eVue™

eVue Network Configuration and Monitoring Tool

User's Guide

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Disclaimer of Liability

Products Supported by this Manual:

eVue Version 4.01.11

Preface

Audience

This guide is designed for the person who installs, configures, deploys, and maintains the Ethernet network.

Document Revision Level

This section provides a history of the revision changes to this document.

Revision	Document Version	Date	Description
A	Version 1	07/25/2019	
B	Version 2	04/21/2020	Added eVue Mobile App instructions
C	Version 3	04/23/2020	Added remote firmware update info

Changes in this Revision

Third Revision - Updated with instructions on remote updating of firmware.

Contents

1 Introduction

The eVue network configuration and monitoring tool simplifies device management, allowing system administrators to monitor and maintain multiple EtherWAN devices on a local or wide area network. With the ability to send notifications by email and SMS based on selected levels of severity, eVue provides up to the minute information on critical systems. The software can discover EtherWAN switches and wireless devices on a network and subnets, and display an intuitive visual representation of the network topology.

Key Features

- GUI (web based graphical user interface)

- Automated network discovery and topology visualization

- Server-Client operation to ensure system scalability, reliability and real time status

- Event handling via polling and SNMP trap

- Notification sent-out via email, SNMP trap, and SMS

- Device configurations via SNMPv1/v2, Web, Telnet, and SSH

2 Installation

Recommended System Specifications

CPU: Intel i5 2.5GHz above

RAM: 4GB above

Hard disk: 1 TB, 7200 RPM, SATA-3Gb/s or higher

**Operating System**: Windows 7 (64-bit), Windows 10 (64-bit)

Supported Browsers: Internet Explorer 11, Microsoft Edge, Chrome version 64 or later, Firefox version 58 or later, Safari 11.11.1 or later

NOTE: eVue uses SNMP and LLDP to detect switches on the network. SNMP and LLDP must be enabled for all EtherWAN switches that will be used with eVue. Refer to the Appendix for information on enabling LLDP.

Install eVue

To install eVue, Double click and run the installer. Click the radio button to accept the License Agreement, and then click **Next**.

Click **Next** to install MongoDB and WinPcap:
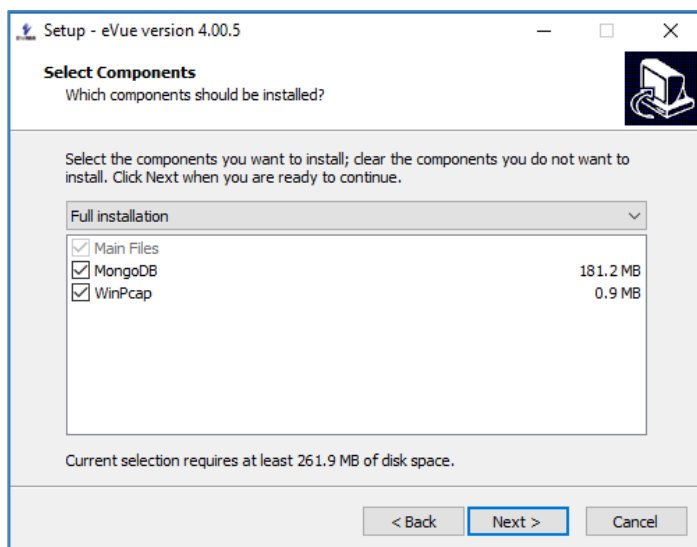
MongoDB is the database used by eVue and mainly stores devices and event information.

WinPcap is the industry-standard tool for link-layer network access, which allows applications to capture and transmit network packets.
Select the location for the program shortcuts, and click **Next** for the installations.
MongoDB and WinPcap are installed sequentially.

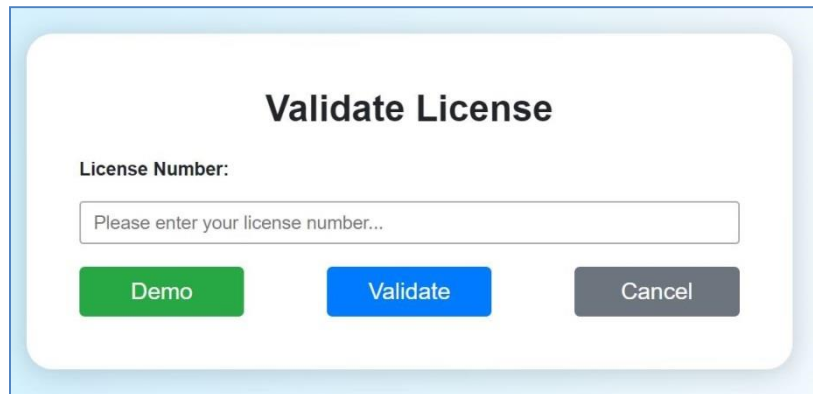Lastly, read and accept the License Agreement for eVue.
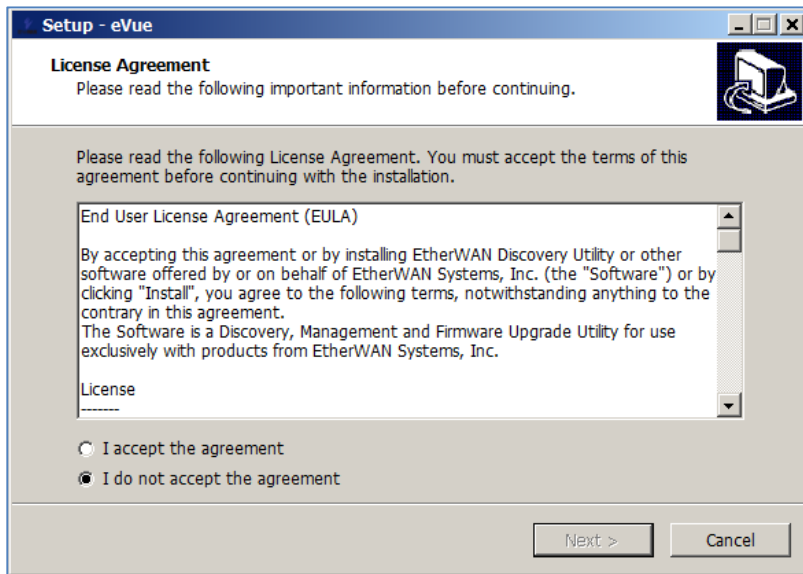
You will be prompted to restart the computer.
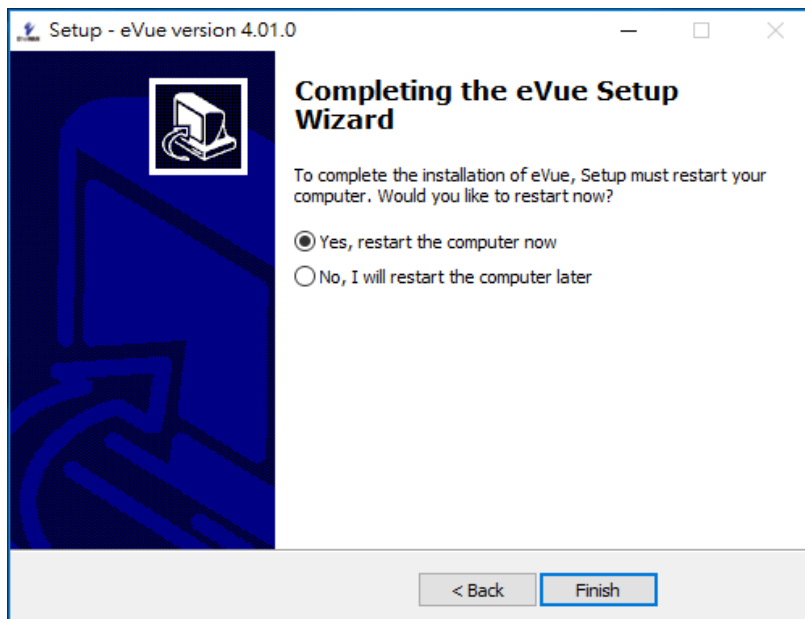
The first time that you run eVue from **localhost:4300**, you will be required to register the software.
Enter the license key provided and click Validate.

Note: You must be connected to the Internet for validation and product activation to be successful.

If Trial button is selected, then eVue will run in Trial Mode. All functions will be available, and there is no time limit. However, a maximum of 16 devices can be monitored.

NOTE: Ensure that these ports are open when using eVue,

Port 20, 21: FTP server

Port 22: SSH

Port 23: Telnet

Port 69: TFTP

Port 161: SNMP get/set
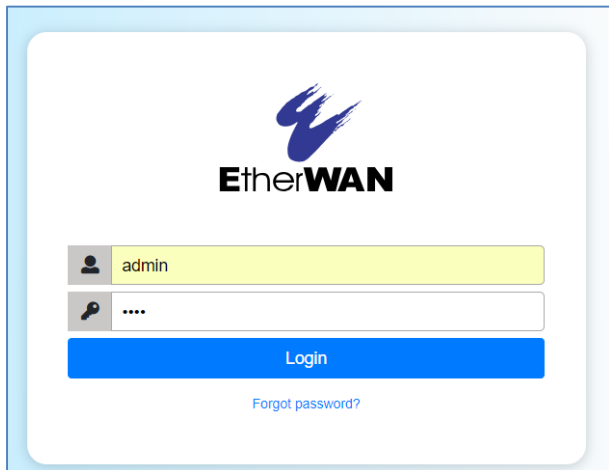
Port 162: SNMP Trap

Port 587: Google SMTP Server

Port 4300, 4301: HTTP/HTTPS

Port 4310, 4311: License activation

Port 7002, 9600: SMS

ARP (Address Resolution Protocol) is used for EtherWAN product initial discovery.

Login

In addition to **admin**, there are two other default login options: **technician** and **operator**. Users logged in as **operator** have read rights only (cannot modify any fields).

