



# **Grandstream Networks, Inc.**

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## **GAPS – LEVEL1 QUICK USER GUIDE**

## TABLE OF CONTENTS

### GAPS QUICK USER GUIDE

<b>OVERVIEW .....</b>	<b>3</b>
<b>GETTING STARTED.....</b>	<b>4</b>
<b>PROFILE MANAGEMENT .....</b>	<b>5</b>
HOW TO CREATE A PROFILE.....	5
<b>DEVICE MANAGEMENT .....</b>	<b>6</b>
HOW TO PROVISION A DEVICE.....	6
HOW TO SEARCH PROVISIONED DEVICES .....	9
<b>COMPANY USER MANAGEMENT.....</b>	<b>9</b>
USERS AND PERMISSIONS .....	10
HOW TO CREATE USER .....	10
<b>DEVICE LOG.....</b>	<b>10</b>
HOW TO SEARCH IN DEVICE LOG .....	11

## OVERVIEW

Grandstream's automated provisioning technology enables service providers and enterprise IT administrators to massively and automatically deploy Grandstream SIP CPE devices from a central location, whether the devices are deployed over the Internet behind firewall/NAT or within a corporate network environment. Grandstream's automated provisioning technologies not only allow "zero" configuration, plug-and-dial for end users, but also make it possible for system administrator to remotely control, modify settings and upgrade firmware in an automatic and secure fashion.

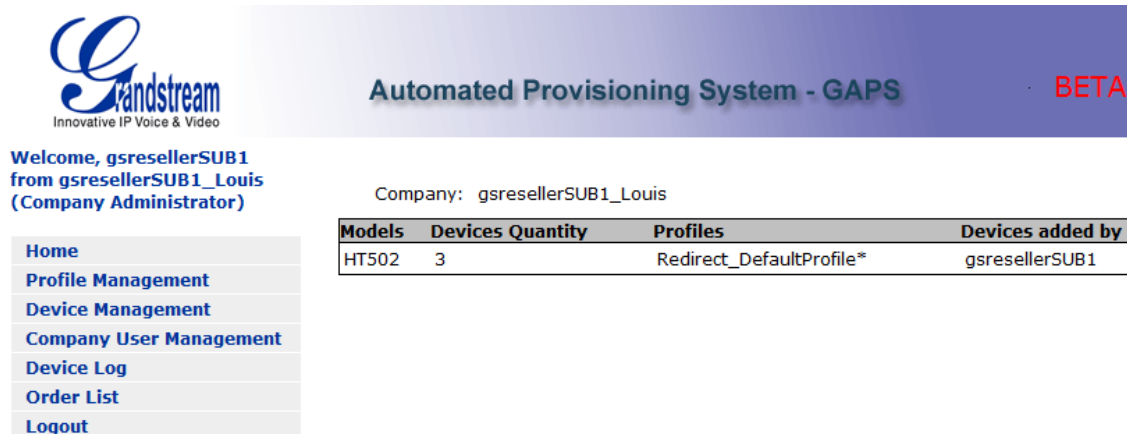
Grandstream Automated Provisioning System, aka GAPS, is the server side software application designed this purpose.

## GETTING STARTED

### How to login to GAPS:

1. Browse to <https://fm.grandstream.com>
2. Login with username and password provided by Administrator

## HOME PAGE



The screenshot shows the home page of the Automated Provisioning System (GAPS). At the top left is the Grandstream logo. The main header area contains the text "Automated Provisioning System - GAPS" and "BETA" in red. Below the header, a welcome message reads: "Welcome, gsresellerSUB1 from gsresellerSUB1\_Louis (Company Administrator)". To the right of the welcome message, it says "Company: gsresellerSUB1\_Louis". Below this is a table with the following data:

Models	Devices	Quantity	Profiles	Devices added by
HT502	3		Redirect_DefaultProfile*	gsresellerSUB1

On the left side of the page, there is a vertical menu with the following items: Home, Profile Management, Device Management, Company User Management, Device Log, Order List, and Logout.

### From the Home page you have the following options:

- Profile Management
- Device Management
- Company User Management
- Device Log
- Logout

## PROFILE MANAGEMENT

[New Profile](#) [Search Profile](#)

Total search result:1

Name	Meta Profile	Company	Id Generator	Uuid
<a href="#">Redirect_DefaultProfile*</a>	Redirect_DefaultProfile	gsresellerSUB1_Louis	None	

### [How to Create a Profile](#)

In Profile Management, you can create a profile that is fine tuned for a specific model. These profiles are used when provisioning devices. From the figure above, after clicking 'Next' you are taken to a section that shows parameters used for this specific profile. This screen should remind you of the web-gui that's used for most Grandstream products. In this example, we used the basic redirection profile, which allows the ability of plug and play.

