

Setting up your Who's On My WiFi Agent

A Who's On My WiFi Deployment can be implemented in 3 Steps.



Step 1

Running a Local Agent on your network to Detect Devices

A Who's On My WiFi detection agent needs to be running on your local network in some manner to be able to detect all devices. Who's On My WiFi detection agents are available as Windows, Mac, Linux, and Android software downloads.

We also have specialty hardware detection agents available as pre-configured Android tablets. Pre-configured tablets are sent from our offices to you with all software installed and online connectivity pre-configured for your account.

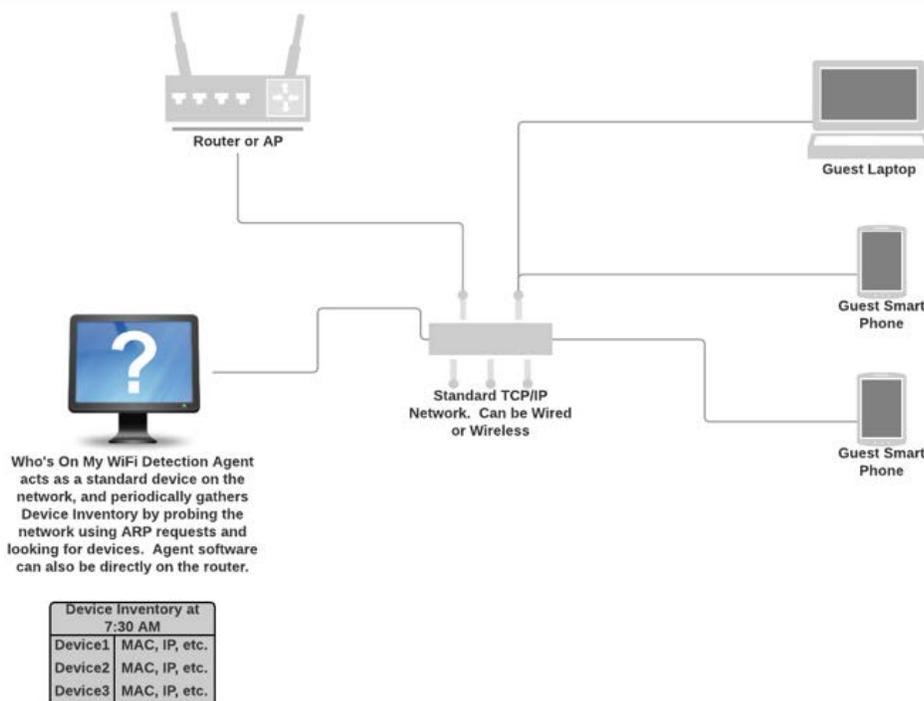
NETWORK REQUIREMENT Each Who's On My WiFi detection agent needs to be on the same subnet as other devices that you would like to detect. This is because each agent uses an ARP request probe to detect other devices on the same network. ARP is not usually a routable protocol. This means that if you have multiple VLANs, you will need to have a software agent on each VLAN that you would like to monitor for the detection agent to be able to see the

other devices. This also means that if your router or access point runs in AP isolation mode, where each device is given their own micro-network, then the detection agent will not be able to see other devices on the network, and a configuration change or a router plugin is recommended for device inventory.

HARDWARE REQUIREMENT Each Who's On My WiFi detection agent also needs to be on a device that is always on. Because it is periodically scanning the network for device inventory, the device turning off occasionally would cause data to be missing in your online reports. A dedicated computer, server, or tablet is recommended to run the detection agent.

Who's On My WiFi detection agents for Windows, Mac, and Linux are available as Free downloads from our website at <http://www.whoisonmywifi.com/software>

Who's On My WiFi hardware detection agents are available through your sales representative.