The default login name is: **admin** (Login names are case sensitive)
The login password is: **admin**

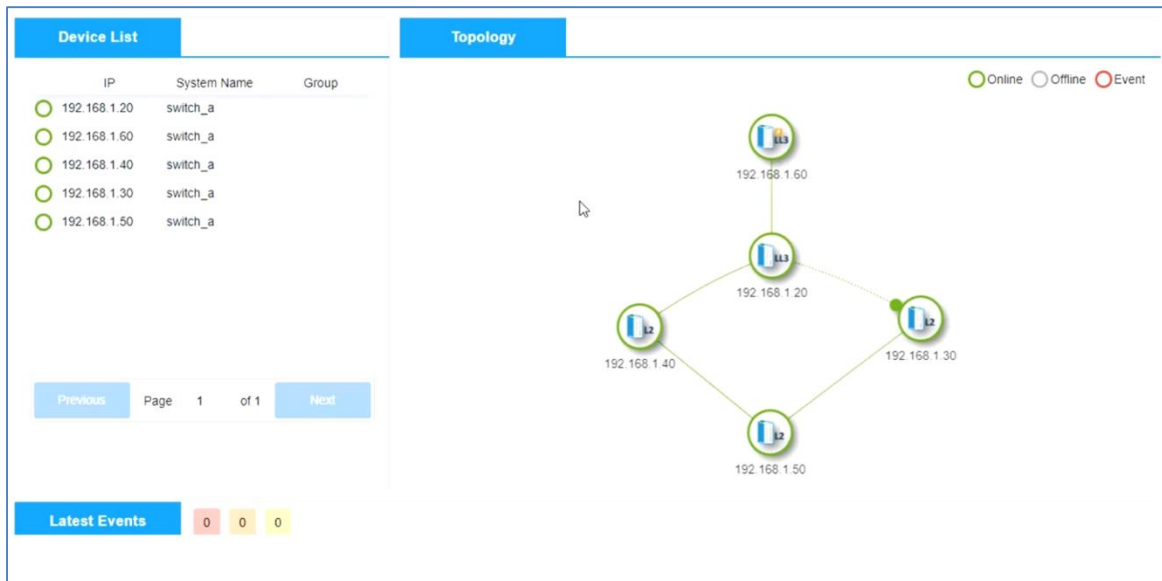To access the software from the local (server) PC:
1. Open a web browser
2. In the Internet address bar, enter "localhost:4300" and hit Enter

To access the software from a remote (client) PC:

1. Open a web browser
2. In the Internet address bar, enter "<Server_ipaddress>:4300" and hit enter.

    (Example: 192.168.10.100:4300)

Configuration and Use

Home screen

When eVue is launched, the Home screen will display. Information is divided into three sections: On the left under **Device List** is a list of connected EtherWAN devices that shows IP address, device name, and group. The group names are assigned by eVue, so the first time the software is used that field will be blank for all devices. On the right, there is a **Topology** view of all EtherWAN devices that eVue has detected on the network, and have been added using the IP Range Search function. In the topology view, you can see each device's IP address and device type (L2, LL3, L3, etc.). Clicking on a device's icon in topology view will show you the model and name of the device. Dotted lines connecting devices represent blocked ports. At the bottom of the screen, the **Latest Events** section displays the most recent events by order of occurrence.

Right click on any switch in the topology view to directly connect via Telnet, web interface, or SSH.
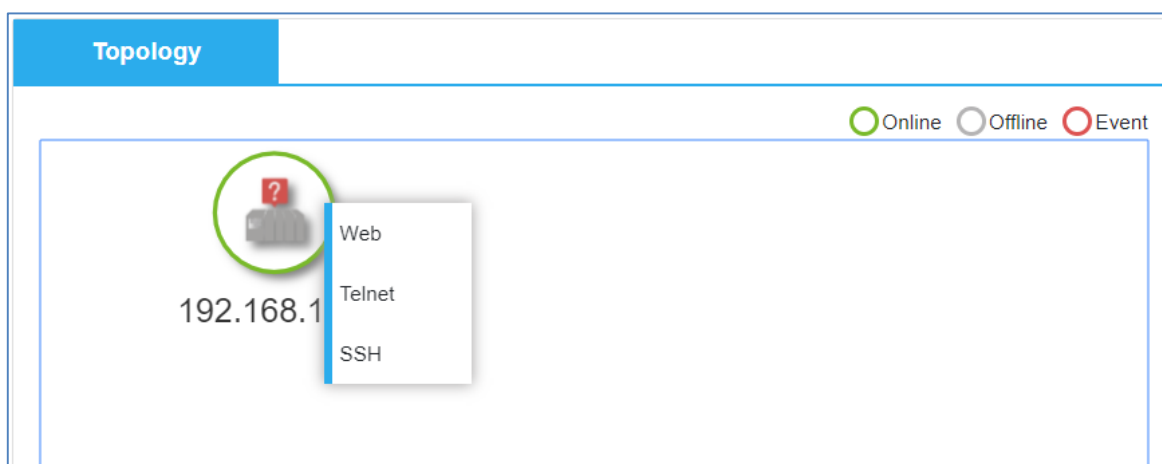
Navigation

Use the navigation bar at the top of the screen to access specific screens and associated functions.

Devices

Clicking the **Devices** button opens a drop-down menu for six functions:
EtherWAN Discovery, Search, List, Configuration, Firmware Management, Configuration Management, Telnet, and SSH.
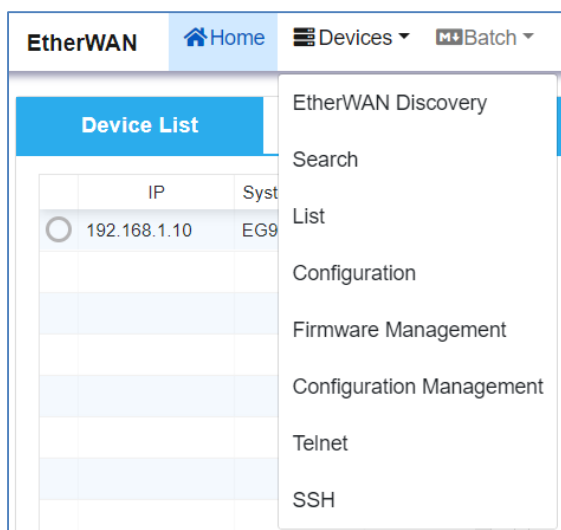
eVue

EtherWAN Discovery

EtherWAN Discovery can discover all the devices in the same LAN that are not already listed by eVue.

To start EtherWAN Discovery, click "Refresh NIC" to show all the current network adaptors for the host machine. If you are running eVue on *localhost:4300*, then the adaptors on your PC will be displayed.
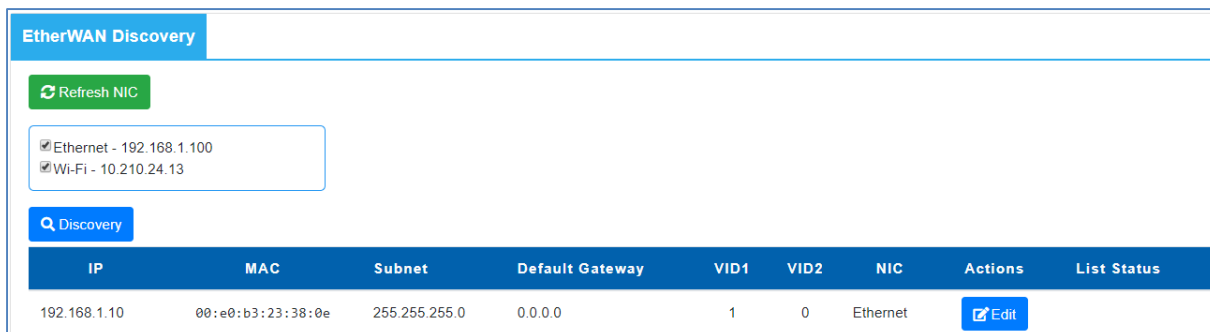
Select the desired network interface controller (NIC) by clicking the corresponding check box, and then click the **Discovery** button. A list of found devices will display, showing the IP address, MAC address, subnet, default gateway, and corresponding NIC.

IP	MAC	Subnet	Default Gateway	VID1	VID2	NIC	Actions	List Status
192.168.1.10	00:e0:b3:23:38:0e	255.255.255.0	0.0.0.0	1	0	Ethernet	Edit	

For devices with default settings (IP address of 192.168.1.10), clicking the "Edit" button allows the IP address, subnet, and default gateway to be changed for that device.
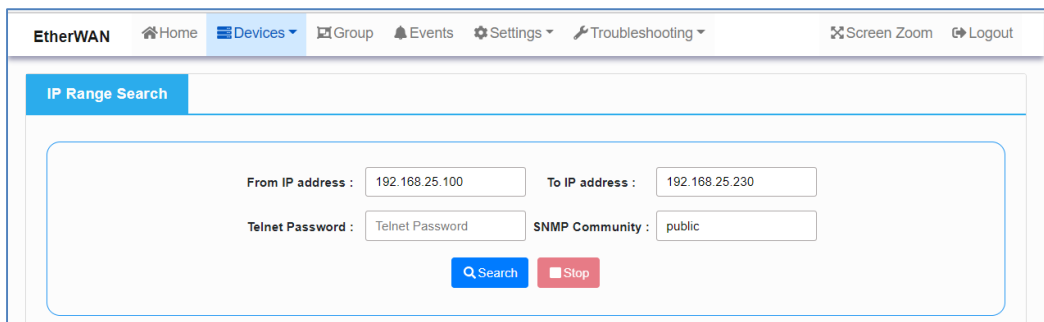

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eVue

Search

The search function can find desired devices from different network segments. To start a search, enter the desired IP range, password (if any) and click the **Search** button. The allowable IP range search is 2540 nodes, or 10 Class C subnets (subnet mask 255.255.255.0).

All found devices with SNMP enabled will be displayed. To include a device in the eVue system list, click "Add." Click the "Add All Devices" button to add all devices shown. After a device has been added, it will show in both the **Topology** and **List** views.

IP	System Name	MAC	Series	Version	List Status	SNMP	Telnet
192.168.50.44	ED3575v2-5044	00:e0:b3:50:44:00		1.94x.5	Add	✔	?
192.168.50.12	EG99-5012	00:e0:b3:50:12:00	EG99000	3.05.4	In list	✔	?
192.168.50.11	EG99-5011	00:e0:b3:50:11:00	EG99000	3.05.4	In list	✔	?
192.168.50.32	EX739-5032	00:e0:b3:50:32:00	EX73900	2.02.0	Add	✔	?
192.168.50.33	EX789-5033	00:e0:b3:50:33:00	EX78900	2.02.0	In list	✔	?
192.168.50.42	EX71v2-5042	00:e0:b3:50:42:00	EX71000	4.01.0	In list	✔	?
192.168.50.71	EX789-5071	00:e0:b3:50:71:00	EX78900	2.02.0	In list	✔	?
192.168.50.41	EX78v2-5041	00:e0:b3:50:41:00	EX78000	4.01.0	In list	✔	?

