Uplevel Systems 4.0 FAQ

How do you activate the new Active Directory functionality?
The new functionality is only available in the new UG-101A-1-DC and UG-101A-5-DC gateways. These gateways can be ordered for partners and customers by contacting Uplevel sales at sales@uplevelsystems.com.

How do I order a test system for my MSP?
Test systems can be ordered at the following link for partners to receive a 30 day trial of the new functionality. https://zfrmz.com/J9D6OKdXwP3JRtkjcQft

How do I order equipment for new and existing customers?
Partners can order equipment for new and existing customers using the following link. These orders will be billed directly to the MSP in question on the first of the month. https://www.uplevelsystems.com/order

Can I get the new functionality on my existing demo system or customer gateway?
Unfortunately the new functionality is currently supported in the DC gateways. The configurations from previous gateways can be replicated over to a new DC gateway but a physical hardware swap is still required. Please contact support at support@uplevelsystems.com to learn how to replicate an existing configuration over to the new gateway.

What is the pricing for the new Active Directory functionality?
Partners pricing can be found in their personal dropbox links. In the pricing sheet partners will find two additional line items, GATEWAY-5TFS-DC-SUB and GATEWAY-1TFS-DC-SUB. These denote the new Active Directory gateway functionality and include the new base system and the traditional stateful firewall, Dual WAN Failover, VoIP QoS, Diagnostics, and local backup services as their non-DC counterparts.

How do I configure a new Domain?
Instructions on how to configure a new domain can be found at https://www.dropbox.com/s/yuxb7enz4h5ubjv/Uplevel%20AD%20Setup%20Instructions.pdf?dl=0. The new functionality is compatible with Windows 7 and Windows 10 professional.

How many Client Access Licenses (CALs) do I need to purchase?
There are no CALs required to purchase from Uplevel or Microsoft for the Active Directory-compatible functionality.

What if I don't add the Computer to the domain before attaching?

The computer will not be allowed to join the domain if it is not added to the domain database before hand. This must be done in the Uplevel UI under the Directory -> Computers tab to certify it is allowed to join the domain.

How do users get access to the specific drives?
Users are granted access to an entire drive by selecting their user profile in the Uplevel dashboard, selecting edit, and then editing the mapped drives. Once the user has the drive as an applied mapped drive the username and password can then be used to access the contents within the drive. Users who do not have a drive mapped will not have access to drives under management of the domain.

What if there is a drive that is not mapped to the domain?
Any drives that are not mapped to the domain, or appear as "unmapped" in the UI will not be managed by the domain and can be accessed by users both in and out of the domain.

Can I still use Uplevel Security groups along with the Domain Controller?
Yes, you can still use Uplevel Security groups along with the Uplevel Domain Controller. However, security groups use firewall rules to restrict access while the domain controller uses user based policies. Employees in separate security groups will only be able to access drives (of the domain controller and not) if the security group the machine is located in has access to the drive. Users, regardless of their permissions will be unable to reach drives in groups that they're group does not have access to.

Can third party NAS' be managed by the domain?
The Uplevel Domain Controller is currently only able to support the Uplevel NAS and can not support third party NAS'.

What are the syslog entries I am seeing in the audit log?
Audit logs will show all entries of the access, creation and activity. This includes the backend configuration and management of the domain controller. It is very common to see syslog and administrative entries in the audit logs where the gateway is automatically accessing drives and creating volumes on the backend.

What are "local admin rights"?
Local admin rights allow users to download software, make changes, and disassociate from the domain. These rights should only been given to those who are an administrator on the network.

Why are my drives not automatically mapped?
Users with local admin rights will not have their drives automatically mapped. All users without admin rights will have drives automatically mapped.

Why don't some of the usernames I want to use take?

The Uplevel gateway uses several key terms in the backend of the gateway. To protect the functionality of the domain controller the UI prevents names to ensure these names do not overlap with the backend configuration. A complete list can be found below.

"groups","cert publishers","ras and ias servers", "allowed rodc password replication group", "denied rodc password replication group", "Dnsadmins", "enterprise read-only domain controllers", "domain admins", "domain users", "domain guests", "domain computers", "domain controllers", "schema admins", "enterprise admins", "group policy creator owners", "read-only domain controllers", "Dnsupdateproxy", "windows authorization access group", "account operators", "Replicator", "certificate service dcom access", "network configuration operators", "print operators", "performance log users", "backup operators", "Guests", "Iis_iusrs", "distributed com users", "cryptographic operators", "Users", "performance monitor users", "remote desktop users", "event log readers", "Administrators", "incoming forest trust builders", "server operators", "terminal server license servers", "pre-windows 2000 compatible access", "Local_admins", "Ld_users", "Dc_users", "Users", "Ld-admin", "Guest", "Krbtgt", "Dns-ld", "dns-ld$", "Dns-dc", "dns-dc$", "Comps", "ld$", "Ld", "Dc", "dc$",