[Profiles Management](#) -> [Choose Meta Profile](#) -> New Profile

### Edit Profile

Name

Default Profile  Yes  No

Company

Update Associated Devices

IdGenerator

Groups

**ADVANCED**

Firmware Upgrade/Provisioning Protocol  TFTP Upgrade  HTTP Upgrade  HTTPS Upgrade

Config Server Path

Firmware Server Path

Config File Prefix

Firmware File Prefix

Wait for result

**Note:** The profiles are not limited to just redirection, but could also be used for specific configurations based on model. Every option you see in the web-GUI are also options you can add in the profile. Please contact [support@grandstream.com](mailto:support@grandstream.com) for further assistance.

Once you click 'OK' the next page that appears will be a summary of the Profiles that have been added to the company. If you ever decide to edit the profile, you can simply click on the profile link and it will take you to back to screen with the parameters.

[New Profile](#) [Search Profile](#)

## List Profiles

Total search result:1

Name	Meta Profile	Company	Id Generator	Uuid
<a href="#">Redirect_DefaultProfile</a>	Redirect_DefaultProfile	GSreseller	None	

## DEVICE MANAGEMENT

This part of GAPS is where the Company Manager has the ability to provision a new device, search for an already provisioned device, list all provisioned devices, and also see the total of devices that are allowed to be provisioned.

[Provision New Device](#) [Search Provisioned Device](#) [List Provisioned Devices](#) [Allowed Provision Devices](#)

Model Name	Device Total
HT502	3

Start MAC Address: 000B82147258  
 End MAC Address: 000B82963852  
 MAC Address Total: 3

We'll first take a look at the 'Allowed Provision Devices'. These MAC addresses have been added by Grandstream system admin or parent company and only within these MACs will you be able to provision devices or allocate to your own sub company. The *MAC*, is the MAC address of the device. *Owner* is the company that the MAC addresses currently belong to. *Create Time* is the time that the units have been added to GAPS. *Provisioned* shows wheter or not the unit has been provisioned.

### [How to Provision a Device](#)

In the following example we are going to work on how to provision a MAC address that is in our 'Allowed Provision Device' section that has a status of Provisioned=N.

[Company Management](#) -> [Device Management](#) -> Allowed Provision Devices

[Search MAC](#)

## List Macs

Total search result:7

MAC	Owner	Create Time	Provisioned	<input type="checkbox"/> All
000B82293972	GS Morocco	2011-11-22 12:28:56.0	Y	<input type="checkbox"/>
000B822A8E14	GS Morocco	2011-11-23 03:30:58.0	N	<input type="checkbox"/>
000B822A8E15	GS Morocco	2011-11-23 03:48:04.0	N	<input type="checkbox"/>
000B822A8E16	GS Morocco	2011-11-23 03:48:04.0	N	<input type="checkbox"/>
000B822A8E17	GS Morocco	2011-11-23 03:48:04.0	N	<input type="checkbox"/>
000B822A8E18	GS Morocco	2011-11-23 03:48:04.0	N	<input type="checkbox"/>
000B822A8E19	GS Morocco	2011-11-23 03:48:04.0	N	<input type="checkbox"/>

From the above list, we'll use the MAC 000B822A8E14 as our example. From the 'Allowed Provision Device' page, you will need to click on the 'Device Management' (top), navigate to 'Provision New Device'.

## New Device

### Batch Mode

Alias

Starting SIP User ID

Device MAC address

Company

Model

Profile

Here you can either provision one MAC or you can provision a list of MACs. There are also options to specify the *Model* and the *Profile*(Please see Profile Management on how to create a Profile)

Here are the results after the provisioning has completed. There are a several options on this screen.