List

This screen shows all devices currently monitored by eVue. To remove a specific device from the system, click the corresponding **Remove** button. Using the button in the top right corner, you can **Remove all devices**.

Use the Edit button to change the Telnet password or SNMP Community for the selected switch.

On the right hand side, there is an **Edit Sub IP Interface** button. This button is used to group multiple IP addresses so that they display as one device in the topology view.

Click on the **Edit Sub IP Interface** button. A window will display showing all available IP addresses.

Select the IP addresses that you want to display as the same switch in the toplogy view and click **Confirm**. The new tolopolgy will now be displayed on the **Home** screen.

Configuration

Panel LED, VLAN and PoE configuration status can be viewed on this screen. To view the status for a specific device, select it from list of devices on the left, or enter the name or IP address in the search field.

Once a device has been selected, its information can be viewed using the Panel, VLAN, and PoE buttons.

Panel button

VLAN button

PoE button

Firmware Management

On the Firmware Management screen, devices are grouped by model number. Click on the ⓘ icon to see information about that device model.

Before you can use eVue to upgrade the firmware on a device, you must configure an FTP server with the new firmware files. On the FTP server, create one or more folders with the same name as the series name shown in eVue.
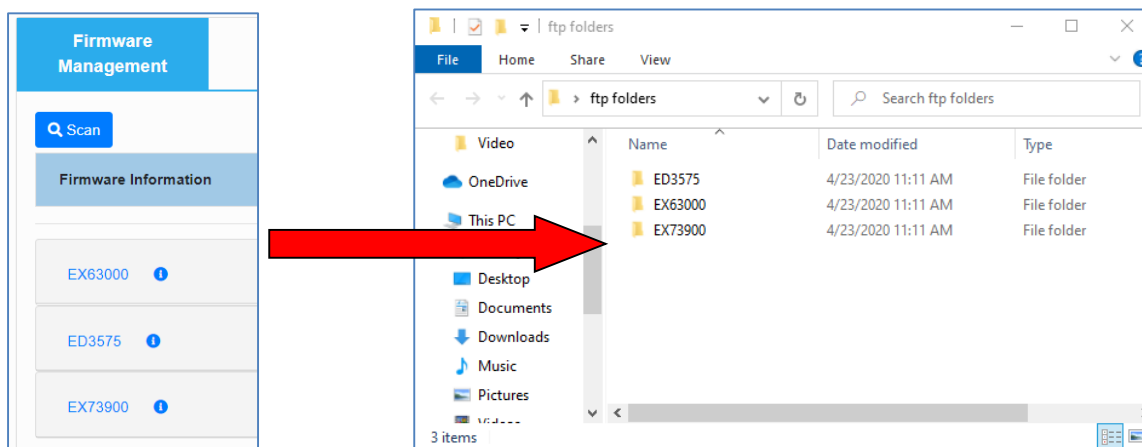
Put the corresponding firmware files into the created folder(s). The FTP server filenames for the firmware must be that same as those downloaded from the EtherWAN website. The file extension for the firmware files should be either .tgz or .img.
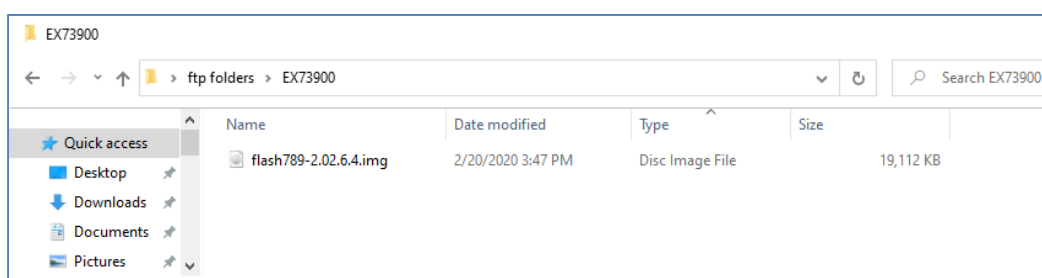
Navigate to **Settings → General**

Input the FTP Host and Port Number, as well as the Username and Password. Then click **Update**.

Navigate back to **Devices → Firmware Management**, then press the **Scan** button. The firmware files available on the FTP server should be displayed.

Name	File	Version
EX73000	EX73000-1.94.6.tgz	1.94.6
	EX73v2_4.02.0.1.tgz	4.02.0.1
EX73900	flash739-2.02.7.1.tgz	2.02.7.1

If the switch has a password, then go to **Devices → List** and click **Edit**, then set the Telnet Password.

Edit	✕
IP	192.168.1.73
MAC	00:e0:b3:26:9d:f8
System Name	A73
Telnet Password	••••••••
SNMP Community	public
	Cancel Confirm

Navigate again to **Devices → Firmware Management.** Click on a group of devices to expand into a list. All devices of that model will be displayed. Select the devices you want to upgrade by clicking the check boxes on the left. Next, choose the schedule (date and time), host IP and the upgrade firmware. Click the blue **Schedule** button when finished.

EX73000 ⓘ

Please select the devices you want to upgrade, then choose the schedule, host IP and the upgraded firmware, click Schedule.

		IP	System Name	Group	Version	Latest Firmware	Host IP		Schedule
☐	◯	192.168.1.73	A73		4.01.0	4.02.0.1	192.168.1.95	N/A	

| Previous | | Page 1 of 1 |

| Schedule | April 13, 2020, 04:55 PM | Host IP | Test-192.168.1.27 ▾ | Upgraded Firmware | 4.02.0.1 ▾ | 🗓 Schedule |

Configuration Management

On this page, you can save a switch configuration to a file, or load a configuration onto a switch from a previously saved file. The initial layout of the Configuration Management screen is similar to the Firmware Management screen. These functions use the TFTP protocol, which is installed automatically when you install eVue.

Configuration Management
EX63000 ⓘ
ED3575 ⓘ
EX73900 ⓘ

Click on a group of devices to expand into a list.

	IP	System Name	Group	MAC	Version	Host IP	Export	Import
⭕	192.168.10.10	switch_a		00:e0:b3:23:2f:cc	1.94.5.1	區域連線-192.168.10.100 ▼	Export	Choose File No file chosen
⭕	192.168.30.10	switch_a		00:e0:b3:23:2f:da	1.94.6.3	Select Host IP ▼	Export	Choose File No file chosen

To export a configuration, select the Host IP on the server running eVue and click the **Export** button. To import a configuration file, simply use the **Choose File** button to select the desired configuration file. It will be uploaded automatically.

Telnet

You can Telnet to any switch from within the eVue software.

Select the group of switches on the left, and then click the desired switch in that group. Click the Connect button. *Note: The entry field is at the bottom of the black Telnet interface.
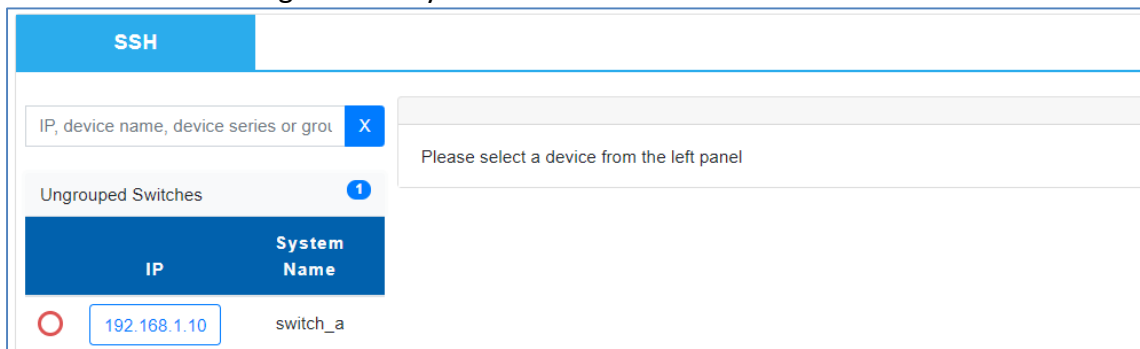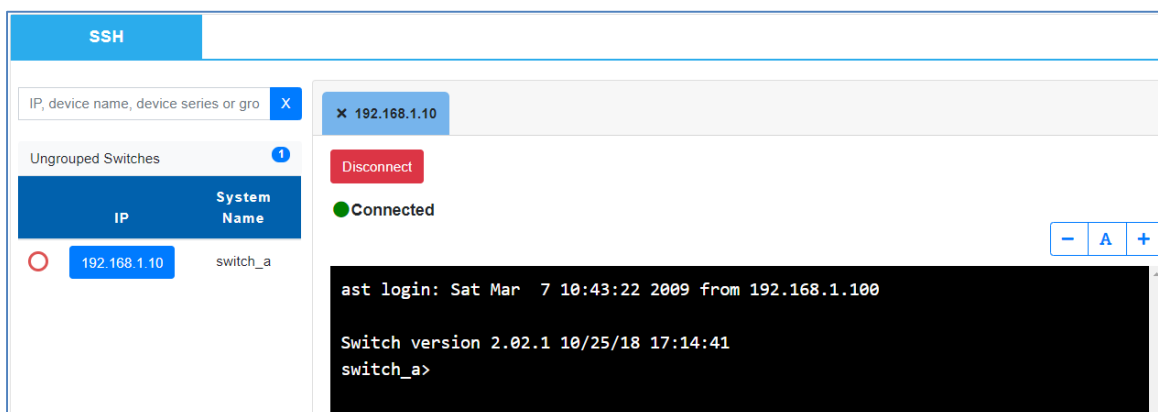
SSH

You can connect using SSH to any switch from within the eVue software.

Select the group of switches on the left, and then click the desired switch in that group. Click the Connect button.

Batch

Batch commands are for mass configurations. They are Username/Password Update, and SSH enable.

