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Endian Network User Guide

2024

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Endian Network User Guide

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Endian Network User Guide

1.Introduction

This guide offers you all the information you need to make the most of Endian Network.

This guide aims to help partners and service providers who need to manage their clients' security and lifecycle simply and effectively from a single management console with maximum vendor autonomy. You can do everything online from anywhere on the Internet, in real time and with just a few clicks.
With Endian Network you will be able to access, monitor, update (bug fixes) and upgrade (software enhancements) your appliances on-line: no supplementary applications need to be installed.

This straightforward guide will help you enjoy the benefits of Endian Network, allowing you to reduce the time spent managing your customers security and dedicate it to growing your business.

Types of Endian partners

- Resellers: Partners who sell Endian srl products and manage basic aspects of their clients' security.
- Managed Service Providers (MSP): Partners who sell Endian srl products to their clients and manage their security proactively.
- Distributors: Partners who buy large stocks of systems, and then sell those licenses among their partners, who in turn sell them to end clients.
    - Distributors keep a stock of systems to quickly respond to the everyday purchases needs of their partners.

Endian Network meets the needs of each type of partner, as it allows them to centrally manage all of their systems from one single console.

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2. Endian Network Features

YOU CAN	DETAILS
Track actions executed on the devices – what / who	You can check which actions were performed on the appliances, which actions are completed or pending, and monitor the process. Detailed information about the status of each appliance is available.
Push updates and patches (packages)	Keep all of your systems secure and up-to-date with security updates and patches by centrally pushing out updates using the intuitive and simple interface. Migrate seamlessly from one version to the next using the built- in upgrade capability provided by Endian Network.
Monitor your systems	Use Endian Network as a monitoring tool for a managed network service provider activity.
Manage your customers using a hierarchical (N- tier) structure	Manage users with delegated hierarchical control. You can provision access to your customers so they can see only their devices, while you, as administrator, can access all your customers' appliances.
Access all devices from everywhere at anytime	Access your and your customers' devices from everywhere an Internet connection is available, without creating any security vulnerabilities on the remote device.

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3. Endian Network: GETTING STARTED

The Endian Network lets you manage your clients´ systems according to a hierarchical (n-tier) structure. There are different account privileges, so actions that can be performed depending on the account type used.

- **Client level**: Each client will be able to see the information of the appliances they own and manage them. Each unit is uniquely identified.
- **Service Provider/partner level**: Each partner is able to obtain status information and manage all their clients. Remote access is possible if customers explicitly allow that action.
- **Endian Support level**: Endian is able to remotely access customers' units for support purposes if explicitly allowed, with no additional configuration required in the customers' end.

Endian Network is included with any active maintenance.

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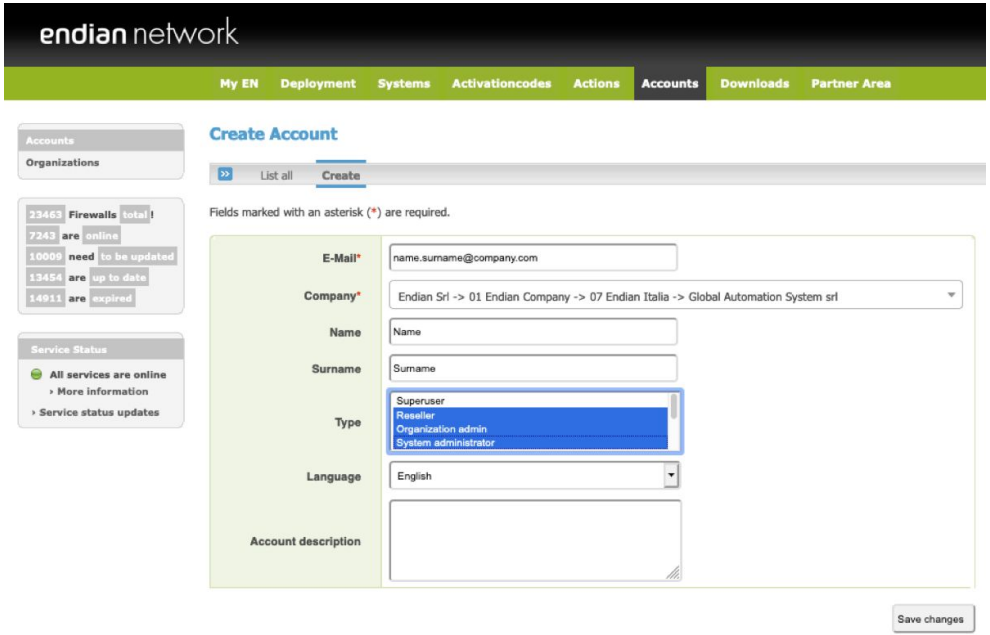
3.1. Getting your Partner Organization and Account

It is important that each partner has his own Organization and Account.

The Organization represents the level where his customers' appliances are located. This allows the partner to easily find and manage his appliances.

The Account is used to grant permissions on the appliances under the organization.
Your Official Endian Representative should create the Organization and Account for you. These are the steps they must follow.

In a typical scenario, when the appliance is registered, it will appear under the Official Endian Representative Organization. In this case, the Official Endian Representative Organization must move the appliance from its organization to the partner's organization.



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3.2. Getting your customer's Organization and Account

Your customer will create his own account during the registration process. This account will grant him permissions to access his appliance.

Your customer's appliance should be located under the partner's organization.

3.3. Registering your appliance in the Endian Network

The last required step during the configuration process of your appliance is to register it in the Endian Network.

During the registration process there are two options:

A) Your customer already has an account:

1. When the system asks you or your customer if you have a Endian Perimetral Management Console account, choose "yes" and go to the next step.
2. You or your customer, fill in the form using your customer data and the activation key that your customer received in his Endian Welcome Email.

