



BakPak Remote Management System

User Guide



Contents

Overview	4
BakPak account setup	5
Create an admin account	5
Register your BakPak management device	6
Access your BakPak account	8
Basic login	8
Two-factor authentication login	8
Install and set up the Authy app on your smartphone	9
Register BakPak with Authy	10
Log in to BakPak using Authy Soft Token	11
Log in to BakPak using Onetouch	12
Edit your own user information	12
Getting started with BakPak	14
Add and remove sites	15
Set up a site	15
Register a new Management Agent	17
Assign a new Management Agent to an old agent's site	18
Remove a site	18
Configure VLANs on SX Series switches	18
Create and manage users	21
Create users	21
Create user groups	21
Set up group permissions	22
Scan and categorize devices	25
Scan for network devices	25
Add devices manually	26
Set device monitoring priorities	27
Set device category	29
Control4 and BakPak	30
Network views	32
Create a network map	32
View a complete device list	34
View and edit detailed device information	34
View a condensed device list	35
View only Control4 system devices	36
View and edit device information	37
Remotely log in to a connected device	39
Monitoring services	41
View DDNS entries	42

Set alerts	43
Actions	45
Speed tests	45
Collaboration	45
Reports	47
Generate on-demand reports	47
Emailed reports	48

Overview

With Pakedge BakPak, you can remotely view network diagnostics, check uptime and downtime, manage network devices, and perform reboots remotely, saving time and money that would otherwise be spent on service calls.

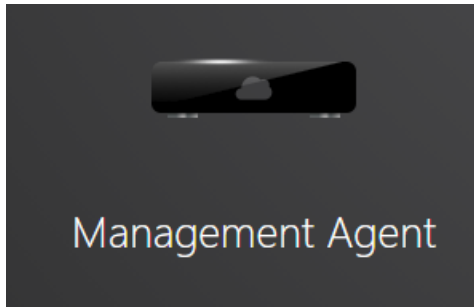
Supported devices:

- NK-1 Wireless Controller with BakPak
- RK-1 7-Port Gigabit Router with BakPak
- WR-1 Wireless Router with BakPak Lite
- WK and WX Series wireless access points with BakPak Lite
- PE-09N and PE-08I PowerPak Intelligent PDUs with BakPak Lite

BakPak account setup

To set up your BakPak account:

1. Open the web UI for your BakPak management device (such as an NK-1 or RK-1), then:
 - (RK-1)—Close the Quick Setup Page to open the Dashboard, click BakPak in the top menu bar, click Registration, then follow the on-screen instructions.
 - (NK-1)—In the Home screen, click Management Agent on the left, then click Register to BakPak and follow the on-screen instructions.



Create an admin account

If you are new to BakPak, you need to create your admin account to register your BakPak management device and create accounts for your technicians. If you have already created an admin account, skip to "[Registering your BakPak management device.](#)"

To create your BakPak admin account:

1. Your Dealer Code is available on the Pakedge Dealer Portal. If the administrator hasn't set up an account before, the code will appear under their account information. If the account isn't showing up, then verify that no one else in the company has set up a BakPak account. If you see no code, and nobody else has set up a BakPak account, contact Technical Support and they will provide you a Dealer Code.
2. After you have received the Dealer Code, go to mybakpak.com.
3. Click Create Admin Account. The Register for BakPak form opens.

Register for BakPak
A Dealer Code Is Required To Create An Admin Account.

If you have already created an admin account, please go back to login page and use that account to log in.
If you are a first time dealer and a first time BakPak user and do not yet have a dealer Code, please contact pakedge sales at (650) 385-8702 to request a dealer Code. Be ready to verify your: dealer name, pakedge account number, and email address.
If you already have your dealer code, proceed with registration.

Email Address

[Limit 30 Characters]

Confirm Email Address

Password

Confirm Password

Enter Dealer Code

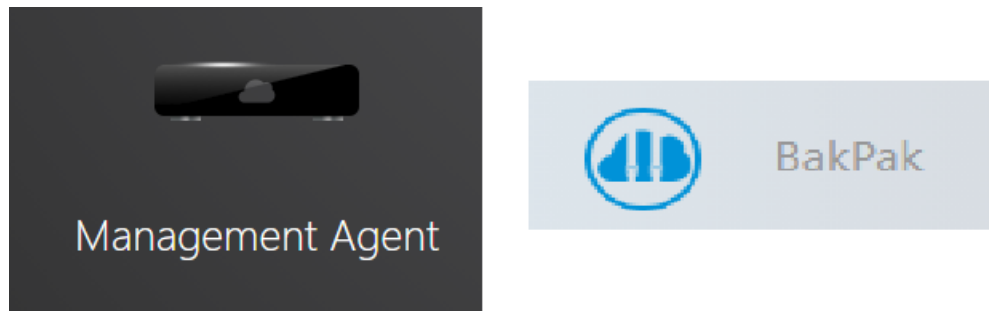
4. Complete the registration form. Make sure to enter the Dealer Code you received from the Dealer Portal or Technical Support, then click Register.

You have now created your BakPak admin account and can register BakPak management devices under your account.

Register your BakPak management device

To register your BakPak management device:

1. Open the web interface for your BakPak management device, then:
 - NK-1: In the Home screen, click Management Agent on the left, then click Register to BakPak and follow the on-screen instructions.
 - RK-1: Close the Quick Setup page to open the Dashboard, click BakPak in the top menu bar, click Registration, then follow the on-screen instructions. **Note:** For BakPak support, the RK-1 must be updated to firmware v1.05 or newer.
 - WR-1: In the home screen, click the BakPak icon at the top of the screen, then give the device a unique name and click Register Agent.
 - All WK and WX Series access points: In the home screen, click the BakPak tile, then give the device a unique name and click Register Agent. **Note:** For BakPak Lite support, the firmware must be updated to v1.31 or newer.
 - PowerPak PDUs: In the home screen, click the BakPak tile, then give the device a unique name and click Register Agent.



Note: The customer name (installation site) and customer email address are required for BakPak device registration, because the customer must grant the dealer permission to remotely manage their network devices. The customer will receive an email from us asking to confirm that they grant the dealer remote access. The customer has the option to opt-out by replying to the email with the subject line “opt-out.” When we receive an opt-out message from a customer, we will delete the BakPak device from our database, then we will notify the dealer.

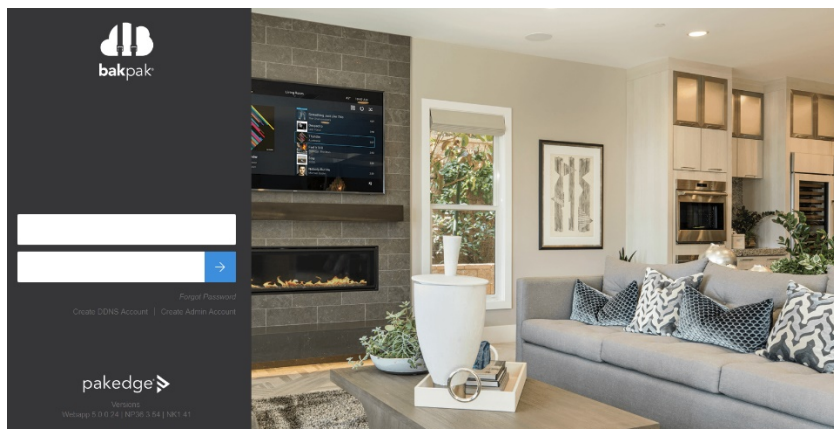
2. After device registration, you are redirected to mybakpak.com under your account.

Access your BakPak account

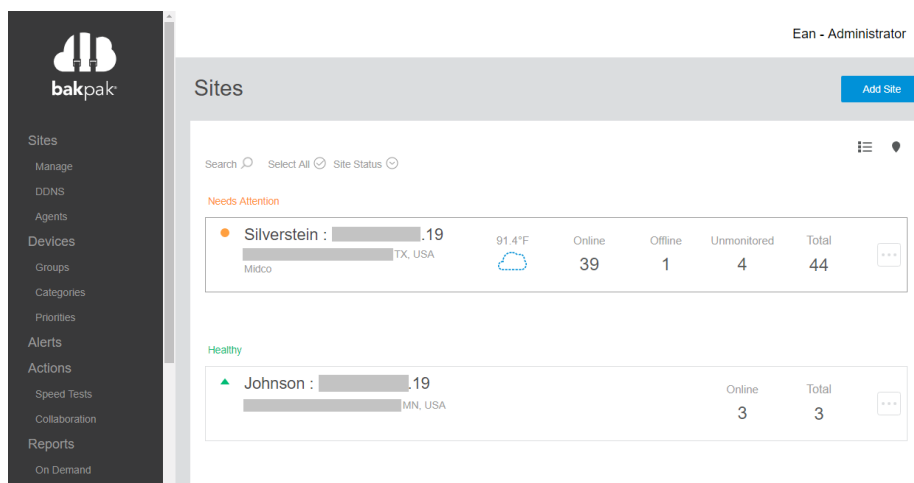
Basic login

To access your BakPak account:

1. Log in to your BakPak account at mybakpak.com.



After you have logged in, the home screen opens.



2. To log out of BakPak, click the Administrator menu in the upper-right corner of the screen, then click Log out.

Two-factor authentication login

The Authy app adds an extra layer of security and allows users to require two-factor authentication when signing into their BakPak account. With two-factor authentication, users will know when someone is trying to use their BakPak login, and they can then deny or approve the request.

