

PPSK-Kiosk: Quick Start Guide

Wi-Fi Guest Access: The Next Level

v2.8.1

Introduction

This Quick start Guide will help you set up the ExtremeCloud IQ with the PPSK App to generate Personal-Pre-Shared-Key (PPSK's) for your guests.

Pre-requested

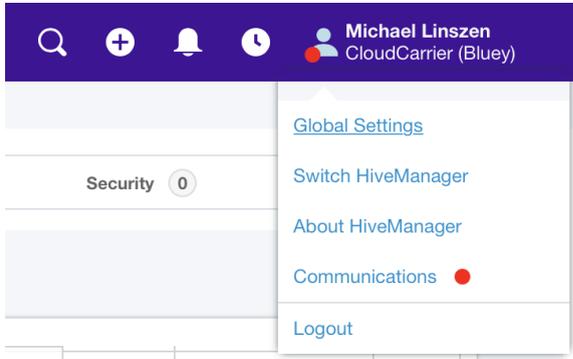
- An iPad with iOS 11.4.1 or higher connected to the internet (or iPadOS 15 or higher)
 - The PPSK-Kiosk App from the App store
- An ExtremeCloud IQ Select environment Cloud or On-premise
 - An Admin account
 - Basic experience with ExtremeCloud IQ
 - At least 1 AP adopted
 - At least 1 active network policy
 - At least 1 active SSID (for the Wi-Fi connection of the iPad)
- A device (computer, tablet or mobile) connected to the internet
- An account on <https://dashboard.ppsk-kiosk.com>

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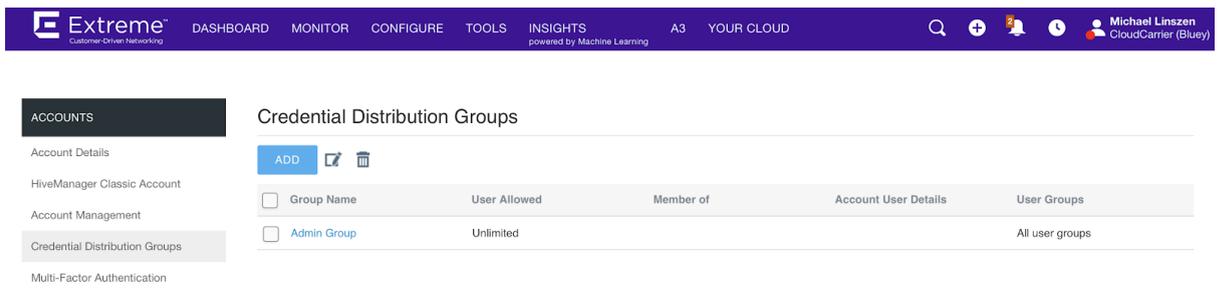
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Chapter 1. Preparing ExtremeCloud IQ

1. On your computer, Login to your ExtremeCloud IQ environment with admin credentials.
 - a. Cloud url: <https://extremecloudiq.com>
 - b. On Premise: Your own url
2. On the top-right corner click at your account and then “Global Settings”

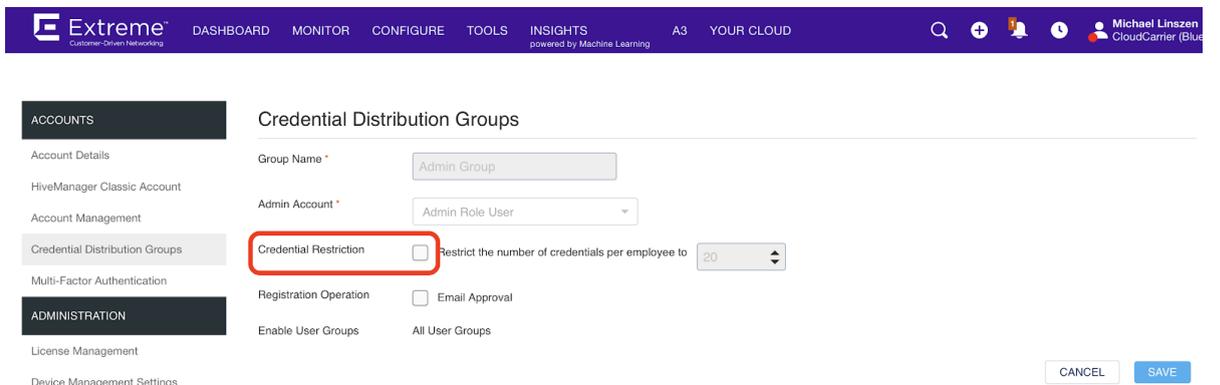


3. At the left menu click “Credential Distribution Groups” and select the group where you are a member of. By default this is the “Admin Group”



