

# OneConnect User Guide

## Introduction

This guide describes the OneConnect Onboarding service, and provides basic user setup information.

The OneConnect Onboarding service is a centralized cloud-based management service that enabled users to bootstrap and provision network devices securely via a single platform. The service automatically configures managed Allied Telesis products by downloading customized configuration packages from the Allied Telesis web site. It also provides some simple non-interactive management capabilities.

This guide is aimed at Allied Telesis partners who are managing the creation of other Partner Users and customers, and assigning licenses and devices to them.

### What information will you find in this document?

This document contains instructions for OneConnect onboarding, setting up users and customers, adding devices, and monitoring the bootstrapping process.

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## Products and software version that apply to this guide

Supported platform series capable of being bootstrapped via this service are:

- GS980M, GS980EM, GS980EMX, GS980MX, XS900MX
- SE240, SE250, SE540L
- IE220, IE340, IE340L, IE360, IE560
- x220, x240, x250, x320, x330, x530, x530L, x530DP, x540L, x550, x930, x950
- SBx908 GEN2, SBx908 GEN3
- TQ6702 GEN2-R, TQ7403-R, TQ6702e GEN2-R, TQ7613-R, TQ3403-R
- AR1050V, AR3050S, AR4050S, and ARX200S.

Note that Allied Telesis may add more devices to this list at any stage. If you are unsure whether your device is supported, please contact your Allied Telesis representative.

This guide applies to devices with **AlliedWare Plus software version 5.5.5-2** and onwards.

Feature support may change in later software versions. For the latest information, see the following documents:

- The [product's Datasheet](#)
- The [AlliedWare Plus Datasheet](#)
- The product's [Command Reference](#)

These documents are available from the above links on our website at [alliedtelesis.com](http://alliedtelesis.com).

## How to access OneConnect Onboarding

OneConnect Onboarding has the following roles:

- **System Admin** - The Allied Telesis representative responsible for managing the system, creating and managing partners, and allocating licenses to the partners.
- **Partner** - The Allied Telesis Partner organisation that can manage multiple customer organisations. A Partner organisation can have multiple users, and each of them can manage multiple Customers (customer organisations). Partner organisation users can be one of the following:
  - **PartnerAdmin** - a user responsible for creating and managing other users for this partner, creating customers, linking partner users to customers, adding new licenses and allocating licenses to devices.
  - **PartnerUser** - a user responsible for adding customers, and managing customers that they have been linked to.

To log in, browse to the OneConnect Onboarding web page. Use the link for your region:

- Europe: [a1c.alliedtelesis.com](https://a1c.alliedtelesis.com)
- Asia and Pacific: [a1c.alliedtelesis.com.sg](https://a1c.alliedtelesis.com.sg)
- Japan: [a1c.allied-telesis.co.jp](https://a1c.allied-telesis.co.jp)

The first time you log in, a Login window may appear with a message stating that this account has not been used before, and displaying a Signup Code. If this happens, copy the Signup Code and forward it to your Allied Telesis representative. They will approve your PartnerAdmin log in.

Once logged in, a PartnerAdmin can then invite or approve other PartnerAdmins or PartnerUsers.

## How to create Partner users

As a PartnerAdmin, you can either approve other PartnerAdmins or PartnerUsers after they give you a code, or manually invite a user.



### Privilege levels

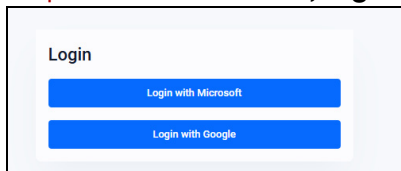
Users can have the following levels of privilege set:

- **PartnerAdmin** - Allied Telesis Partner responsible for creating and managing other users for this partner, creating customers, linking partner users to customers, and allocating devices license.
- **PartnerUser** - Allied Telesis Partner responsible for managing customers that they have been linked to.
- **NoPrivilege** - Use this to disable access for a user without destroying their account.

### Approving a new user

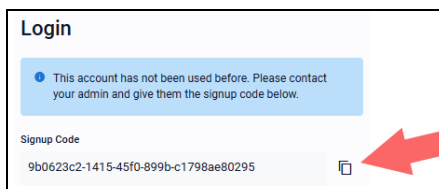
A prospective PartnerUser or PartnerAdmin logs in with either a Microsoft or Google account.

#### Step 1: As a new user, log into OneConnect Onboarding



A Login window will appear with a message stating that this account has not been used before, and will display a Signup Code.

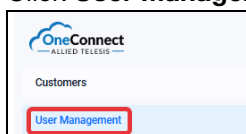
**Copy the Signup Code** and forward it to the PartnerAdmin.



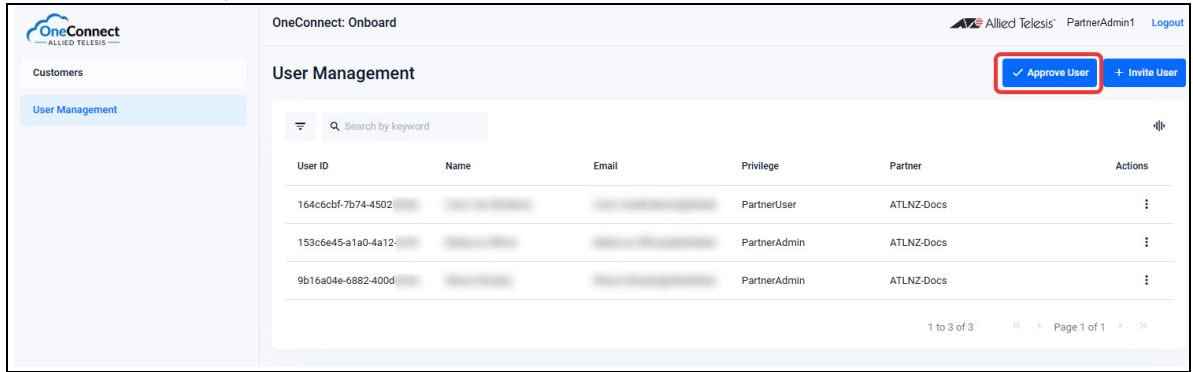
Once you, as PartnerAdmin, have received the Signup Code, follow these steps:

#### Step 2: As a PartnerAdmin, approve the new PartnerUser

Click **User Management** in the left hand panel to open the **User Management** window.



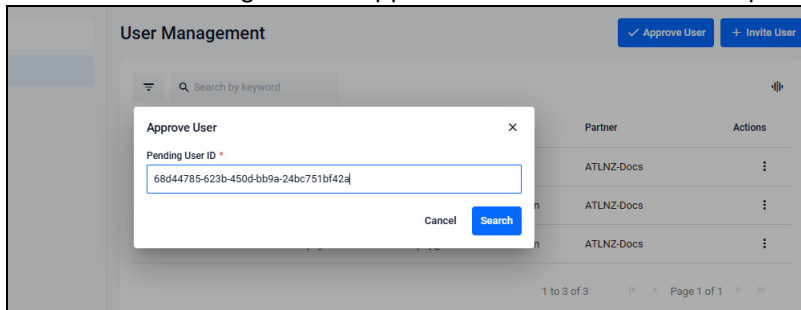
In the **User Management** window, click the ✓ **Approve User** button.



The **Approve User** dialog box will open.

Enter the Signup code from the PartnerUser in the Pending User ID box and click **Search**.

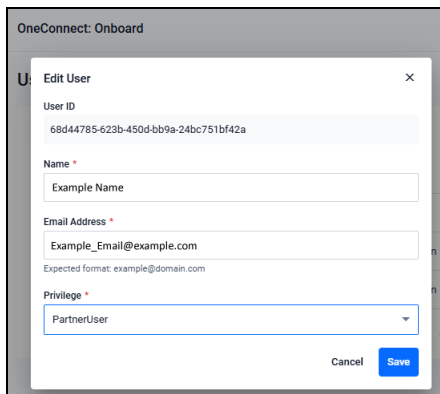
The **Edit User** dialog box will appear when the User ID is accepted.



### Step 3: Edit the user details of the PartnerUser

Enter the user details, select the privilege level and click **Save**.

In this case we set the privilege level to PartnerUser.

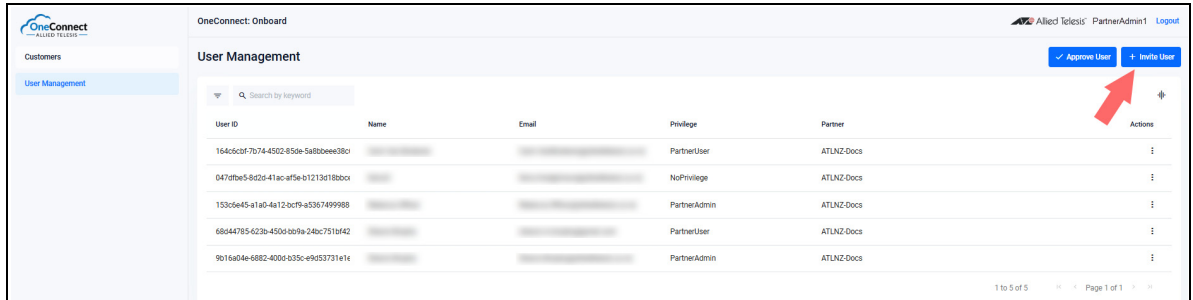


### Inviting a new user

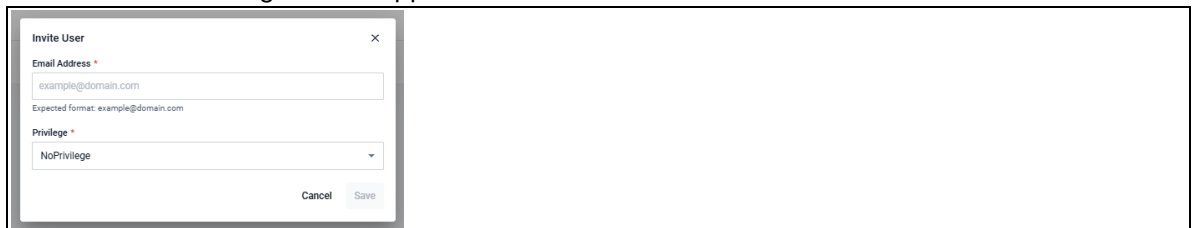
A PartnerAdmin can invite a new user. To do so, follow these steps.

**Step 1: Click on the + Invite User button**

Click **User Management** in the left hand panel and then in the **User Management** window, click the **+ Invite User** button.



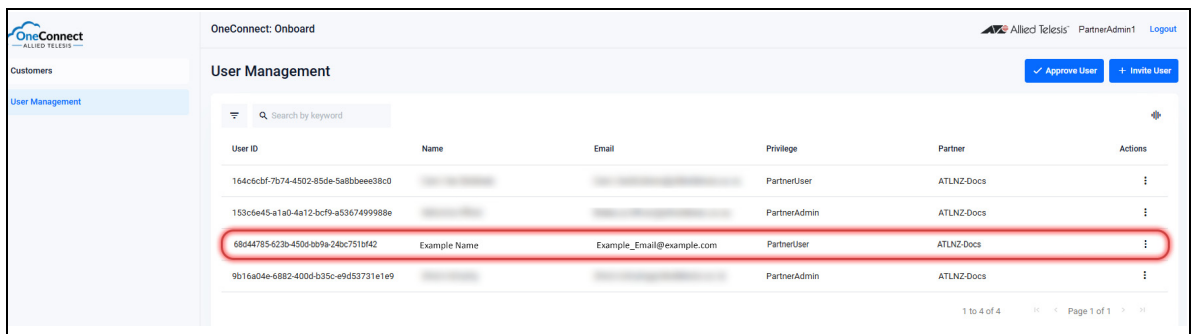
The **Invite User** dialog box will appear.