Tip: To use this feature, at least one management agent (with the full version of BakPak) must be set up on BakPak.

Install and set up the Authy app on your smartphone

To install and set up the Authy app:

1. Go to Google Play or iTunes Store and install the Authy app.



2. Launch the app, then enter your phone number, including country code.

A screenshot of the 'Account Setup' screen in the Authy app. The screen has a red header with the text 'Account Setup'. Below the header, it says 'LET'S TURN THIS PHONE INTO A SECURE ACCOUNT' and 'ENTER YOUR AUTHY CELLPHONE'. There are two input fields: the first for the phone number, showing '1' and '555-' followed by a greyed-out area, and the second for the email address, showing 'm' followed by a greyed-out area and '@.net'. A blue 'OK' button is at the bottom.

3. Select SMS to receive a text message for phone number verification, or select PHONE CALL for a call to your smartphone.

A screenshot of the 'GET ACCOUNT VERIFICATION VIA:' screen in the Authy app. It shows two large buttons: a green button with a white phone handset icon and the text 'PHONE CALL', and a blue button with a white speech bubble icon and the text 'SMS'.

SMS or calls are free and won't have any extra charges

4. When you receive the verification call or text, enter the registration code you are given.

We have sent you an SMS.

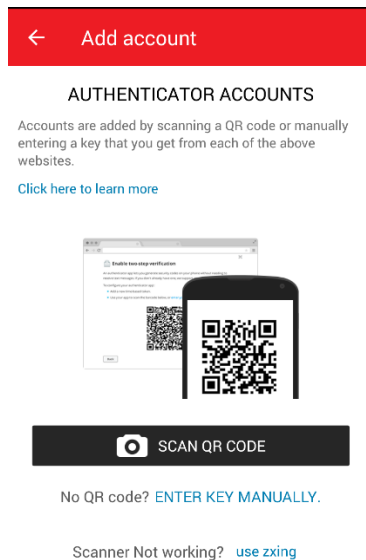
ENTER YOUR REGISTRATION CODE

Code can only be used once

5. Click the blue Add button to add an account, then enter and confirm a password.

Next, register your BakPak account with Authy.

Tip: If you see the following screen on your smartphone, tap your phone's Back button.



Register BakPak with Authy

To register your BakPak account to Authy:

1. Log in to mybakpak.com.
2. In the menu on the left, under Users, click Authy Management. The Register for Authy screen opens.



Register for Authy

Requires the Authy app for Android or iOS

Email Address	Phone Number
<input type="text"/>	<input type="text"/>
Authentication Type	Country Code
<div>None ▾</div>	<div>United States/Canada (+1) ▾</div>
<div>Register</div>	<div>Cancel</div>

3. Enter the same email address and phone number you entered during the Authy app setup, then select the type of Authy authentication to use.

Send Token via Authy App ▾

None

Send Token via Authy App

OneTouch

- Sent Token via Authy App: The Authy App Token will generate a code that will be used on login.
 - OneTouch. When someone is trying to log in to your account, OneTouch sends a push notification to your phone and asks you to approve or deny the request.
4. Click Register. Authy sends a confirmation code to your phone, and in BakPak you are prompted to enter the code.

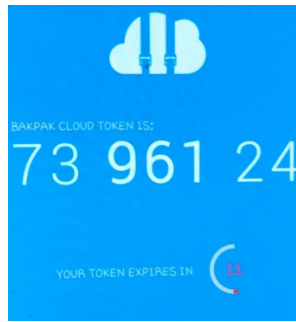
Please enter the code texted to your phone

<div>OK</div>	<div>Cancel</div>
---------------	-------------------

5. Enter the code and click OK. An “Authy Profile Created” message appears, and your BakPak account is now registered with Authy.

Log in to BakPak using Authy Soft Token

1. Go to mybakpak.com and log in. A numeric code (token) is generated by the Authy app on your smartphone, and the Enter Authy Token screen appears in BakPak on your computer.
2. On your smartphone, open the Authy app. The screen displays a code.



3. Type the code from the Authy app into the Authy Code field in BakPak, then click Submit. BakPak finishes loading.

Log in to BakPak using Onetouch

1. Go to mybakpak.com and log in. BakPak waits for the OneTouch approval, and a message is generated by the Authy app on your smartphone, asking you to approve the BakPak login.



Request to log into MyBakPak

Please verify the information below. If you were not expecting this request, please click deny

Email: mike@sawyerhome.net

Date: Aug 08, 2018 at 16:15

2. Tap Approve. BakPak finishes loading on your computer's web browser.

Edit your own user information

To edit your own user information:

1. Log in to mybakpak.com.
2. In the upper-right corner, click Administrator, then Settings. The user edit screen opens.

BakPak Remote Management System User Guide

Set Display Name

First Name

Ean

Last Name

Mary

Username

Created 4/22/2018, 10:31:57 AM

emary@

Login

New Password

New Password

Confirm New Password

New Password Again

User Interface

Tooltips

☒ Enable

Wizard Prompt

☒ Enable

Temperature

☐ °C ☒ °F

Plug Type

America

3. Enter your display name and change your password, tool tips, wizard prompt, temperature settings, and what the plug icon should look like.
4. Click Apply after making your changes.

Getting started with BakPak

For information on the most common tasks for setting up a site and users in BakPak, read through the next three sections:

- Add and remove sites
- Create and manage users
- Scan and categorize devices

To review the device registration process, see [“Register your BakPak management device”](#).

Add and remove sites

Set up a site

You can set up a BakPak-managed site using either the main screen's menu or the setup wizard.

BakPak has two versions of the setup wizard: one for administrators and one for technicians. With the wizard:

- Administrators can set up sites, create users, and grant permissions, plus anything a technician can do.
- Technicians can create sites, assign technicians, set alerts, and categorize devices.

Note: If you have registered a BakPak management device to your account but have not set up a site for that device, you will be prompted to run the wizard to set it up.

To set up a managed network site:

1. In the BakPak main screen, under Sites, click Manage (the default start screen).
-OR-
Click the Administrator menu, then select Wizard.
2. Click Add Site. The Add Management Agent Site form opens. A management agent is a device that has BakPak or BakPak Lite included.

Add management agent site

Complete the basic information about this site. Note that a Management agent is the network device which hosts BakPak, such as an RK-1, or an NK-1. When you are finished, click "Next" and BakPak will then scan and detect all the devices on that site.

MANAGEMENT AGENT

Select ▼

TIME ZONE *

US/Eastern ▼

SITE NAME *

DEVICE NAME *

DEVICE LOCATION

SITE ADDRESS

Deep Scan Enabled: ☒

Enabling Deep Scan allows BakPak to regularly scan the network so that it can automatically detect and notify you of IP address changes. Disabling Deep Scan may slightly improve network performance but will disable IP change detection.

3. Select the management agent (device that has BakPak or BakPak Lite). Available devices are identified by name and MAC address.

Note: Management agents must be registered before they appear in the drop-down menu. (See your management agent device's user guide for more information on registering it.)

4. Select the appropriate site time zone, then provide a site name, device name, device location, and full address.
5. If the device you selected is a BakPak management agent, scroll down further to set up your VLAN. **Note:** The selected management agent determines which fields are available in this screen.

VLAN information

Automatic

Manual

Some routers, like the Pakedge RE and RK Series routers, can have VLAN information fetched automatically. If you haven't changed the router's connection information, we can try to fetch VLAN info without requiring you to give its connection information.

Use Defaults

If you do not provide connection information for a field, then the defaults will be used.

Fetch VLAN Info

Please check your Router for VLAN information.

VLAN Ip Address	Subnet Mask	VLAN	
000.000.000.000	000.000.000.000	00	
			+

6. If you are using a Pakedge Fortinet router or a Pakedge RE-2 or RK-1 router, click Fetch VLAN Info to detect VLAN information automatically.
 - a. If you are using a Fortinet router and you have changed the default username/password on the router, deselect the Use Defaults toggle to enter the new credentials.
 - b. To enter the VLAN information manually, click the Manual tab.
7. To add VLAN information manually:
 - a. Enter the first IP address of your network.
 - b. Enter the VLAN description. This can be as simple as a single-digit number, as long as it's a unique VLAN ID.
 - c. If you are using multiple VLANs, click Add site to add another VLAN.

Tip: Adding multiple VLANs will allow the management agent to scan devices on VLANs other than the default.

Tip: We recommend that the management agent remain on VLAN 1.

Note: For BakPak to successfully scan across VLANs, it must be connected to a hybrid switch port or to the router directly (recommended).

8. Click OK. A scan detects all devices on the network.

- After the scan is complete, click OK (if using the administrator menu) or click Next to go to the next step of the wizard.

Register a new Management Agent

You can manually add a Management Agent to be registered under your BakPak account.

To add a Management Agent:

- Go to Sites > Agents. A list of your Management Agents opens.

Management Agents

Register New Agent

Recover Site

Search

<div>CLT Station 13</div> <div>10.10.10.10 / 10.10.10.10 / 10.10.10.10 / 10.10.10.10</div>	<div>Platform</div> <div>PowerPak 9</div>
<div>Mary - PE09</div> <div>10.10.10.10 / 10.10.10.10 / 10.10.10.10 / 10.10.10.10</div>	<div>Platform</div> <div>PowerPak 9</div>
<div>Mary WK-2 Game Room</div> <div>10.10.10.10 / 10.10.10.10 / 10.10.10.10 / 10.10.10.10</div>	<div>Platform</div> <div>WK-2</div>
<div>Mary WK-2 Master Bed</div> <div>10.10.10.10 / 10.10.10.10 / 10.10.10.10 / 10.10.10.10</div>	<div>Platform</div> <div>WK-2</div>

- Click Register New Agent. The Register Management Agent screen opens.

