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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-17-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.
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.

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

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

- **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.

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.

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

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.
9. 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:

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

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

Site Recovery

<table>
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<tbody>
<tr>
<td>Mary</td>
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</table>

<table>
<thead>
<tr>
<th>NEW MANAGEMENT AGENT</th>
</tr>
</thead>
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<tr>
<td>Moorhead</td>
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</table>

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

![Add VLAN screen](image)

**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.
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.
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,

   ![User Information Form](image)

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.
2. Under Groups and Permissions, click Permissions.

The group’s permission screen opens.

3. 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.
4. Click the + next to the subcategory to expand its options and allow or deny the permissions.

5. 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.

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

<table>
<thead>
<tr>
<th>Priorities</th>
<th>Total</th>
<th>Edit</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Priority</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>Medium Priority</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Low Priority</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

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.

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

![Frequency](image)

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

### Set device category

*To set a device's category:*

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

2. 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.
If you have added a driver for a PDU (such as Panamax or a Pakedge PowerPak) in Composer, the PDU will appear in the site’s device list.

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

5. Update the device’s access information under Device Access:

6. 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.
8. 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:

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

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

**View a condensed device list**

*To view a condensed device list:*

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 Table View tab. The site’s complete device list opens.

4. 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:

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 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:

1. Log in to mybakpak.com and go to Sites > Manage (the default screen after login). A list of available managed sites opens.

2. Open a site and then click to expand a device. As an example, the RK-1 is shown below. Uptime displays near the top.

3. If desired, add a note on the lower right.
For a managed switch, BakPak displays information about the VLAN port configuration (shown below).
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)

![Device Control Interface](image)

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.

![Add New Connection Dialog](image)

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.

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.

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

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.
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](image)

   **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](image)
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

<table>
<thead>
<tr>
<th>Enabled</th>
<th>Speed Test Host</th>
<th>Run Every</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mdc0</td>
<td>1 hour</td>
</tr>
</tbody>
</table>

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.

   **Collaboration**

   Do not share your password with support technicians. Instead, generate an access token you can share with a technician for temporary access to your account.

   Generate Access Token

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

   **Collaboration**

   Do not share your password with support technicians. Instead, generate an access token you can share with a technician for temporary access to your account.

   Your access token is: GJSRG

   Disable Token  Regenerate Token

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.

Emailed 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 > Emailed Reports. The Emailed Reports screen opens.


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.