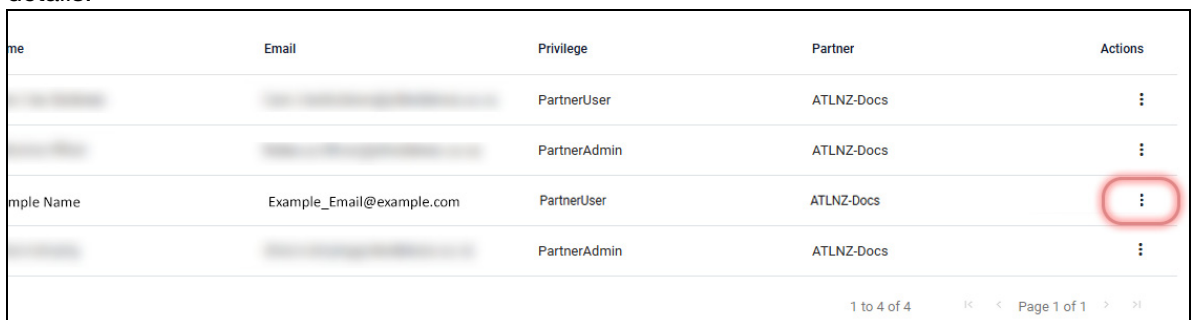
Enter the email address, select the privilege level and click **Save**.

**Step 2: Check the new user has been added and the details are correct**

The new user will now be visible in the User Management window.



You can click the **Actions** icon on the right hand side and select **Edit** if you need to edit any user details.



The user can now log in. For PartnerUsers, the app will open in the **Customers** window:

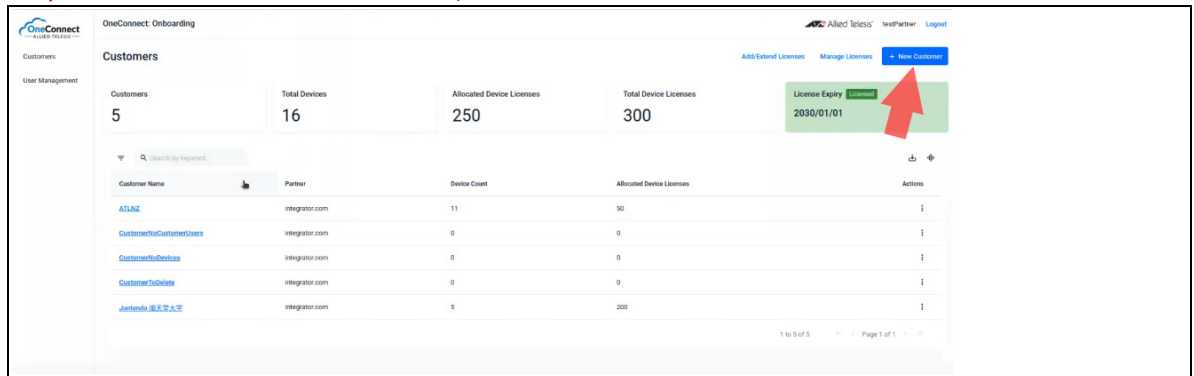


# How to add a customer

PartnerAdmins and PartnerUsers can add new customers and add new devices. However, only PartnerAdmins can add device licenses. The following steps will explain how to add a new customer, allocate device licenses, and add devices as a PartnerAdmin.

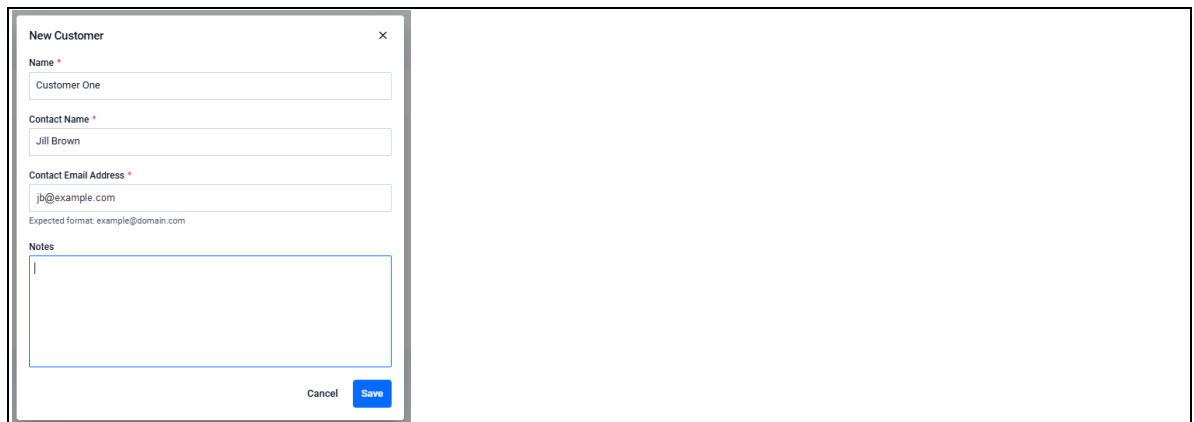
## Adding a new customer

**Step 1: In the Customers window, click the + New Customer button.**

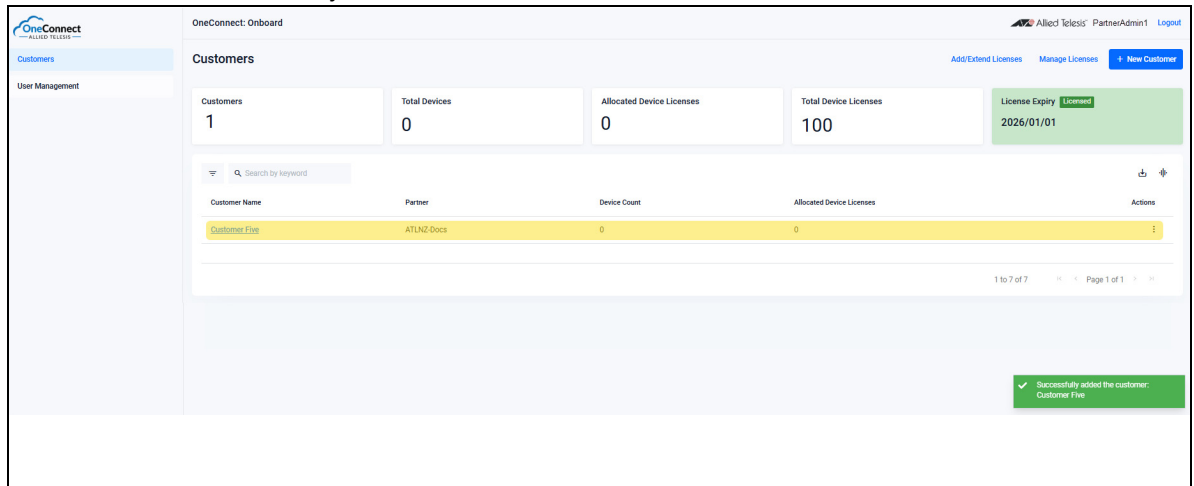


**Step 2: Add customer details**

The **New Customer** dialog box will appear. Add the customer’s details and any notes and click **Save**.

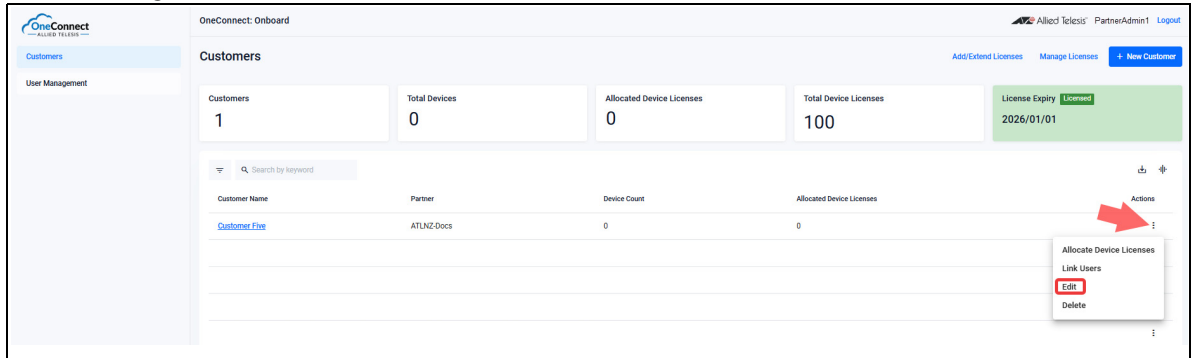


In the **Customers** window you will see confirmation that the new user has been added.

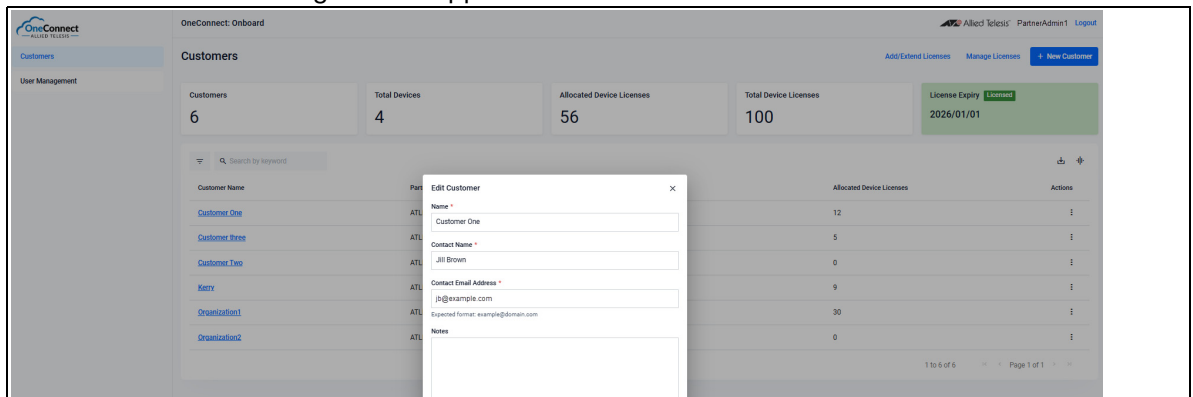


### Step 3: Editing customer details

Customer details can be edited by clicking the **Actions** icon on the right hand side of the window and selecting **Edit**.



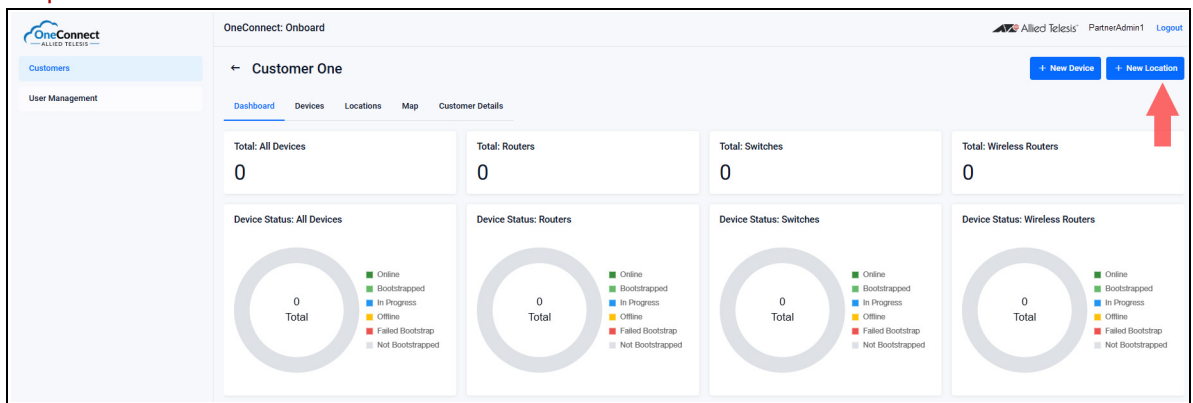
The **Edit Customer** dialog box will appear.



Make the changes and click **Save**.

