CLOUDPATH ENROLLMENT SYSTEM (ES)
Customer FAQ

FAQ

Q: WHAT IS CLOUDPATH ENROLLMENT SYSTEM (ES)?

A: Cloudpath ES (Enrollment System) is a security and policy management platform that is more cost effective, easier to administer and use, and less complex than other solutions. Network managers can leverage better network security and control without worrying about complicated installations or integration.

Q: WHICH VERTICALS DOES CLOUDPATH APPLY TO?

A: Cloudpath is applicable to all verticals that need secure wired and wireless access. It is very popular in the education vertical (K-12/primary EDU and Higher Education), enterprise environments, retail and service providers. SLED customers, smart cities, and healthcare verticals have also adopted Cloudpath successfully.

Q: WHAT IS USER-BASED LICENSING?

A: Unlike other vendors, Cloudpath is offered with user based licensing. Irrespective of how many devices a user brings onto the network only one license is consumed. User-based licensing helps reduce the costs of securing the network while the average device per user goes up, and also encourages a BYOD policy that does not impact IT budget.

Q: DOES CLOUDPATH SCALE?

A: Cloudpath is linearly scalable and is designed to operate with hundreds of thousands of users/devices. It supports up to 20,000 users on a single node and multiple nodes can be clustered to serve users at the scale of hundreds of thousands of devices/users. There are customers today using Cloudpath ES with over 300,000 users.

Q: IS THERE A PRIVATE CLOUD OR ON PREMISE SOLUTION?

A: Cloudpath has both VM/on premise solution and a public cloud solution.

Q: IS THE CLOUD SERVICE SECURE?

A: The public cloud solution is completely secure. Cloudpath ES does not own any customer's end user information and the customer owns all the data. The public cloud solution is also deployed across several POPs geographically. New POPs are added as Cloudpath ES subscribers grow to an acceptable number in a region. For more details of licensing agreements please take a look at Cloudpath EULA.

Q: DOES CLOUDPATH SUPPORT REDUNDANCY?

A: Yes, Cloudpath ES supports a very comprehensive set of topologies for redundant operation/ high availability. The redundant topology is supported as both an active-active topology and as a star-hub topology for on-premise deployment. In an active-active typology, data is replicated constantly between the two active notes, whereas in a star-hub topology a master node assumes that responsibility for replicating the data across all the nodes. Both topologies will need a load balancer.

Q: IS CLOUDPATH A NAC?

A: The term "NAC" or "Network Access Control" has been used in several different confusing ways. While Cloudpath ES can perform a lot of functionalities similar to a NAC, it is not a NAC per say. Cloudpath ES can do NAC functionalities like device configuration, posture check and remediation on the device and policy-based access. Cloudpath ES also seamlessly integrates with external full-blown NACs like Bradford and others, if customers choose to opt for a dedicated NAC in conjunction to Cloudpath.

Q: WHEN DO I NEED A NAC/MDM SOLUTION?

A: While Cloudpath ES does a lot of NAC type functions, much of the posture check and remediation happens when device is boarding via a dissolvable agent. If customers choose a persistent NAC/agent on the device to continuously monitor the device, a full-blown NAC is recommended. Also if customers need to complete device management tool for functionalities like remote wipe a full blown MDM is recommended.

Q: IS CLOUDPATH AN MDM?

A: Cloudpath ES is not a dedicated MDM solution. However, Cloudpath ES integrates with external dedicated MDM solutions seamlessly. Cloudpath ES can look at every device that needs to be onboarded onto the network and helps onboard the IT device via the MDM while onboarding BYOD and guest devices by itself. While there are two separate systems to onboard, MDM uses Cloudpath ES's certificate infrastructure via SCEP and other methods to issue certificates to end user devices. This is great for the end users as they don't need to give up a personal data to IT as they just need network access. This is beneficial to IT administrators as well since the IT and corporate devices are segregated and personal devices are onboarded without an MDM agent

Q: HOW DOES CLOUDPATH HELP IN UNIFIED WIRED/WIRELESS ACCESS?

A: Cloudpath ES works with a variety of network access devices and is vendor neutral, working with both wired and wireless infrastructure. Cloudpath ES can be configured to enable client devices to securely join both wired and wireless networks. While doing so, Cloudpath also makes sure the same policies are applied to the devices irrespective of the access method chosen.

Q: DOES CLOUDPATH HAVE API SUPPORT?