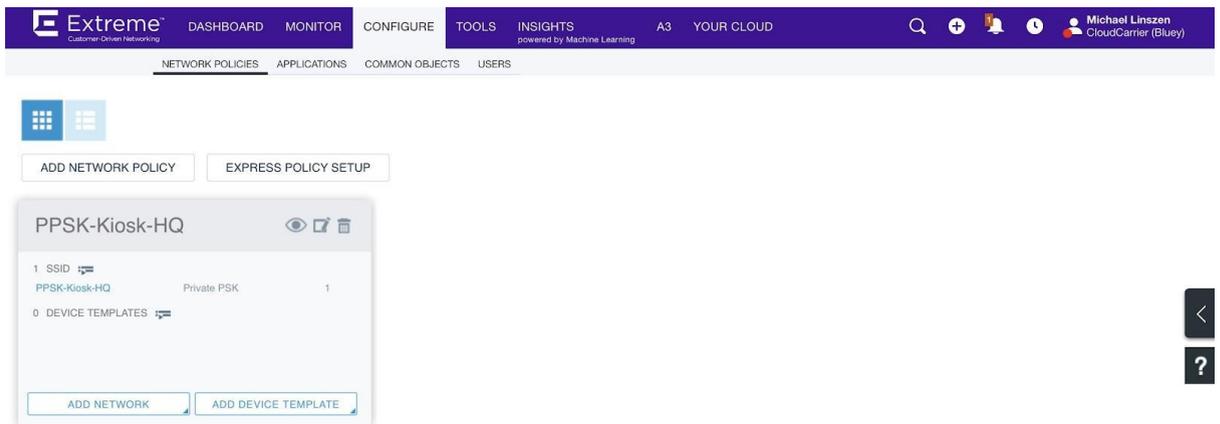
Advanced note: When you have multiple groups here, select the group where the ExtremeCloud IQ account will be configured with, and is a member of.

4. When you selected the group, click the edit icon  . Then Uncheck the “Restrict the number of credentials per employee to” checkbox. and click 

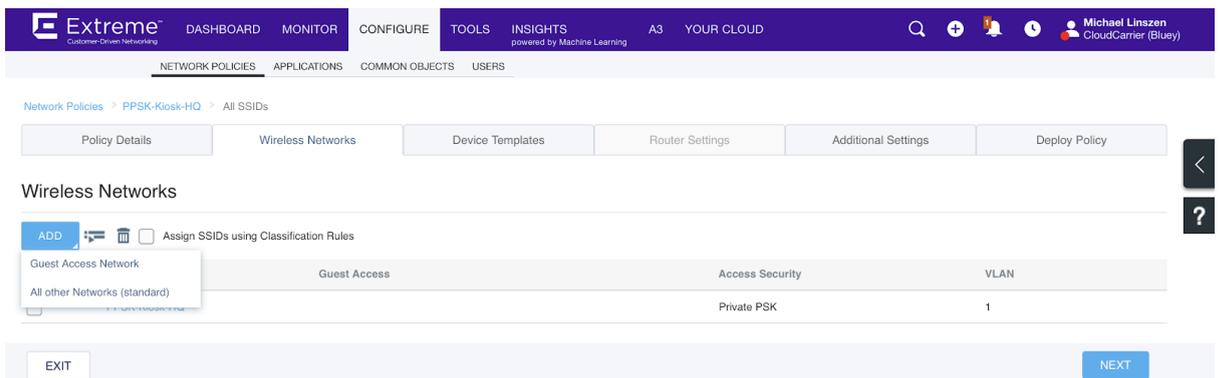


- Next, click “configure”

Hover your cursor over your network policy and click on 



- Go to tab “Wireless Settings” and click “Add” and choose for “All other SSIDs”



- Give your new SSID a name, f.e. “PPSK-Test”
- Scroll down to the “SSID Usage” section. There you need to choose for “Private Pre-Shared Key”, we recommend to only use WPA2 with AES Encryption. Consider to set the maximum number of clients per key to 1, this will prevent guests from sharing their key with others.

ps, users with multiple devices (like an Apple Watch), may automatically use the same key

over their devices.

SSID Authentication MAC Authentication

Enterprise WPA / WPA2 / WPA3 Personal WPA / WPA2 / WPA3 **Private Pre-Shared Key** WEP Open Unsecured

Key Management: WPA2-(WPA2 Personal)-PSK

Encryption Method: CCMP (AES)

This setting is overridden by the setting in the User Group.