## List Devices

Total search result:3

MAC Address	SIP User ID	Device Model	Configuration	Profile	<input type="checkbox"/> All
<a href="#">000B822A8E14</a>		HT502	<input type="button" value="GAPS"/>	GSMorocco_Redirect*	<input type="checkbox"/>
<a href="#">000B822A8E15</a>		HT502	<input type="button" value="GAPS"/>	GSMorocco_Redirect*	<input type="checkbox"/>
<a href="#">000B822A8E16</a>		HT502	<input type="button" value="GAPS"/>	GSMorocco_Redirect*	<input type="checkbox"/>

**Tips: Click 'Remove Selected' Button, to remove the selected devices; click 'Remove All' Button, to remove total search devices.**

Options that are available on this screen:

- MAC - Click on the MAC address to download the encrypted config file which is named cfg000b822a8e14.
- GAPS button under *Configuration* - When you click on GAPS, you will see your Profile that was created in Profile Management. Users can then make changes to specific units if needed.
- Update Devices/Update All Devices - If users decide that the profile that was used was incorrect the user can either choose Update Devices/Update All Devices. This option allows you to select a different Model/Profile.
- Remove All – by selecting Remove All it will remove the devices from provisioned list, but they will not be removed from the 'Allowed Provision Device' section. This option simply removes the config file from the GAPS server.



## [How to Search Provisioned Devices](#)

[Device Management](#) -> Search Device

### Search Device

Mac

Tip:  
Support multiple MAC addresses matching criteria, including:  
1) single MAC address, e.g. 000B82000001  
2) address range, e.g. 000B82000001-000B82010001  
3) combination of the above two, e.g. (separated by enter)  
000B82000001  
000B82000010-000B82000020  
000B82000030

Alias

Model

Profile

Under 'Search Provisioned Devices' you have the ability to search for a single or a list of MACS. You can also filter by alias, model, and even profile.

## COMPANY USER MANAGEMENT

As a company manager you have the ability to create different type of users for not just your own company, but for your sub company as well.

### [Users and Permissions](#)

- ROLE\_READONLY\_USER – This user only has the abilities to read and search.
- ROLE\_NORMAL\_USER – This user has the same options as the Read Only user, but with provisioning rights.
- ROLE\_COMPANY\_MANAGER – No restrictions. This user is capable of provisioning, creating/deleting users, and profiles.

### [How to create a user](#)

To create a new user go to the menu at the left, select 'Company User Management'. Then click on 'New User' at the top.

Username

Password

Confirm Password

First Name

Last Name

Email

Company gresellerSUB1\_Louis

Roles

## DEVICE LOG

Device log is used to display information on configuration updates, provisioning details, and batch creations/deletions. When a Grandstream device grabs the configuration from GAPS, you will see 'Provisioning' under Operation type.

**Total search result:1**

Access Date	Access Times
<a href="#">2012-01-06</a>	1

The image above shows the Device Log home screen. This screen shows all activities on a particular date and how many times GAPS was accessed and by whom. If the date '2012-01-06' was clicked the user will be presented with the following output. The information on this screen will show you when an event occurred, what Operation Type, the profile that was used to provision, the Operator/User that performed this action, and the MAC addresses that these actions were performed on.

**Search Device Log**

Total search result:1

Operation Time	Operation Type	After Operation	Operator	MACs
2012-01-06 03:49:28.0	Batch_Create_Device	Device[ MAC Range [000B82258369 000B82147258 000B82963852]; Model = HT502; Profile = Redirect_DefaultProfile; Company = gsresellerSUB1_Louis; Create User = gsresellerSUB1 ]	gsresellerSUB1	000B82258369, 000B82147258, 000B82963852

**How to Search in Device Log**

Besides having a complete list of logs from every device and user, you also have the option to search for specific parameters.

- Operator User – if filtered by Operator User, you will see all changes that were made by this user
- Timestamp Range – here you can search for a specific date or range
- MAC Address – if filtered by MAC, you will only see activity from that specific MAC address
- Operation Type – here you have the option to filter by Batch\_Create, Batch\_Delete, Batch\_Update\_ProfileOrModel, Update\_Associated\_Devices, Update\_Configuration, Provisioning, Firmware\_Upgrade

**Device Logs Management** -> Search Device Log

### Search Device Log

Operator User

Timestamp range  -

MAC Address

**Tip:**  
Support multiple MAC addresses matching criteria, including:

1) single MAC address, e.g. 000B8200001

2) address range, e.g. 000B8200001-000B82010001

3) combination of the above two, e.g. (separated by enter) 000B8200001  
000B82000010-000B82000020  
000B82000030

Operation Type **ALL**  
 Batch\_Create\_Device  
 Batch\_Delete\_Device  
 Batch\_Update\_ProfileOrModel

Company GS Morocco