B) Your customer doesn't have an account:

1. When the system asks you or your customer if you have a Endian Network account choose "no" and go to the next step.
2. Click on the "Endian Network account" link (https://managedperimeter.Endiansecurity.com/register.php) and insert the activation key (see your Endian Welcome Email).
3. Fill in the registration form and create your account. Enter the following information:
    - Your Email
    - Activation code
    - Additional relevant information
4. Close the registration window and go to the next step.
5. Now fill in the form using your data and the activation key.

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3.4. How to Create Organizations

The “Organizations” menu is visible to Endian users displayed with following roles:

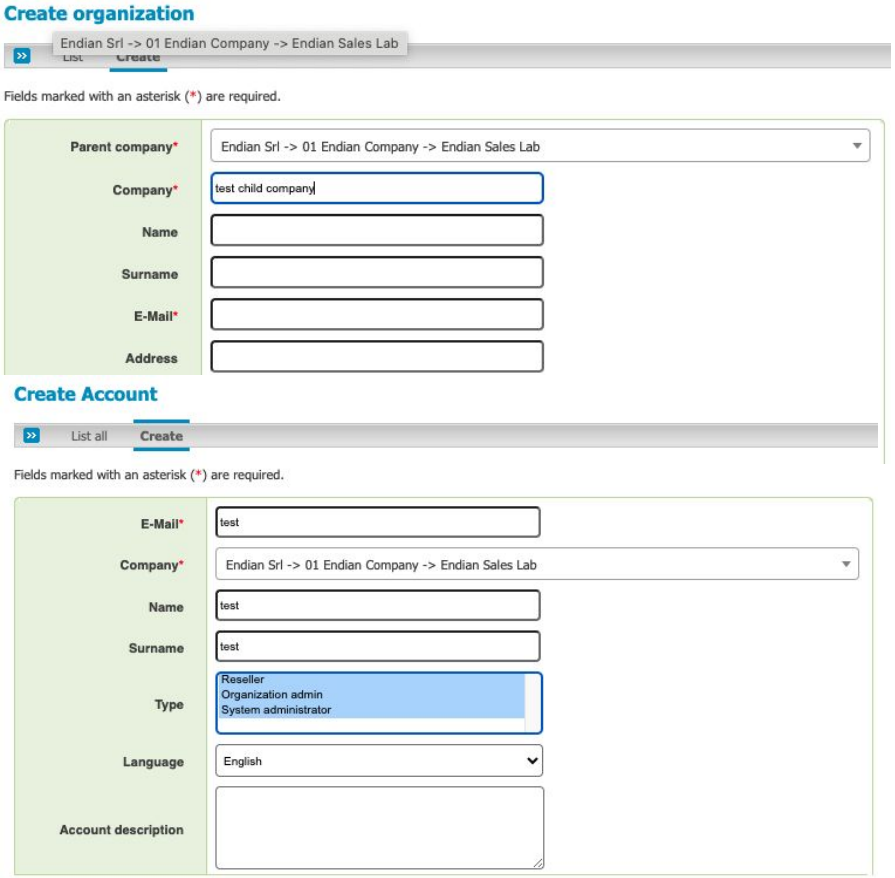
- Distributor
- Reseller
- Organization Admin

This function allows Resellers, Partners and Customers to create their own child-organizations to list different systems under different companies (if needed or requested)

3.5. How to Create Accounts

Each organization can be associated with its own account displaying different roles and permissions:

- Reseller → Reseller / Organization Admin / System Admin
- Organization Admin / Organization Admin / SystemAdmin
- System Admin / no permissions on accounts



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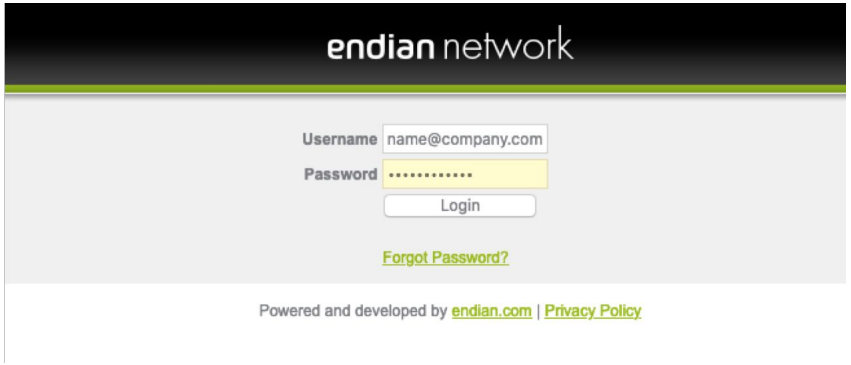
3.6. Endian Network Login

The Web-based user interface ensures effective control over your appliances without the need to learn complicated procedures and tools. To access it simply requires an internet connection and browser to reach: network.endian.com

- Enter your **Username** and **Password** previously created. You will then see the web console main screen.
- Enter your **Username** and **Password** previously created.
- You will then see the web console main screen.
- Should you forget your password you can click on the “Forgot Password” button to recover it