Step 2

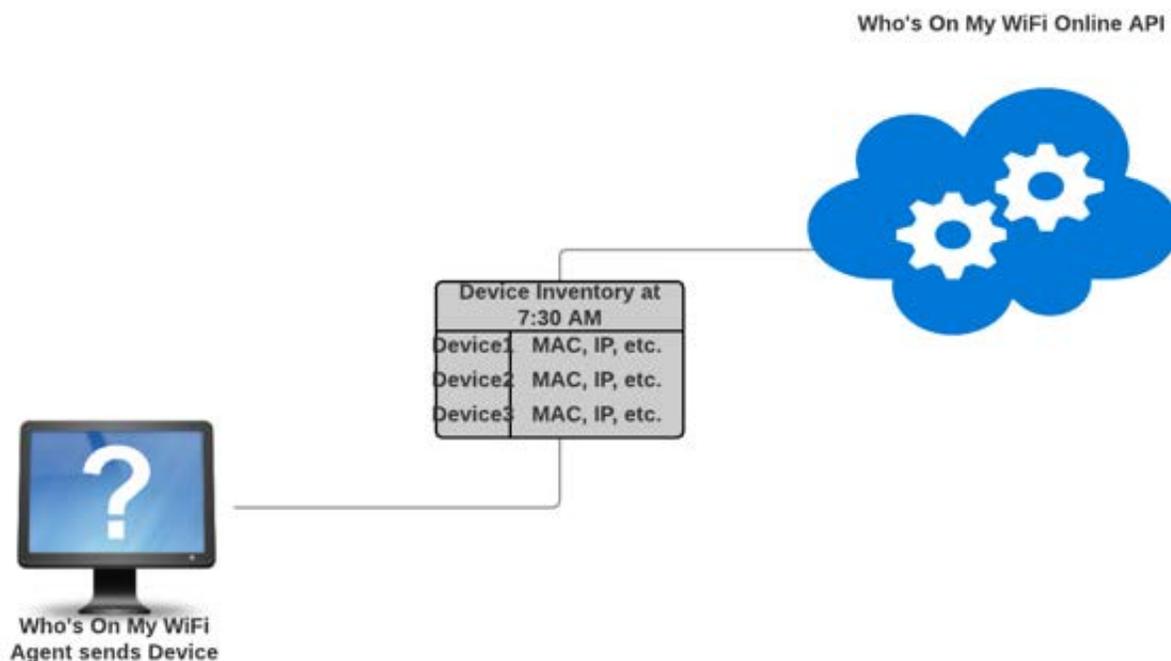
Ensuring Detection Agent Can Connect to Who's On My WiFi Online API

Who's On My WiFi detection agents are designed to store small amounts of data over time. To handle historical reporting, the Who's On My WiFi detection agent sends point in time inventory data to the Who's On My WiFi Online API.

To ensure proper connectivity please make sure that whatever device will be running a Who's On My WiFi detection agent needs to be able to access this website: <https://www.whoisonmywifi.net>

INBOUND PORTS There are no inbound ports required to use Who's On My WiFi detection agents or Who's On My WiFi Online.

OUTBOUND PORTS Outbound Port 443 to <https://www.whoisonmywifi.net> is required to send device inventory data to the Who's On My WiFi Online API over ssl/tls.