Username/Password Update

When navigating to this screen, you may get a message "This page is occupied by another user," even if there are no other users logged in. Click the **Occupy** button to gain edit rights. Only one user can use this feature at a time. This feature allows for the changing of usernames and passwords on multiple devices simultaneously. Each row of the table shown corresponds to one device.

Select the connection type, **Telnet** or **SSH** from the dropdown menu.

This feature allows you to add new users, and change the passwords of existing users. To use, click the **+Add** button to add a new row to the table. Enter the IP address of the device, along with an Administrator username and password in the following fields. To create a new

user, enter the new username and passwords in the corresponding fields. To change the password for an existing user, enter the existing username in the **New/Modified Account Name** field, and then the new password in the **New/Modified Account Password** field.

You can execute changes as you enter them by clicking the **Run** button at the right side of each row, or you can enter many rows of data and then execute them all at once with the **Run All** button at the top of the table.

In the example shown below, the first row changes the password for username **root** from blank to **1234**. The second row (using the new admin password) creates a new user **dilvish** with technician privileges and password of **shoredan**.

IP	Adminstrator Account	Adminstrator Password	New/Modified Account Name	New/Modified Account Password	Privilege	Last Run Time	Last Run Result	Run	Remove
192.168.1.10	root		root	1234	admin	3/12/2019, 11:42:51	Ok	▶ Run	🗑 Remove
192.168.1.10	root	1234	dilvish	shoredan	technician	3/12/2019, 11:42:59	Ok	▶ Run	🗑 Remove

SSH Enable

When navigating to this screen, you may get a message "This page is occupied by another user," even if there are no other users logged in. Click the **Occupy** button to gain edit rights. Only one user can use this feature at a time. This feature allows for the enabling of SSH on multiple devices simultaneously.

Click the **+Add** button to add a new row to the table. Enter the IP address of the device, along with an Administrator username and password in the following fields. Click **Run** to enable SSH on the device. You can also enter multiple rows of data and then click the **Run All** button to execute them simultaneously.

	IP	Username	Password	SSH	Last Run Time	Last Run Result	Run	Remove
↻	192.168.1.10	root	1234	✓	3/12/2019, 12:05:34 PM	Ok	▶ Run	🗑 Remove

Group

Devices can be assigned to user-defined groups for easier viewing and management.
On this screen, you can add new groups, or edit and delete existing groups. Simply drag and
drop to assign a device to a group, or to remove one.

Events

By default, the Events screen displays the most recent events. The number of events (5, 10,
20, 25, 50, or 100) shown on each screen can be set using the drop-down menu at the
bottom. All events can be acknowledged or removed by clicking the **Acknowledge all events**
button in the upper right corner of the screen.

Click the **Export all events** button to export a .csv file to the local machine's default save
location.

Events can be filtered by:
1. Acknowledgement status (All, Acknowledged, Unacknowledged)
2. ID number
3. Severity (All, Unknown, Cleared, Normal, Warning, Major, Critical)
4. Date
5. Service
6. Node
7. Message

Definitions for event severity levels:

Critical (7)

This state indicates that numerous devices on the network are affected by the event. Resolving this problem should be a priority for all personnel.

Major (6)

A device is completely down or in danger of going down. Attention should be paid to this problem immediately.

Warning (4)

An event has occurred that may require action. This severity can also be used to indicate a condition that should be noted (logged) but does not require direct action. An example would be a login failure, or when a link goes up unexpectedly.

Normal (3)

Informational message only. No action is required.

Cleared (2)

This severity is reserved for use in alarms to indicate that an alarm describes a self-clearing error condition that has been corrected, and service restored.

Indeterminate (1)

Severity for this event could not be determined.

The table below shows some example events and their corresponding severity level.

Traps from Device	Critical	Major	Warning	Normal	Cleared
Loopback detect		✓			
MAC Notification			✓		
Alpha-ring topology change		✓			
Digital input (DI 01) is triggered		✓			
Digital input (DI 02) is triggered		✓			
Power up				✓	
Power down	✓				
PoE up				✓	
PoE down		✓			
PoE overload	✓				
PoE system error	✓				
Alpha-ring coupling topology change		✓			
Storm detect		✓			
Loopback detect recovery					✓
Dying gasp	✓				
User login			✓		
User logout			✓		
User login failure		✓			
Temperature over specified range	✓				
Temperature under specified range				✓	
Humidity over specified range	✓				
Humidity under specified range				✓	
Digital input is triggered		✓			
Temperature within specified range					✓
Humidity within specified range					✓
Digital input within specified range					✓

Traps from Device	Critical	Major	Warning	Normal	Cleared
Storm detect		✓			
Storm detect recovery					✓
Loopback detect		✓			
MAC Notification			✓		
Alpha-ring topology change		✓			
Digital input (DI 01) is triggered		✓			
Digital input (DI 02) is triggered		✓			
Power up				✓	
Power down	✓				
eVue Login				✓	
eVue Login fail			✓		
eVue Login fail too many times (account locked)		✓			
eVue monitoring: Ping up					✓
eVue monitoring: Ping down	✓				
eVue monitoring: Telnet up					✓
eVue monitoring: Telnet down		✓			
eVue monitoring: SSH up					✓
eVue monitoring: SSH down		✓			
eVue monitorin: SNMP up					✓
eVue monitoring: SNMP down		✓			

![EtherWAN logo]

Settings

General

Web Service

On the top left of this screen, enable or disable http and https for the eVue service. HTTP uses port 4300, and HTTPS uses port 4301.
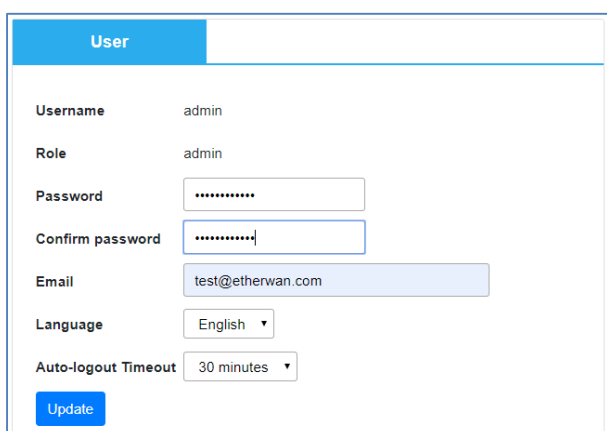
User

In the User section, the password, contact email, and interface language can be set for the current user type. You must be logged in as that user type to make changes (Example: User logged in as **admin** can only modify fields related to **admin** user account.) The email account entered here is only used in case of a lost password. You can also set the Auto-logout Timeout.

Password complexity requirements are:
1. Password length is minimum 12 characters and maximum 35 characters, without spaces.
2. The password must contain characters from the following categories:
   o Uppercase English letters, (A to Z)
   o Lowercase English letters, (a to z)
   o Numbers, (0 to 9)
   o Non-alphanumeric characters

Note: The **Sending E-mail Account** (see below) must be set up in order for eVue to send a password reset the e-mail entered above.

Notification setting - Sending Email Account

Use this section to set up the email account (Gmail) that will be used to send notifications. Select the type of mail server, and then enter a name that will be shown in the sent email. Enter the email address the notification email will be sent from, and the password for the account. **Then click Update**.

FTP

Required for firmware upgrades using eVue. Enter the FTP host, port, username, and password. Then click **Update**.

SMS
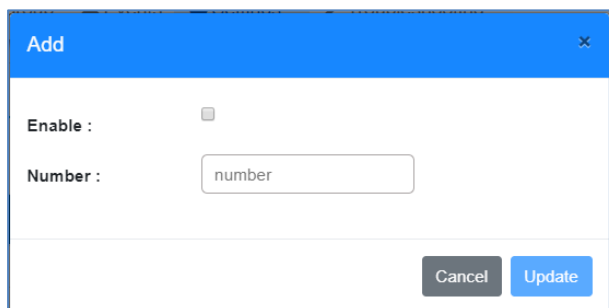
SMS Provider

To enable notification by SMS, click the Edit button, and enter the username and password from your SMS provider, tick the box next to **Enable,** and then click **Update**. SMS provider points are shown on the right. Click the **Refresh** button to update this figure.

SMS User

Click **+Add SMS User** to add and remove SMS users by phone number. Users enabled in this section will receive notification by SMS.
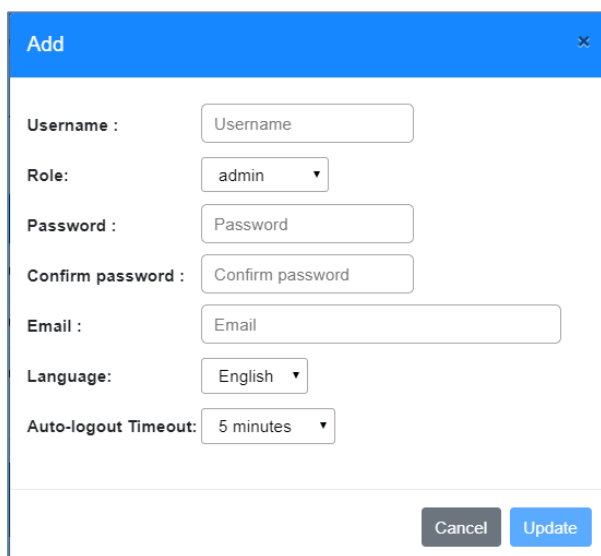
Users

+Add User

Three types of user can be set up: Admin, Technician, and Operator. Admins have full read and configuration rights, Technicians only have rights to upgrade firmware, manage configuration files, and acknowledge events. Operators have read rights only.
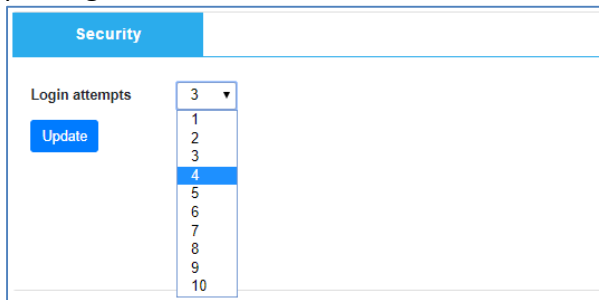
Security

Also on the **Users** page is a drop-down menu for setting the number of unsuccessful login attempts. Select a number from 1 to 10, and click **Update**. If the number of unsuccessful attempts exceeds the set number, the account will be locked, and can only be unlocked by a system administrator.