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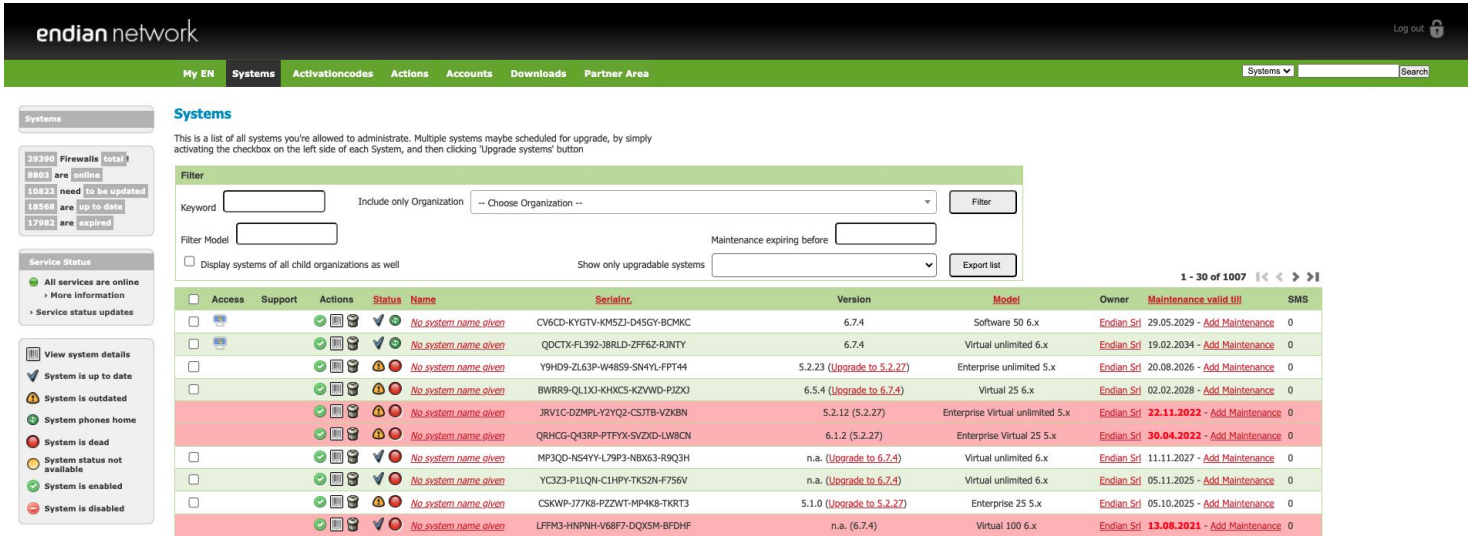
4. MANAGING SYSTEMS WITH ENDIAN NETWORK

4.1. Introduction

From the “Systems” tab partners can have a list of all systems they´re allowed to administrate.



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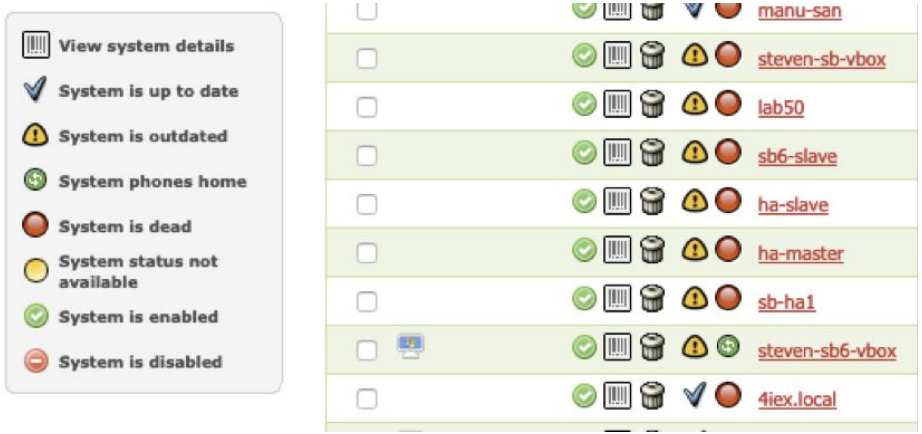
From the “Systems” tab you can immediately have the most relevant information visible for each system. Such as whether your systems are online, updated, serial number, model, maintenance validity and shortcut buttons for relevant actions on the machine:

Remote Management to Endian web Administration Interface

Remote Management to Endian SSH client

Allows you to enable / disable the System

View System Details



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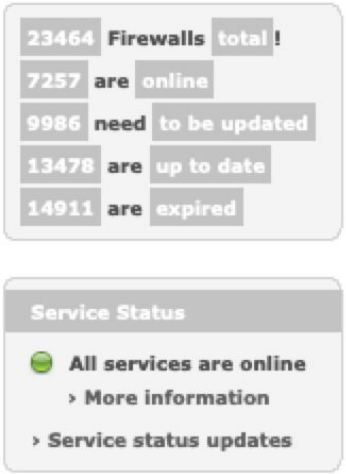
4.2. Systems information summary

The left panel displays a summary of the appliances you have in the account, and their status.
Partners can have summary information about the appliances managed:



- ❏ Total Number of systems managed.
- ❏ Number of systems Online.
- ❏ Number of systems that need to be update.
- ❏ Number of systems updated.
- ❏ Number of systems which maintenance have expired.

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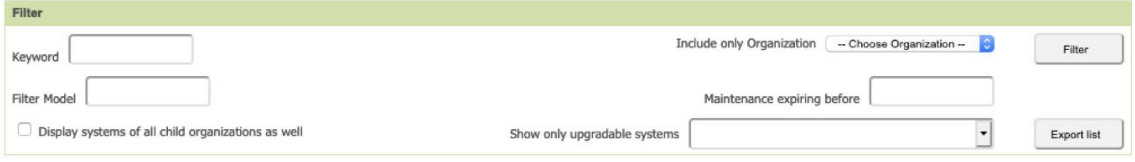
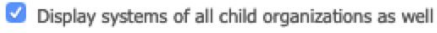
4.3. Filtering Systems

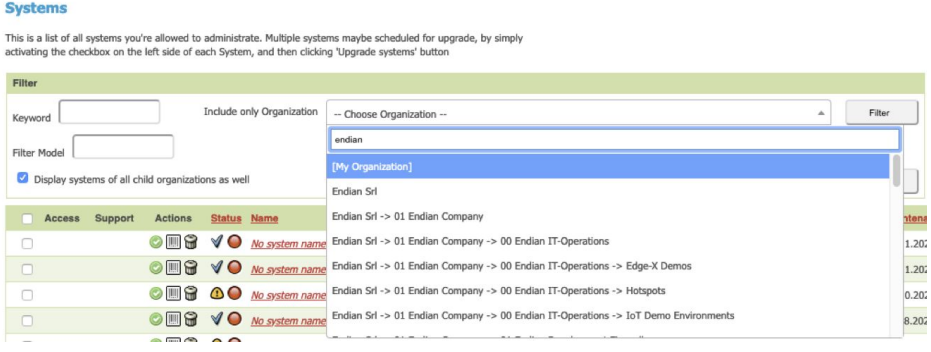
Partners can quickly find the system they want to manage by searching using a keyword. A keyword can be any attribute or an extract of the attribute of the system: Name, Serial number, Model, Owner, System ID, Organization, etc...