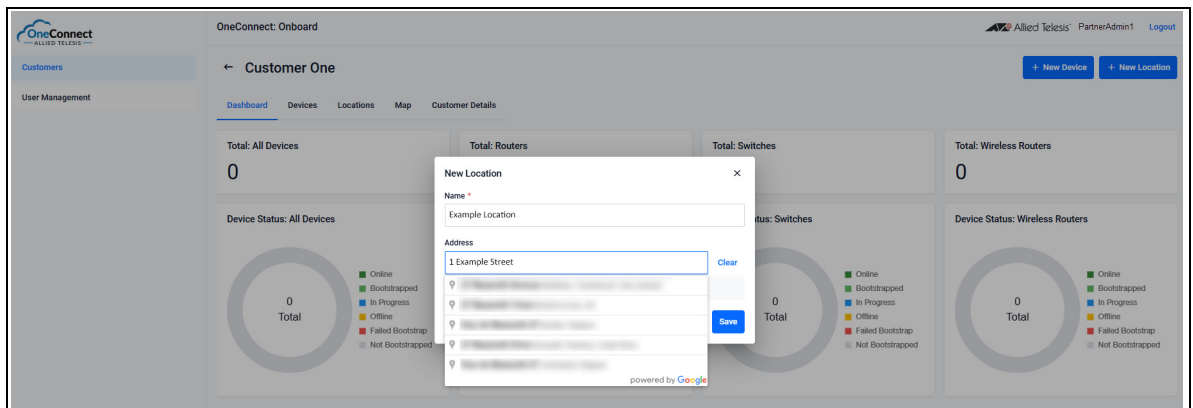
### Add a Customer location

**Step 1: Go to the Customer window and click the New Locations button.**

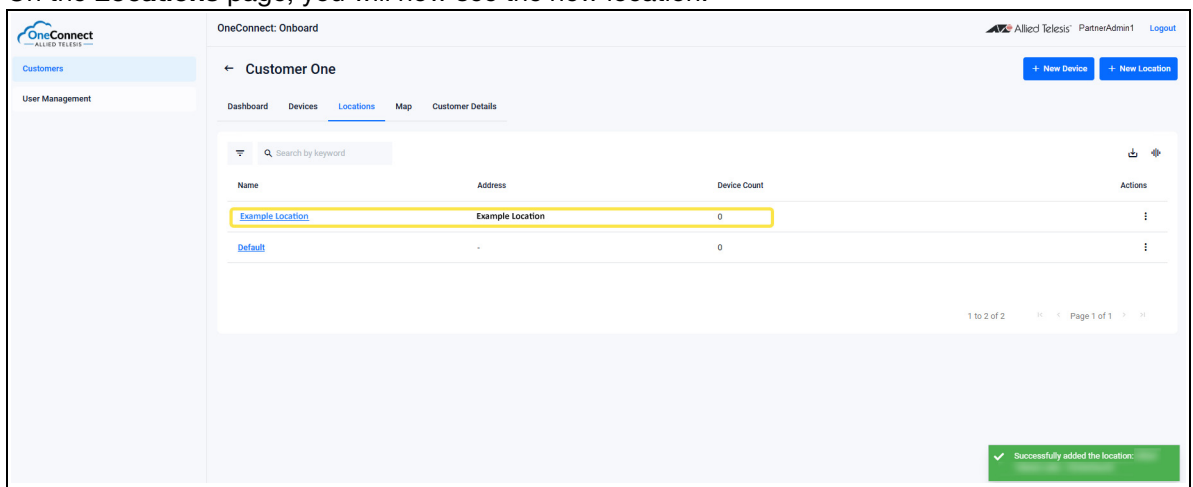


The **New Location** window will appear.

**Step 2: Enter the location details and click Save.**



On the **Locations** page, you will now see the new location:



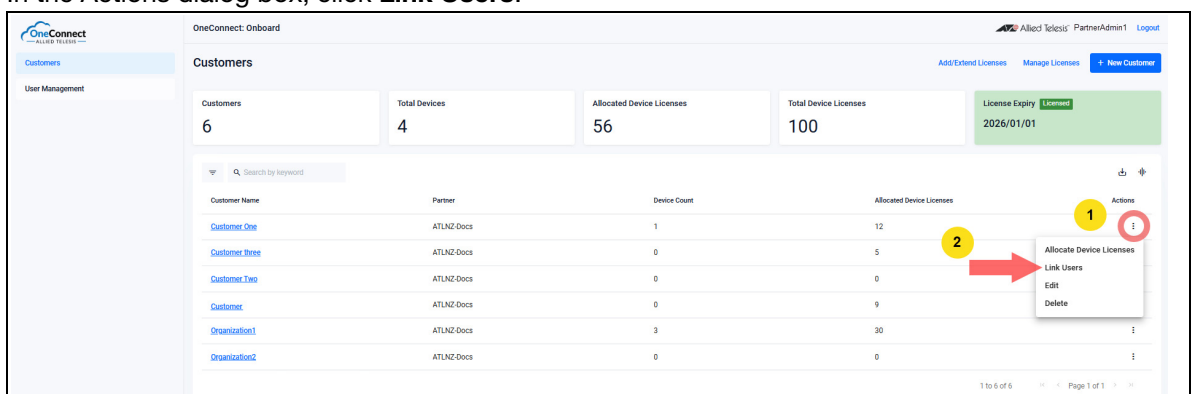
**Link a customer to a user**

When a PartnerUser creates a customer, they are automatically linked to that PartnerUser. PartnerAdmin users have access to all Partner Customers.

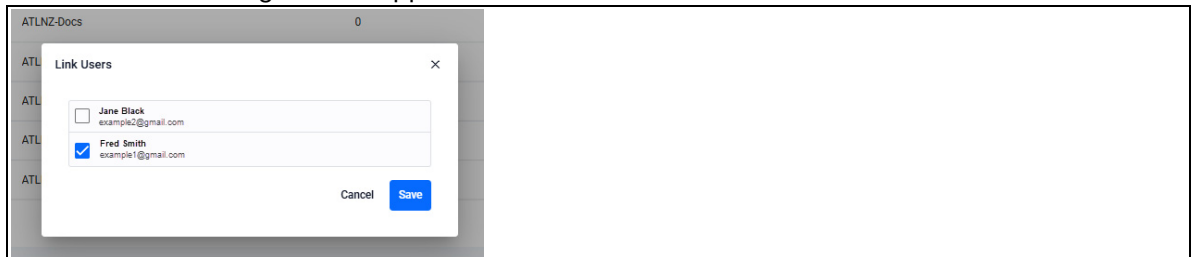
PartnerAdmins can link PartnerUsers to a customer, by following these steps.

**Step 1: In the Customers window, click the Actions icon**

In the Actions dialog box, click **Link Users**.

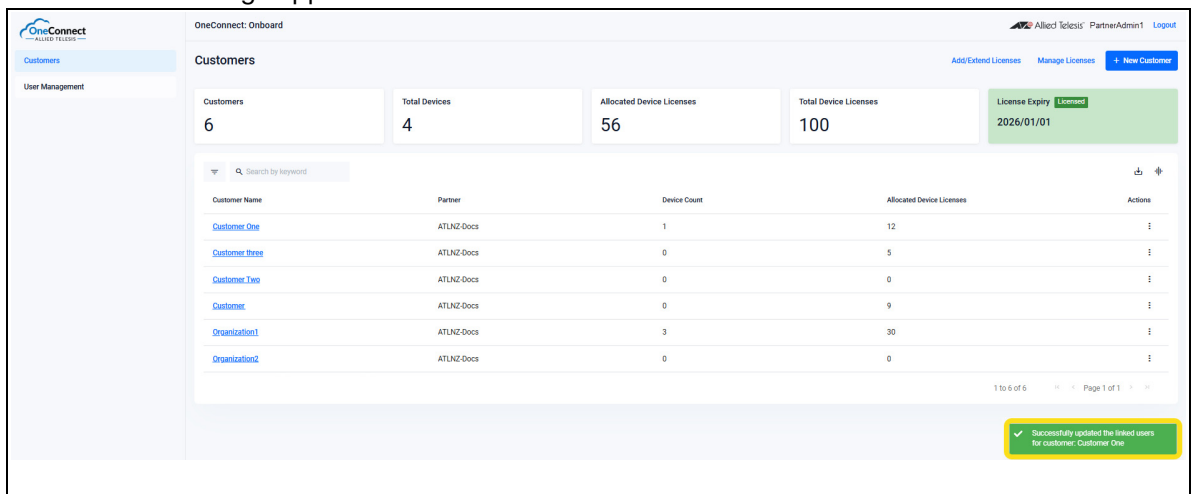


The **Link Users** dialog box will appear.



## Step 2: Select the users you want to link the customer to

Select the users you want to link the customer to, and click **Save**. You will see the confirmation message appear at the bottom of the screen.



## Allocating a device license to a customer

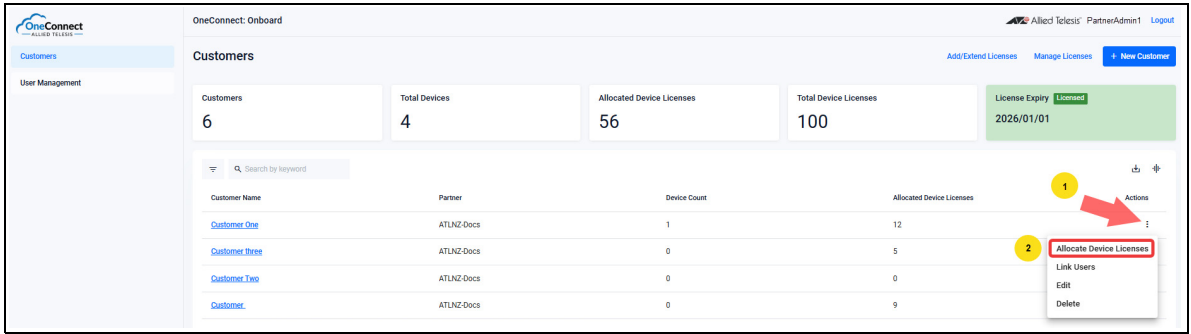
**Note:** Contact your Allied Telesis representative for new or additional licences.

The Allied Telesis system admin can manage licenses on behalf of partners, so your licenses may already have been added to Onboarding. If they have not, PartnerAdmins can add them themselves - see "[How to add and extend licenses](#)" on page 28.

Once licenses have been added to Onboarding, PartnerAdmins can allocate licenses across all of their customers.

### Step 1: Click Customers Actions icon and Allocate Device Licenses

To assign a device license to a customer, go to the Customers window and click the **Actions** icon on right hand side of the screen. In the dialog, click **Allocate Device Licenses**.

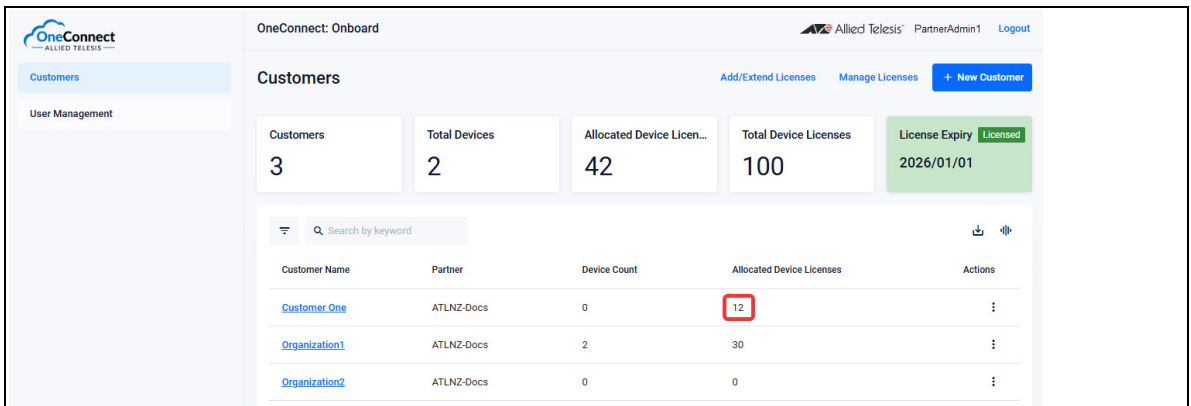


The **Allocate Device Licenses** dialog box will appear:



**Step 2: Change the license count and click Save.**

You will see the new Device Count in the Customers window:



**Note:** The number of allocated device licenses is the maximum number of devices that can be added for the customer.

## How to configure a device

The initial configuration of a factory-new device will be done by a Partner user, who will set the bootstrap config, bootstrap release and bootstrap license on the server.