Note: This is a global setting that affects all accounts, including accounts with **admin** privilege.
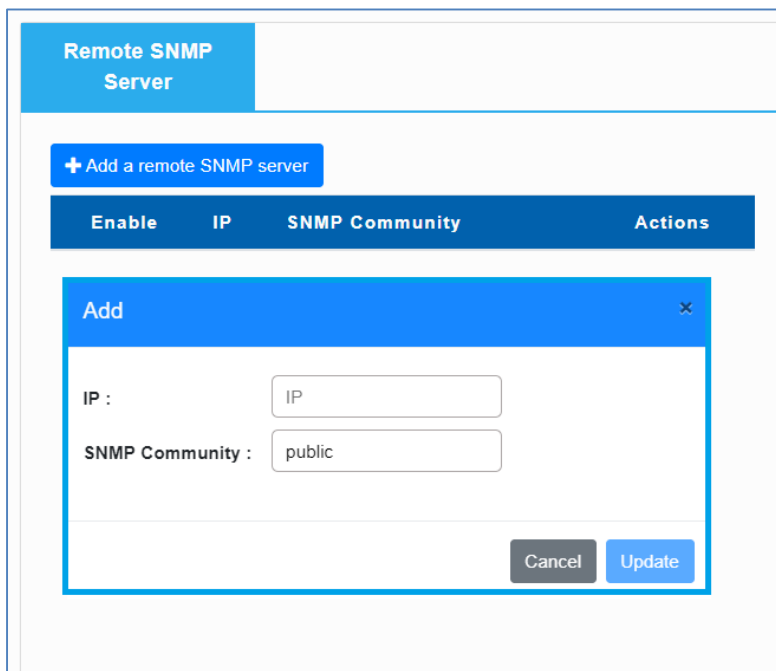
Notification

Remote SNMP Server

In this section, remote SNMP servers can be added and removed. Click **Add a remote SNMP server** to create a new remote SNMP server. Enter the IP address and the SNMP community.

Notification Condition

Click **+Add Notification Condition** to create a new notification condition. Enter a name in the **Condition Name** field, and click **Update**.
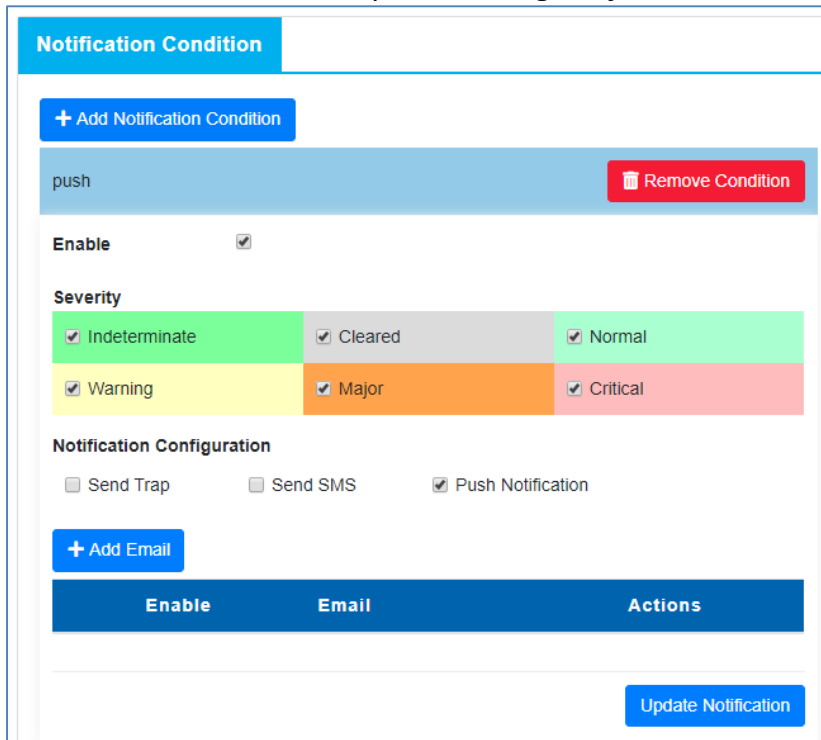
eVue

Tick the **Enable** box to enable this notification. Tick one or more **Severity** boxes to select the Severity levels of the events to send. In the example below (named "Test Condition"), notifications will be sent only for **Warning**, **Major** and **Critical** events.

Notifications can be sent by the following methods:

Send Trap
Tick the **Send Trap** box and click the **Update Notification** button. Make sure the SNMP server has been configured.

Send SMS
Tick the **Send SMS** box and click the **Update Notification** button. Make sure the SMS settings have been configured. (Refer to Settings page)

Send Email
Click **+Add Email** and enter an email recipient, then click the **Add** button.
Make sure the **Sending Email Account** has been configured. Click **Remove** to delete an email address. Click Update Notification after adding, deleting, or editing and email recipient.

Push Notification
Tick this box to receive a push notification in the eVue Mobile App.

Click **Update Notification** when you have set up the desired notification.

License

This is a read-only screen that displays current licensing information.

Troubleshooting

If eVue becomes unresponsive, try restarting the service. Run **services.msc**, and then locate eVue, ewDiscovery, and MongoDB.
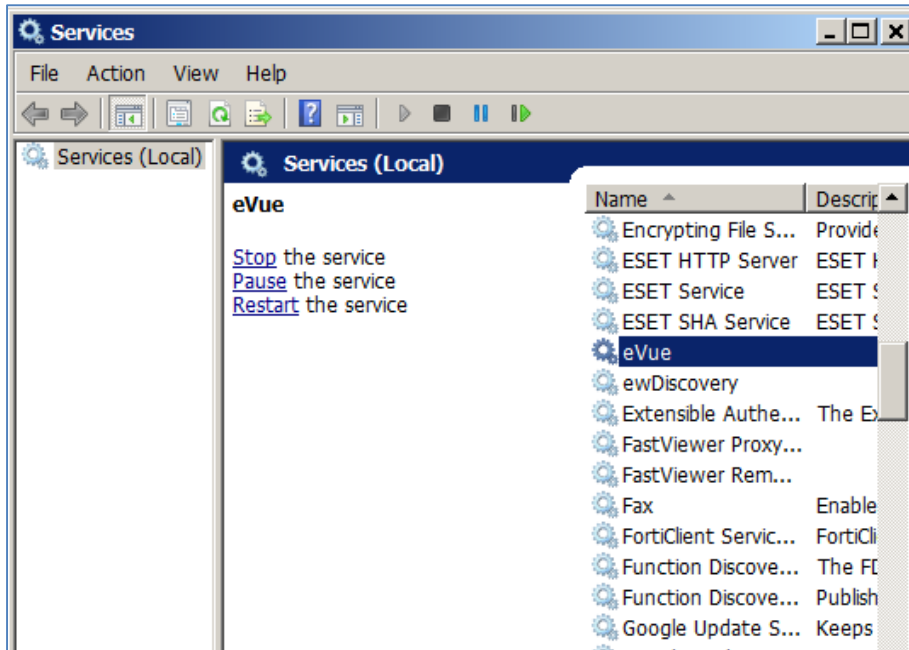
Right click on each service and select **restart**. If this fails to solve the problem, contact EtherWAN technical support at https://www.etherwan.com/about-etherwan/customer-support-service

Lost / Forgotten Password

If you forget your login password, click the "Forgot Password?" text link on the login screen. Then enter your username, and the email associated with the username. An email will be sent to you.

Note: For the Reset Password feature to work, you must have already configured an email address and email sending account under Settings > General.

Configure eVue server for use with app

Before using eVue Mobile App, check the following items.
1. Make sure that ports 4300 and 4301 are not blocked by the local firewall.
2. Make sure the firewall doesn't block the program "server-win.exe" (location: C:\Program Files\eVue).
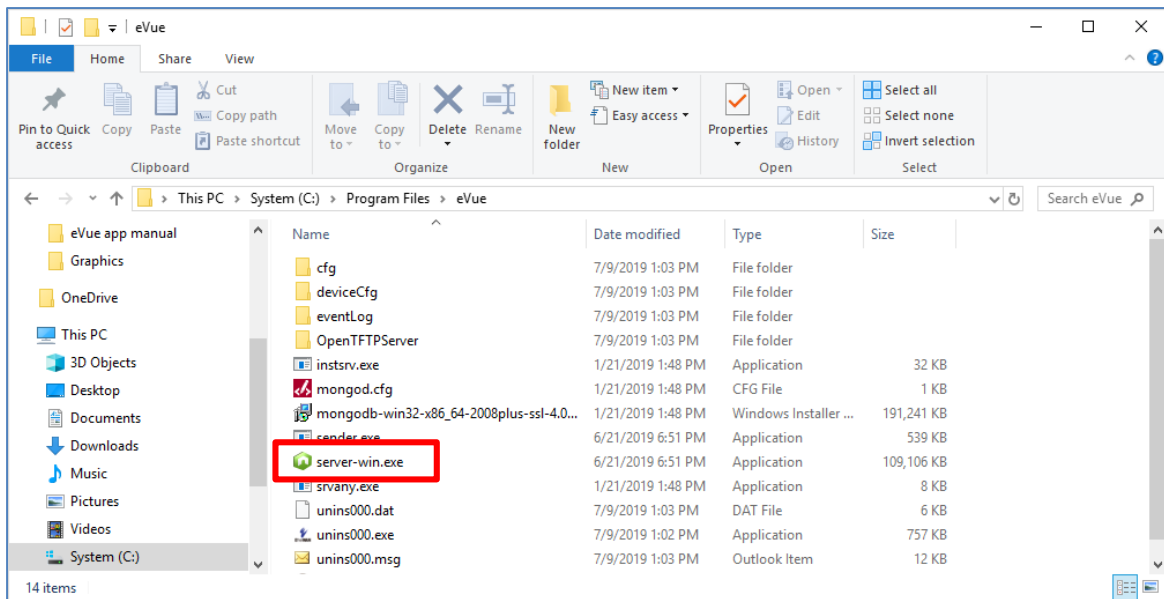

3. eVue server will check if the login IP address and the login port in the mobile app matches what's listed in the eVue server. If the information does not match, the mobile app will not be able to connect to the eVue server. The certificate needs to be installed only once in the beginning.