By default queries are done to the Organization´s level you are logged in. To include systems of all child organizations, the appropriate checkbox must be ticked.



Partners can also query systems inside a specific Organization by selecting the desired Organization from the "*Include only Organization*" dropdown list.



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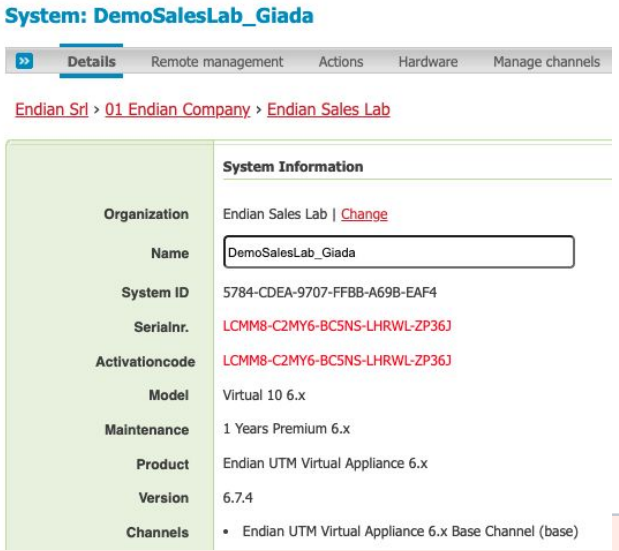
4.4. System Details

From the “Systems” tab clicking on the system´s name link drives you to the system details where partners can check relevant system´s information such as organization, system ID, activation code, model, etc.



Important!

- A system can only belong to one organization.
- Partners can change a system from one Organization to another by asking Endian Team to perform the operation (only Endian superusers can do it)

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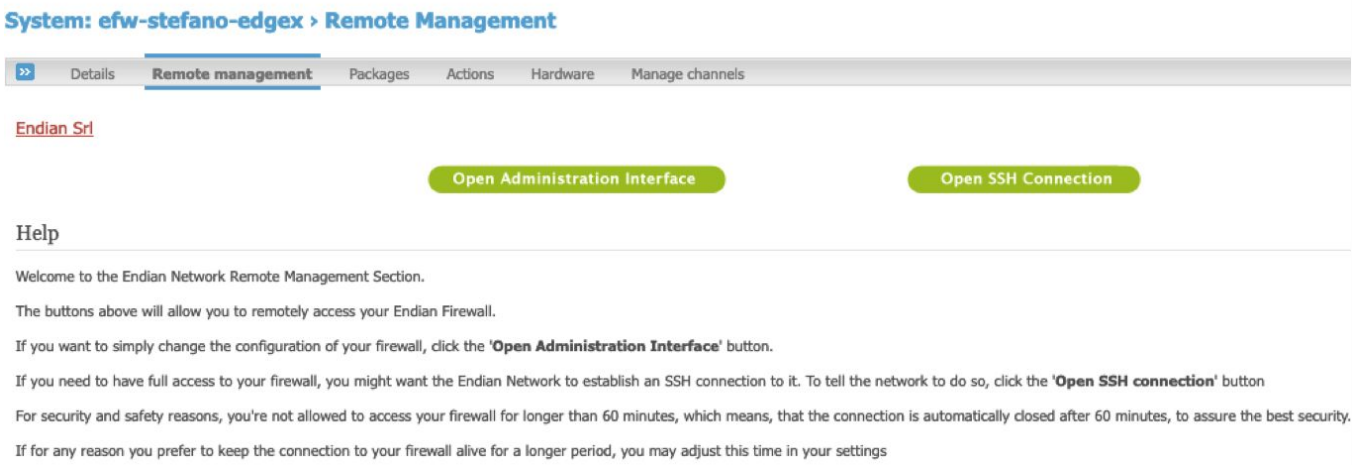
4.5. Remote Management

Endian Network **remote management** is a completely secure service. No security holes or backdoors will be created on the remote devices.

With Endian Network Partners can at anytime anywhere have remote HTTPS access to the GUI and SSH access to the command line. This is automated by a “call-home” agent that allows access without the need for any configuration in the firewall.

Endian appliances come preconfigured with the necessary IPs and Ports required for communicating with Endian Network so no additional configuration is needed.
To open the web console just click on the “Open Administration Interface”.



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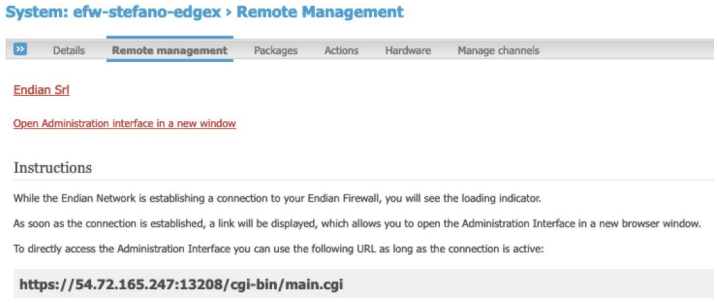
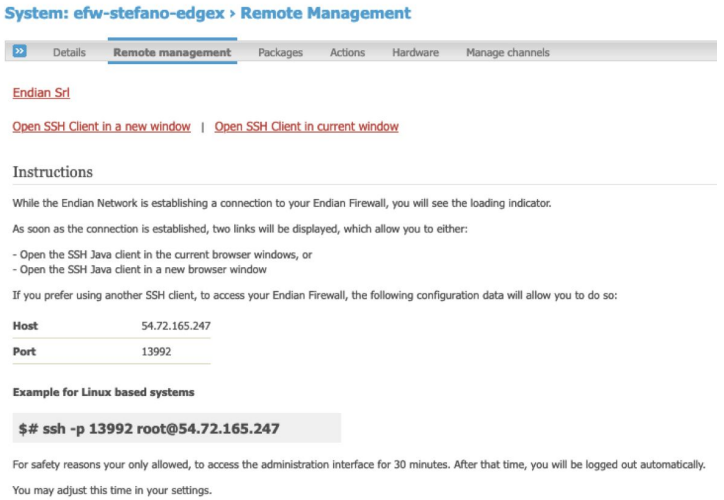
Remote Management

You can then either click on the “Open Administration Interface” in a new window or either copy the url provided and paste it in a the browser to get access as if you were on premise.