### Make sure devices are suitable for OneConnect Onboarding

Devices must:

- be factory clean.
- be able to connect to a correctly-configured DHCP server.
- have an IDevID X.509 certificate installed that matches its serial number (normally this will be preprogrammed as part of the device manufacturing process).
- not have autoboot configured on external media (USB or SD card).
- not have AMF auto recovery active.

### Initial device setup

Before a field installer can install a device at a Customer site, a Partner user will:

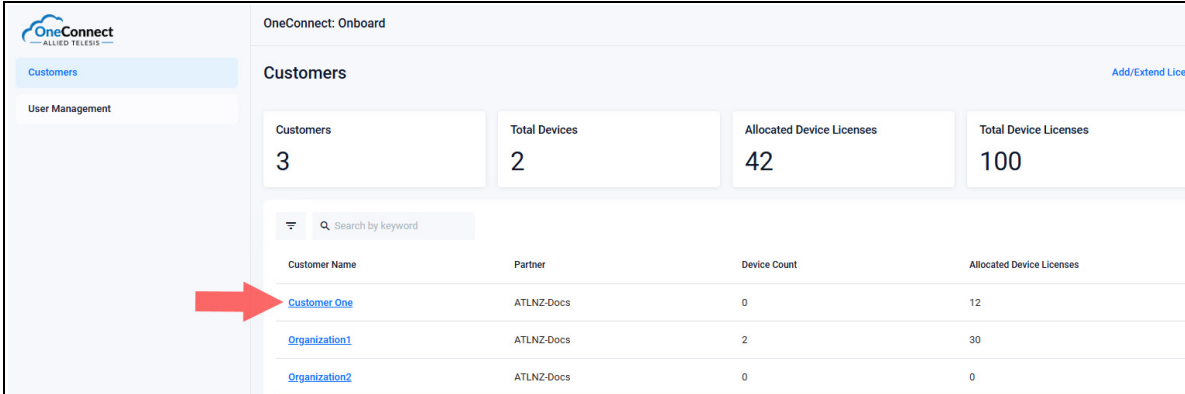
- Add the device to the Customer
- Add licenses to be installed on the device
- Set the bootstrap config
- Set the bootstrap release

The follow sections explain how to do this.

### How to add a device to a customer

#### Step 1: Click on the Customer

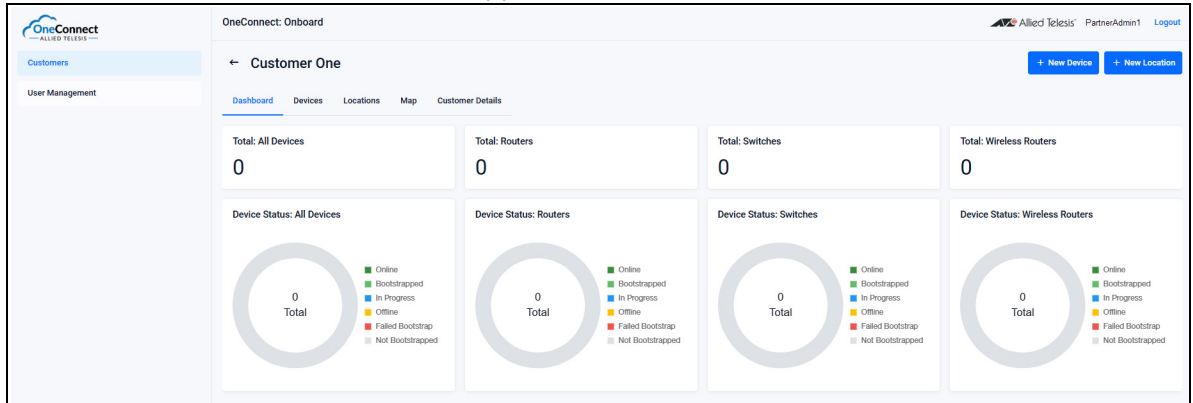
To add a device for a customer, click **Customers** in the left hand panel and click the customer, in this example 'Customer One'.



The screenshot shows the OneConnect Onboard interface. On the left, there is a navigation menu with 'Customers' selected. The main area displays a summary of customer statistics and a table of customers. A red arrow points to the 'Customer One' entry in the table.

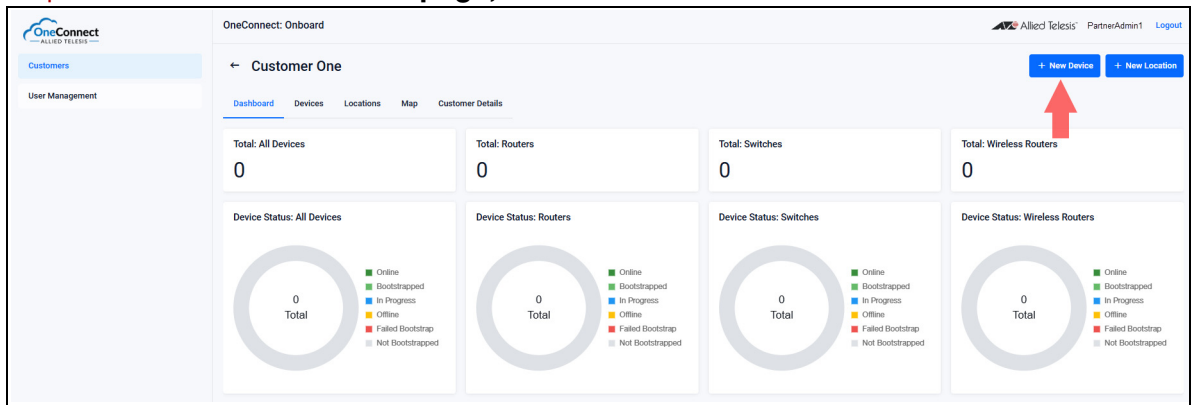
Customer Name	Partner	Device Count	Allocated Device Licenses
<a href="#">Customer One</a>	ATLNZ-Docs	0	12
<a href="#">Organization1</a>	ATLNZ-Docs	2	30
<a href="#">Organization2</a>	ATLNZ-Docs	0	0

The **Dashboard** for Customer One will appear.



This page shows all Customer One’s devices.

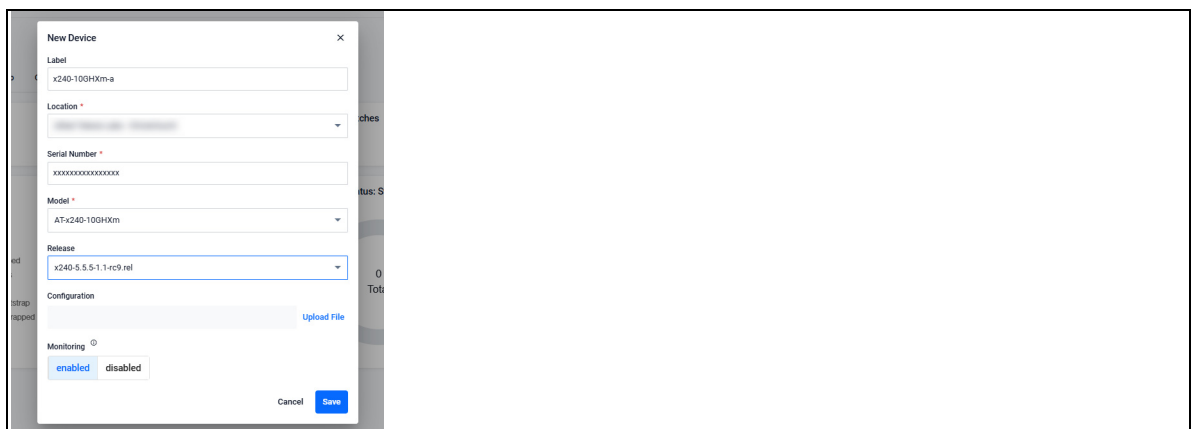
**Step 2: On the Customer One page, click the + New Device button.**



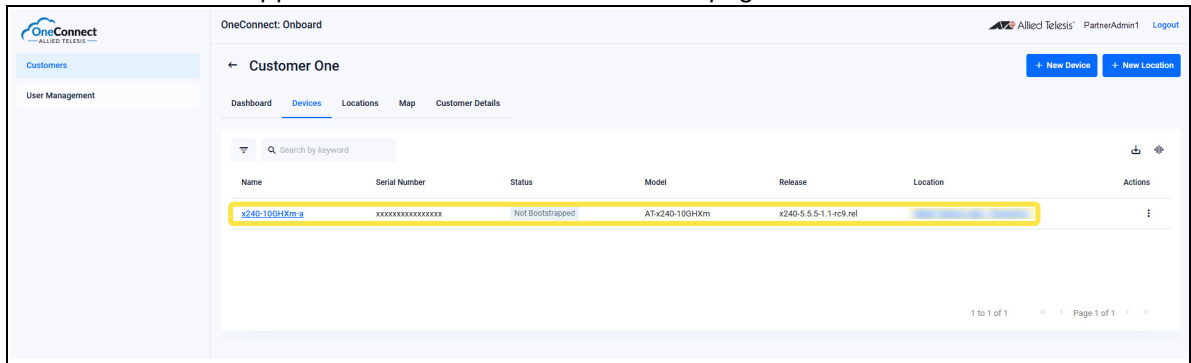
This will bring up the **New Device** dialog.

A configuration file can be uploaded from this dialog by clicking **Upload File** and selecting the file. Or the configuration can be added later from the **Devices** page.

**Step 3: Enter the device details and click Save.**



The new device will appear on the Customer One **Devices** page:



**Note:** Each new device must be added via this method.

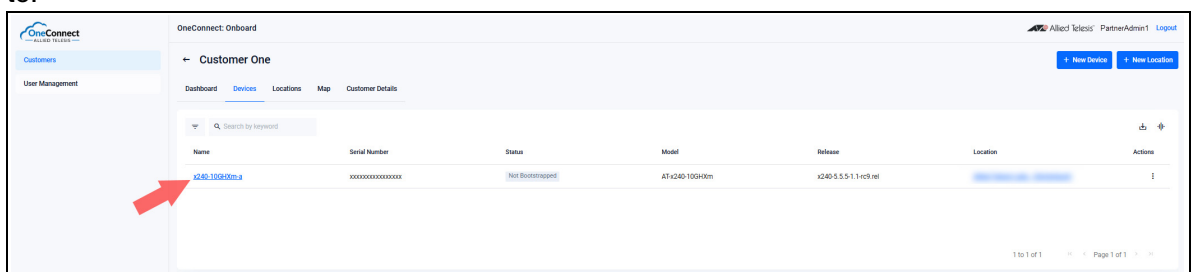
## Add licenses to be installed on a device

### Step 1: Got to the Customer page

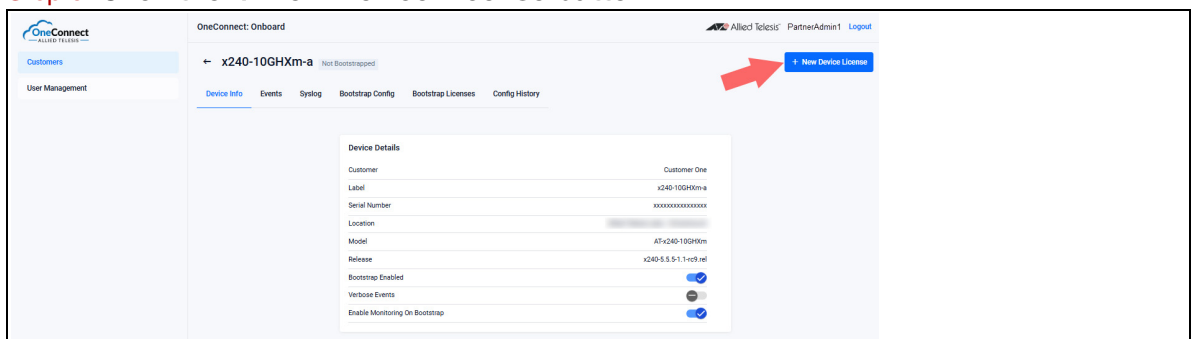
To add a license to a device click **Customers** in the left hand panel and click the customer, in this case 'Customer One'.

