

2018-11-07 On site visit

Wednesday, 7 November 2018 14:45

Participants: Yotam Madmoni, Idan Blum

Summary:

Yotam raised that the system is in implementation for a year but still does not function as expected.

There are several issues causing delays/long handling which block Fiverr personnel from executing their job. System and issues were reviewed.

- FR: Automatic update of local rad
- FR: "Copy" button at shared secret [Bug 45200](#):CLEAR - add "Copy" button for Radius shared secret

- Move of users into group or out of groups takes very long time (1-3 minutes): [Bug 43475](#):When move CLEAR user from Default group to other need refresh page to see changes
 - Moved user
 - Saved + received confirmation
 - Only after a few minutes it is updated (until then search for the user in group still shows the old status)
 - Connecting to the wifi with that user sometime is still not available
- Moving between APs causes disconnection
 - There is no single method to connect again (via button of wifi or network settings 802.1x connect)
 - Sometimes it does not connect at all
 - Yotam believes it is not an issue with CLEAR service but rather protocol handling in the network (they are not familiar with Rockus equipment they have which was provided by 012)
- Accounting fails against local rad

Actions taken:

- Created new auth server and accounting
 - Auth to local rad and then to CLEAR
 - Timeout 10 with 2 retries
 - Accounting only to CLEAR
 - Timeout 20 with 2 retries
- Set WLC with 802.1r FT roaming
- Set WLC with 802.11k Neighbor list report
- New AgentP provided for OSX pending install on problematic MacBook

2018-11-11 Updates by customer:

The new version agent you provide helps Adi's Laptop to connect the wifi.

Accounting server was unavailable several times, but the local radius looks good.

users still need help with the agent, but today it's more easy and faster than before to handle those tasks.

2019-01-22 On site visit with Sagi (Getter-Rockus)

Tuesday, 22 January 2019 8:58

Hi,

This is a summary of a meeting in Fiverr office on 21-1-19 regarding several issues and difficulties with wireless access, Portnox CLEAR configuration and AgentP on-boarding.

On meeting : Idan Blum, Sagi Reuven (Ruckus expert brought in by Portnox professional services) , Gai, Yotam , Ofir

These are the issues agreed to investigate before the meeting and the updated status:

1. **Issue:** Roaming between access points is failing (from time to time)
Solution: Investigate further to pinpoint whether it's a problem on Portnox, general 802.1x issue, ruckus radio coverage/definitions. Portnox will bring ruckus expert to investigate.

STATUS: Issue was deeply investigate by Ruckus expert and Fiverr local team together. It was proved that roaming issues happens on all wireless networks including guest network which is not configured with Portnox at all.

Several configuration changes were done and further changes are important and recommended (more details below) . We @portnox will be happy to assist with resources as needed.

AI: There is no pending action from Portnox CLEAR perspective to this general WIFI issue.

2. **Issue:** Registration process to Portnox takes a lot of work and time per device
Solution: Integrate to G-Suite for the registration of new devices instead of manually creating user+password in Portnox CLEAR. Already approved by Portnox internal committee.
STATUS: ofir.ariel@fiverr.com confirmed with Idan.Blum@portnox.com that CLEAR setup for new employee onboarding was improved since latest cloud-delivery and is now fast (creation, assignment to group, etc.) .
Installing AgentP via Jamf MDM – not working automatically. This needs to be further investigated.
Network configuration by AgentP requires manual actions for each device. This needs to be further investigated.
AI: None blocking issues. Further investigation lead by Idan Blum
3. **Issue:** UX is not intuitive / not flowing / complicated
Solution: Portnox PM will schedule a meeting/call with Yotam to collect specific feedback
AI: Schedule meeting between Portnox PM and Fiverr lead user.

General notes and technical details:

Requests raised by Fiverr and their status:

- Support automatic vlan assignment (by radius attributes) for users/groups/device as a result of failed/successful authentication – **This is already supported in CLEAR and can be implemented immediately.**
- Automatic deployment for new employees:
 - Support g suite as user repository – **Already in roadmap and planned for Q2 2019.**
 - Check and resolved issues regarding automated installation via Jamf MDM - **will be further analyzed and raised to Portnox PM.**
 - Automatic enrollment after AgentP installed - **will be further analyzed and raised to Portnox PM.**
- CLEAR training for available features and understanding of configuration – **Portnox to schedule a training session with Fiverr personnel.**

- Fiverr would like to start implementing device compliance and risk-score analysis – **This is a built in capability of Portnox CLEAR and we will happily assist to implement.**

Ruckus configurations status and setup recommendation:

- Version is old and requires upgrade
- DHCP lease time changed from 300 sec to 3600
- Disable fast roaming
- Channels usage / overlap between APs
- Limit 2.4 GHz / prefer 5G Hz
- Background scan set to 7200 for both 2.4 GHz and 5 GHz
- Verified:
 - Smart roaming is disabled
 - PMK caching timeout - is 720
- MacBooks have OSX 10.13.6

More Technical details for issues related to Portnox:

- Ofir complained that AgentP does not deploy configuration automatically on MacBook and requires the following manual actions:
 - Install AgentP
 - Click Tick and wait until Configure button appears
 - Click Configure and wait until wifi network appears
 - Click wifi network (FiverrIL)

Issue did not reproduce in Portnox lab. 1 click for first connection is required only. Portnox request issue to be reproduced and logs collected over a remote session

- Ticket 10829 - enrollment failure for specific MacBook with latest OSX - handled by support