Clicking on the “Open SSH Connection” option allows partners to login via a secure shell to the Endian appliance.



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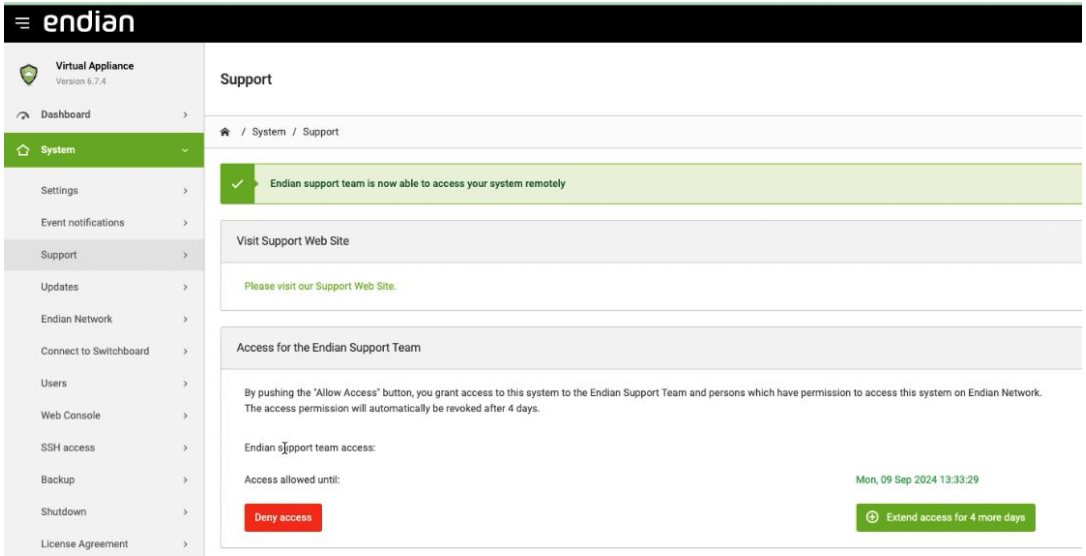
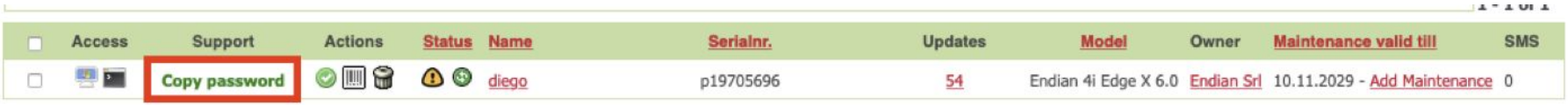
Remote Management

Partners can also use a third party software such as Putty to connect via SSH to Endian appliances



By enabling support, partners do not only allow access to Endian Support team, but also a support password is generated and available to be copied and used from the Endian Network so that no admin/root passwords need to be shared.



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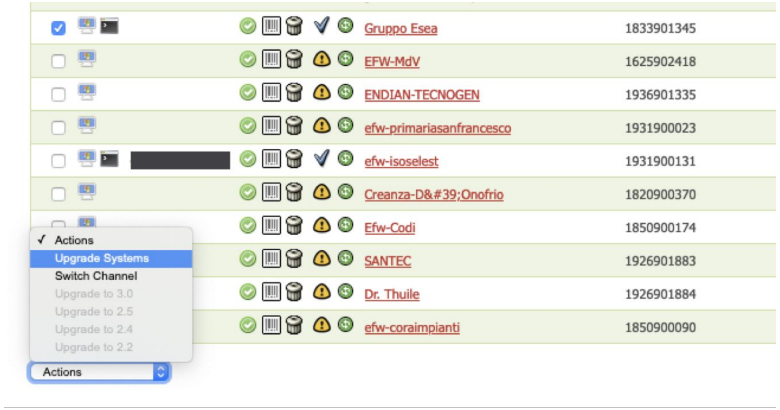
4.6. Upgrading Systems

Endian Network allows partners to keep all of their systems secure and up-to- date with security updates and patches by centrally pushing out updates using the intuitive and simple interface.

You can see the number of pending updates in the “Systems” tab, column “Updates” of the Endian Network Console.
Multiple or even all systems at once maybe scheduled for upgrade, by simply activating the checkbox on the left side of each system, and then clicking Upgrade systems button on the systems screen.



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Upgrading System

With the latest release of Endian Network some smaller modifications on packages and update management have been implemented. The main changes are described in this document.

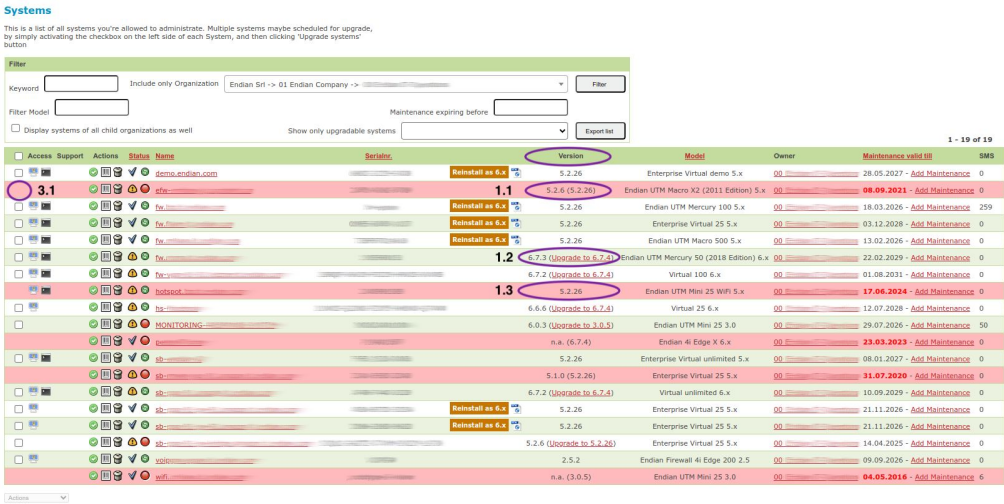
√ Updates column changed to version column

In the systems overview the column named "Updates" has been changed to "Versions".

