RG Nets rXg ICBT

The following document defines the basic ICBT process. At the end of this process the operator will have a fully operational rXg installation with a default portal.

- Step 1 - Prerequisites, requirements gathering, flow and configuration development
    - Develop a completed IQC document
    - Choose a domain name, verify that operator has configured DNS A record
    - Choose SSL certificate provider, verify that signed cert can be obtained
    - Select public IP addresses, verify routing
    - Select private IP addresses and LAN side schema
        - management network, single subnet
        - end-user network, autoincrementing subnets
    - Develop a complete network diagram
    - Obtain logo image for portal
    - Obtain slide show images for portal
    - Agree upon push backup target or pull backup mechanism
    - Develop policies, groups and enforcements (max 4 policies and 5 groups)
        - management policy
        - pre-login captive portal enabled policy
        - post-login service tiers (x2)
- Step 2 - Configure rXg network, identities and policy
    - Networking
        - Assist with configuration of WAN interface
            - verified public IP and network diagram
        - Assist with license portal access and license installation
        - Assist with device options configuration
        - Assist with SSL certificate installation
        - Assist with configuration of LAN networks
            - management VLAN for equipment, unified subnet
            - end-user VLANs (max 5 records) with autoincrement subnets
    - Identities
        - Assist with IP group creation for management VLAN
        - Assist with IP group creation for end-user VLANs
        - Assist with shared credential group if desired
        - Assist with account group creation for up to 2 tiers of service
    - Policies
        - Assist with creation of policy and enforcements for management IP group
        - Assist with creation of pre-login policy and enforcements
        - Assist with creation of two tiers of post-login policies and enforcements
    - Billing
        - Assist with creation of merchant gateway record
        - Assist with creation of up to 2 usage plans, one for each tier of service

- Step 4 - Captive portal customization
    - Create one new custom portal in the System :: Portals view
    - Replace logo with one provided during requirements gathering
    - Replace slideshow images with those provided during requirements gathering
    - Configure pre-login policy splash portal enforcement to use new custom portal
    - Discuss portal customization section of the manual
- Step 5 - Troubleshooting training
    - Discuss global search feature of the rXg console
        - Utilize the global search feature as the first line of defense
    - Discuss the policy graph feature
        - Discover configuration errors and customer errors with the graph
- Step 6 - Finalization
    - Verify operator support portal access
    - Verify that operator uses support portal for all communication with RG Nets
    - Verify that operator understands ICBT is complete and that all further configuration, training and portal assistance is billable after this time

The following additional modules are not part of the basic ICBT process and must be purchased and implemented separately:

Portal customization of any kind other than changing the logo and splash images
PMS integration configuration with any of the supported property management systems
DVLAN configuration with Ruckus ZoneDirector or Cisco WLC
Per-Unit VLAN configuration with PMS integration
Per-Unit VLAN configuration with credit card/coupon billing.