Register Management Agent

Only BakPak Lite Supported Devices Can Be Manually Added.

SERIAL NUMBER

MAC ADDRESS

a1.

AGENT NAME

Name

Register Agent

Cancel

3. Enter the device's serial number, MAC address, and a unique and descriptive name.
4. Click Register Agent.

Assign a new Management Agent to an old agent's site

If you have a site or a site under an old management agent and you would like to use it on a new management agent, you need to assign the new management agent.

To assign a new Management Agent:

1. Go to Sites > Agents.
2. Click Recover Site. The Site Recovery screen opens.

The Site Recovery screen displays two dropdown menus. The first, labeled 'OLD MANAGEMENT AGENT', has 'Mary' selected. The second, labeled 'NEW MANAGEMENT AGENT', has 'Moorhead' selected. At the bottom, there are two buttons: a blue 'Recover' button and a grey 'Cancel' button.

3. Select the old management agent from the Old Management Agent list, then select the Management Agent you are replacing it with in the New Management Agent list.
4. Click Recover. Your site settings will be transferred to the new Management Agent. (There is no need to set up the site again).

Remove a site

To remove a site:

1. Log in to mybakpak.com and go to Sites > Manage (the default screen after login).
2. Hover over the site's menu button (⋮), then click Delete. The site is deleted from the list.

Note: This will not delete the management agent from your site, but it will remove all devices managed by the management agent.

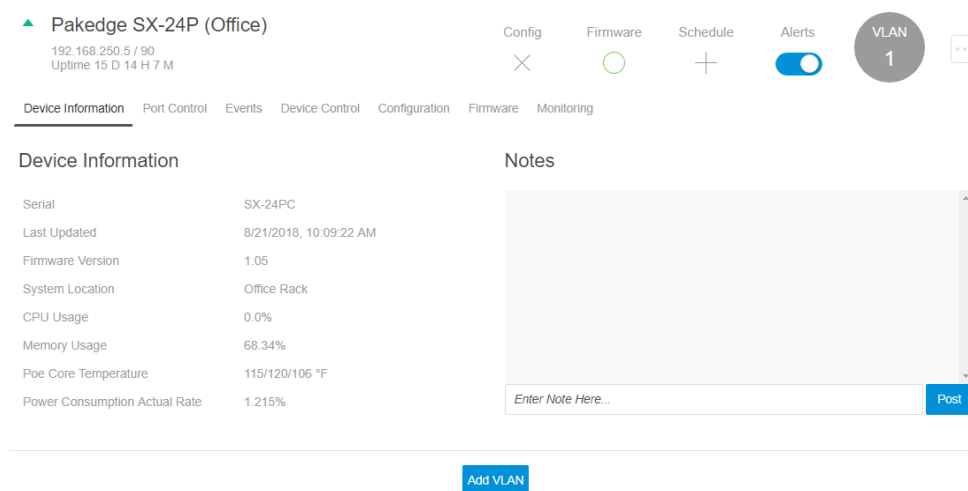
Configure VLANs on SX Series switches

VLANs can be configured using our SX Series switches through BakPak, without using the switch's own web interface. This section explains how to add new VLANs to SX Series switches and configure switch ports as hybrid ports or access ports.

To configure a VLAN on an SX Series switch:

1. In BakPak, open the site's device list, then click to open the device information for the SX Series switch.

BakPak Remote Management System User Guide



2. Click Add VLAN. The Add VLAN screen opens. The top of the dialog box shows the existing VLAN IDs (VIDS).

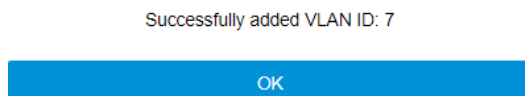
Available VIDS (1,10)

Add VLAN ID

Add **Cancel**

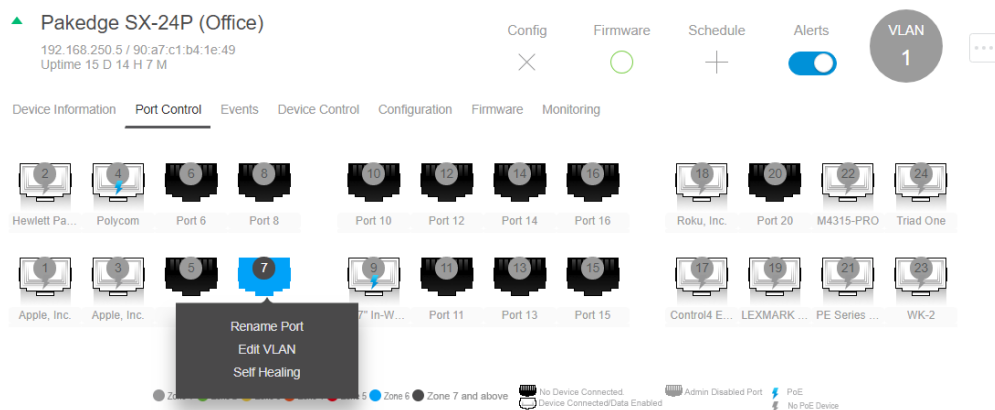
Tip: If nothing happens when you click Add VLAN, try clicking Add New Connection under the Device Control tab first.

3. Under Add VLAN ID, enter the VLAN ID number you want to use, then click Add. The ID number is added to the list of available VLANs.



4. Click the Port Control tab. The port statuses appear.
5. To edit VLAN information on a switch port, hover over the port and click Edit VLAN.

BakPak Remote Management System User Guide



6. In the dialog, enter the VLAN ID this port will belong to, then select whether the port becomes a Hybrid port or an Access port.

For an Access port, select Access and enter the VLAN ID this port will belong to.

For a Hybrid port, select Hybrid and enter the Untagged and Tagged VLAN information.

IP / Port

192.168.250.5 / 7

Port Type

☒ Access ☐ Hybrid

VLAN IDs

Available VIDS (1,7,10)

VLANS

Update

Cancel

Create and manage users

Create users

You can create administrator and technician users using either the main screen's menu or the setup wizard.

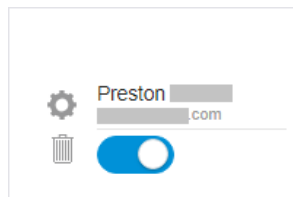
To create users:

1. In the BakPak main screen, under Users, click Manage.
- OR -
Click the Administrator menu, then select Wizard, then click Next to skip the first screen.
2. In the View/Create Users screen, click Add User, then enter the name and contact information for the user,

First Name <input type="text"/>	Last Name <input type="text"/>	Phone: <input type="text" value="+{(country code)}(area code)(phone nu."/>
Email/Username <input type="text"/>	Password <input type="password"/>	Re-Enter Password <input type="password"/>
<div style="text-align: right;">Is Administrator <input type="checkbox"/></div>		

Create Cancel

3. Turn off (default) the Is Administrator toggle to set the user up as a technician, or turn on the toggle to set them up as an administrator.
4. Click Create to create the user. You're returned to the View/Create Users screen, and the new user appears as a tile.



5. Hover over the tile to reveal the icons:
 - To edit the user information, click the gear icon.
 - To temporarily deactivate the user, turn off the toggle.
 - To delete the user, click the trash can icon.

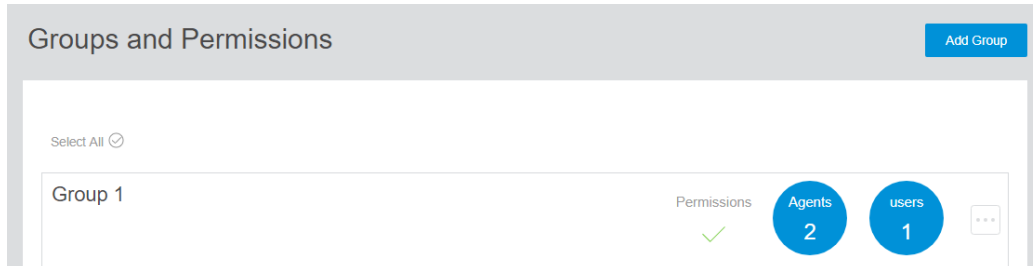
These accounts can manage specific customers' sites based on their permissions.

Create user groups

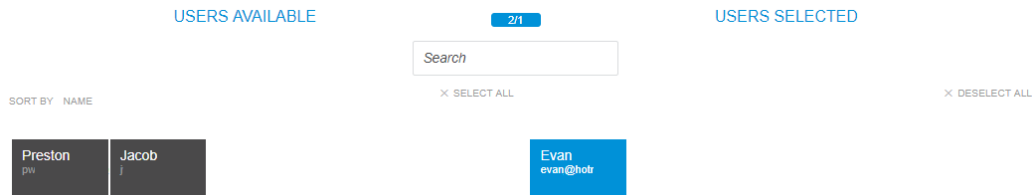
You can set up user groups using either the main screen's menu or the setup wizard. When creating a group, you select which users will have full permissions for selected management agents. In order to assign permissions to a technician, they must first be added to a group.