Instead of showing the number of available packages it shows the actual version of the system and the latest available version.

6.7.4 (Upgrade to 6.7.5)

- System updated: Actual version "5.2.26", no update available
- System update available: Actual version is "6.7.2", latest released version is "6.7.3" including link to update →
  By clicking on the link the update process starts
- System update available but no valid maintenance on the system: As case above but link for updating is missing



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Upgrading System

√ Packages tab removed

In the systems details (accessible via the "barcode icon") the packages tab has been removed.

√ Actions are not available on non-valid maintenances

Systems with expired or non valid maintenance cannot be selected for action in the systems overview. Check box has been removed.

It is no longer possible to do updates if a maintenance is expired. In the version column the link to the latest version is missing.

√ Update of a single package is not possible

It is only possible to update to the new version. The possibility to update single packages is no longer available.

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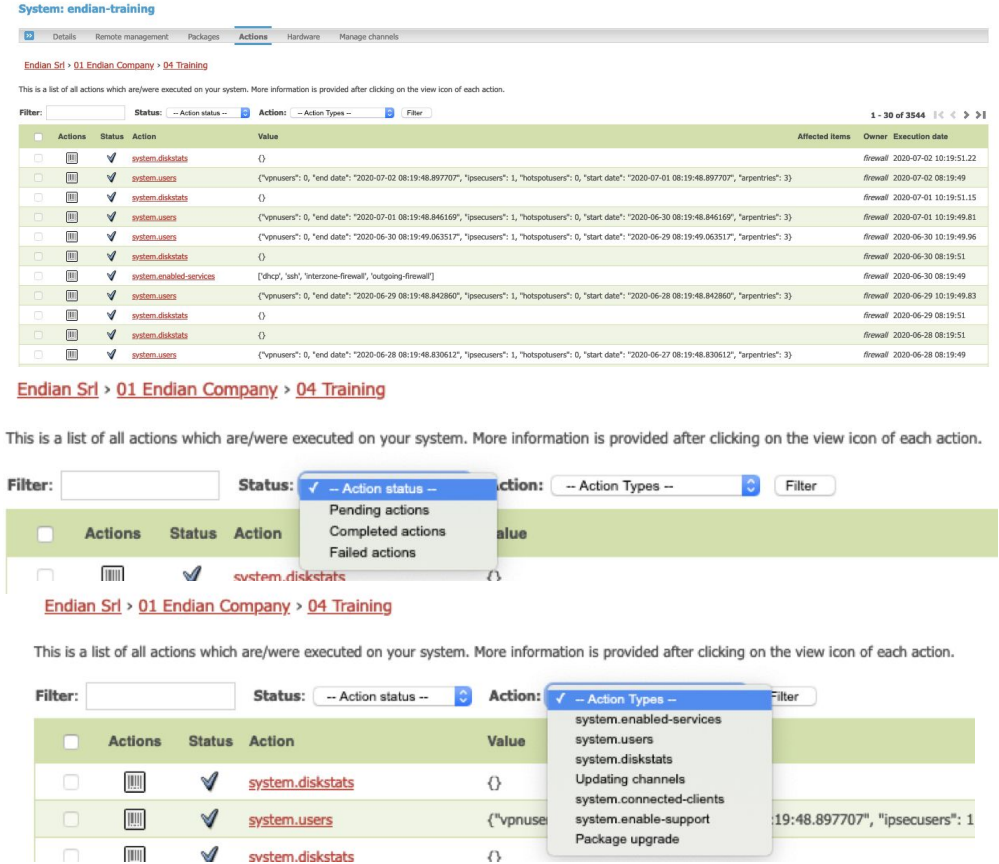
4.7. Actions

Endian Network allows partners to keep track of actions executed on each system.

You can filter actions using different status criteria such as Pending, Completed or Failed Actions.

There are different types of actions shown. Partners can easily find out how many clients are going through the appliance (arp), how many VPN users are connected, when was support enabled, what services are enabled and many more.

Actions can also be tracked from a console level so that Partners can quickly check which actions are pending, failed or were successful in every system they are managing.



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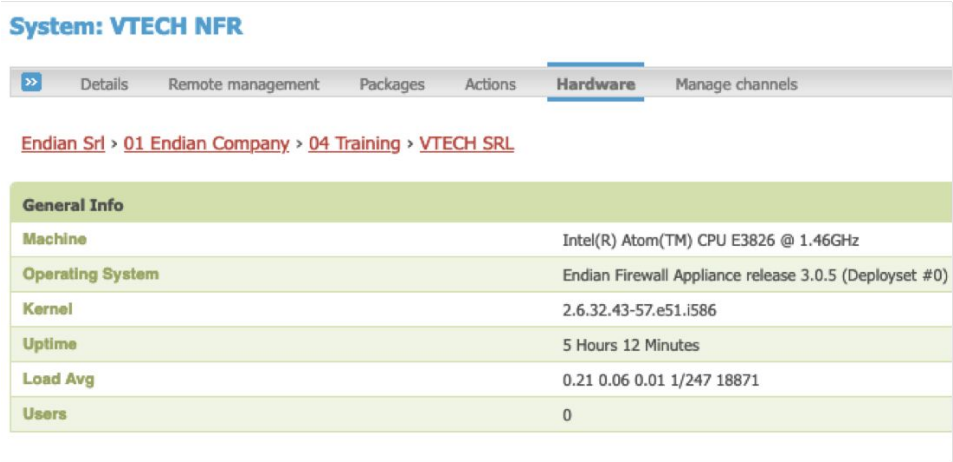
4.8. Hardware

The “Hardware” tab displays detailed data about the hardware on which the system is installed.

