Solutions User Admin OUI Version 2024.03.25.1005	Change Password *	
		Setup MFA Step 1 Decode below using your preferred authenticator app One of the setup code Show setup code Step 2 Enter the code shown in your authenticator Low Intermediate authenticator	

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.

Calnex											Logout
CS Calnex Solutions	Admin										
ම Home බ Support	Company Name Calnex Solutions	Users Sec + New User	curity					Q Search			₽ Filters
ل Software Downloads		Name Test User	¢	Email calnextestuser@gmail.com	٥	Role User Admin	0	Last Login Apr 02, 2024	٥	Status	•
My Devices		Junior User		gunessfatihh@gmail.com		User		Apr 02, 2024		ACTIVE	1
β, Admin											
Test User > calnextestuser@gmail.com											

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.

Calnex								Logout
CS Calnex Solutions	Admin							
Home	Company Name Calnex Solutions	New User ×			Q. Search			
G Support ↓ Software Downloads		N Email * Lestuser@company.com	0	Role	Last Login	0		•
My Devices		Job Title * Software Engineer		User Admin User	Apr 02, 2024 Apr 02, 2024		ACTIVE	:
⁰ , Admin		Role *						1
		User User Admin						
Test 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.

Calnex											Logo
CS Calnex Solutions	Admin										
B Home	Company Name Calnex Solutions	Users Set	curity					Q Search	1		
) Support		Name	¢	Email	٥	Role	0	Last Login	0	Status	٥
		Test User		calnextestuser@gmail.com		User Admin		Apr 02, 2024		ACTIVE	:
) My Devices		Junior User		gunessfatihh@gmail.com		User		Apr 02, 2024		ACTIVE	÷
Admin										Edit user	
										Reset passy	vord
										Revoke acc	ess
										Remove fro	m company
										Delete user	
est User >											

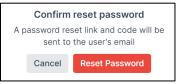
9.2.1 Edit User

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.

Edit User	×
Name *	
Karen	Tester
Job Title *	
Tester	
Role*	
User	~
Cancel	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.



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.

Calnex								
CS Calnex Solutions	Admin							
Home	Company Name Calnex Solutions	Users Security	Users Security					
		+ New User			Q Search		₽ Filters	
6 Support		Name	Email	C Role	≎ Last Login	≎ Status	0	
Software Downloads		Karen BonnarUser	karen.bonnar1@yahoo.com	User Admin	May 16, 2024	ACTIVE	1	
My Devices		Karen Tester	karen.bonnar2@yahoo.com	User	Never logged in	REVOKED		
온, Admin						-		
							_	
Terms of Use								
Privacy Notice								
Cookle Policy								
Karen BonnarUser > karen.bonnar1@yahoo.com								

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.

Calnex						Logout
CS Calnex Solutions	Admin					
ال Home	Company Name Calnex Solutions	Users Security				
6 Support		+ New User			Q, Search	☑ Filters
182		Name	≎ Email	≎ Role	≎ Last Login :	≎ Status ≎
✓ Software Downloads		Karen BonnarUser	karen.bonnar1@yahoo.com	User Admin	May 16, 2024	ACTIVE
My Devices		Karen Tester	karen.bonnar2@yahoo.com	User	Never logged in	REVOKED
e, Admin						Edit user Reset password
						Grant access
						Remove from company
						Delete user
Terms of Use						
Privacy Notice Cookie Policy						
Karen BonnarUser karen.bonnar1@yahoo.com						

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.

Thi	Confirm remove from company This user will be removed from Test Org2 Mars City. Are you sure?					
	Cancel	Remove User				

9.2.6 Delete User



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 act	This action cannot be undone.			
Confirm deletion by typing <i>permanently</i> <i>delete</i> in the input field below.				
permanently delete				
Cano	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.

Calnex			Logout
CS Calnex Solutions	Admin		
ර Home	Company Name Calnex Solutions	Users Security	
G Support		Multi-Factor Authentication (MFA) Settings These settings are company-wide and apply to all users in your company.	
✓ Software Downloads		Require MFA for all users	
(e) My Devices			
⊖, Admin			
Test User >			

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.

Calnex			Logout
CS Calnex Solutions	Admin		
 Home Support Software Downloads My Devices Admin 	Company Name Calnex Solutions	Users Security Multi-Factor Authentication (MFA) Settings These settines are company-wide and and to all users in your company. Confirm changes to company-wide MFA settings Turning this on will require all users to setup MFA for their accounts before being able to log in, are you sure? Cancel Concel C	
Test User >			



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