

CHAT.txt

(09:28:47 PM) Marco: hello, I need to have more SSIDs with more network classes

For example

SSID1: myNet (I will have to be on the network with all the office peripherals)

SSID2: guest (with guest access, each pre-device will not have to see the others (access isolation) and of course will not have to see the devices of the myNet lan
I did not understand how to do it I needed help

Yours sincerely

Marco

(09:30:49 PM) Customer Service: Sorry to keep you waiting! All of our agents are currently assisting other customers, but we'll be with you shortly!

(09:31:49 PM) Customer Service: We are experiencing unusually high support volume. We thank you for your patience and we will be with you shortly.

(09:42:38 PM) *** Dwayne S. joined the chat ***

(09:42:42 PM) Dwayne S.: Hi Marco

(09:42:54 PM) Marco: Hi Dwayne

(09:44:54 PM) Dwayne S.: Okay, this is easy and quick.

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Create 2 SSIDs,

1) SSID:- myNet you can create this one as you need and it will work as per it.

2) SSID2: Guest, enable guest policy on this SSID. When you enable guest policies in an SSID (means created guest network/guest SSID) in the Unifi controller, it turns on guest isolation and subnet restrictions (which can be customized in Settings->Guest Control), etc making sure that guest users cannot access your corporate (private) network. However, you can still be able to see the IP address of corporate networks and even ping it, but you can't access it.

(09:48:06 PM) Marco: i haven't found access isolation when you write "it turns on guest isolation and subnet restrictions (which can be customized in Settings->Guest Control)," sorry but i haven't found it

(09:49:01 PM) Marco: i have actived Guest Pocily and i have accociated at SSID guest

...

(09:49:34 PM) Marco: i maybe use VLAN ?

(09:49:53 PM) Dwayne S.: guest policy is under SSID tab

And, Pre-authorisation is under guest control tab

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(09:51:58 PM) Marco: ok i found it ...

(09:52:21 PM) Dwayne S.: great

(09:52:50 PM) Marco: here i change my network ip class ?

(09:53:45 PM) Dwayne S.: No, you can just mention it nothing else.

(09:54:32 PM) Marco: ok i don't undestand you ... sorry

(09:56:01 PM) Dwayne S.: I mean for your question, you just had to enable guest policy on your SSID, so that all your devices will get isolated.

but, if in case you want any one device to have access to your network then you need to add that device IP under pre-authorization so all the device except that device will have access to your internal network

(09:57:00 PM) Marco: ok, perfect i undestand but i don't need it

(09:57:22 PM) Marco: if che access isolation is active for me is ok

(09:57:46 PM) Marco: is unusually the same ip class ...

(09:58:15 PM) Dwayne S.: perfect

(09:58:55 PM) Marco: i can't have my net on 192.168.0.1 and the guest net with 192.168.200.1

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(09:59:00 PM) Marco: it's correct ?

(09:59:48 PM) Marco: or for esemple

Direction LAN 192.168.0.1 and BackOffice
192.168.1.1 ?

(10:00:13 PM) Marco: this is the main
question/problem

(10:02:26 PM) Dwayne S.: Correct you can't
have my net on 192.168.0.1 and the guest net
with 192.168.200.1

(10:02:45 PM) Marco: ok

(10:03:04 PM) Marco: special thanks dwayne

(10:03:10 PM) Marco: good work

(10:03:21 PM) Dwayne S.: you're welcome

(10:07:19 PM) Dwayne S.: I'm going to go for
now, but if you need us we'll be here!

(10:24:03 PM) *** Dwayne S. left the chat

(04:33:12 PM) Marco: ciao, continuo a non
riuscire a dividere la rete principale dalla
rete guest ...

pur abilitando in Guest Control la prima
voce "Enable Guest Portal"

Quando mi collego all' SSID Ospite (che non

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dovrebbe vedere gli apparati della rete principale) li vede lo stesso tutti ...
mi basterebbe capire come abilitate access isolation su tutti gli apparati che si collegano alla rete guest

Grazie

(04:33:38 PM) Marco: sorry

(04:33:41 PM) Marco: hi, I still can not split the main network from the guest network ...

while enabling in Guest Control the first entry "Enable Guest Portal"

When I connect to the SSID Host (who should not see the main network apparatuses) he sees them all the same ...

I would have to understand how to enable access isolation on all the devices that connect to the guest network

Thank you

(04:35:14 PM) Customer Service: Sorry to keep you waiting! All of our agents are currently assisting other customers, but we'll be with you shortly!

(04:36:14 PM) Customer Service: We are experiencing unusually high support volume. We thank you for your patience and we will be with you shortly.

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(04:41:32 PM) *** Elle P joined the chat ***

(04:41:37 PM) Elle P: Hi! Thanks for getting in touch with us!