To create user groups:

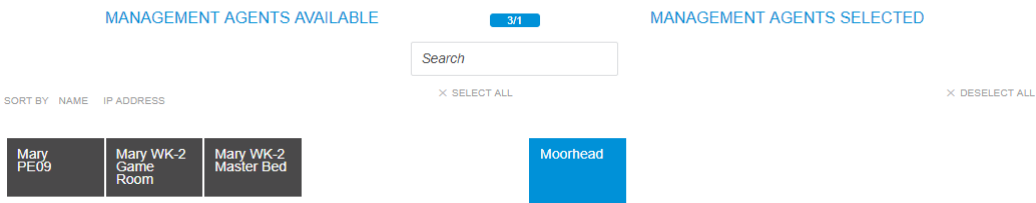
1. In the BakPak main screen, under Users, click Groups & Permissions.
 - OR -
 - Click the Administrator menu, then select Wizard, then click Next at the bottom of the first two wizard screens to skip to this step.
2. Click Add Group or Add New to create the group.



3. Click a user tile to move it from the Users Available to the Users Selected column.



4. Click a management agent tile to move it from Management Agents Available to Management Agents Selected.



Important: Users added to this group will have full permissions to manage the selected management agents.

5. Type a group name in the Permission Group Name field.
6. Click Create. The new group is created, and you are returned to the list of groups.
7. If you are using the setup wizard, click Finish to return to the main screen.

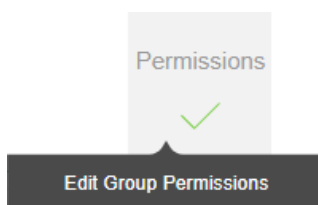
Set up group permissions

1. After the technician is created, navigate to Users > Groups & Permissions. The list of groups opens.

Select All ☑

Group 1	Permissions ✓	Agents 2	Users 1	...
Group 2	Permissions ✓	Agents 2	Users 0	...

- Under Groups and Permissions, click Permissions.



The group's permission screen opens.

- Select the main permission category on the left:
 - Global permissions are the general permissions applied to all sites.
 - Management Agents permissions apply to Management Agents and take precedence over global permissions.
 - Devices permissions apply only to the devices from the Management Agents you choose.
 - Ports permissions override all other permissions and allow you to choose which ports users have access to.

Group 1

- Global
- Management Agents
- Devices
- Ports

- + General
- + Sites
- + Devices
- + Configuration Management
- + Rebooting
- + Power Control
- + BakPak Lite Sites
- + BakPak Lite Devices

Apply

Cancel

- Click the + next to the subcategory to expand its options and allow or deny the permissions.

Group 1

Global

+ General

Management Agents

Alerts Control

☒ Allow

☐ Deny

Devices

Default Alerts Control

☒ Allow

☐ Deny

Ports

Groups Control

☒ Allow

☐ Deny

Network Map Control

☒ Allow

☐ Deny

Remove Patrollers

☒ Allow

☐ Deny

- In the Management Agents, Devices, or Ports categories, you must select the Management Agent you are assigning permissions for before changing the settings in the subcategories.

Group 1

Global

Management Agents Available

Management Agents

☒ Marty (Moorhead) (140.186.138.19)

Devices

+ General

Ports

+ Sites

- Select your desired settings and click Apply when you are finished.

+ Devices

Add Devices

☐ Allow

☒ Deny

Edit Devices

☒ Allow

☐ Deny

Remove Devices

☐ Allow

☒ Deny

Firmware Control

☒ Allow

☐ Deny

Device Tunnel/Portal
Access

☒ Allow

☐ Deny

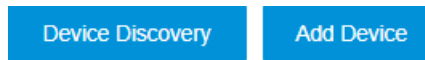
Scan and categorize devices

Scan for network devices

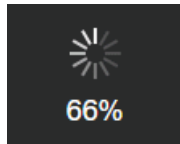
The management agent can scan your network to find devices. After the devices are discovered, you can prioritize them by level of importance. Each time you add a new device to the site, you need to scan the network again (the device will not be automatically added).

To scan your network:

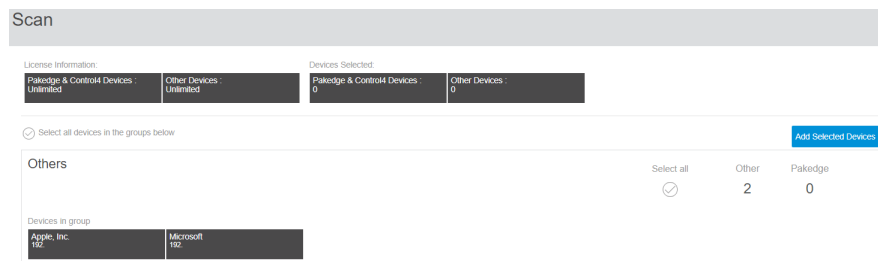
1. Log in to mybakpak.com and go to Sites > Manage (the default screen after login).
2. Click the site to open its device list (if any), then click Device Discovery.



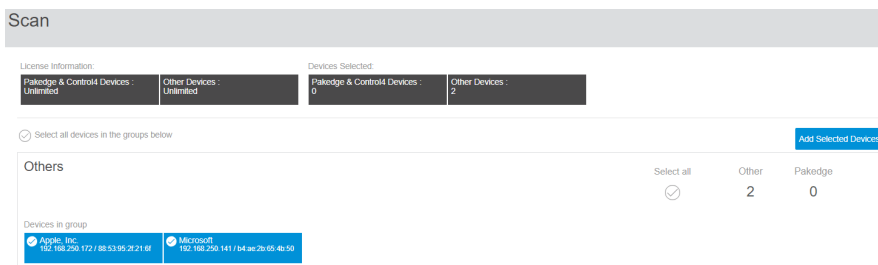
3. Click OK. The management agent scans its network for any discoverable devices.



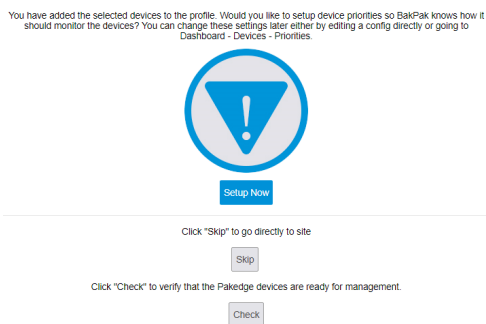
After scanning is complete, a list of discovered devices displays.



4. Click to select each individual device to add, or click Select all devices in the groups below.



5. Click Add Selected Devices. The selected devices are added to the site, and a screen appears asking if you'd like to set up device priorities. Priorities allow you to designate importance for devices on your network.



6. Click Set up now to set up priorities.

– OR –

Click Skip to skip this step and go directly to the site, and plan to set up your device priorities later.

– OR –

Click Check to verify that the Pakedge devices are ready for management. BakPak will run a series of tests to ensure all Pakedge devices are accessible and ready for management.

Add devices manually

If Device Discovery does not add all networked devices to the network, you can add the missing devices manually.

To manually add network devices:

1. In the site's Device View page, click Add Device.



The Add Device screen opens.

Add Device

About The Device

Device Is:

Pakedge

Model:

100D

Serial Number:

Device Name:

VLAN ID:

1

Port

Enable Default Alerts:



Wireless Device:



Priority:

High Priority

2. Enter details for the new device:

- About The Device
 - Device Is: Select Pakedge, Contro4, or Other.
 - Model Type: If a Control4 or “Other” device, select the model type.
 - Model: Select the model number of the device.
- Configuration
 - Manufacturer: Select the device manufacturer name or Other.
 - Model: Select the device model number.
 - Serial Number: Enter the device’s serial number.
 - Number of Ports: Enter the number of ports on the device.
 - Device Name: Enter a name for the device, preferably a unique name.
 - VLAN ID: Enter a numeric ID for the VLAN you want the device to be a part of.
 - Port:
 - Enable Default Alerts: Toggle this on to enable default alerts.
 - Wireless Device: Toggle this on to mark this device as wireless.
 - Priority: Select the device priority.
- Device Access
 - Protocol: Select HTTP or HTTPS.
 - Device IP Address: Enter the device’s IP address.
 - Web Port: Enter the port used for web access.
 - Username: Enter the administrator username.
 - Password: Enter the administrator password.
- General Device Information
 - Device Location: Enter a description of the device location.
 - Controlled By: Select the device control type.

3. For Control4 devices, select the device’s Model Type and Model.



4. Configure any other applicable settings (such as Device AP Address and Web Port) and click OK to add it to the network.

Set device monitoring priorities

A device is categorized in two ways, by monitoring priority and by device type. For setting the device type, see “[Set device category.](#)”

To set device monitoring priorities:

1. Log in to mybakpak.com and go to Devices > Priorities. A list of device priorities opens.

Priorities		
High Priority Devices	Total 21	Edit
Medium Priority Devices	Total 7	Edit
Low Priority Devices	Total 0	Edit

Note: By default, any Pakedge devices are classified as High-priority devices, and all other devices will be classified as Unmonitored devices.

- IOT & wireless devices are monitored but reported as offline only after an extended amount of time. This will prevent wireless devices from spamming alerts. This category is for very low-bandwidth devices.
- Unmonitored devices will not have alerts sent out when they go offline. Any non-Pakedge devices will be classified here by default. **Note:** Devices will still show as offline or online in the site's management screen.

