

Data Sheet

NetCloud Onsite Manager

2023 - 06 - 20

Device Management

NetCloud Onsite Manager (NCOM) allows the use of Cradlepoint NetCloud Service and endpoints for network management in an isolated, non-cloud environment. NCOM is useful in environments where regulatory or stringent security requirements prevent the use of cloud-based solutions for managing networks.

NCOM makes it easier to deploy and maintain multiple Cradlepoint endpoints when cloud-based management is not possible. NCOM provides basic management capabilities, such as monitoring status of Cradlepoint networking devices, granting and updating access privileges, understanding the licensing status, plus the ability to update operating systems and firmware at the device level or in bulk.

The NCOM application delivers endpoint software and provides account management locally. NCOM is purchased separately and is deployed through a virtual appliance download to a customer-provided virtual or onsite physical server. A required NetCloud subscription includes hardware warranty and access to support and Cradlepoint University.

Notable Benefits

- No dependency on Internet access to deploy and monitor Cradlepoint endpoints
- Basic integration into existing secure environments
- Basic lightweight User Account management
- Visibility on the on/off status of the connected endpoints
- Ability to upgrade endpoint OS and modem software
- Supports a variety of Cradlepoint endpoints and supports multiple network topologies

Included Features

FUNCTIONS	SPECIFICS
Account and user management	<ul style="list-style-type: none">— Create, delete, update, and provide access permission to local NCOM users— Reset passwords
Software management	<ul style="list-style-type: none">— NetCloud OS (group updates)— Modem

Endpoint status	<div><div></div> Device model</div> <div><div></div> Online/offline status and type</div> <div><div></div> NetCloud OS and modem software version</div> <div><div></div> MAC/IP address</div> <div><div></div> License</div> <div><div></div> Group membership</div>
Scalability	Concurrent device management for up to 500 endpoints (see Supported Endpoints)
Security	Communications between Cradlepoint endpoints and NCOM utilize TLS 1.3.
Virtual appliance package	OVA file format for installation in a VMware environment
Documentation	Detailed in-app help documentation and support information

NetCloud Onsite Manager Specifications

SYSTEM REQUIREMENTS	
Deployment:	VMware
Software Version:	Ubuntu 22.04.2 LTS server ISO image
Instance:	ESXi 6.7 U3 Hypervisor or newer
vCPUs:	8
Memory:	16 GB
Minimum Disk Space:	512 GB SSD
Concurrent Endpoints:	Up to 500
NETWORK REQUIREMENTS (CUSTOMER PROVIDED)	
Services:	<div><div></div> DHCP server</div> <div><div></div> DNS server</div> <div><div></div> NTP server</div>
IP Addresses:	Two contiguous static IP addresses
SUPPORTED ENDPOINTS [†]	
Branch:	<div><div></div> E3000</div> <div><div></div> E300</div> <div><div></div> E100</div> <div><div></div> E102</div>
Branch Continuity:	<div><div></div> W4005</div> <div><div></div> W2005</div> <div><div></div> W1850</div> <div><div></div> L950</div> <div><div></div> CBA550</div>

Mobile:	<div><div></div>R2100</div> <div><div></div>R1900</div> <div><div></div>R920</div> <div><div></div>IBR1700</div> <div><div></div>IBR900</div>
IoT:	<div><div></div>IBR600C</div> <div><div></div>IBR650C</div> <div><div></div>IBR200</div> <div><div></div>R500</div>
Supported Modems:	<div><div></div>EM9190-CP</div> <div><div></div>EM7411-CP</div> <div><div></div>MC7421-CP</div> <div><div></div>EC25-AF</div> <div><div></div>MC7411-CP</div> <div><div></div>LM960-CP</div> <div><div></div>LM940-CP</div> <div><div></div>LM960A18-CP</div>

† All supported endpoints require NetCloud OS version 7.23.10 or above.

Ordering Guide

NetCloud Onsite Manager is a customer hosted, basic device manager for approved isolated network customers. Activation and use of NetCloud Onsite Manager is only sold as an add-on to a NetCloud Service Plan.

For details on the features available to a licensed NetCloud Onsite Manager endpoint by service plan, refer to the summary on the [NetCloud Service](#) webpage and the detail in the NetCloud Service Features document.

For more details on NetCloud Onsite Manager, see below.

- Step 1 (required):** Select the **NetCloud Service plan(s)**
- Step 2 (required):** Select the **NetCloud Onsite Manager Add-on** license that matches the NetCloud Service plan selected in Step 1

NETCLOUD SERVICE PLAN	NETCLOUD ONSITE MANAGER LICENSE
NetCloud Service for Branch	NetCloud Onsite Manager for Branch
NetCloud Service for Mobile	NetCloud Onsite Manager for Mobile
NetCloud Service for IoT	NetCloud Onsite Manager for IoT

NetCloud Add-Ons

REGION	NCOM PACKAGE	DESCRIPTION	PART NUMBER
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All Regions:	NetCloud Onsite Manager for Branch	NetCloud Onsite Manager and Support for Branch	BXSx-NCODM
	NetCloud Onsite Manager for Mobile	NetCloud Onsite Manager and Support for Mobile	MXSx-NCODM
	NetCloud Onsite Manager for IoT	NetCloud Onsite Manager and Support for IoT	TXSx-NCODM

x= 1, 3, or 5 years