(04:41:49 PM) Marco: hi Elle

(04:42:53 PM) Elle P: Give me a few minutes to check your note

(04:42:53 PM) Elle P: Dammi qualche minuto per controllare la tua nota (tradotto)

(04:43:07 PM) Marco: grazie

(04:45:25 PM) Elle P: Can you please let me know which router are you using?

(04:45:25 PM) Elle P: Puoi per favore farmi sapere quale router stai usando? (tradotto)

(04:46:21 PM) Marco: il vostro Access Point e' AP AC PRO

(04:46:38 PM) Elle P: No, I'm referring to the main router through which AP is connected

(04:46:38 PM) Elle P: No, mi riferisco al router principale attraverso il quale è collegato l'AP (tradotto)

(04:47:21 PM) Marco: il gateway/router di navigazione ho provato con un TP-LINK (e navigo) e un FritzBox (e navigo)

(04:47:44 PM) Marco: domani dovo collegarlo ad un Hag fastweb (del cliente)

(04:48:03 PM) Marco: il mio problema non

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penso dipenda dalla connessione

(04:48:05 PM) Elle P: Are you looking to configure guest network on different subnet so that main and guest ssid should be on two different networks?

(04:48:05 PM) Elle P: Stai cercando di configurare la rete ospite su una sottorete diversa in modo che lo ssid principale e quello ospite si trovino su due reti diverse? (tradotto)

(04:49:01 PM) Marco: il risultato che devo ottenere e' avere 2 reti che non si vedano fra di loro ...

(04:49:07 PM) Marco: una di queste e' la GUEST

(04:49:30 PM) Marco: se creo una rete guest non desidero che:

(04:49:58 PM) Marco: 1) i 30 apparati smartphone che si colleghino vedano gli altri apparati guest

(04:50:27 PM) Marco: 2) gli apparati collegati sulla rete guest non devono vedere PC e Stamapanti della rete principale ...

(04:50:46 PM) Marco: spero di esserti stato abbastanza chiaro

(04:52:55 PM) Elle P: Give me a few minutes

(04:52:55 PM) Elle P: Dammi qualche minuto

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(tradotto)

(04:53:33 PM) Elle P: Can you please share the screenshot of devices tab and wireless networks tab of controller

(04:53:33 PM) Elle P: Potete per favore condividere lo screenshot della scheda dei dispositivi e la scheda delle reti wireless del controller (tradotto)

(04:53:35 PM) Elle P: You can upload / attach a screenshot from the "Options" >> "Send a File". "Options" button is at the left bottom of your chat window.

(04:53:35 PM) Elle P: Puoi caricare / allegare uno screenshot da "Opzioni" >> "Invia un file". Il pulsante "Opzioni" si trova nella parte inferiore sinistra della finestra di chat. (tradotto)

(04:57:47 PM) Marco: Visitor uploaded:
2018-05-27-(8).png

URL:

<https://v2uploads.zopim.io/2/P/y/2Py4AB4RxBBmRdbSCUfXLEGB4dT4YLxm/21dcee65e61fc2cefd6f4c92eb62e849fa9a6978.png>

Type: image/png

Size: 133475

(04:57:48 PM) Marco: Visitor uploaded:

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2018-05-27-(7).png

URL:

<https://v2uploads.zopim.io/2/P/y/2Py4AB4RxBBmRdbSCUfXLEGB4dT4YLxm/55865a00617b3825a364ee1045101026006cdb59.png>

Type: image/png

Size: 133700

(04:57:48 PM) Marco: Visitor uploaded:

2018-05-27-(6).png

URL:

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Type: image/png

Size: 225347

(04:57:48 PM) Marco: Visitor uploaded:

2018-05-27-(5).png

URL:

<https://v2uploads.zopim.io/2/P/y/2Py4AB4RxBBmRdbSCUfXLEGB4dT4YLxm/d40a5814c2cb1322d7bd8353e9bd6f60d73a1a03.png>

Type: image/png

Size: 222963

(04:57:49 PM) Marco: Visitor uploaded:

2018-05-27-(4).png

URL:

<https://v2uploads.zopim.io/2/P/y/2Py4AB4RxBB>

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mRdbSCUfXLEGB4dT4YLxm/8ac2638b00adf14cd0e89f6b10a9fe0bf2edc9c0.png

Type: image/png

Size: 216594

(04:57:50 PM) Marco: Visitor uploaded:
2018-05-27-(3).png

URL:

<https://v2uploads.zopim.io/2/P/y/2Py4AB4RxBBmRdbSCUfXLEGB4dT4YLxm/89e544eb9e596b71cb006e8425bb044e140dccf5.png>

Type: image/png

Size: 209755

(04:57:50 PM) Marco: Visitor uploaded:
2018-05-27-(1).png

URL:

