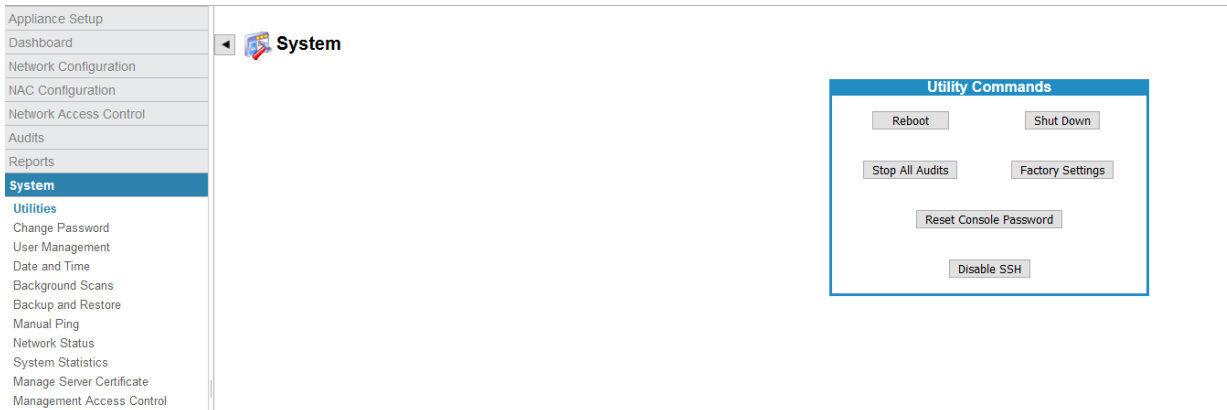


Setup The Support Channel

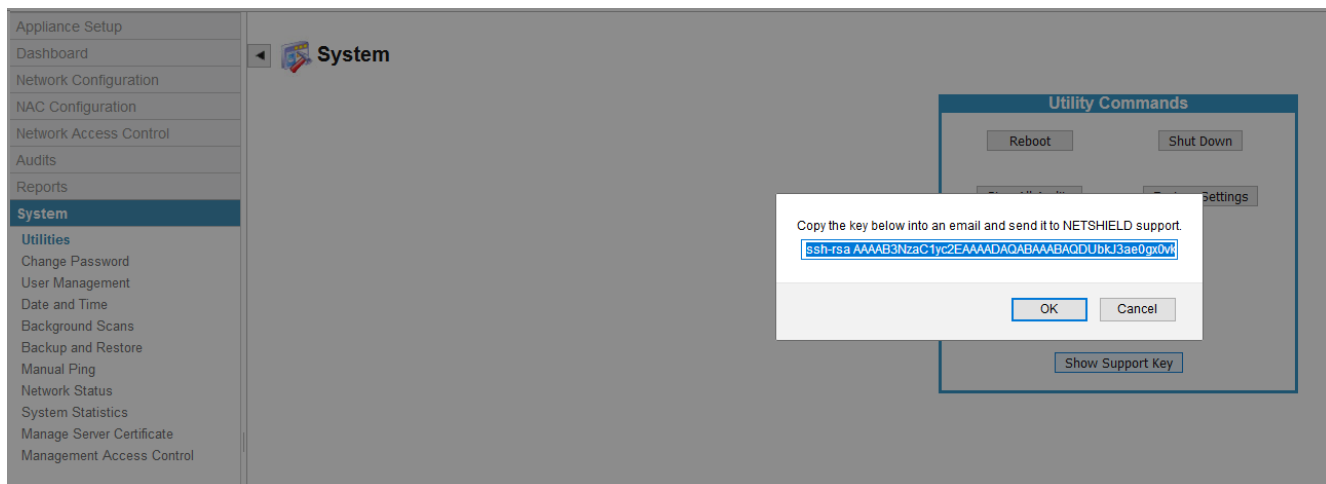
A Support Channel allows NETSHIELD access to the appliance through the use of a one-time key. To open the Support Channel please use the following steps.

1. From the NetSHIELD GUI ensure email notifications are properly configured on the NetSHIELD appliance.
2. Ensure SSH is enabled. The figure below shows SSH is enabled.



3. Connect to the console directly or by using PuTTY to open a remote console. If needed refer to Remote Console Access in the FAQ section of the NETSHIELD Support page at <https://www.netshieldcorp.com/support>.
4. Select option 13 (Generate SSH Keys) on the appliance console menu.
5. This will generate an email that will be sent to NETSHIELD Support with the one-time key to setup access. Do not take any further action until contacted by NETSHIELD Support.

6. If notifications are not setup or if there is an issue sending email the generated key can be found in the GUI. Ensure a new key has been generated from the console.



7. When setup is complete NETSHIELD Support will contact you to proceed to the next step.
8. Select option 14 (Open Support Channel) on the appliance console menu and enter the NetSHIELD external IP address (52.27.174.34).