3-1 Open eVue server in a browser.

3-2 Click "Not secure" text at the top of the browser.
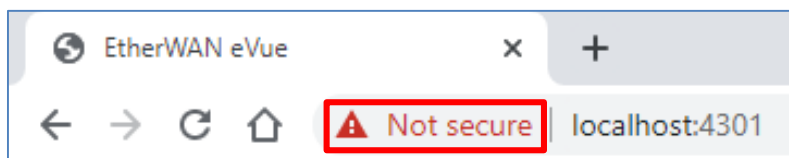

3-3. Click "Certificate"
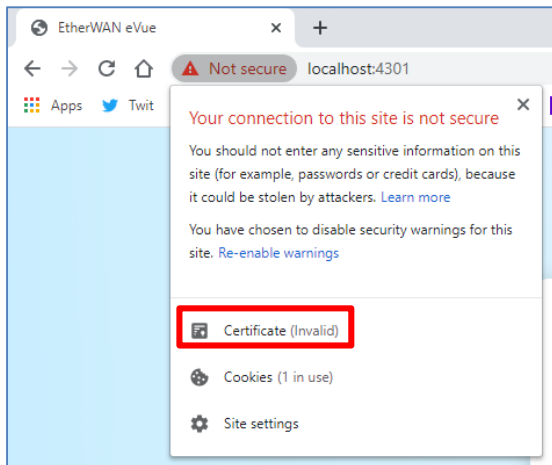
3-4 Click the second tab "Details", scroll to the end of the list, and check the IP address of certificate.
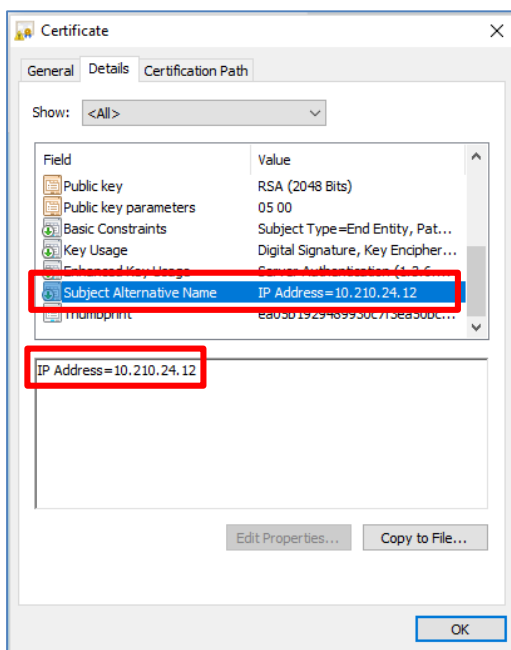

*The correct condition is:

Certificate's IP address = eVue server (PC)'s IP address = the IP address you enter in the mobile app.

* If the IP address in the certificate does not match the eVue server's IP address, go to "Services" in Windows to restart "eVue" and "ewDiscovery".
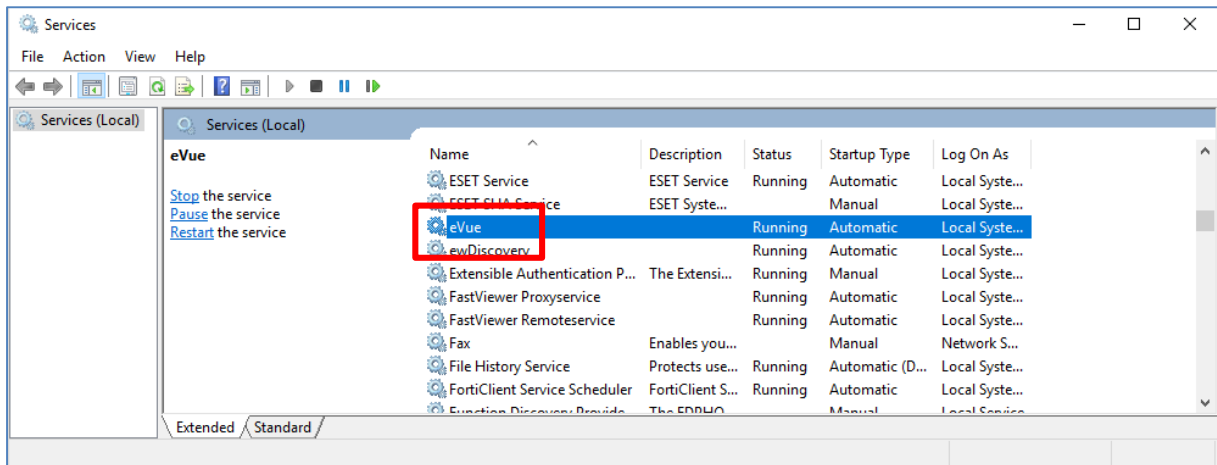
*If your eVue server has a public IP address, you can add the public IP address in eVue at "Settings →
General →Public IP".
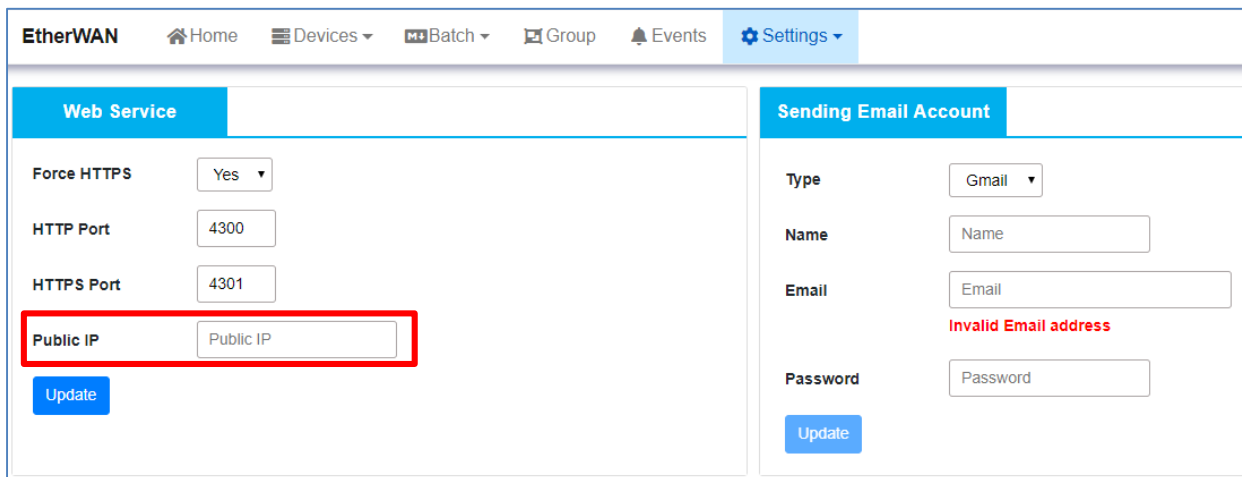
Install and start the eVue Mobile App

1. Download and install the eVue Mobile app from an app store (The Apple App Store or Google Play)
on mobile device.
2. Open the eVue Mobile app on the mobile device.
3. The login page will display. Click the "Download Certificate" link at the bottom of the screen.
(Make sure the mobile device is connected to the Internet when downloading the certificate.)

3.1 For iOS devices:

    a. The eVue Mobile App will open the website in Safari when "Download Certificate" is selected. Select "Allow" to download the profile.
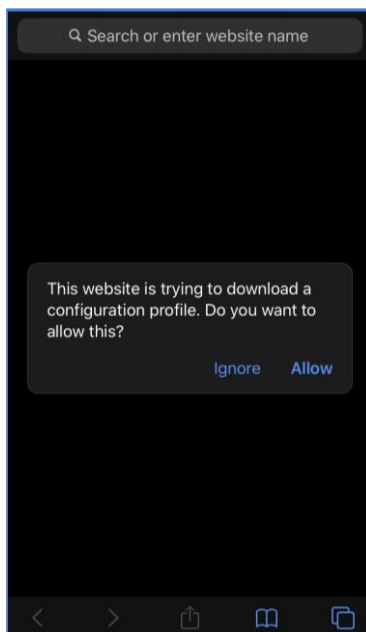
    b. **Install the certificate**: On iOS, go to mobile device's Settings → Profile Downloaded → Install profile.
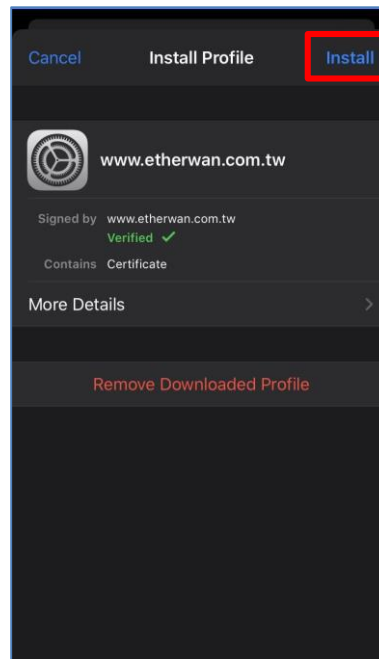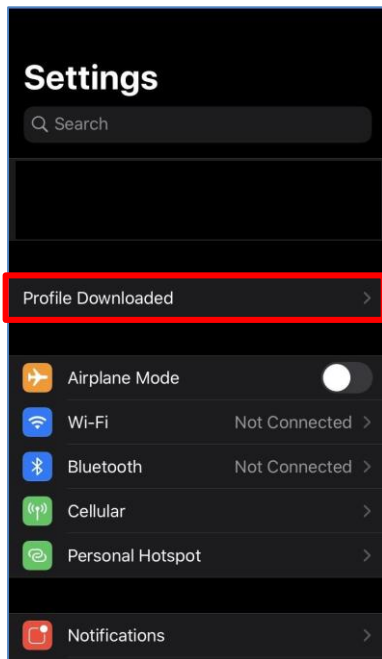
c. **Enable EtherWAN certificate**: Go to mobile device's General → About → Certificate Trust Settings, and enable full trust for root certificates: www.etherwan.com.tw
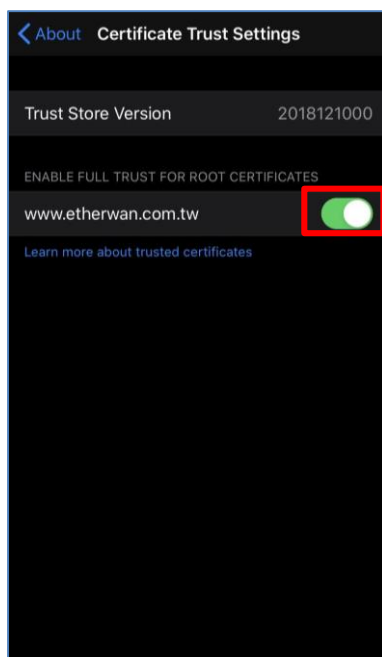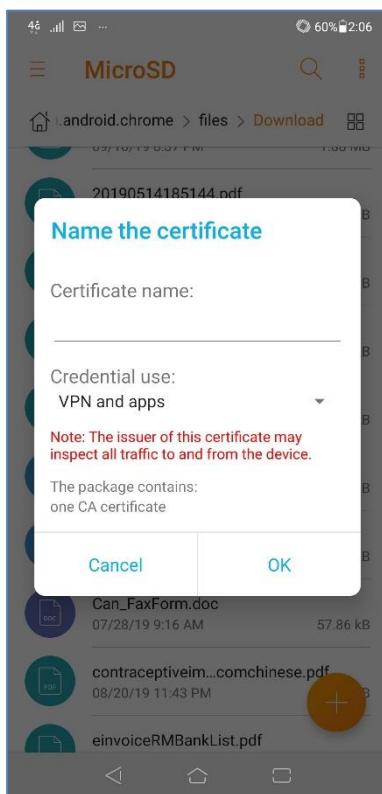