<https://v2uploads.zopim.io/2/P/y/2Py4AB4RxBBmRdbSCUfXLEGB4dT4YLxm/51843e9a23ef9ed9f40a8e6c3cf90f15fcdc346a.png>

Type: image/png

Size: 143046

(04:58:52 PM) Elle P: For guest ssid,
edit>advanced, please disable block lan to
wan multicast

(04:58:52 PM) Elle P: Per gli ospiti ssid,
modifica> avanzato, si prega di disabilitare
il blocco lan per wan multicast (tradotto)

(04:59:12 PM) Elle P: and also just enabling

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guest policy the main and guest ssid will still be . on same network

(04:59:12 PM) Elle P: e anche solo abilitando la politica guest il main e guest ssid sarà ancora. sulla stessa rete (tradotto)

(04:59:36 PM) Elle P: If you want to separate them completely, then you will need to configure vlans on your router and tag it on guest ssid

(04:59:36 PM) Elle P: Se si desidera separarli completamente, sarà necessario configurare vlans sul router e taggarlo su guest ssid (tradotto)

(04:59:44 PM) Elle P: that will be complete isolation

(04:59:44 PM) Elle P: questo sarà completo isolamento (tradotto)

(04:59:51 PM) Elle P: Both ssids cannot see each other

(04:59:51 PM) Elle P: Entrambi gli ssid non possono vedersi (tradotto)

(05:00:09 PM) Elle P: But if vlans are not configured then both ssids can see each other but cannot access lan resources

(05:00:09 PM) Elle P: Ma se i vlans non sono configurati, entrambi gli ssid possono

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vedersi ma non possono accedere alle risorse lan (tradotto)

(05:00:17 PM) Marco: se abilito le vlan, come faccio a fargli fare da dhcp server ?

(05:01:14 PM) Elle P: That has to be done on router, you will need to enable DHCP on vlans you configure

(05:01:14 PM) Elle P: Questo deve essere fatto sul router, è necessario abilitare DHCP su vlans configurati (tradotto)

(05:01:29 PM) Elle P: Aps are Layer-2 device and they only forward the IPs to clients

(05:01:29 PM) Elle P: Aps sono dispositivi Layer-2 e inoltrano solo gli IP ai client (tradotto)

(05:02:48 PM) Marco: se il router non gestisse le vlan vuoi dirmi che non posso separare le 2 reti?

(05:03:30 PM) Elle P: Unfortunately, if router doesn't support vlan then you cannot have separate networks

(05:03:30 PM) Elle P: Sfortunatamente, se il router non supporta vlan, non puoi avere reti separate (tradotto)

(05:05:45 PM) Marco: il mio problema non e' la classe di ip ... possono anche rimanere sulla stessa ... il problema e' che pur

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abilitando la rete secondaria come guest il risultato e' che ho 2 reti wireless con 2 nomi diversi ma entrambe vedono tutti gli apparati in rete ...

(05:07:21 PM) Marco: se mi dai conferma che con una connessione "normalissima" non posso creare 2 reti seraparate, mi dai un problema irrisolvibile e dovrò rendere questi begli apparati per tornare a NETGEAR e TOPLIK che fanno cio' che mi serve

(05:10:26 PM) Elle P: Yes if haven't created any vlans on router then both ssid clients can see each other

(05:10:26 PM) Elle P: Sì, se non sono stati creati vlans sul router, entrambi i client ssid possono vedersi (tradotto)

(05:10:37 PM) Elle P: That cannot be restricted without vlan

(05:10:38 PM) Elle P: Questo non può essere limitato senza vlan (tradotto)

(05:11:01 PM) Marco: ti ringrazio per il tempo che mi hai dedicato

(05:11:08 PM) Marco: ti auguro buon lavoro

(05:12:51 PM) Elle P: Thank you so much

(05:12:51 PM) Elle P: Grazie mille (tradotto)

(05:12:54 PM) Elle P: Is there anything else

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I can help you with today?

(05:12:54 PM) Elle P: C'è qualcos'altro con cui posso aiutarti oggi? (tradotto)

(05:17:59 PM) Elle P: I'm going to go for now, but if you need us we'll be here!

(05:17:59 PM) Elle P: Ho intenzione di andare per ora, ma se avete bisogno di noi saremo qui! (tradotto)

(05:18:04 PM) Elle P: Have a great day!

(05:18:04 PM) Elle P: Vi auguro una buona giornata! (tradotto)

(05:18:05 PM) Elle P: Take care

(05:18:05 PM) Elle P: Stai attento (tradotto)

(05:18:06 PM) Elle P: Bye

(05:18:06 PM) Elle P: Ciao (tradotto)

(05:18:09 PM) *** Elle P left the chat ***