2. Click a device priority to expand the list of devices currently assigned that priority.

High Priority Devices				Total 20	Edit
Pakedge RK-1-NP (Head End) Silverstein - 192.168.250.1	Pakedge WR-1 (Head End) Silverstein - 192.168.250.142	Pakedge SX-24P (Office) Silverstein - 192.168.250.5	Pakedge WK-2 (Game Room) Silverstein - 192.168.250.145	Pakedge WK-2 (Master Bed) Silverstein - 192.168.250.146	
SnapAV OVRC-HUB-100 (Head End) Silverstein - 192.168.250.153	Middle Atlantic RLINK-415 (Head End) Silverstein - 192.168.250.140	Panamax M4315-PRO (Office) Silverstein - 192.168.250.17	Cisco SG300-28P (Head End) Silverstein - 192.168.250.6	Panamax M4315-PRO (Head End) Silverstein - 192.168.250.15	
Domotz Box (Head End) Silverstein - 192.168.250.162	Pakedge NX-1 (Demo) Silverstein - 192.168.250.152	Pakedge NX-1 (Production) Silverstein - 192.168.250.168	Pakedge PE-09 (Office) Silverstein - 192.168.250.144	EA-3 Silverstein - 192.168.250.227	
EA-1 Silverstein - 192.168.250.228	T3 7" In-Wall Touch Screen Silverstein - 192.168.250.147	Triad One Silverstein - 192.168.250.171	EA-1 - Office Silverstein - 192.168.250.170	EA-1 - Master Bed Silverstein - 192.168.250.173	

3. Click Edit (on the right-side edge of the list) next to a device priority to expand a side-by-side list showing all available network devices on the left, alongside the devices already included in the category on the right.

BakPak Remote Management System User Guide

DEVICES AVAILABLE 16/21 DEVICES SELECTED

Search

FILTER BY: AUTOMATION MANAGEMENT SWITCH ROUTER WAP PDU OTHERS
SORT BY: NAME IP ADDRESS X SELECT ALL X Deselect All

Apple, Inc. 192.168.250.149/40.8...	Apple, Inc. 192.168.250.168/20.2...	Windows Bootcamp (Office) 192.168.250.141/Dc0...	Apple, Inc. 192.168.250.175/86.C...	PE Series PDU 192.168.250.144/96.A...
Tridac One 192.168.250.171/00.01...	Living SR260 0.0.0.0 Marty Moorhead	House 0.0.0.0 Marty Moorhead	Living Lamps 0.0.0.0 Marty Moorhead	Office SR-260 0.0.0.0 Marty Moorhead
SR260 0.0.0.0 Marty Moorhead	Master Bed SR260 0.0.0.0 Marty Moorhead	Microsoft Corporation 192.168.250.174/F9.6...	Apple, Inc. 192.168.250.172/88.5...	Microsoft 192.168.250.158/94.A...
Apple, Inc. 192.168.250.160/A8.2...				

RK-1-NP (Head End) 192.168.250.199/A7...	EA-1 192.168.250.228/44.C...	NX-1 192.168.250.168/99.0...	Cisco Systems, Inc 192.168.250.8/54.99.2...	SX-24P 192.168.250.5/90.A7...
T3 7" In-Wall Touch Screen 192.168.250.147/89.9f...	OVRC-100-PRO (Head End) 192.168.250.141/88.2...	WK-2 192.168.250.146/90.A...	Domotz Box (Head End) 192.168.250.162/F4.4...	NX-1 (P) 192.168.250.152/99.0...
RJ45-415R (Head End) 192.168.250.140/96.1...	WR-1 192.168.250.142/98.A...	EA-3 192.168.250.227/99.9f...	Apple MacMini (Office) 192.168.250.165/A4.5...	LaserJet 4050N (Office) 192.168.250.4/00.19.4...
M4315-PRO (Office Rack) 192.168.250.151/85...	EA-1 - Office 192.168.250.173/00.8f...	WK-2 192.168.250.145/90.A...	EA-1 - Master Bed 192.168.250.173/00.8f...	V710W (Office) 192.168.250.180/00.2...

- Click a device to move it from one column to the other.
- You can also set the monitoring frequency of the selected priority.

Frequency

2 minutes ▼

2 minutes

4 minutes

6 minutes

- To save your changes, click OK. Your settings are saved automatically.

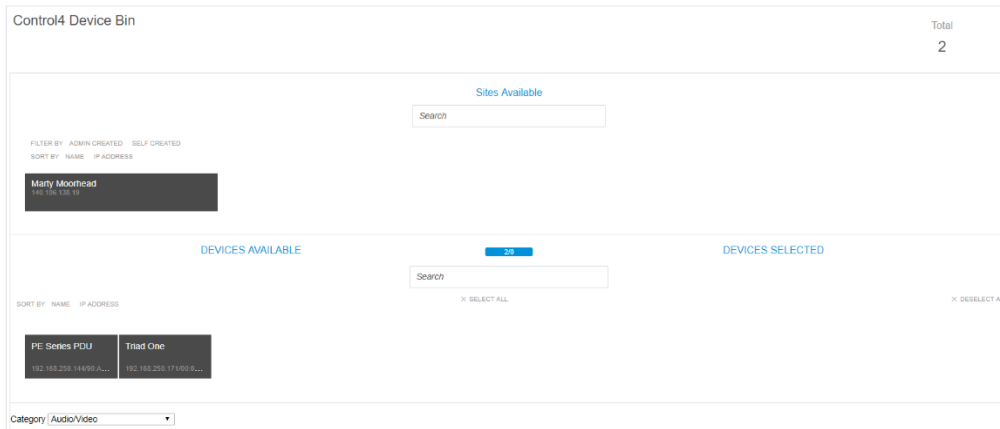
Set device category

To set a device's category:

- Log in to mybakpak.com and go to Devices > Categories. A list of device categories opens.

Categories	
Control4 Devices	Other Devices
Control4 Device Management	
Control4 Device Bin	Total 2
Automation Controller	Total 4
HVAC	Total 1
Lighting	Total 1
User Interface	Total 5

- Under the Control4 devices tab, click a category. A list of available devices displays. (You can use this option to categorize devices that did not get auto-categorized after the scan.)



3. Click the device in the DEVICES AVAILABLE column to move it to the DEVICES SELECTED column.
4. Select the new device category from the Category list, then click Tag. The device is moved to that category.

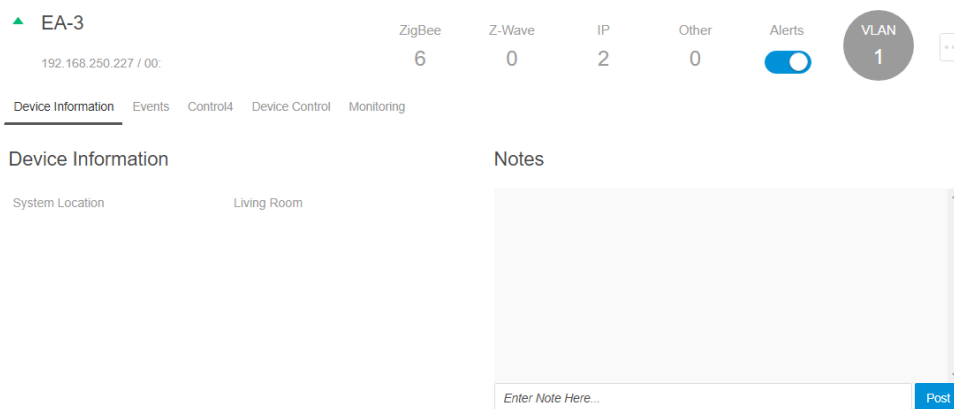
Control4 and BakPak

When running a device discovery scan, BakPak will identify your Control4 automation controllers and all ZigBee, Z-Wave, and IP devices controlled by it.

Note: After the scan is complete, BakPak will try to auto-categorize most of your Control4 devices. (The auto categorization process will run for 3-5 minutes after the scan is complete.)

To manage Control4 devices discovered in a device scan:

1. After the scan is complete, a list of categorized devices displays.
2. Under Automation Controllers, click to expand the device information for the Control4 project's primary controller.



3. If you have made any project updates in Composer (such as name changes), click the Control4 tab, then click Update Project Info to add this information to BakPak.

BakPak Remote Management System User Guide

EA-3
192.168.250.227 / 00:

ZigBee: 6, Z-Wave: 0, IP: 2, Other: 0

Alerts: ☒

VLAN: 1

Device Information | Events | **Control4** | Device Control | Monitoring

If you've protected this Control4 controller's API via password, enter it here to give BakPak access.
Password:

[Update Project Info](#)

[Save Password](#)

If you have added a driver for a PDU (such as Panamax or a Packedge PowerPak) in Composer, the PDU will appear in the site's device list.

- To enable control for PDU outlets via the Control4 controller device in BakPak, click the menu icon to the right of the device (⋮), then click Edit.

Packedge PE-09 (Office)
PackedgePE-09N-53
192.168.250.144 / 90:

Temp/Hum | Schedule | Alerts | **VLAN**

[Select](#)
[Edit](#)
[Delete](#)

- Update the device's access information under Device Access:

Packedge PE-09 (Office)
PackedgePE-09N-530F45.1an
192.168.250.144 / 90:a7:c1:53:0f:45

Temp/Hum | Schedule | Alerts | **VLAN**

About the Device

Wireless Device: ☐

Device Is:

Model:

Serial Number:

Priority:

Device Access

Web Protocol: ☒ Http ☐ Https

IP Address:

Web Port:

Connection Port:

Username:

Password:

General

Configuration Name:

Device Location:

Add To Device Model Dropdown: ☐

- Click Update. The page will refresh, and you will be able to control the ports for the PowerPak from the Control4 IP widget.