### Step 2: Click the Devices tab

Once at the **Customer** page, click the **Devices** tab and click the device you want to add a license to.



### Step 3: Click the + New Device License button.



The **New Device License** dialog box will open.

### Step 4: Select Key or File

The default selection is license type: **key**. Enter the License Name and License Key.



## How to set the Bootstrap config

A config can be added to a device in two ways from the Bootstrap Config tab:

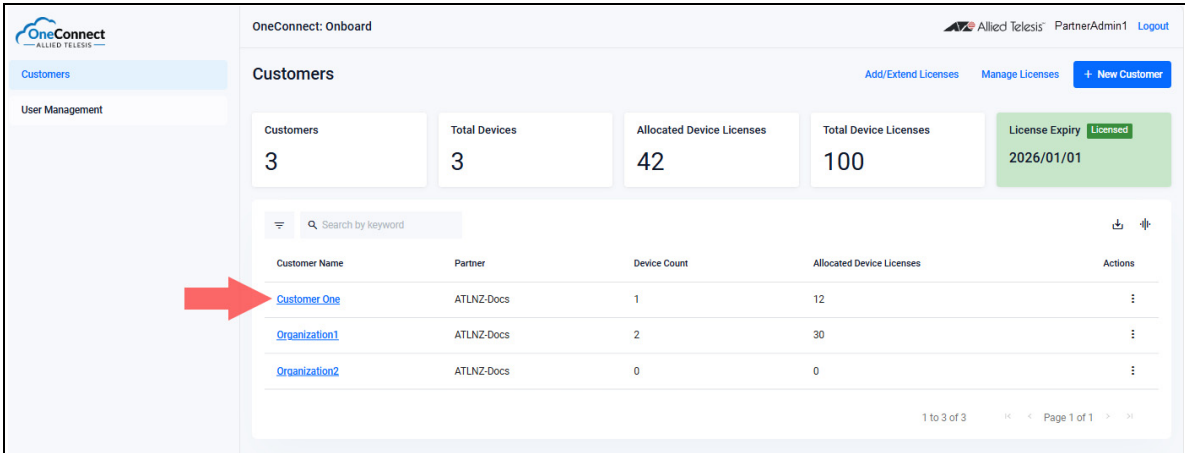
- A config can be pasted into the Config text box.
- A file can be uploaded.

**Note:** Both a PartnerAdmin and PartnerUser can add or edit a config on a device. A PartnerUser must be linked to the customer the device is with. The screenshots in the section show from a PartnerAdmin perspective.

Follow these steps to create and edit a config from the **Bootstrap Config** page.

### Step 1: Find the customer

Click **Customers** in the left hand panel to open the Customers page. Click the customer name that the device belongs to.

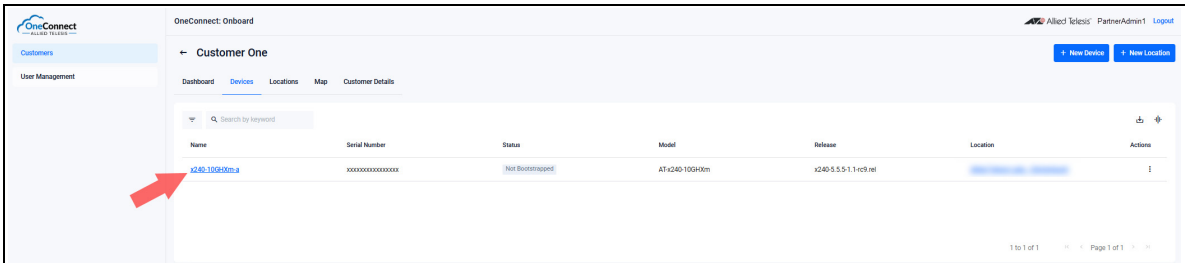


Customer Name	Partner	Device Count	Allocated Device Licenses	Actions
<a href="#">Customer One</a>	ATLNZ-Docs	1	12	⋮
<a href="#">Organization1</a>	ATLNZ-Docs	2	30	⋮
<a href="#">Organization2</a>	ATLNZ-Docs	0	0	⋮

This will bring up the **Customer Dashboard**.

### Step 2: Find the device

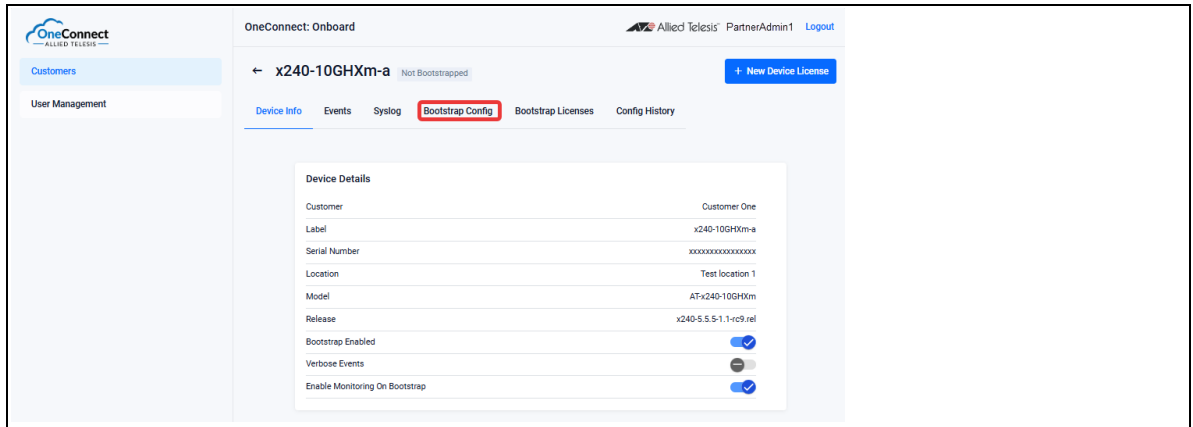
Click the **Devices** tab and click the device name.



Name	Serial Number	Status	Model	Release	Location	Actions
<a href="#">x240.10940m-a</a>	xxxxxxxxxxxx	Not Bootstrapped	AT-x240.10940m	x240.5.5.5-1.1.rc9.net		⋮

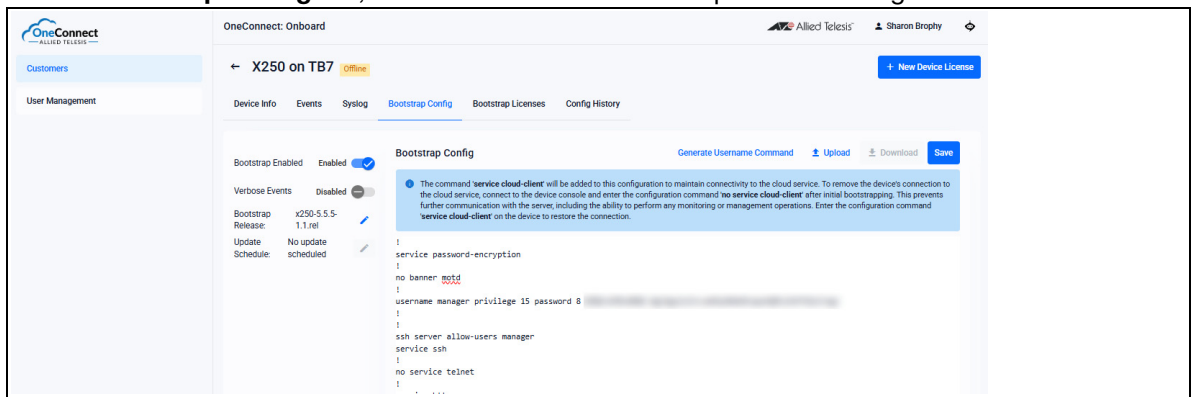
The **Device Info** tab will open.

**Step 3: Click the Bootstrap Config tab.**

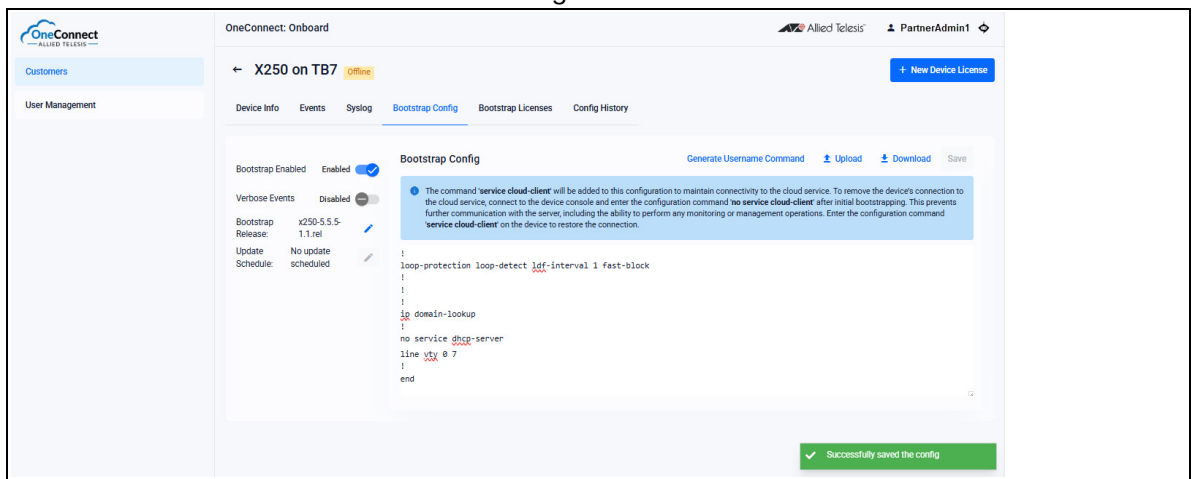


**Step 4: Paste a Bootstrap Config**

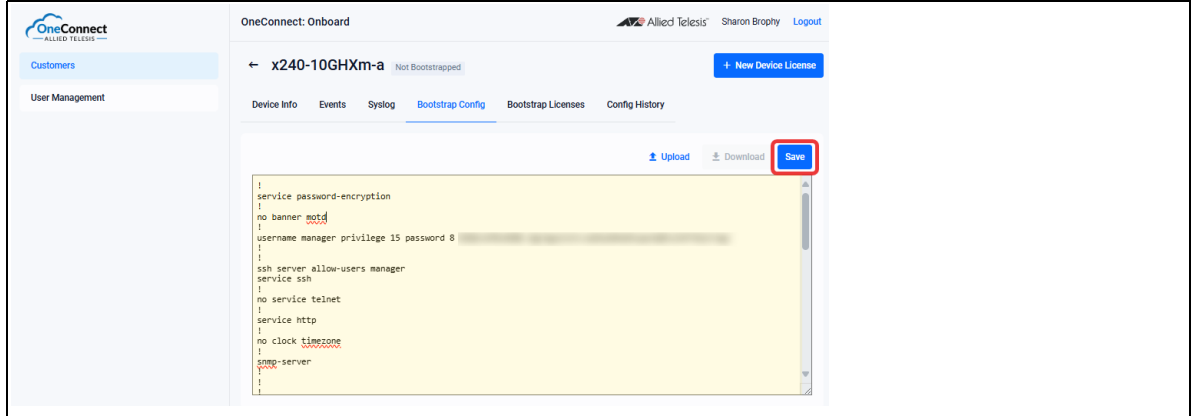
On the **Bootstrap Config** tab, click inside the text box and paste the config text.



Click **Save**. You will see a confirmation message.