3.2 For Android devices:

a. When "Download Certificate" is selected, the eVue Mobile app will open a webpage in a browser to the download the certificate.
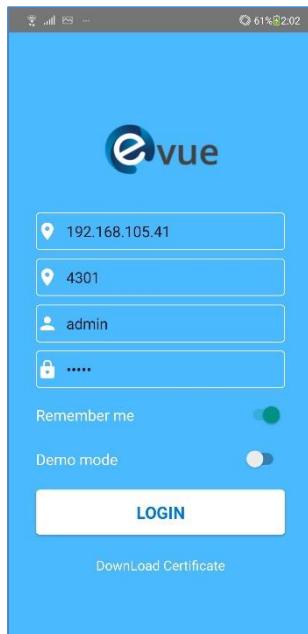
b. Open the downloaded certificate (named "ca.crt") and give it a name (for example: EtherWAN). This will install the certificate on the mobile device.

4. Login to the eVue server via eVue Mobile App
    a. Make sure the mobile device is in the same subnet as the eVue server.
    b. Log in to the eVue Mobile App with eVue server's IP address, port 4301, username, and password.

*If you cannot login to the eVue Mobile App, check to see if the certificate is working properly by using the mobile device's browser to connect to eVue server.

1. If the browser on mobile device can't connect to eVue server, and the eVue Mobile App can't connect either, which indicates a routing issue.

2. If the browser on mobile device can connect to eVue server via https://<IP address>:4301, but the eVue Mobile App is unable to connect to the eVue server, then there is a certificate issue.

If the screen display resembles the below image when using a browser to connect to the eVue server, then that means there is no certificate installed in the mobile device. Please follow the install procedure for the certficate again to install the certificate on mobile device.
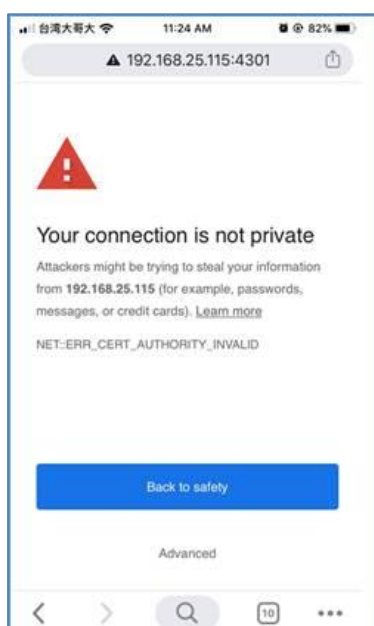
If the screen display resembles the below image when using a browser to connect to the eVue server, that means eVue certificate has been installed on the mobile device successfully.
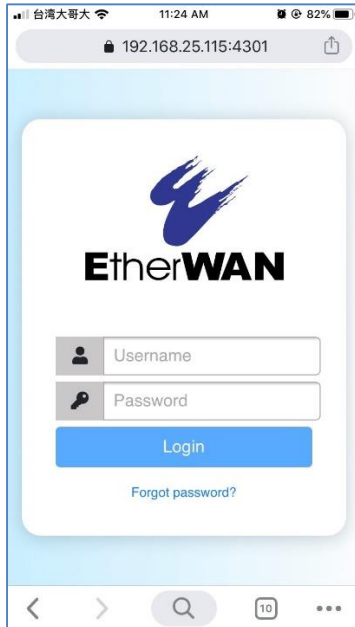

eVue Mobile App Functions

At the bottom of the screen are five icons, representing the views/functions available in the app. The first icon is home. On the **Home** screen, you can view critical, major, and warning events, as well as the number of devices online and offline.

The second icon is for the **Devices** view. This view shows the number of online and offline devices, as well as the number of ungrouped and Layer 3 (a user-defined group name) devices.
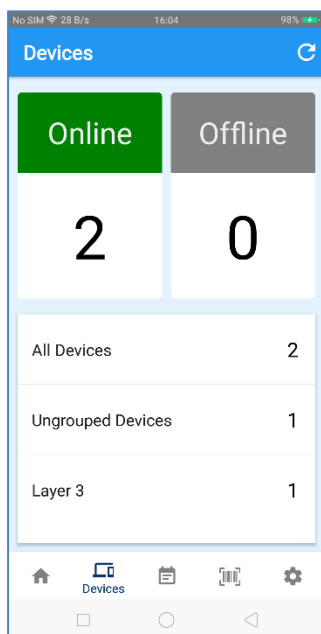
The third icon is for navigating to the **Events** view. All events are grouped by severity level and displayed here. Select a group to view details.
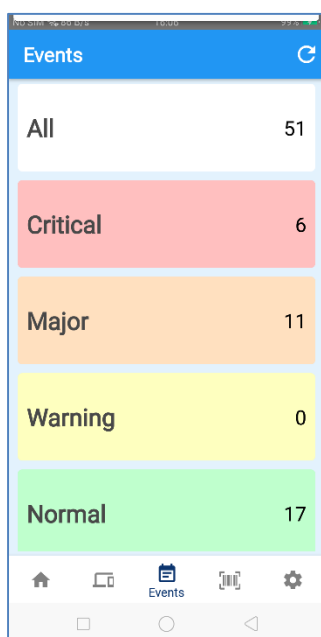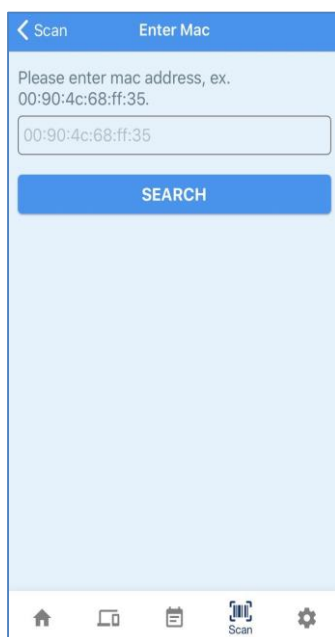

The Scan icon navigates to the scan page where you can connect to a device directly by scanning the bar code on the device. You need to allow permission for the camera on the iOS or Android device to use this feature.
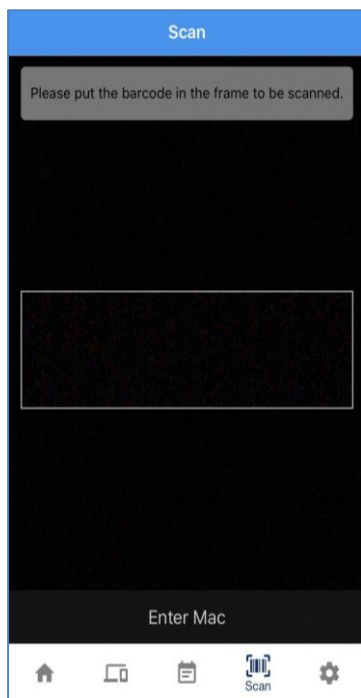
Note: Bar code stickers are not available on current models.

You can also connect to a device directly by entering its MAC address and selecting **search**.

When you have found a device by either method, the device information will display. The type and amount of information depends on whether the IP address of the device is the default 192.168.1.10, and whether the device has been previously added to the eVue list on the server.

➢ If the device IP is 192.168.1.10 (default IP) and the device is **not** in the eVue device list, the resulting page will show the device information and the **edit** button.

Scenario table

eVue management Device's IP address	When Device is IN eVue managing list	When Device is NOT in eVue managing list
When Device has default IP address (192.168.1.10)	eVue Mobile App will show device information.	eVue Mobile App will show device information and an "Edit" button allows you to change device's default IP address.
When Device does NOT have default IP address	eVue Mobile App will show device information.	eVue Mobile App will show device information

If the device is not in eVue device list, the resulting page will display an edit button. Select the button to edit the IP address, subnet, and gateway of the device.

Refresh to display the updated data.

Receive Push Notifications

Push notifications are configured in eVue in the Settings -→ Notification page. Enable a new notification condition, and select "Push Notification". Select the level of event severity for which you want to send notifications to eVue Mobile App. Then select "Update Notification".

On the mobile device, allow permission for push notifications. When you use the app for the first time, the app will ask permission for push notifications. Additionally, you can allow push notifications in the device settings.