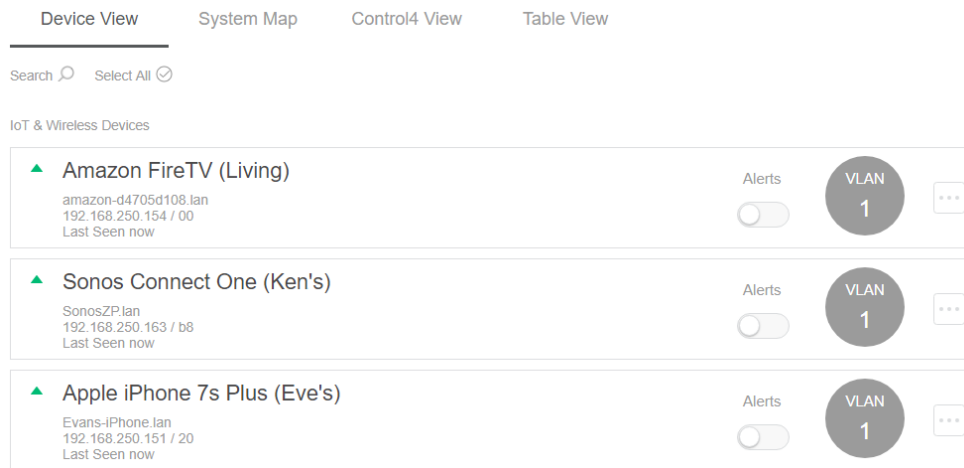
Network views

Create a network map

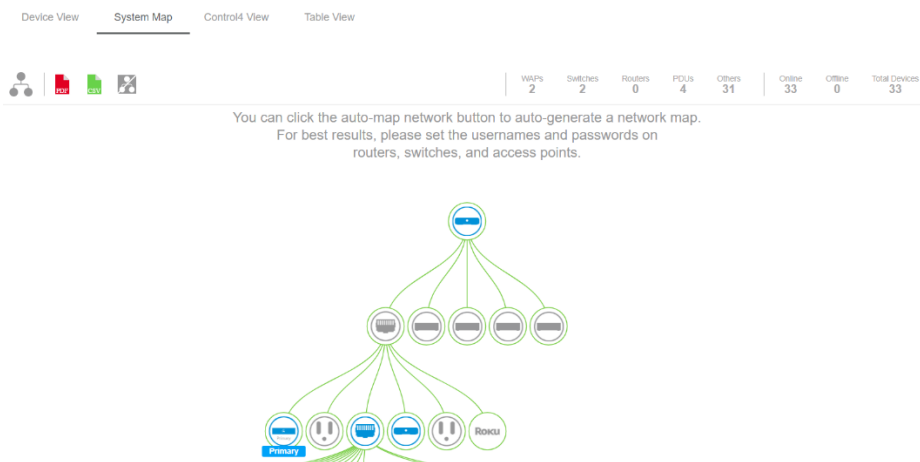
After discovering all devices, you can create a network map to illustrate the physical topology of your network.

To create a network map:

1. Log in to mybakpak.com and go to Sites > Manage (the default screen after login). A list of available managed sites opens.
2. Click to select the network site. The site's Device View opens.



3. Click the System Map tab. The System Map view opens with a system map generated. Use your mouse wheel to zoom the map in and out.



Note: A green ring around a device indicates that the device is online, a red ring indicates the device is offline, and a yellow ring indicates that one or more devices connected to it are offline.

4. To regenerate the map after network site changes, click the Auto-Map Network icon.



5. To clear the network map, click the Clear Network Map icon.



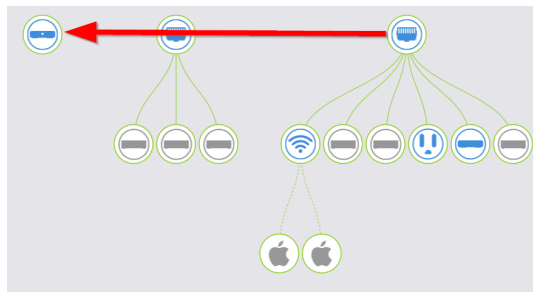
6. To export the map as a PDF or comma-delimited file, click the appropriate icon.



7. If BakPak was unable to fully complete your network map, complete it manually.

In the following example, an SX-24P is connected to a router.

To illustrate that on the network map, drag the SX-24P over into the router.



When the two icons are close to each other, a red line will appear connecting them to each other.



- When prompted, enter the port number used on the SX-24P to connect to the RE-1 (and vice versa), then click Save Port Information to continue.

View a complete device list

You can view details of all devices to easily select and manage them, or you can view a non-editable, condensed table of all devices.

View and edit detailed device information

To view and edit a complete list of devices:

- Log in to mybakpak.com and go to Sites > Manage (the default screen after login). A list of available managed sites opens.
- Click to select the network site. The site's Device View opens.



- Click a device to display device details.

BakPak Remote Management System User Guide

Device View System Map Control4 View Table View

Search Select All

IoT & Wireless Devices

▲ Amazon FireTV (Living)

amazon
192.168.250.154 / 00
Last Seen now

Alerts

VLAN 1

Device Information Events Device Control Monitoring

Device Information

Serial 1234567890
System Location Living Room

Notes

Enter Note Here...

- To change device details, hover over the device's menu icon (), then select Edit. The device information pane expands to display detailed device information.

▲ Amazon FireTV (Living)

amazon
192.168.250.154 / 00
Last Seen now

Alerts

VLAN 1

About the Device

Wireless Device ☒

Device Is

Other

Manufacturer

Other

Amazon Technologies Inc.

Device Model

Other

Amazon Technologies Inc.

Device Type

Media Device

Number Of Ports

0

Device Access

Web Protocol

☒ Http ☐ Https

IP Address

192.168.250.154

Web Port

80

Connection Port

23

Username

Password

General

Configuration Name

Amazon FireTV (Living)

Device Location

Living Room

Add To Device Model Dropdown ☐

Controlled By:

Not Controlled

- Change the information, as needed, then click Update to save changes.

View a condensed device list

To view a condensed device list:

- Log in to mybakpak.com and go to Sites > Manage (the default screen after login). A list of available managed sites opens.
- Click to select the network site. The site's Device View opens.

Device View

System Map

Control4 View

Table View

- Click the Table View tab. The site's complete device list opens.

Config Name	Model	IP Address	MAC Address	Location	Manufacturer	VLAN	Serial Number	Firmware Version
Pakedge RK-1...	RK-1-NP	192.168.250.1	90:	Head End	Pakedge Devi...	1	RK-1C0817D0...	1.07.0.100086
Pakedge WR-...	WR-1	192.168.250.142	90:	Head End	Pakedge Devi...	1		
Pakedge SX-2...	SX-24P	192.168.250.5	90:	Office Rack	Pakedge Devi...	1	SX-24PC0817...	1.05
Pakedge WK-...	WK-2	192.168.250.145	90:	Game Room	Pakedge Devi...	1	WK-2C0817A1...	1.31.0.100177
Pakedge WK-...	WK-2	192.168.250.146	90:	Master Bedroom	Pakedge Devi...	1	WK-2C0817A1...	1.31.0.100177
Polycom Soun...	Sound Point 355	192.168.250.155	00:	Office Desk	Polycom	1		
SnapAV OVR...	Raspberry Pi F...	192.168.250.153	b8:	Head End	Raspberry Pi F...	1		
Apple MacMini...	MacMini	192.168.250.166	40:	Anders' Room	Apple	1		
Middle Atlantic...	RLNK-SW415R	192.168.250.140	00:	Head End	Middle Atlantic	1		

- To export a comma-delimited file, click Download as CSV. To export a PDF file, click Download as PDF.

View only Control4 system devices

To view only Control4 system devices:

- Log in to mybakpak.com and go to Sites > Manage (the default screen after login). A list of available managed sites opens.
- Click to select the network site. The site's Device View opens.

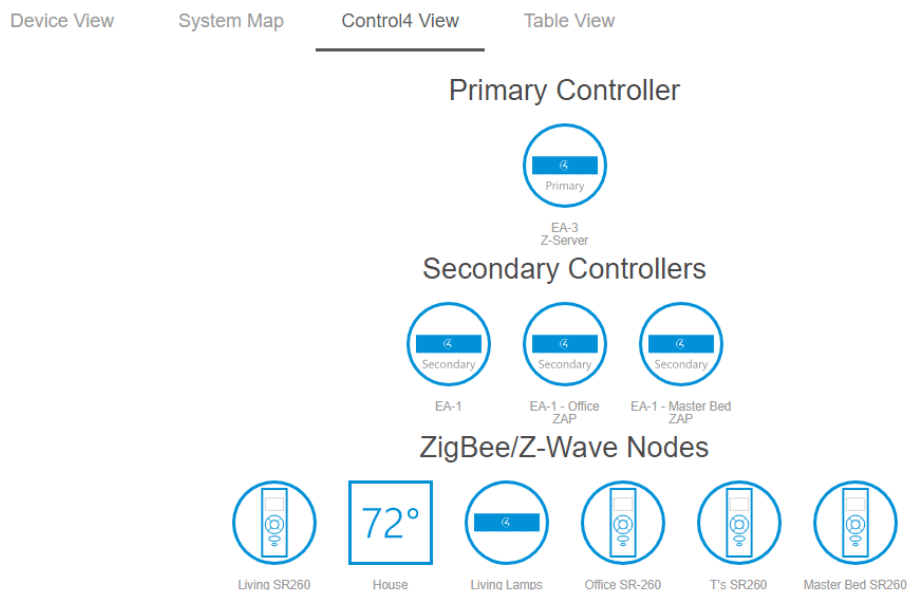
Device View

System Map

Control4 View

Table View

- Click the Control4 View tab. The site's complete list of Control4 devices opens.