**Note:** You can also edit a config file directly in the text box.



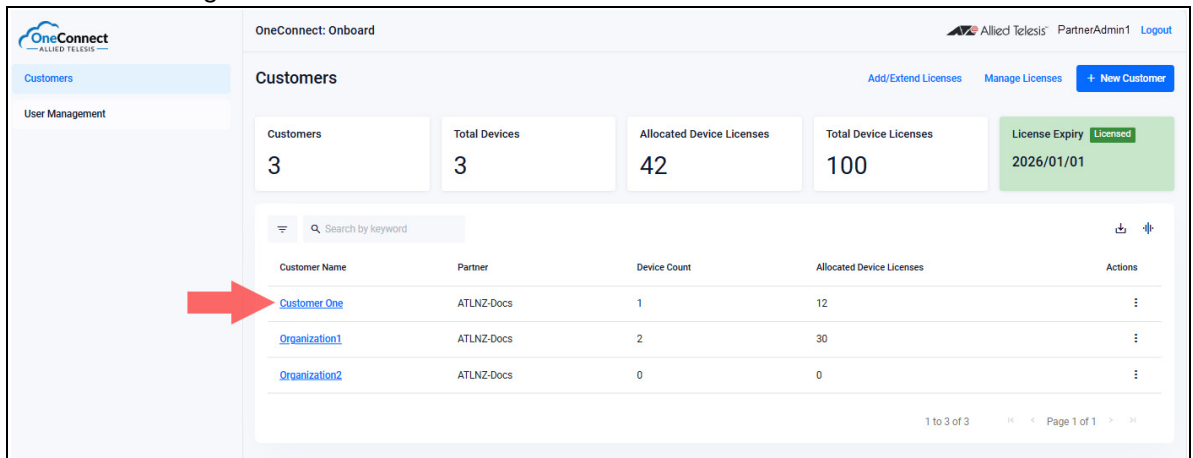
Click **Save** once you've finished editing.

## Upload a config file

An alternative way to add or change a config is to upload a config file.

### Step 1: Find the customer

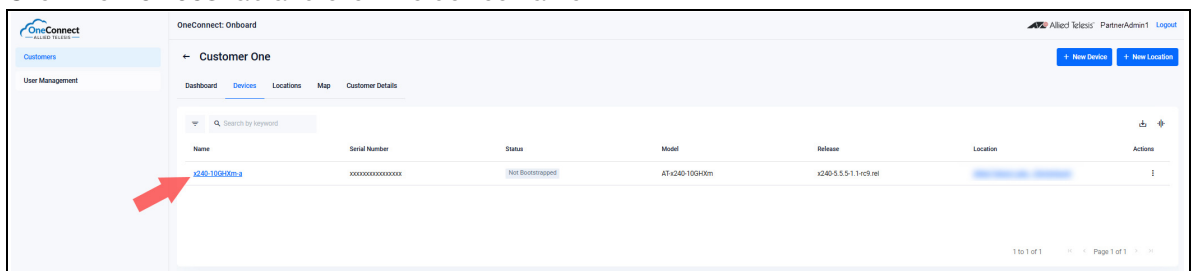
Click **Customers** in the left hand panel to open the Customers page. Click the customer name that the device belongs to.



This will bring up the **Customer Dashboard**.

### Step 2: Find the device

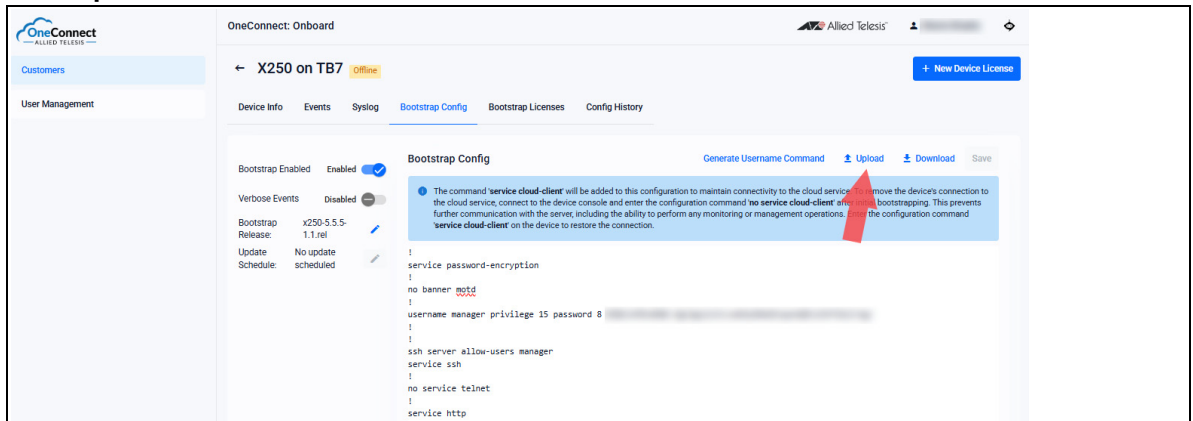
Click the **Devices** tab and click the device name.



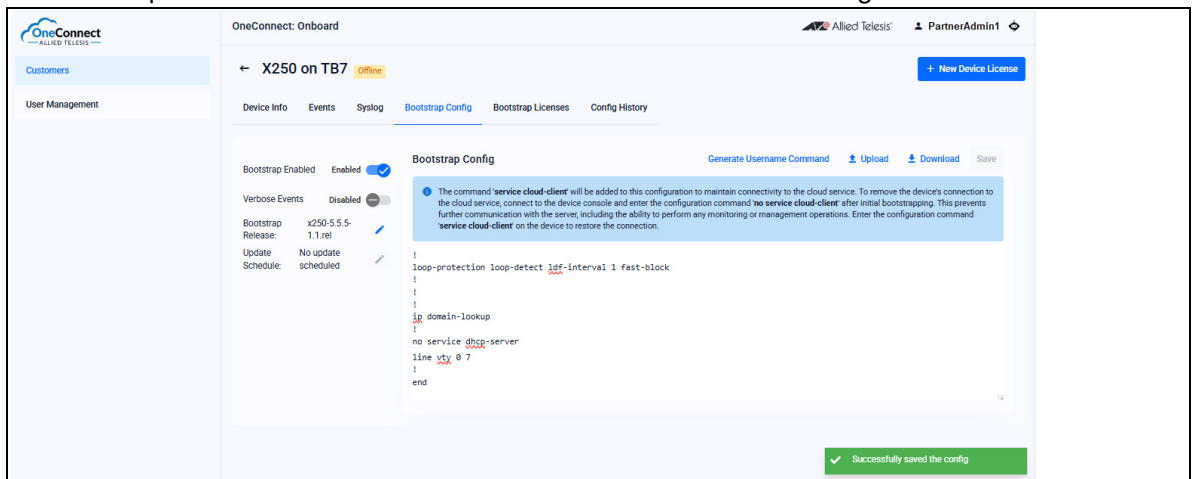
The **Device Info** tab will open. Click on the **Bootstrap Config** tab.

### Step 3: Upload the config file

Click **Upload**.



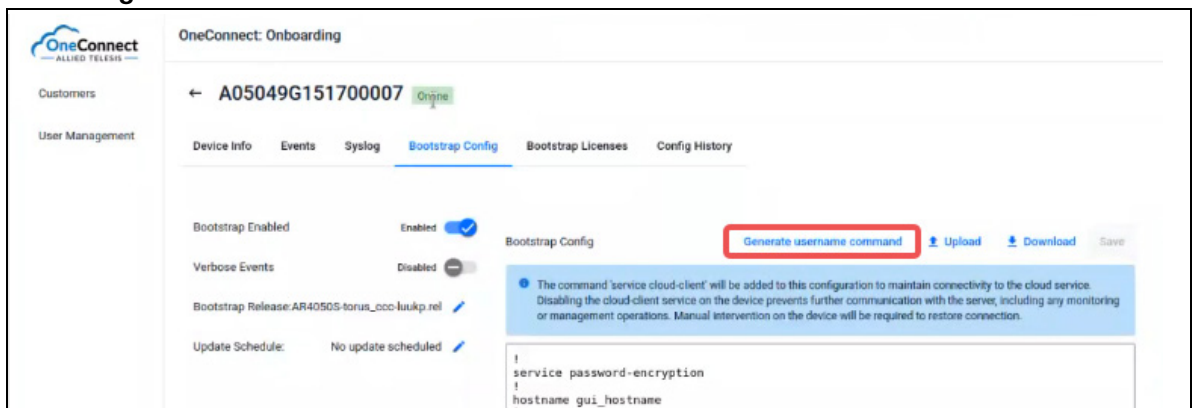
Select the upload file and click **Save**. You will see a confirmation message.



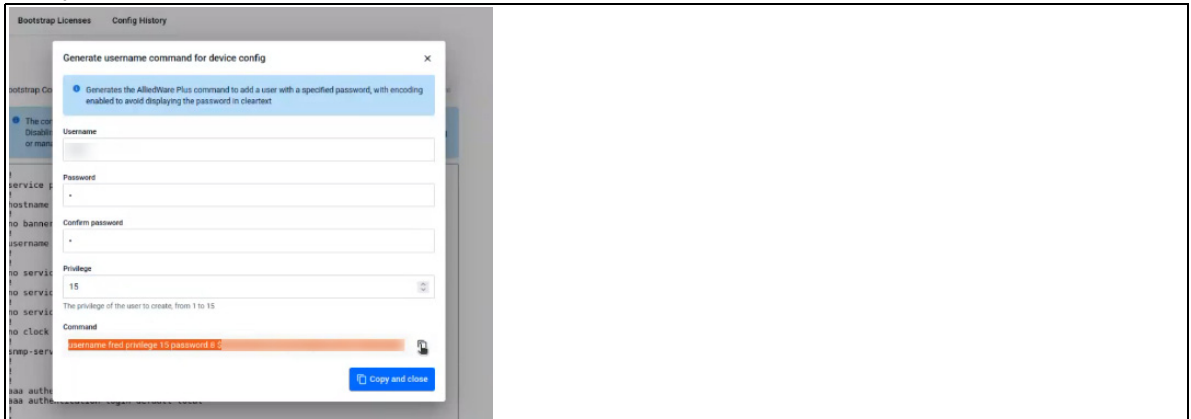
### Step 4: Generate a username

Use the **generate username command** to paste into the configuration text box. This stops your password from displaying.

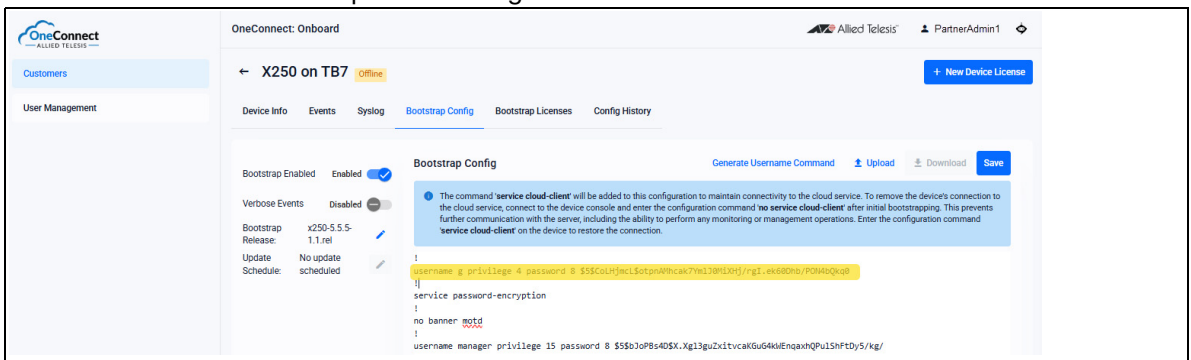
Click the **generate user command** link.



Complete the details and click **Copy and close** button.