Set the maximum number of clients per private PSK 0 Range : 0-15, 0=no limit

9. Scroll down to “Authentication Settings” and click “Add” to add a new User Group.

New User Group

User Group Name* PPSK-Group

Password DB Location CLOUD

Password Type PPSK

Description

Enable CWP Register Enable CWP Register

10. Now Scroll down to Password Settings to set the complexity of the created PPSK passwords. We recommend to use “Letters” & “Numbers” and enforce the use of “All selected character types”. Don’t make the password complexity too easy for brute forcing.

Password Settings

Generate Password Using* Letters Numbers Special Characters

Enforce the use of All selected character types

PSK Generation Method Password Only

Generate Password Length 8 Maximum Password Length is 63

11. Next we Scroll down to the “Expiration Settings”, uncheck “Require Authentication After”, then set the Account Expiration to “Valid For Time Period”, fill in how many hours the code will be valid, and select after “ID Creation”.

Expiration Settings

Require Authentication After 1800 Seconds

Account Expiration Valid For Time Period

in 24 hours

after ID Creation

12. The Delivery Settings can stay on default, “e-mail delivery” then click **Save** to save the Group creation.

13. Click **Save** again to save the new SSID creation.

- Click **Save** several times till you get to the tab “Deploy Policy”
- Select the AP’s where you want to deploy the new policy and click **Upload**
- We recommend to perform a “Complete Configuration Update”, including a reboot

Device Update ✕

3 devices will be updated

Update Network Policy and Configuration

Delta Configuration Update
Update device with changed configuration.

Complete Configuration Update
Update device with all configurations. Used to reset device to HiveManager configuration settings.

Upgrade HiveOS and Aerohive Switch Images

Activation Time for Aerohive Devices Running Images

Activate at next reboot (requires rebooting manually)