View and edit device information

The network site's Device View page displays key information on devices you have added.

To display and edit device information:

- Log in to mybakpak.com and go to Sites > Manage (the default screen after login). A list of available managed sites opens.
- Open a site and then click to expand a device. As an example, the RK-1 is shown below. Uptime displays near the top.

The screenshot shows the 'Packedge RK-1-NP (Head End)' device information page. The top navigation bar includes 'Web Filter', 'Clients', 'Config', 'Firmware', 'Alerts', and 'VLAN 1'. The 'Device Information' tab is selected, showing details for 'myrk-1' (IP: 192.168.200.1/30, Uptime: 26 D 0 H 48 M). The 'Device Information' section lists: Serial (RK-1), Last Updated (6/26/2018, 3:35:22 PM), Firmware Version (1.07.0.100085), Management Agent Firmware Version (1.36), System Location (Head End), CPU Usage (6%), Load (0.32), and Memory Usage (57%). A 'Notes' section on the right has a text area and a 'Post' button.

- If desired, add a note on the lower right.

Notes

Router located in Rack room

post

For a managed switch, BakPak displays information about the VLAN port configuration (shown below).

▲ Pakedge SX-24P (Office)

192.168.250.5 / 90

Uptime 14 D 19 H 37 M

Config

Firmware

Schedule

Alerts

VLAN 1

Device Information

Port Control

Events

Device Control

Configuration

Firmware

Monitoring

Hewlett Pa...

Polycom

Port 6

Port 8

Port 10

Port 12

Port 14

Port 16

Roku, Inc.

Port 20

M4315-PRO

Trad One

Apple, Inc.

Apple, Inc.

Port 5

Port 7

T3 7" In-W...

Port 11

Port 13

Port 15

Contral4 E...

LEXMARK ...

PE Series ...

WK-2

● Zone 1 ● Zone 2 ● Zone 3 ● Zone 4 ● Zone 5 ● Zone 6 ● Zone 7 and above

No Device Connected

Device Connected/Data Enabled

Admin Disabled Port

Port No PkT Device

Remotely log in to a connected device

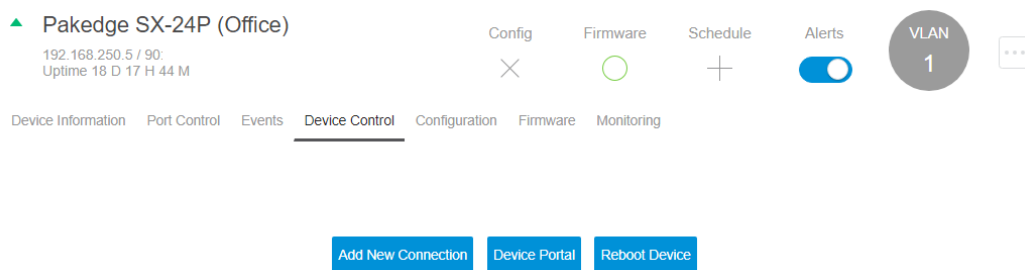
Use Device Control to access a device monitored by BakPak (without VPN or port forwarding). Services include HTTP, HTTPS, Telnet, SSH, RDP, and much more.

In the following example, we will open a session to an SX-24P switch.

Tip: After a device scan is complete, BakPak automatically checks services and ports that are open on a device and creates connections for them to be used for device control.

To run device control:

1. Open a site, then click on a device to expand its box.
2. Click the Device Control tab. (SX-24P only an example)



3. If no connection has been defined, or if you want to add a new connection, click Add New Connection. A dialog box opens where you can provide connection settings.

Choose Service:

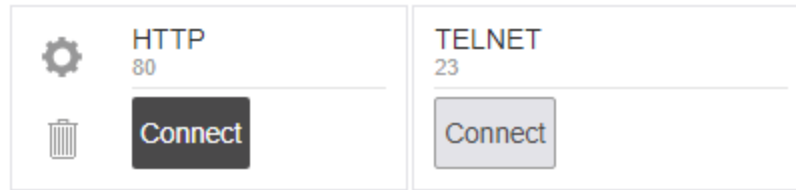
Choose Protocol:

Choose Port:

Choose Timer:

4. Select the service type, then provide any information that type requires. Available service types depend on the device, but several are supported: HTTP, HTTPS, SSH, TELNET, FTP, and RDP.
5. Set the timer for how long you want the connection to be maintained.

6. Click Save and Connect to save these settings and use the connection immediately to connect to the device, or click Save to just save the settings.
7. To use a saved connection, hover over it and click Connect.



8. When a connection is made, a status message opens.

http://[redacted]



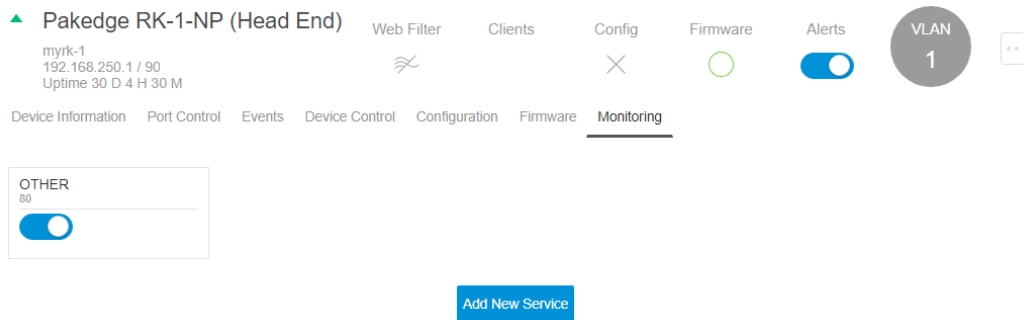
9. Click Close, then click Device Portal. The device's own interface screen opens.
10. Log in to the device to use its interface.

Monitoring services

Some devices do not have IP addresses or cannot be monitored using IP, but they do respond on specific ports. In this case, you can create a service to monitor a specific port (or ports) on the device.

To monitor specific ports on a device:

1. Open a site, find the device you want to monitor, and click to expand it.



2. Click the Monitoring tab, then click Add New Service. The service settings dialog box opens.

Choose Service: OTHER

Choose Port: 80

Port	Service	Enabled	Critical
		<input type="button" value="Add"/>	

3. Select a service, enter the port number, then click Add. The service is added to the port monitoring list.

Choose Service:

Choose Port:

Port	Service	Enabled	Critical
22	SSH	<input checked="" type="checkbox"/>	<input type="checkbox"/>

4. To disable the service but keep the settings, deselect the Enabled box. To delete the service settings entirely, click the trash can icon.
5. Select Critical to indicate that the port being monitored will affect the online/offline status of the device. If Critical is checked and the port does not respond on that device, the device will be marked as offline.
6. Click Submit to save changes.

View DDNS entries

If you have created any DDNS entries using Pakedge routers, you will see them listed on the DDNS page.

To access the DNS entries:

1. Go to Sites > DDNS.
2. To release a DDNS entry to use it on another router, hover over the entry, then click the trash can icon.

Set alerts

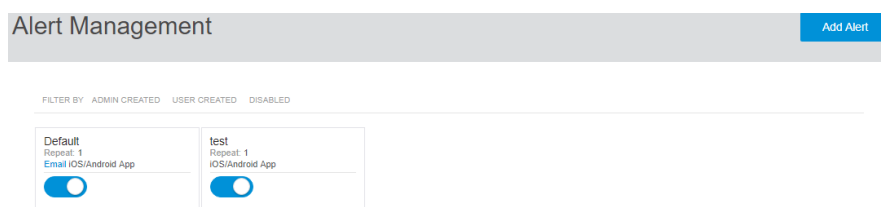
You can set up alerts to notify you of iOS/Android app notifications, self-healing alerts, device IP changes, public IP changes, and thresholds.

Tip: You can also modify the default alert.

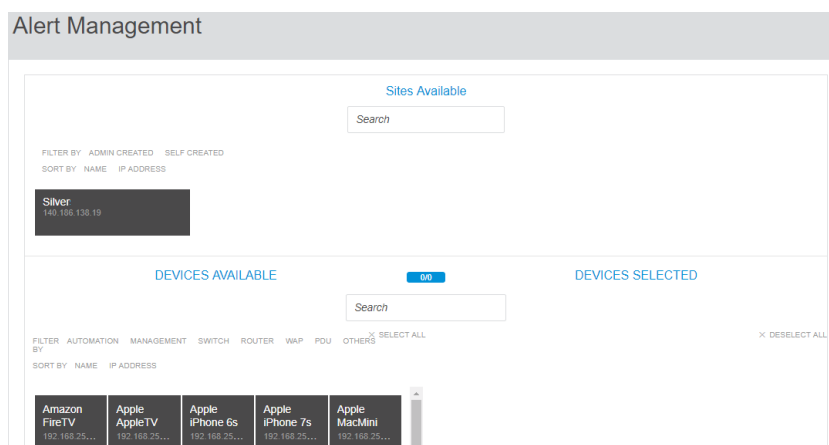
Note: A default Management Agent alert is sent when the Management Agent loses communication with the cloud. For example, if a site loses power, you will receive only a single notification from BakPak saying your Management Agent is offline.

