



Support FAQ's

Hardware

What is the size of the UCOPIA hard drive? Is it enough to ensure compliance with the legal constraints regarding traceability?

The size of the hard drive depends on the type of UCOPIA controller you have.

- **SV20** : 160 Go
- **SV150** : 320 Go
- **SV1000** : 1 TB
- **SV2000 RDP** : 2*2 TB (RAID 1)
- **SV5000** : 4*900 Go (RAID)
- **Server Blade** : 12 x 600 GB (RAID 5)
2 x 600 GB hot spare

UCOPIA includes an adapted hard drive, which allows storage of connection data, depending on the chosen product range.

What are the dimensions of the UCOPIA boxes?

Server (Dimensions: length x height x depth)

- **SV20** : 52 x 270 x 160
- **SV150** : 52 x 270 x 160
- **SV1000** : 44 x 430 x 505
- **SV2000 RDP** : 88 x 430 x 700
- **SV5000** : 44 x 445 x 720
- **Server Blade** : 240x445x720mm 19" 6U rack

Is it possible to integrate the SV20 and SV150 controllers in a computer bay?

For the SV20 and SV150 servers, there is a KIT RACK. .

Installation

How does one plug in a UCOPIA box?

The UCOPIA controller is to be plugged in at a network cut-off, between the secured network and the network to be secured.

Does the UCOPIA controller must be updated before starting the configuration?

Yes, once the controller connected to the Internet, it's recommended to put the automatic updates in order to benefit the latest technical innovations.

How does one connect to the administration interface?

Connect to the eth1 interface, open a browser and go to the following address: <https://controller.mobile.lan/admin>

The default login is "admin" and the password is "ucopia".

Are there ways to construct privileged access points?

The UCOPIA controller is a network access controller, and does not manage Wi-Fi access points.

Configuration

How many accounts can one create in UCOPIA?

There is no limit on account creation. The accounts are created in a LDAP base.

How many profiles can one create in UCOPIA?

There is no limit on profile creation.

How many VLANs can one create in UCOPIA?

There is no limit on VLAN creation.

Is it possible to simultaneously connect to the UCOPIA captive portal with the same login details?

By default, only one user can connect with a given set of login details. However, it is possible to configure UCOPIA to accept simultaneous connections with the same details. This configuration is carried out on the user profile level.

Architecture

Is it possible to centralise the access to UCOPIA to manage multiple sites?

For the management of multiple sites, we have three different methods:

- A distributed architecture via our pool management tool. In this configuration, there is one UCOPIA controller per site with centralised supervision.
- A distributed multi-site architecture with a centralised management of user bases.
- Centralised architecture. This configuration requires the flows to be brought up to a distant site. The internet escape will be on the main site.

Journalisation

What are the types of information kept in the UCOPIA journal?

UCOPIA records and saves two types of information: information regarding user sessions (who connected when) and information regarding traffic flows (who did what). The entirety of this information can be used for statistical or security means.

The user sessions and traffic journals are locally created in the UCOPIA box, and are accessible through the UCOPIA administration tool.

The journals can be compressed, in order to optimise space on the UCOPIA box hard drive. The journals can also be exported, manually or automatically (via FTP) to a third machine.

How long am I required to keep the connection journals for?

By law, one must store the journals for 365 days in France. This configuration is installed by default on the UCOPIA controllers, but can be modified.

Is it possible to externalise the storage of the connection journals?

UCOPIA offers a GOLD service, which allows for the connection journals to be stored externally on an external server. You also have the option to configure the externalisation of journals to an FTP server.

Functionnalités

How does authentication by SMS work?

To operate this type of authentication, the organisation using UCOPIA needs to subscribe to one of the SMS platforms offered by UCOPIA.

The user self-registers on the portal by filling out his or her surname, name and mobile phone number. He or she then receives a password by SMS, the login will be the phone number used.

What SMS platforms are compatible with UCOPIA?

UCOPIA is compatible with the following platforms:

- ORANGE

- TM4B

- SMSBox

- Quescom

- LeSMS

- SMSenvoi

- SMSKaufen

- ECall

- SMSEvents
- SFR
- Clever Technologies
- SMS Kaufen
- iQSim

We are also compatible with all operators equipped with a API SMTP.

How does authentication by email work?

Once connected to the network, you only need to run the Internet browser. Whatever your request, you will be automatically directed to the portal hosted by UCOPIA.

With this portal, you can either register if you do not already have login details, or log in with your messaging address and password.

To register, click on the button labeled « Receive your login details by email ».

Fill in the “Surname”, “Name” and “Email address » fields.

Click on « register ». Your login details will then be sent to you by email on the given address.

You then have several minutes (depending on the administrator) to check your email inbox and retrieve your login details.

Does UCOPIA filter URLs?

Yes, UCOPIA provides a native URL filtering mechanism. Filtering can be applied as user profile level. Several URL categories are available (Adult, Aggressive, etc.) allowing to apply different policies and to differentiate for example an “Adult” profile from a “Child” profile.

Are all functionalities (AD, SMS, PayPal, etc.) included in UCOPIA?

All these functionalities are already included in the UCOPIA controller.

Can UCOPIA manage wired connections?

UCOPIA allows for wired and wireless connections to be jointly managed.

Does UCOPIA offer a mechanism for service continuity?

UCOPIA allows for the creation of a high availability cluster. Redundancy with two boxes in active/passive states, or load balancing with multiple active boxes, sharing user connections.

Can UCOPIA manage several user populations?

UCOPIA includes the notion of user profiles, thus allowing different user populations to be managed.

A profile determines access rights to the network (web, mail, instant messaging, FTP, etc), as well as authorised time slots and zones for connection, usage length and time credits.

Can UCOPIA manage paying connections?

An authentication method by captive portal is offered, allowing the online purchase of a connection pass. The user is directed to the PayPal website for payment, on which he or she can pay with his or her PayPal account or credit card.

Is UCOPIA compatible with invoicing tools?

UCOPIA is compatible with the invoicing tools which are based on the FIAS protocol. The validated invoicing tools are: Micros Fidelio, Brillant, Topsys, Protel et SoftBrands.

Customisation

Is the UCOPIA portal customisable?

The captive portal is customisable through a graphics editor. For advanced customisations, HTML code can be exported from the portal and reinjected in the UCOPIA controller.

Is the delegation portal customisable?

The delegation portal is customisable through a graphics editor.

Is it possible to display a different portal for different connection zones?

UCOPIA offers a zone mechanism (VLANs), which allows for different portals to be displayed at different zones (functions and graphics).

General Questions

What happens when an additional user connects to the network when all licenses are being used (ex: a 21st user on an Express 20) ?

The users can no longer connect and a message appears on the portal.

What are the usable RADIUS authentication modes?

EAP-TLS (Transport Layer Security)

EAP-TTLS (Tunneled TLS)

EAP-PEAP/EAP-MSCHAPv2

How can I receive alerts (hard drive, maintenance, box breakdown)?

In the context of our maintenance and supervision platform, UCOPIA allows for the configuration of alerts in case of box abnormalities.