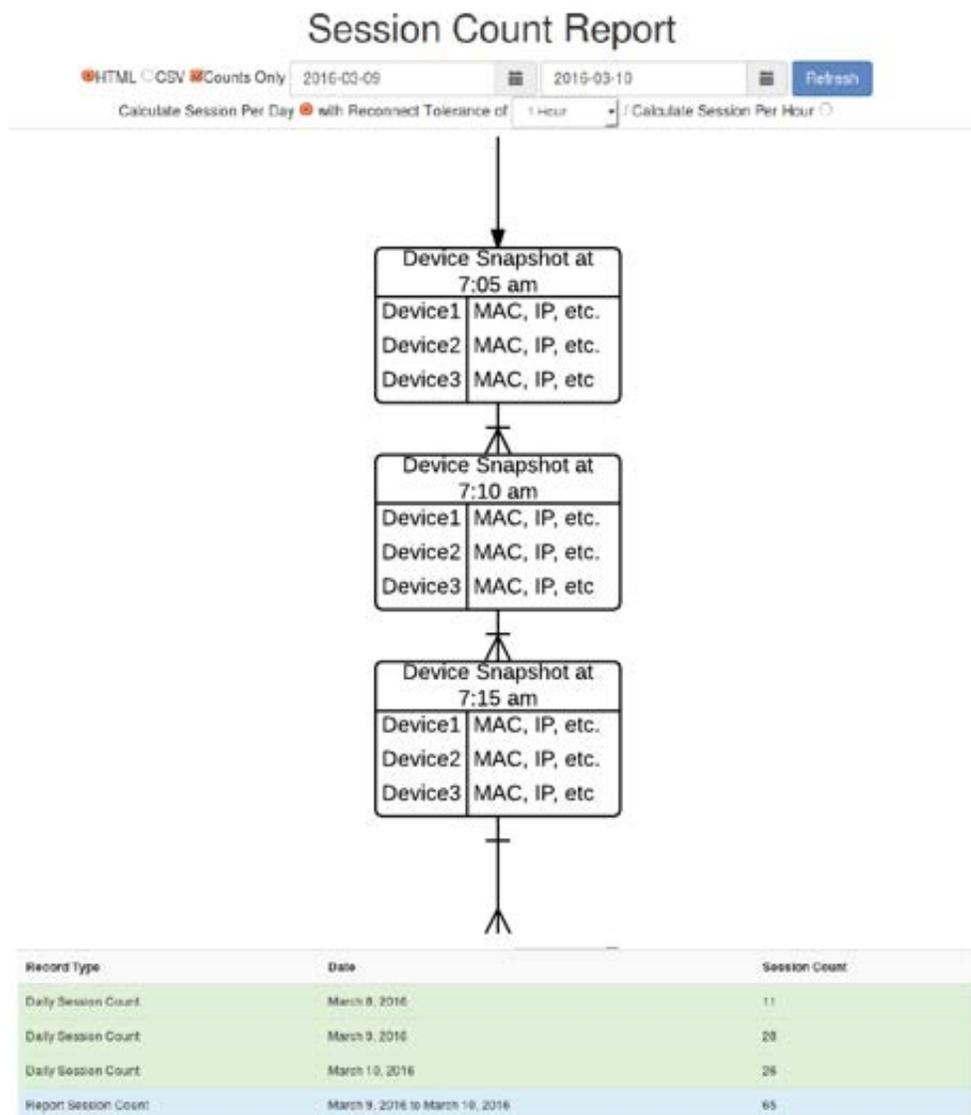


Step 3

Decide who will view Online Reports

Once the device inventory data is stored in the online system, the reports can be viewed by any user that has been given access, from anywhere. They do not need to be on the same local network as the access points to view reports.

You will need to set the privileges for the users who have been given access to Who's On My WiFi's online system. Go to the Admin tab to see the reports vs. who should be an administrator on the account. Sometimes these are the same people, and sometimes they are different.



Multi-Network and Multi-Location Considerations

Who's On My WiFi detection agents are built to detect device inventory on a single subnet. Who's On My WiFi Online is built to receive data from multiple agents on different subnets for each online account.

This means that if you have several VLANs, and you'd only like to monitor a single VLAN, then your setup is simple. You would simply need some kind of always on device on the VLAN you'd like to monitor, install one of the software agents onto this device, make sure it can connect to the internet, and you'll start to see device data connect to your online account.

If you'd like to monitor several VLANs, often the best result is to have a single agent per VLAN. Android Tablets are a good solution for this. Each agent on each VLAN would need to be able to connect to the Who's On My WiFi Online API.

In our technology's view, there is no difference between a Multi-Network and Multi-Location setup.

Whether you have 2 VLANs that you would like to monitor that are on the same switch, or two completely separate physical locations in different cities, the components are the same. Simply deploy a detection agent on each network, make sure the agent can connect to Who's On My WiFi Online, then run any reports from Who's On My WiFi Online by agent, or for the combined networks.

DEVICE PRIVACY OPTIONS

In the settings section of the agent under **DEVICE PRIVACY OPTION** (*Online Users*)—Click on **PUBLIC NETWORK/ANONYMIZE UNKNOWN DEVICES** this will then anonymize and encrypt all patron information being sent to the cloud.

ADMIN SECTION

Setting up Additional Users for the same account. Go to the **ADMIN TAB** and click on **USERS** and then click **ADD USERS** and then enter all pertinent information and select the Permission Group they should be assigned.

SETTING UP A USER ACCESS GROUP

Setting User Access Privileges by group. Go to the **ADMIN TAB** and click **USER ACCESS GROUP** and then click **ADD ACCESS GROUP** then enter in the Group name and select the privileges you would like the members to have access too.

FILTER VIEW

Viewing a specific network through the filter view. First go the **MY ACCOUNT** tab and then click **NETWORK FILTER** and then check the box that says **ENABLE NETWORK FILTERING**. You may now select the Network you would like to view.

MULTI-LOCATION VIEW

Go to **MY ACCOUNT > NETWORK FILTER** and then check the box for **ENABLE NETWORK FILTERING** and then select the Network you would like to view to see a specific location.

INTERNAL EQUIPMENT SESSION MONITORING SETTINGS

To ignore the session counts of internal equipment first click on **DEVICE** then identify the MAC Address or IP Address of the device you would like to ignore the session counts of. Once you have identified the device click the + sign next to the device and then check the box that says **HIDE FROM SESSION COUNT**. To save your changes click the **UPDATE** button.

Contact US

At Who's On My WiFi, our goal is to provide you with the best possible user experience. We are here to answer any questions you may have about our services, so feel free to reach out to us and we will be happy to assist you.

Technical Support

For questions about the product, or technical support, please visit the Support Knowledge Base at <http://www.whoisonmywifi.com/support>, e-mail us at support@whoisonmywifi.com, or call one of our support lines.

Phone Support

Toll Free: 1-800-278-5099
Direct Line: 1-405-415-0434

Hours of Operation

Our Regular Business Hours are
Monday – Friday, 9 am to 5pm CST.

Mailing Address

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