To set up alerts:

1. Go to Alerts. The Alert Management screen opens.



2. Click Add Alert, click to select the sites and devices to monitor, then scroll down to the Alert Options section.



3. Select the type of alerts to report on.



4. Specify the alert recipients.
5. To add a user you have set up, scroll down to User To Be Notified and select the user to send it to. You can select only one user.

BakPak Remote Management System User Guide

User To Be Notified (Only One User Can Be Selected)

USERS AVAILABLE 9/1 USERS SELECTED


Search


SORT BY: NAME X SELECT ALL X DESELECT ALL


Penelope White penelope.white@bakpak.com	Penelope White penelope.white@bakpak.com	Jessie White jessie.white@bakpak.com	Emily Jones emily.jones@bakpak.com	Wynne Lane wynne.lane@bakpak.com	Thane Thane thane.thane@bakpak.com
Alan Bushnell alan.bushnell@bakpak.com	Carlton Adams carlton.adams@bakpak.com	Meghan Thane meghan.thane@bakpak.com	Jacki Rando jacki.rando@bakpak.com		


6. To add a custom recipient, scroll to Custom Emails And Phone Numbers, enter the phone number and a unique name (label), then click Add.

Custom Emails And Phone Numbers

Phone Label 

Email 

Email 

Email 

Note: When entering a phone number for international texts, use the following format:
011 + country code + area code + number.

– OR –

Enter an email address, then click Add.

Note: You can add as many custom recipients as you like.

7. Enter a unique alert name, then click Create.

Alert Name

Actions

Speed tests

You can schedule and view a speed test for all Management Agents (including historical data for up to one month).

Note: Speed tests can also be run on demand. Click Run to run a speed test.

To change speed test frequency:

1. Go to Actions > Speed Tests.
2. Click the cog wheel icon next to the site name.



The Edit Speed Test Settings screen opens.

Edit Speed Test Settings

Enabled ☒

Speed Test Host

Midco ▼

Run Every

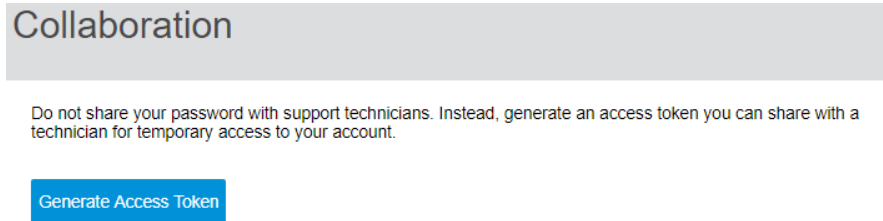
1 hour ▼

3. Select the speed test host and the frequency, then click Save and Exit. The speed test will run automatically at the specified time interval.
4. To view the speed test's results, click the speed test in the Speed Tests screen to expand the test results.
5. To configure the speed test thresholds:
 - a. Click Download or Upload, set the alert threshold in Mbps, then click Set Threshold. You will receive an alert if the value you entered is below the threshold.
 - b. Click Latency or Jitter, set the alert threshold in milliseconds, then click Set Threshold. You will receive an alert if the value you entered is above the threshold.
 - c. To remove a threshold, click Download, Upload, Latency, or Jitter, then click Remove Threshold.

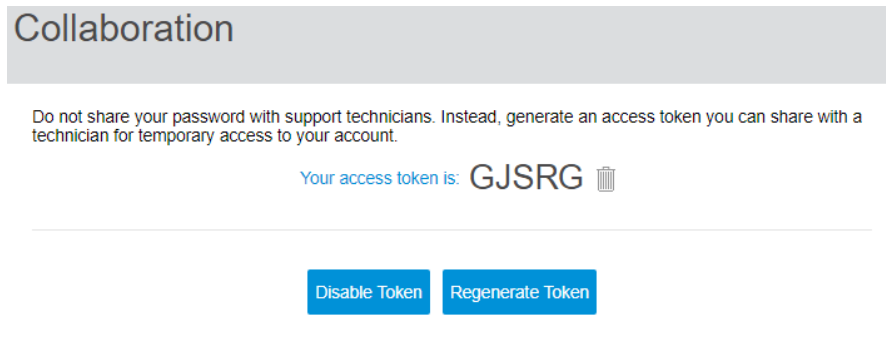
Collaboration

Generate a token for tech support personnel to temporarily access your BakPak account, without having to share your BakPak username and password.

1. Go to Actions > Collaboration. The Collaboration screen opens.



2. Click Generate Access Token to get a token that can be given to support.



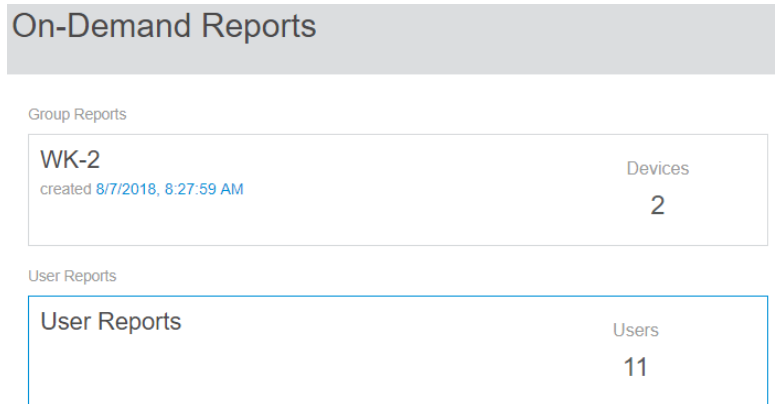
3. When you are finished with using technical support, click Disable Token.

Reports

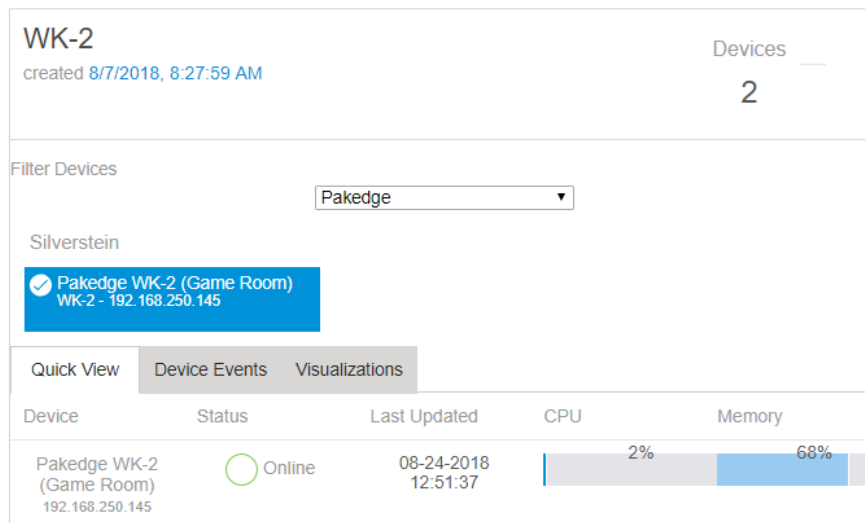
Generate on-demand reports

To generate on-demand reports:

1. Go to Reports > On Demand. The On-Demand Reports screen opens.



2. Click the group(s) or user(s) to run the report on. The reports display below the selection.



3. For a group report, click the Quick View (overview), Device Events (event log), or Visualizations (system performance) tab to view the respective report details.

– OR –

For a user report, the User Events tab displays an event history for the selected user(s). To view activity within certain dates, set the starting and end dates, then click Refresh.

4. User Reports record every user's action on any device. Click User Reports, and then choose a user from the list. Select a start date/end date and click Refresh to display the user's activities.

Emailled reports

You can create reports that can be sent to any user you have set up in BakPak. You can create daily, weekly, or monthly reports.

There are two types of reports: Site and Overview. The Site report includes information about a specific site, and the Overview report includes information about all the sites under your account.

To schedule reports:

1. Go to Reports > Emailled Reports. The Emailled Reports screen opens.



2. Click Add Report. The Create screen opens.

Create

Name Period Type Site

Recipients

Erin Kelly erin.kelly@bakpak.com	Patrick Nelson patrick.nelson@bakpak.com
Erin Kelly erin.kelly@bakpak.com	Patrick Nelson patrick.nelson@bakpak.com
Jack (Player) jack.player@bakpak.com	Jack (Player) jack.player@bakpak.com
Shane Wilson shane.wilson@bakpak.com	Shane Wilson shane.wilson@bakpak.com
Robert Adams robert.adams@bakpak.com	Robert Adams robert.adams@bakpak.com
Jack (Player) jack.player@bakpak.com	

Cancel Save

3. Give the report a unique name, recurrence period, and type, then select the site that will be reported on.
4. Click to select each recipient, then click Save.



11734 Election Road
Draper, UT 84020 USA

www.pakedge.com

Copyright © 2019, Control4 Corporation. All rights reserved. Control4, Triad, and the Triad logo are registered trademarks or trademarks of Control4 Corporation or its subsidiaries in the United States and/or other countries. All other names and brands may be claimed as the property of their respective owners. All specifications subject to change without notice.

200-00589-H