A: Cloudpath ES has an extensive support for APIs on both northbound and southbound interfaces. APIs can be used to get Cloudpath ES statistics like devices enrollment status and so on and also to issue or revoke certificates to client devices. APIs can also be used by external captive portals Mobile applications and the likes.

Q: HOW DOES CLOUDPATH HELP WITH CHROMEBOOKS?

A: Cloudpath ES has a tight integration with Chromebooks. Cloudpath ES via a Chromebook extension enables easy onboarding and installation of the certificate on the Chromebook and also enhances security by installing the certificate on the TPM chip off the Chromebook. Network administrators can also leverage the Google console to manage these Chromebooks on the network.

Q: WHAT IS AN OSU AND HOW DOES IT HELP?

A: OSU or Online Sign Up is a server that compliments a Hotspot 2.0 Release 2 solution (R2). OSU enables Hotspot 2.0 Release 2 capable devices to onboard, get connected, and roam across networks seamlessly. With introduction of 5.0 version, Cloudpath ES has added an OSU server that enables customers to deploy a very effective Hotspot 2.0 R2 solution. Cloudpath ES's OSU solution is also backward-compatible enabling non-Hotspot 2.0, Release 1 and Release 2 devices to join the network in a similar fashion.

Q: DOES CLOUDPATH INTEGRATE WITH MDM, NAC AND EXTERNAL FIREWALL VENDORS?

A: Yes, Cloudpath ES integrates with any standards-based MDM, NAC or Firewall.

Q: IS CLOUDPATH VENDOR NEUTRAL (DIFFERENT FROM OTHERS)?

A: CB is truly vendor neutral and much of functionalities of Cloudpath ES can be used with any standards based network vendor. While many vendors out there claim vendor neutrality, many functionalities like onboarding and policy management do not work across all vendors' products, which is not the case with Cloudpath.

Q: ARE TRIAL LICENSES AVAILABLE?

A: Yes, free 30-day trial licenses available for customers.

Q: HOW DOES CLOUDPATH LICENSING WORK?

A: Cloudpath ES is a subscription based service. The number of licenses needed depends on number of users on the network. Even if a user carries multiple devices, only one license is consumed. Subscription is offered in 1/3/55 years. Support and maintenance is included within the subscription service.

Q: ARE PERPETUAL LICENSES AVAILABLE?

A: Yes, Cloudpath ES is also offered with a perpetual licensing option.

Q: DOES CLOUDPATH SUPPORT COA?

A: With the launch of version 5.0, Cloudpath ES now supports RADIUS Change of Authorization.

Q: CAN WE CUSTOMIZE THE CLOUDPATH PORTAL PAGES?

A: Yes, Cloudpath ES portal pages are completely customizable within the admin interface. For administrators who wish to upload a custom HTML page, Cloudpath ES also offers the ability to do so.

Q: I ALREADY HAVE A MSFT CA SERVER; CAN I JUST INTEGRATE WITH IT?

A: Yes, while Cloudpath ES comes in a built-in CA server, Cloudpath ES can be easily integrated with an existing Microsoft certificate authority.

Q: ARE MULTIPLE LANGUAGES SUPPORTED?

A: Any ISO compatible language is supported on Cloudpath ES portal pages.

Q: I AM HAPPY WITH MY RADIUS SERVER I USE TODAY; CAN I CONTINUE USING IT?

A: Absolutely, while Cloudpath ES comes in a built-in RADIUS server, and can also be used with any existing external radius server.

Q: WHAT ARE THE DEVICE OPERATING SYSTEMS SUPPORTED ON CLOUDPATH ES?

A: Cloudpath ES supports a wide array of operating systems covering iOS, Android, Windows, ChromeOS, MacOS, Linux and many more. Manual configuration options are also available for devices that are not natively supported. For more details of the exact versions supported, please review the deployment guide.

Q: WHAT GUEST ACCESS METHODS ARE SUPPORTED?

A: Cloudpath ES offers a wide variety of guest access methods like sponsorship approval based access, SMS/e-mail registration, voucher-based, social login (Google, Facebook, LinkedIn) and also custom OAuth 2.0.

Q: WHAT USER DATABASES CAN CLOUDPATH ES AUTHENTICATE USERS TO?

A: Cloudpath ES can talk to wide range of user databases like Active Directory, Radius, LDAP, OAuth2.0, Novell and more.

Q: WHAT SMS PROVIDER INTEGRATION IS SUPPORTED?

A: Cloudpath ES natively supports Twilio and CDYNE. Cloudpath ES also have the ability to plug in any custom SMS gateway as well. Customers also get 5000 free SMS upon initial subscription.