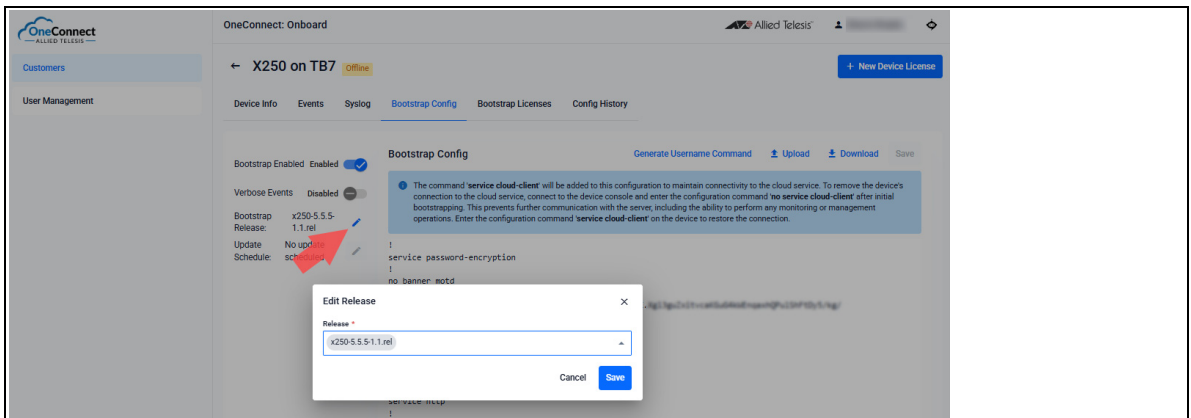
Paste the command at the top of the config and click **Save**.



## Set the Bootstrap release

**Step 1:** Click on the **Bootstrap Release** edit icon.

Choose a release from the dropdown list. All releases approved by Allied Telesis will appear in this list.



Click **Save**.

## What happens after the device is configured

Once the device is configured, the Partner will arrange for the device to be connected to the network and powered on. The device will automatically connect to the server and retrieve its configuration that was set in the steps above.

If the bootstrap release on the server is different from the release the device is running (the version loaded at the factory), the release will be updated and the device will reboot.

If the bootstrap release is the same as the version it is running, it will apply the bootstrap config and licenses.

Once bootstrapping is complete, the device will connect to the cloud service to allow monitoring and management. At this point the device status changes to “online”.

## How to schedule a config or firmware update

This section shows how to set a new release, config and licenses as the bootstrap release, config and licenses. This new bootstrap configuration will overwrite any existing config.

**Note:** If the scheduled update fails, it rolls back to the previous release.

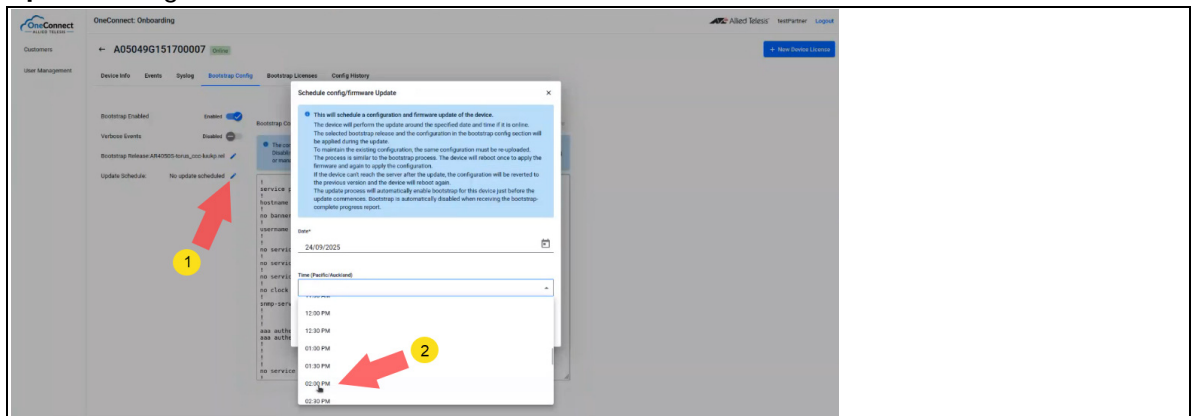
If the device is running version 5.5.5-2 or later and is online on the server, you can schedule a config or firmware update on the device.

### Step 1: Set the new release, config and licenses as the bootstrap release, config and licenses

Refer to the section "[How to configure a device](#)" on page 14 to set the release, config and licenses.

### Step 2: Configure the update schedule

Click the **Update Schedule** edit icon. Set the date and time in the **Schedule config/firmware Update** dialog box.



The default is No update schedule.

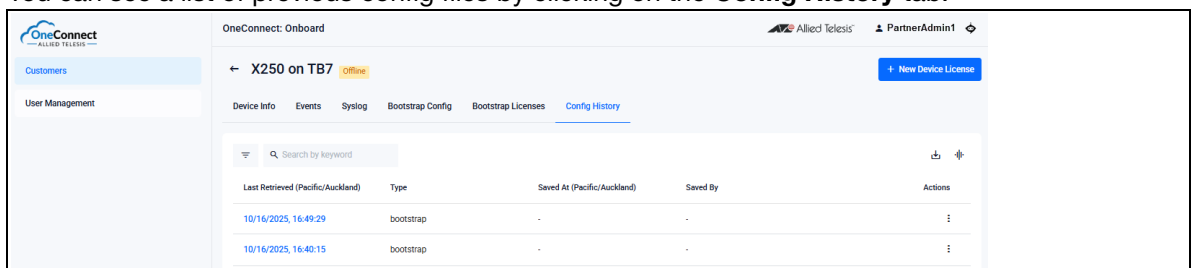
### Step 3: Click the Schedule button. The update details will have been saved.

If you wish to cancel this update, click **Cancel Update**.

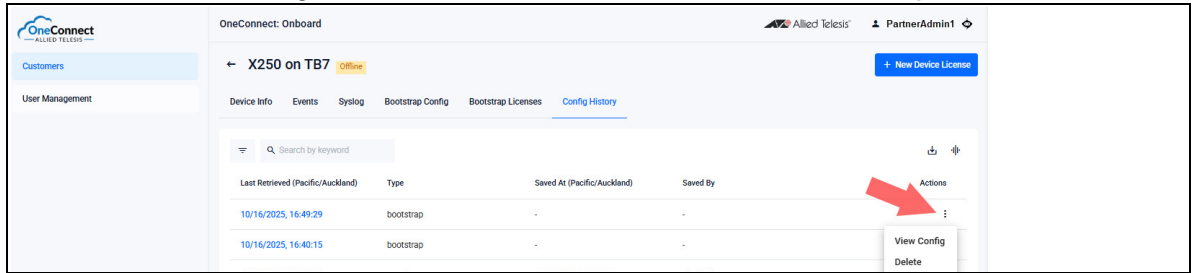
**Note:** You can select "Now" for the update to occur immediately. There may be a delay of up to 5 minutes.

### Step 4: Viewing config history

You can see a list of previous config files by clicking on the **Config History** tab.



To view or delete a config file, click the **Actions** button and click **View Config**.



A View Config dialog box will open. You can select a config and compare it to another version. You can also set a specific config as the bootstrap config file.



## How to monitor a Device

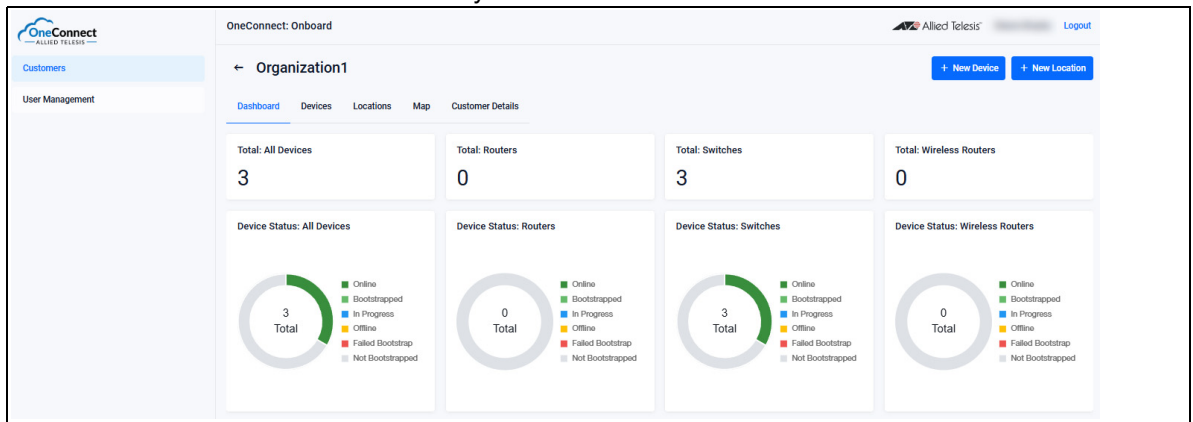
The following information is available to enable you to monitor a device:

- Online status
- Events
- System log messages

### How to view the status of a device

#### Step 1: View Customer dashboard

Go to the **Customer** dashboard where you can see the status of all devices:



#### Step 2: View Devices tab on the Customers page

For the online status of specific device, go to the **Devices** tab on the Customers page:

The screenshot shows the 'Customer One' dashboard with the 'Devices' tab selected. The table below lists the device details:

Name	Serial Number	Status	Model	Release	Location	Actions
x240-10GHxm-a	xxxxxxxxxxxxxxxx	Not Bootstrapped	ATx240-10GHxm	x240-5.5.5-1.1-rc9.rel		

At the bottom right of the table, it indicates '1 to 1 of 1' and 'Page 1 of 1'.

## Monitoring the bootstrap process

- The update process will back up the saved config before starting the update. If the new device config doesn't allow the device to come back online, the device will revert to the previous config.
- When a device is updating its AlliedWare Plus software version, the status will change to "In Progress".
- When the device boots it will attempt to contact the server with the new configuration in place.
  - If the device is unable to connect, you will need to power-cycle the device for the bootstrap process to begin again.
  - If a device is able to connect to the server, the device status will change to "bootstrap complete". At this point, service cloud-client on the device obtains a monitoring server address to allow monitoring.
- When a successful connection is made to the monitoring server, the device status changes to "Online".

## How to view events

On the device page, click on the **Events** tab:

The screenshot shows the OneConnect Onboard interface for device X250 on TB7. The 'Events' tab is selected. The table below shows the event history:

Time (Pacific/Auckland)	Event Type	Message
02/10/2025, 14:41:30	device-online	-
02/10/2025, 14:40:50	device-offline	-
02/10/2025, 14:29:55	device-online	-
02/10/2025, 14:29:10	device-offline	-
02/10/2025, 14:23:10	device-online	-
02/10/2025, 14:22:30	device-offline	-
02/10/2025, 14:16:30	device-online	-

## How to view log messages

On the device page, click on the **Syslog** tab:

The screenshot shows the OneConnect Onboard interface for device X250 on TB7. The 'Syslog' tab is selected. The table below shows the syslog entries:

Time (Pacific/Auckland)	Facility	Severity	App Name	Process ID	Message
02/10/2025, 14:39:21	user	err	cloud-client	2565	Failed to send message to mc
02/10/2025, 14:35:17	kern	warning	kernel	-	ll header: 00000000: ff ff ff ff 1
02/10/2025, 14:35:17	kern	warning	kernel	-	IPv4: martian source 10.37.7:
02/10/2025, 14:30:05	kern	warning	kernel	-	ll header: 00000000: ff ff ff ff 1
02/10/2025, 14:30:05	kern	warning	kernel	-	IPv4: martian source 10.37.7:
02/10/2025, 14:27:41	user	err	cloud-client	2565	Failed to send message to mc
02/10/2025, 14:24:29	kern	warning	kernel	-	ll header: 00000000: ff ff ff ff 1

## How to add and extend licenses

The Allied Telesis system admin can manage licenses on behalf of partners, so your licenses may already have been added to OneConnect Onboarding. If they have not, PartnerAdmins can add them themselves.

PartnerAdmins can also manage licenses.

This section describes how PartnerAdmins can add and manage licenses.