The values displayed are gathered from the /proc filesystem on the appliance and using some Linux commands, like e.g., lspci, df, free, and route.



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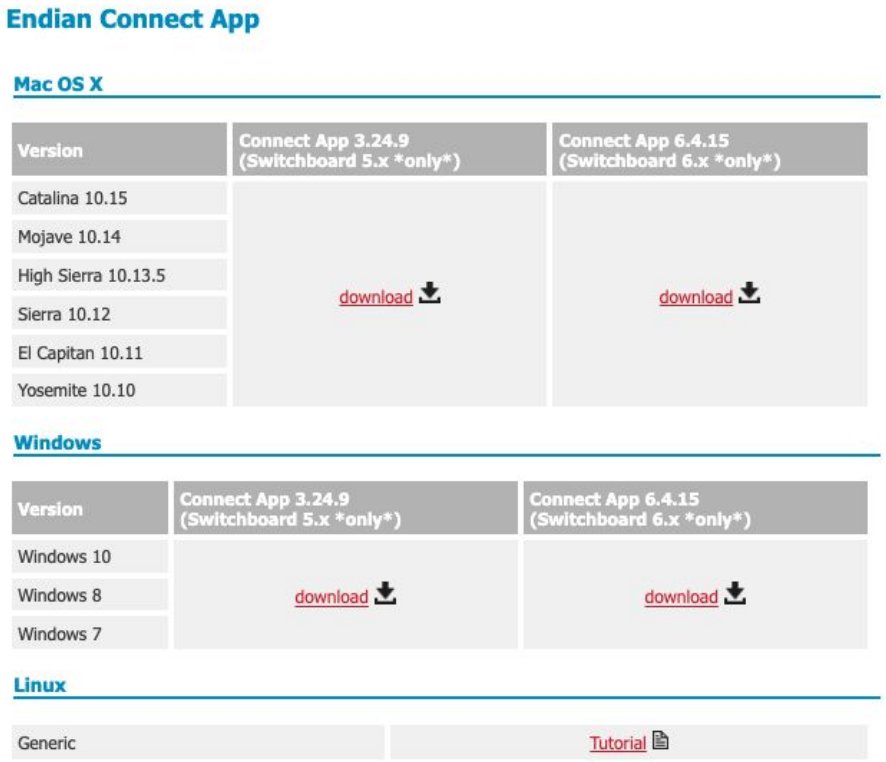
5. DOWNLOADS

Endian Network provides centralized access to Endian services. Partners can download additional Endian services (such as Endian VPN client) from the Endian Network and easily install them on their devices.

5.1. VPN Clients

From the downloads tab partners can download any version of the Endian VPN Client.



Endian Connect App

Mac OS X

Version	Connect App 3.24.9 (Switchboard 5.x *only*)	Connect App 6.4.15 (Switchboard 6.x *only*)
Catalina 10.15	download	download
Mojave 10.14		
High Sierra 10.13.5		
Sierra 10.12		
El Capitan 10.11		
Yosemite 10.10		

Windows

Version	Connect App 3.24.9 (Switchboard 5.x *only*)	Connect App 6.4.15 (Switchboard 6.x *only*)
Windows 10	download	download
Windows 8		
Windows 7		

Linux

Generic	Tutorial

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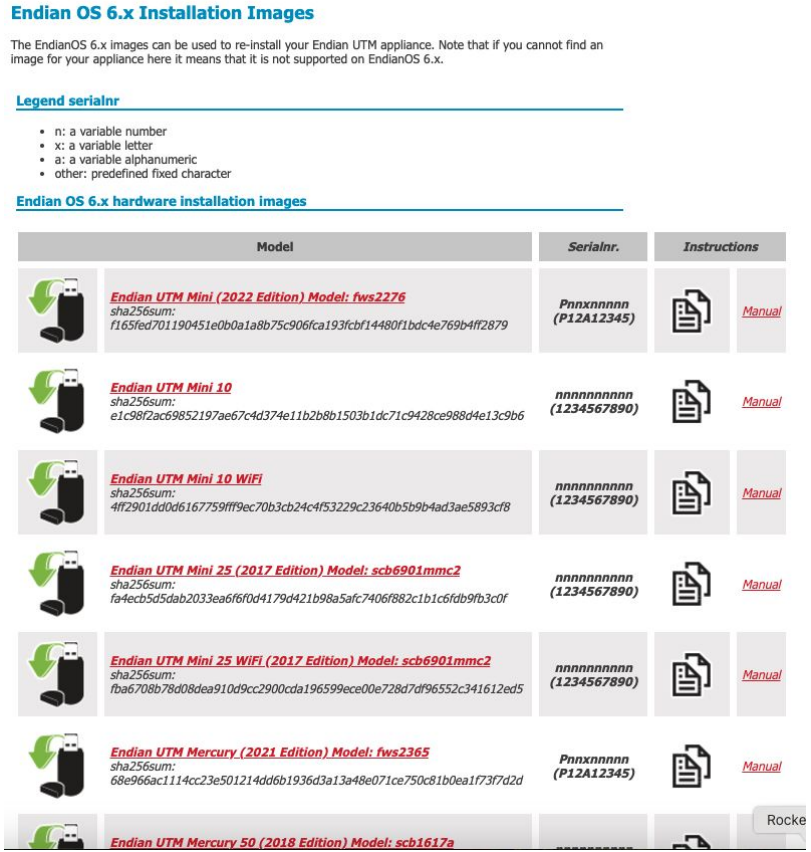
5.2. ENDIAN Installation Images

In case you need to reinstall your Endian, Endian Network provides you the most updated image for each hardware, software or virtual version model.

