NavCloud

ADMINISTRATOR GUIDE

NAVCLOUD

NavCloud Administrator Guide

Manage every site from one dashboard: customers and sites, zero-touch provisioning, gateways and Wi-Fi, clients and captive portal, firewall policy, branch connectivity, cameras, alarms, reports, firmware and administration.

Sites | Zero-touch | Gateways | Wi-Fi | Policy | Alarms & reports | Maintenance

Applies to
NavCloud at cloud.navijin.com

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ABOUT THIS GUIDE

About NavCloud

NavCloud is a web platform for provisioning, monitoring and managing Navijin networks across many sites. Devices connect **outbound** to the cloud, so no ports need to be opened at customer sites. The platform is modular: administrators can switch modules on or off under **System → Feature visibility**, so your menu may show fewer pages than described here.

Conventions: menu paths are shown in **bold** (for example **Network → VLAN**); commands and values in `monospace`. Screenshots may differ slightly by firmware version.

Who this guide is for

- System integrators and managed-service providers
- IT teams with branches
- Navijin partners supporting customers remotely

What you need

- A NavCloud account (request one from Navijin sales)
- An authenticator app for two-factor sign-in
- Serial numbers or claim codes of your Navijin devices

Factory defaults

Setting	Default
Address	`https://cloud.navijin.com`
Sign-in	Email and password, with two-factor authentication
Device connection	Outbound from the device (TR-069 and secure tunnel)

Contents

01 Sign in and secure your account

02 Customers, sites and devices

03 Wi-Fi, clients and guests

04 Branch connectivity and security

05 Monitoring, alarms and reports

06 Maintenance and administration

SECTION 01

Sign in and secure your account

1

Sign in

Open `https://cloud.navijin.com` and sign in with your email and password.

2

Enable two-factor authentication

Under **My Account**, scan the QR code with an authenticator app and confirm with a 6-digit code. Store your recovery codes safely.

3

Invite administrators

Under **System** → **Administrators**, add colleagues with individual accounts. Never share accounts.

SECTION 02

Customers, sites and devices

1

Create sites

Under **Sites**, create a site for each customer location with its address; sites appear on the **Site map**.

2

Zero-touch provisioning

Under **Zero-Touch Provisioning**, claim devices by serial number before installation. When the device is connected to the internet it contacts NavCloud and receives its configuration.

3

Devices and gateways

Devices and **Gateways** list every device with its status. Gateways are managed over the secure Navijin tunnel.

4

Groups, floor plans and topology

Use **Device groups** for consistent settings, place access points and cameras on **Floor plans**, and view the live **Topology**.

5

Endpoints and assets

Endpoints identifies devices on customer networks and detects rogue devices. **Assets & Warranty** tracks customers, invoices and warranty status.

SECTION 03

Wi-Fi, clients and guests

Page	Use it to
SSID Profiles	Define Wi-Fi networks once and push them to many access points
RF Optimization	Plan channels and transmit power
Online Clients / Client History	See who is connected now and before
Access Control	Allow or block clients
Portal Accounts	Manage captive-portal accounts and vouchers for guests

SECTION 04

Branch connectivity and security

Page	Use it to
SD-WAN overview & networks	Build overlay networks between branches
Link Monitor	Watch the quality of every internet link
Firewall Policy	Define policies between zones
Addresses / Services	Reusable address and service objects
Port Forwarding	Publish services where required
Security Center	Review security events across all sites

IMPORTANT

Prefer VPN over port forwarding for remote access to cameras and management pages.

SECTION 05

Monitoring, alarms and reports

Page	What it gives you
Dashboard	Overview of all sites and devices
Status / AI Insights	Automatic findings and recommendations
Monitoring Wall	Full-screen NOC view with live tiles

Cameras & NVR / Camera Wall	Surveillance inventory, status and live wall
Alarms & Alarm Settings	Alerts and how you are notified
Network Patrol	One-click health inspection
Analysis	Traffic, user, device and alarm analysis
Reports	Monthly SLA report (PDF)
Audit Log / Task Log	Who changed what, and task results

SECTION 06

Maintenance and administration

Page	Use it to
Firmware	Upload signed firmware and update devices
Scheduled Tasks	Timed reboots, upgrades and backups
Config Backup	Back up and restore device configurations
Diagnostics	Ping, traceroute and speed test from devices
Administrators	Manage administrator accounts
Feature Visibility	Switch optional modules on or off
API Access	Create REST API tokens for integrations
Support	Open a support ticket

Do I need to open ports at customer sites?

No. Devices connect outbound to NavCloud.

Can I integrate NavCloud with my ticketing system?

Yes, with the REST API and API tokens.

Where do I get an account?

Contact Navijin sales or your Navijin partner.

Navijin

Need help?
We are here for you.

TECHNICAL SUPPORT
navijin.com/en/contact/technical

DOCUMENTATION & FIRMWARE
navijin.com/en/documentation

COMMUNITY TUTORIALS
navijin.com/en/tutorials

VERIFY YOUR PRODUCT
navijin.com/en/verification

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