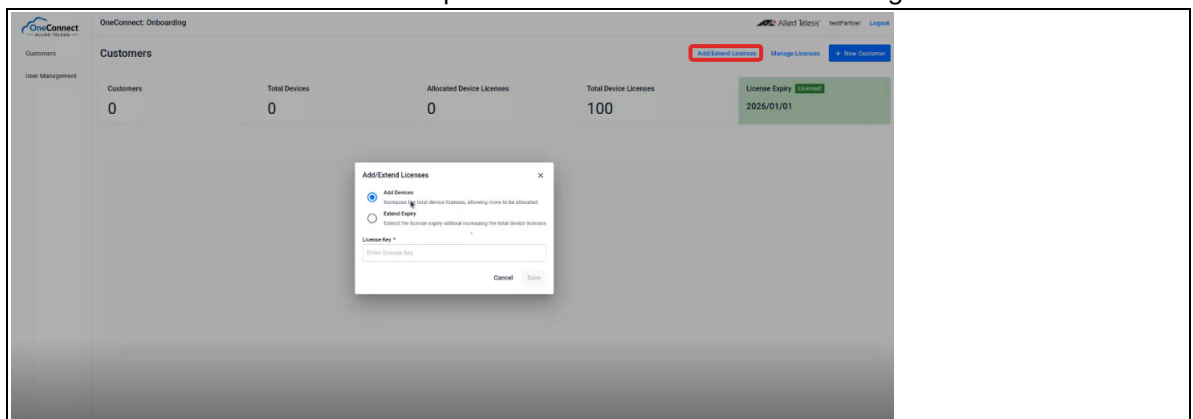
**Note:** Contact your Allied Telesis representative to buy new or additional licences.

### Adding new device licenses

A PartnerAdmin can add a new license key for 1, 10, 100 or 1,000 devices for one year.

Click **Customers** in the left hand menu to bring up the Customers page.

Click **Add/Extend Licenses** which opens the **Add/Extend Licenses** dialog box.

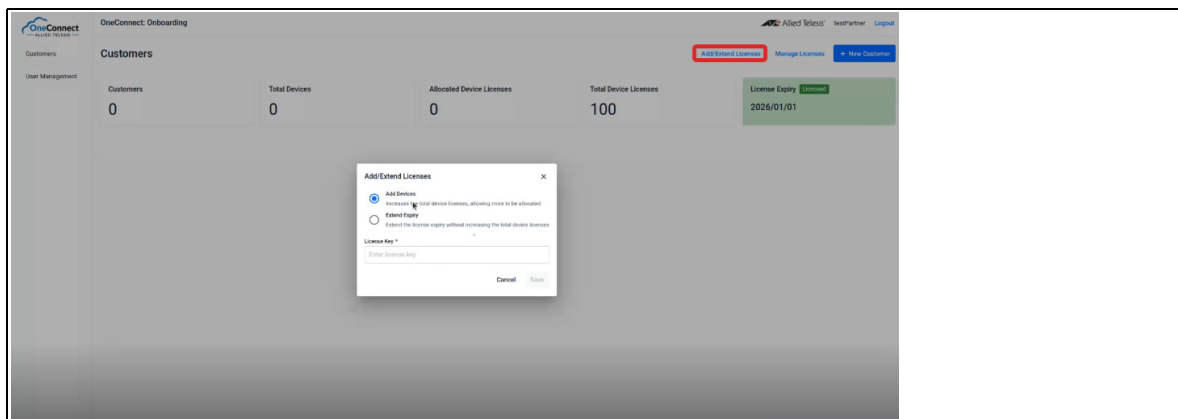


Click the **Add Devices** radio button, enter the license key and click **Save**.

### Extending device licenses

A PartnerAdmin can extend the expiry date of existing licenses with a new license key for 1, 10, 100 or 1,000 devices. Example: if a user has 100 licenses and extends with a new 10 device license, the expiry date for all 100 licenses will extend by 10% of one year.

Click the **Extend Expiry** radio button. This extends the expiry date of the license without increasing the total device licenses.



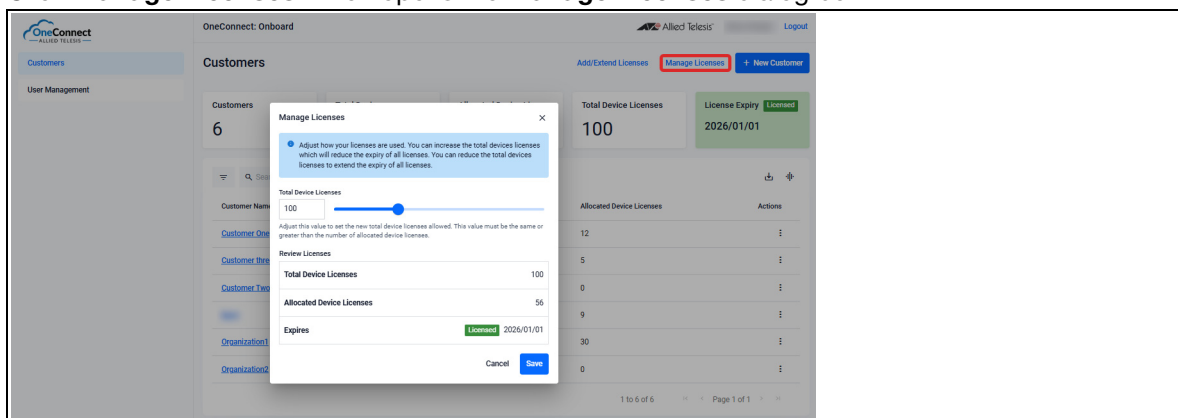
Enter the license key and click **Save**.

## Managing licenses

As a PartnerAdmin, you can manage how your licenses are used:

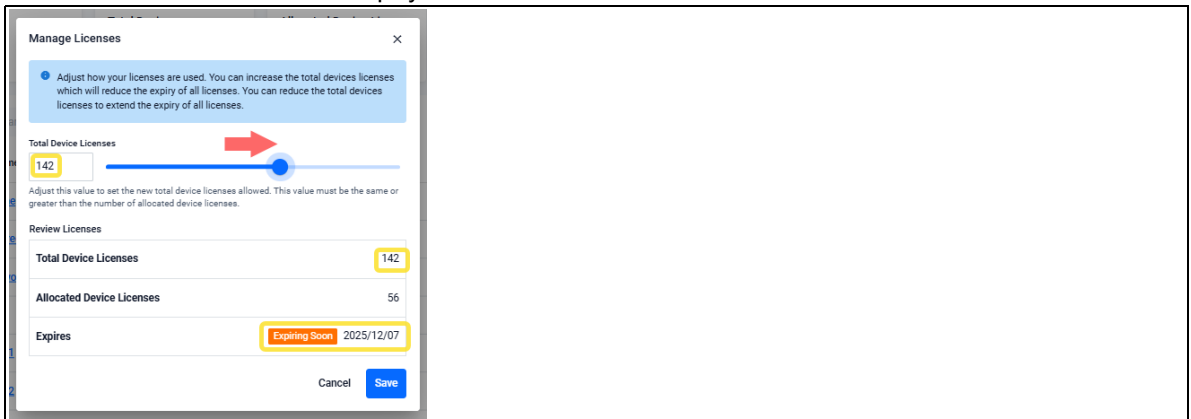
- You can increase the total number of device licenses, which will reduce the expiry of all licenses.
- You can reduce the total number of device licenses, which will extend the expiry of all licenses.

Click **Manage Licenses** which opens the **Manage Licenses** dialog box.



You can move the slider to increase or decrease the **Total Device Licenses**. This will change the expiry date of all licenses.

In the example below, moving the slider to the right to increase the total number of device licenses from 100 to 142 reduces the expiry date from 2026/01/01 to 2025/12/07.

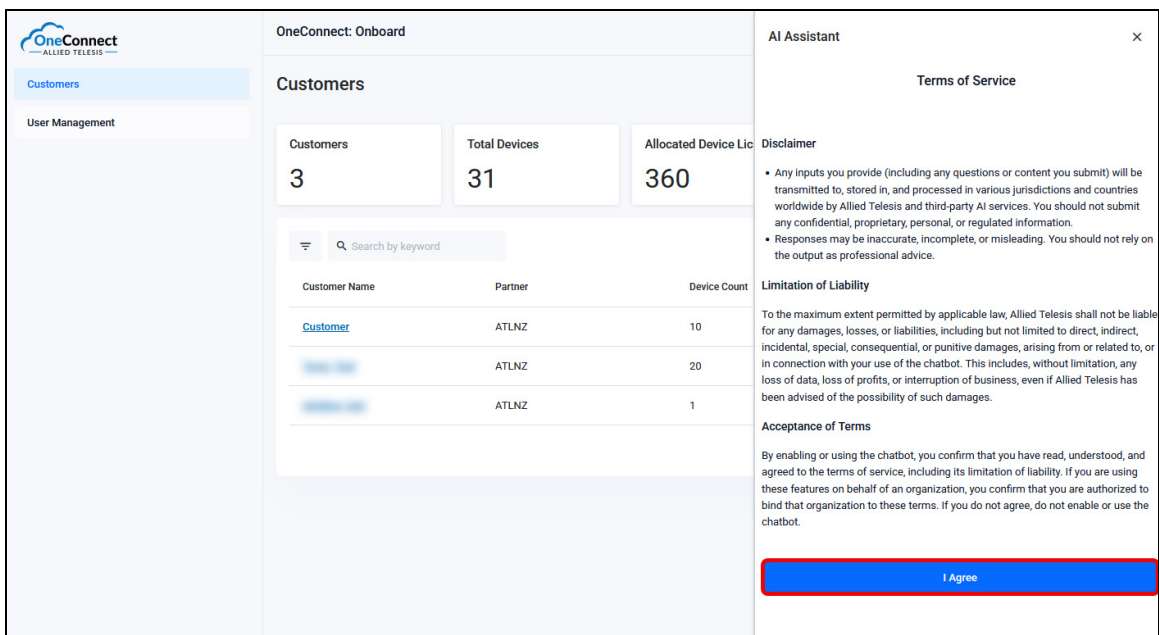
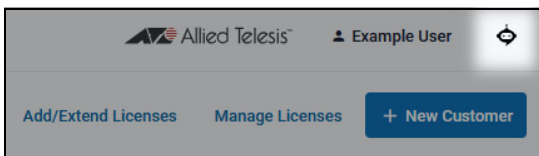


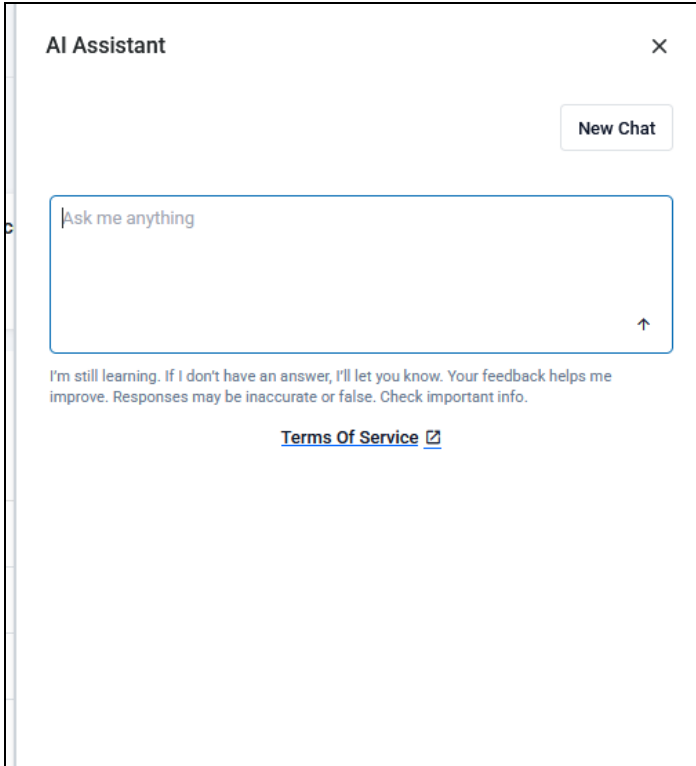
Click **Save** when you have finished making changes.

## Using the AI Network Assistant

You can use the integrated AI Network Assistant to instantly deliver information about Allied Telesis products and features.

To use the AI Network Assistant, click on the icon in the top right corner. The AI Network Assistant window will appear, where you must agree to the Terms of Service to begin a conversation.





You can ask questions related to devices or features, and the AI Network Assistant will recommend, reference, and link you to other documentation from our documentation portal.

Note that the AI Assistant does not save conversation history.

C613-04212-00 REV B



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