- Endian OpenVPN Client
- EndianOS 6.x Images
- EndianOS 5.x Images
- Legacy Images
- Tools



Endian OS 6.x Installation Images

The EndianOS 6.x images can be used to re-install your Endian UTM appliance. Note that if you cannot find an image for your appliance here it means that it is not supported on EndianOS 6.x.

Legend serialnr

- n: a variable number
- x: a variable letter
- a: a variable alphanumeric
- other: predefined fixed character

Endian OS 6.x hardware installation images

Model	Serialnr.	Instructions	
Endian UTM Mini (2022 Edition) Model: fws2276 sha256sum: f165fed701190451e0b0a1a8b75c906fca193fcbf14480f1bdc4e769b4ff2879	Pnnxnnnnn (P12A12345)		Manual
Endian UTM Mini 10 sha256sum: e1c98f2ac69852197ae67c4d374e11b2b8b1503b1dc71c9428ce988d4e13c9b6	nnnnnnnnnn (1234567890)		Manual
Endian UTM Mini 10 WiFi sha256sum: 4ff2901dd0d6167759fff9ec70b3cb24c4f53229c23640b5b9b4ad3ae5893cf8	nnnnnnnnnn (1234567890)		Manual
Endian UTM Mini 25 (2017 Edition) Model: scb6901mmc2 sha256sum: fa4ecb5d5dab2033ea6f6f0d4179d421b98a5afc7406f882c1b1c6fdb9fb3c0f	nnnnnnnnnn (1234567890)		Manual
Endian UTM Mini 25 WiFi (2017 Edition) Model: scb6901mmc2 sha256sum: fba6708b78d08dea910d9cc2900cda196599ece00e728d7df96552c341612ed5	nnnnnnnnnn (1234567890)		Manual
Endian UTM Mercury (2021 Edition) Model: fws2365 sha256sum: 68e966ac1114cc23e501214dd6b1936d3a13a48e071ce750c81b0ea1f73f7d2d	Pnnxnnnnn (P12A12345)		Manual
Endian UTM Mercury 50 (2018 Edition) Model: scb1617a			

Rocke

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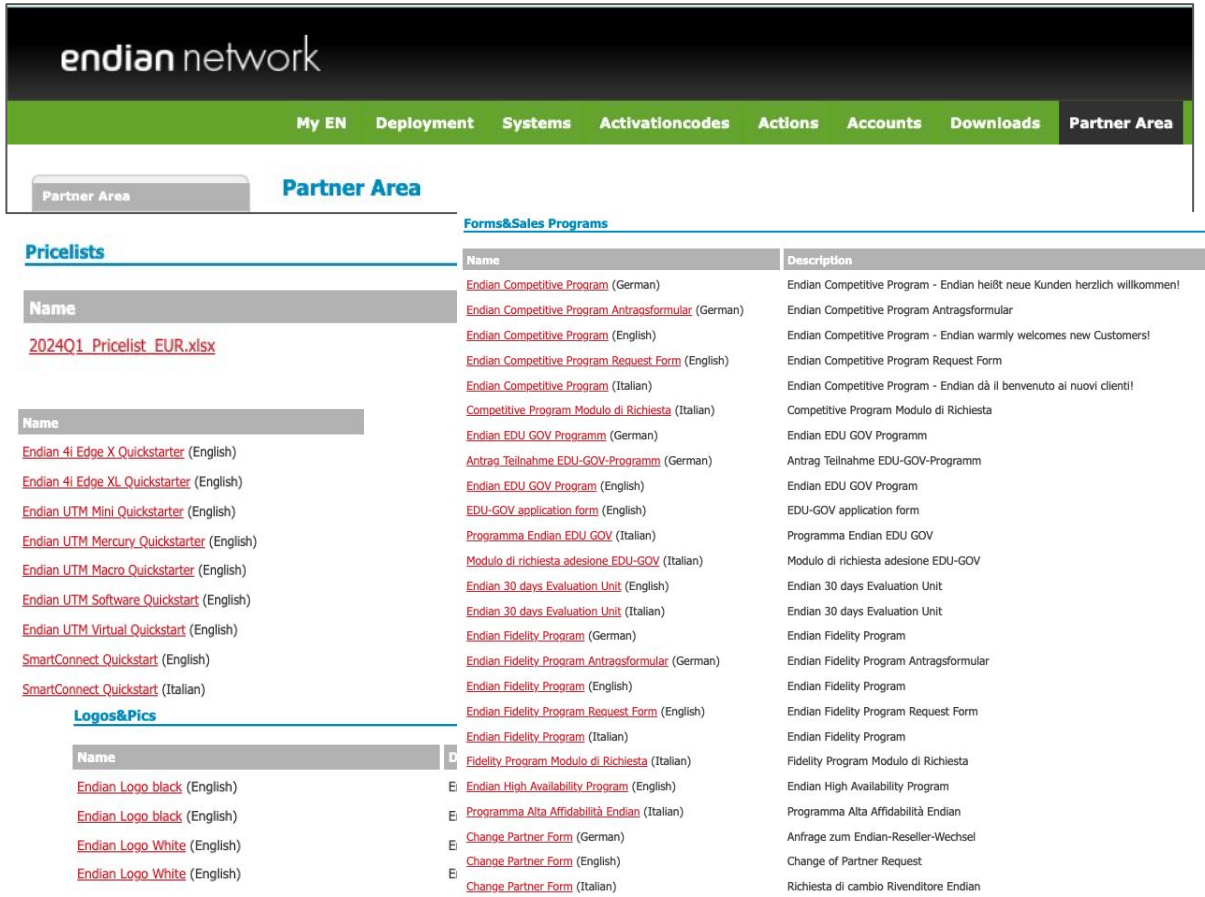
6. Partner Area

Endian Partner Area is visible for users with Distributor and Reseller permissions: it allows to access material and content for sales, pre-sales, marketing, and technical needs.



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Thank you