



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.

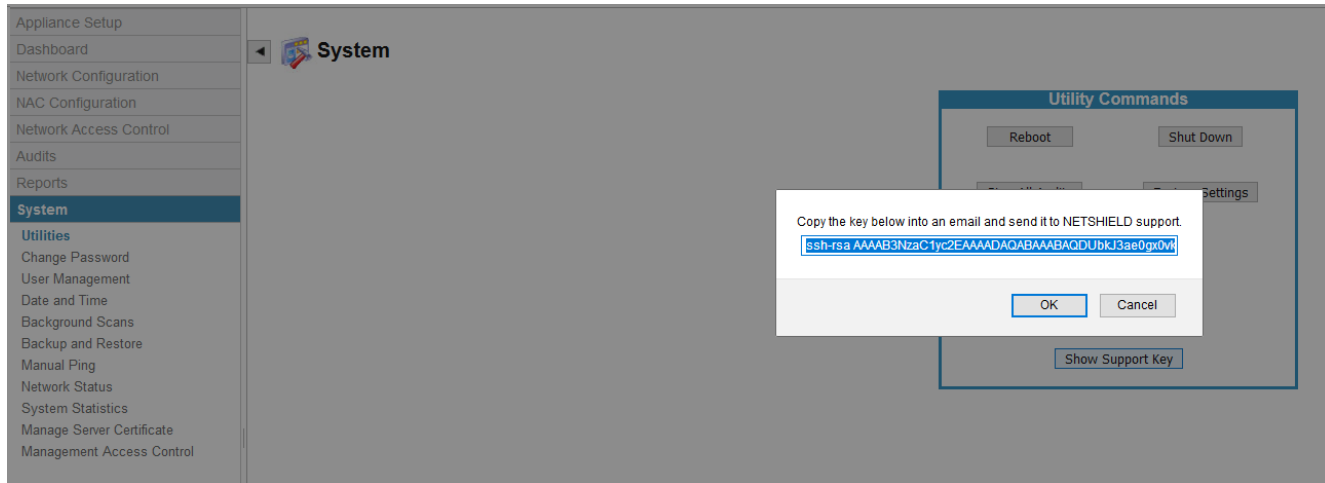
1. From the NetSHIELD GUI ensure email notifications are properly configured on the NetSHIELD appliance.
2. Ensure SSH is enabled. The figure below shows SSH is enabled.

System

Utility Commands	
Reboot	Reboots the appliance.
Shut Down	Shuts the appliance down.
Stop All Audits	Stops all running audits.
Factory Settings	Resets the appliance to factory settings. All user configuration will be lost.
Reset Console Password	Resets the appliance console password to its factory default.
Disable SSH	Disables SSH access to the appliance. SSH access is required for support channel and remote console.
Show Support Key	Displays the support channel key for copying into emails.
Reset Remote Console Credentials	Disables remote console public key access via SSH and uses password. Remote console password will be reset to factory default.
Set Remote Console Public Key	Sets a new public key for accessing the remote console via SSH.

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.

- If notifications are not setup or if there is an issue sending email the generated key can be found in the GUI.



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

US Support Channel IP - 52.27.174.34
EU Support Channel IP - 52.59.170.206