When an event occurs, the mobile device will receive push notification via the eVue Mobile App when the eVue Mobile App is running as a background program.
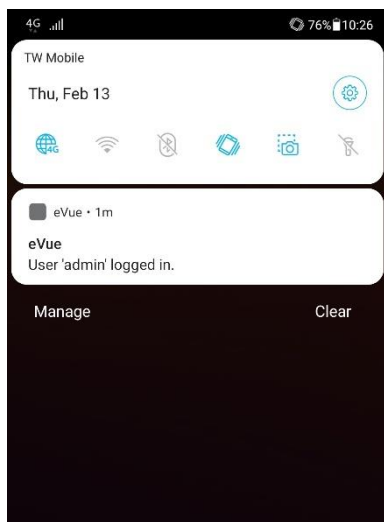
Note: The push notification function requires the eVue server to have an internet connection.

Appendix I

Command reference for enabling LLDP on EtherWAN switches. (NOTE: Some legacy EtherWAN switches, such as the EX96000 and Espresso series, do not support LLDP, and are incompatible with eVue.

EG99000 CLI:

Command Mode	Global Configuration
Syntax	lldp enable
Parameters	None
Example usage	switch_a(config)# lldp enable

EG99000 GUI:
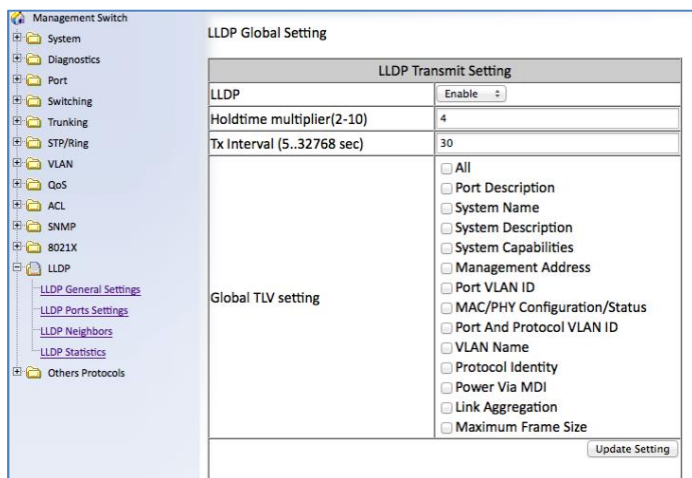
All EX Series Managed Switches CLI

Command Mode	Global Configuration
Syntax	lldp enable
Parameters	None
Example usage	switch_a(config)# lldp enable

All EX Series Managed Switches GUI

EW50/EW200 - eVue Installation Guide

Home screen

When eVue is launched, the Home screen will display. Information is divided into three sections: On the left under **Device List** is a list of connected EtherWAN devices that shows IP address, device name, and group. The group names are assigned by eVue, so the first time the software is used that field will be blank for all devices. On the right, there is a **Topology** view of all EtherWAN devices that eVue has detected on the network, and have been added using the **IP Range Search** function. In the topology view, you can see each device's IP address and device type (L2, LL3, L3, etc.). Clicking on a device's icon in topology view will show you the model and name of the device. Dotted lines connecting devices represent blocked ports. At the bottom of the screen, the **Latest Events** section displays the most recent events by order of occurrence.
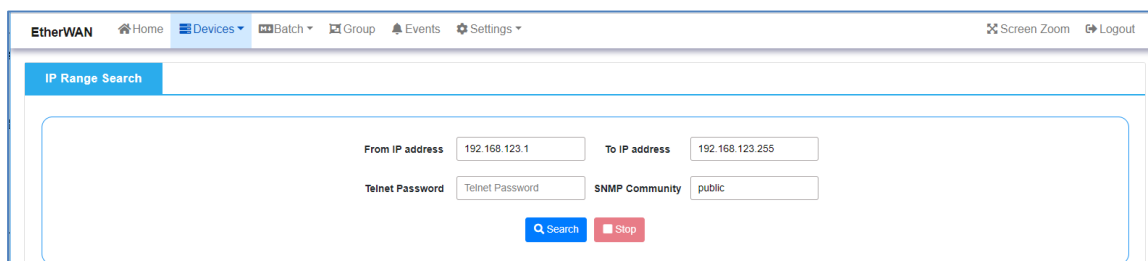
Step 1. Search

The search function can find desired devices from different network segments. To start a search, enter the desired IP range, password (if any) and click the **Search** button. The allowable IP range search is 2540 nodes, or 10 Class C subnets (subnet mask 255.255.255.0).

All found devices with SNMP enabled will be displayed. To include a device in the eVue system list, click "Add." Click the "Add All Devices" button to add all devices shown. After a device has been added, it will show in both the **Topology** and **List** views.
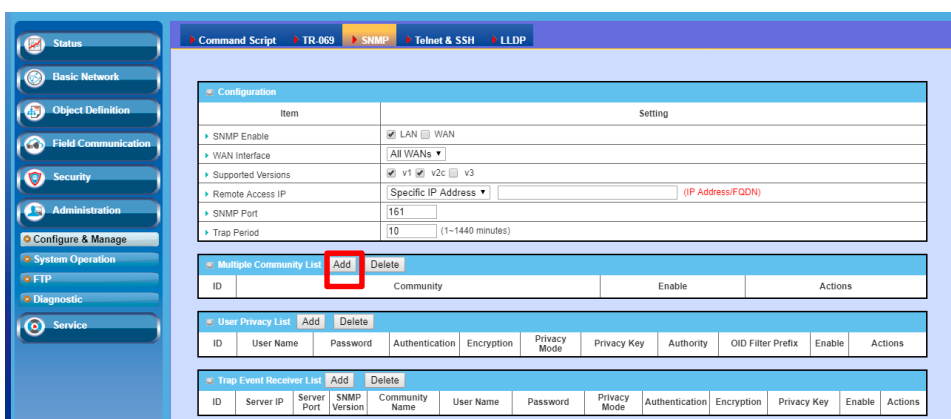

Note: Please make sure that SNMP and LLDP settings of EW50/EW200 are enabled. Check the SNMP section in the EW50 or EW200 user's manual for detailed settings.

Quick SNMP setting steps are listed below.
Log in to the EW50/EW200 through the web console. Then go to Administration > Configure & Manage > SNMP tab. Create a community by clicking **Add** button.

When Add button is applied, Multiple Community Rule Configuration screen will appear.

Multiple Community Rule Configuration	
Item	Setting
▸ Community	Read Only ▾ [ ]
▸ Enable	☑ Enable
Save Undo Back	

Key in 'public', this is the same community name of eVue default setting. Then Click the **Save** button to save the configuration. Or change to any community string as desired. Any valid string will work as long as the community values match on eVue and EW50/200 settings.
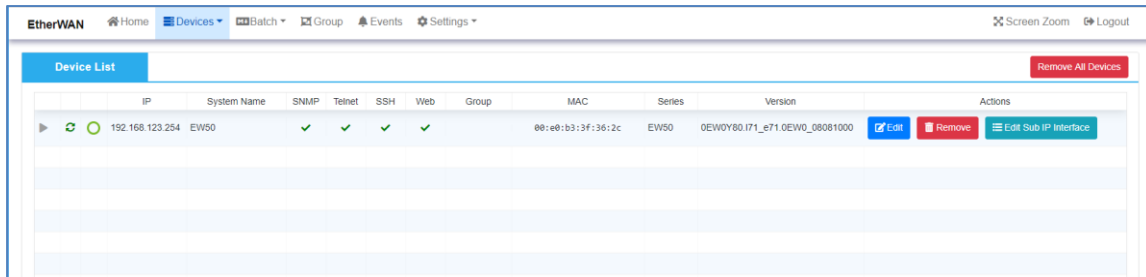
Multiple Community Rule Configuration	
Item	Setting
▸ Community	Read Only ▾ [public]
▸ Enable	☑ Enable
Save Undo Back	

Then it will show the setting result.

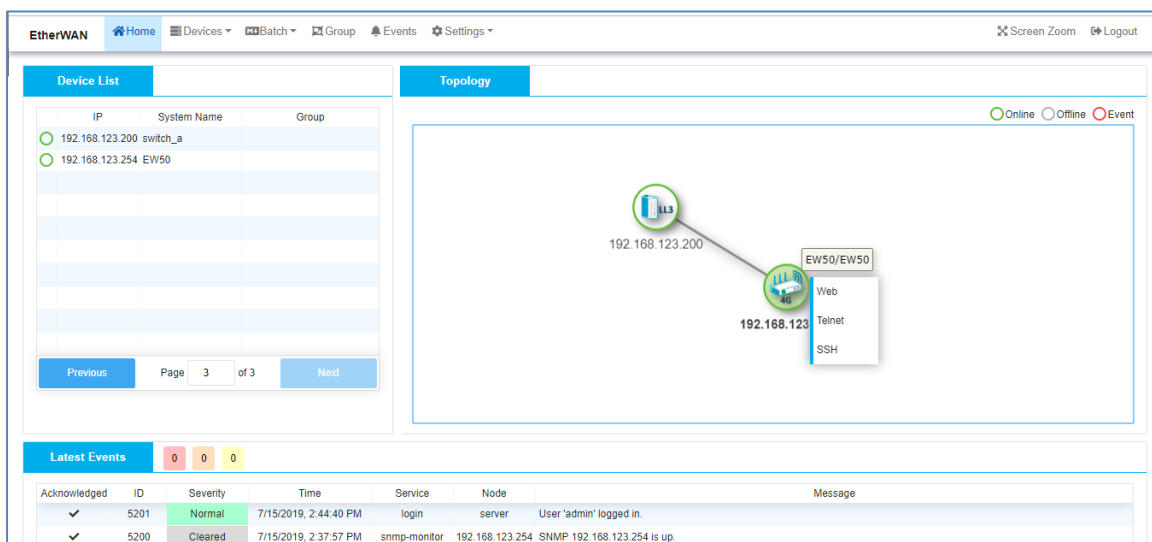| Multiple Community List Add Delete			
ID	Community	Enable	Actions
1	Read Only public	☑	Edit ☐ Select

Step 2. List

This screen shows all devices currently monitored by eVue. To remove a specific device from the system, click the corresponding **Remove** button. Using the button in the top right corner, you can **Remove all devices**.

Go back to the **Home** tab, and you will see all your selected devices are shown on the left side, and eVue's visualization of the network topology. If you want to web access a specific device, a simple and quick way is to mouse over the device icon and right click.

eVue

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eVue User's Guide

April 23, 2020

Document version: Version 3