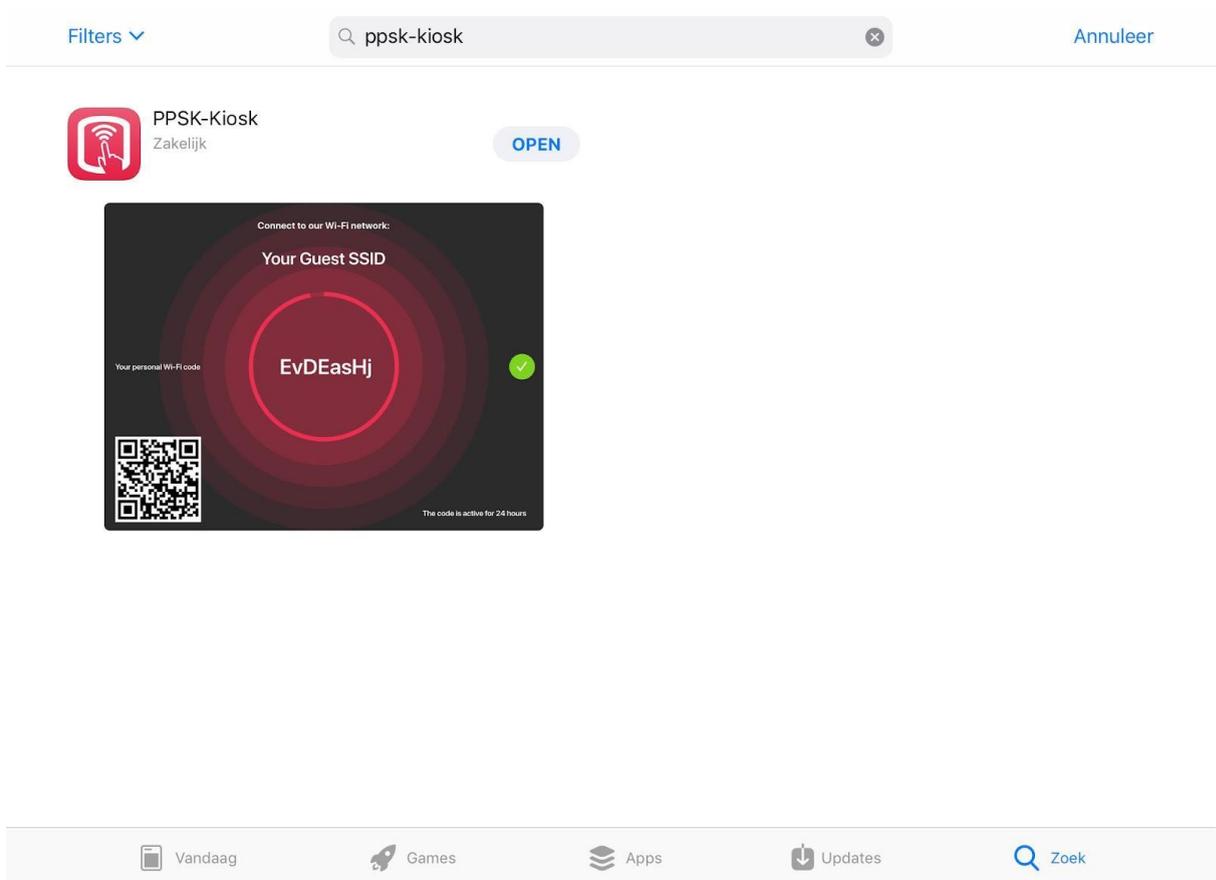
Activate after seconds

Save as Defaults Close Perform Update

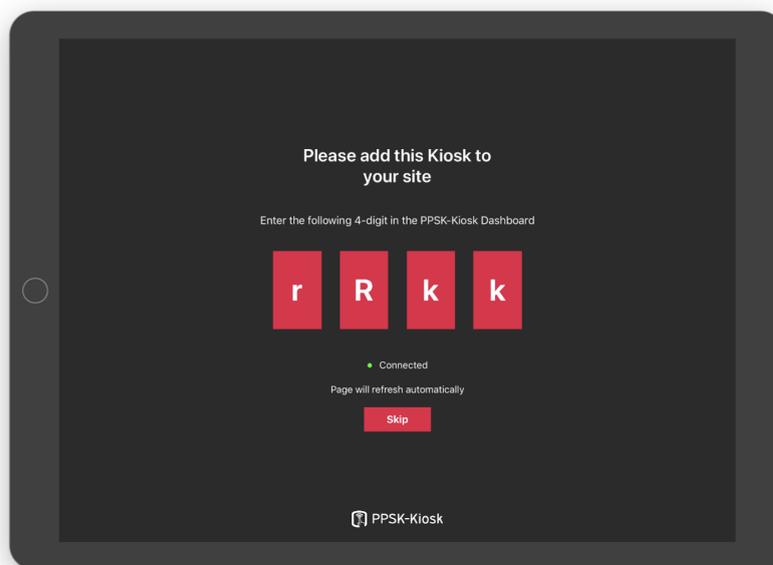
- The ExtremeCloud IQ configuration is now complete!

Chapter 2. Preparing iPad for first configuration

1. Download the latest version of the [PPSK-Kiosk app from the App Store](#)

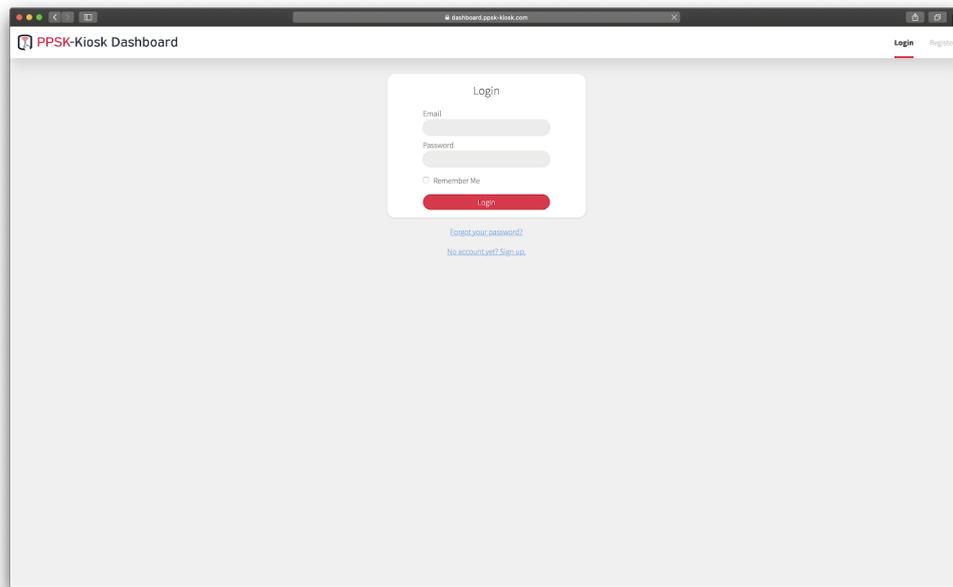


2. Assuming that your iPad is up-to-date with the latest PPSK-Kiosk from the App Store (> version 2.7.4) , start the PPSK-Kiosk for the first time connected to the internet.

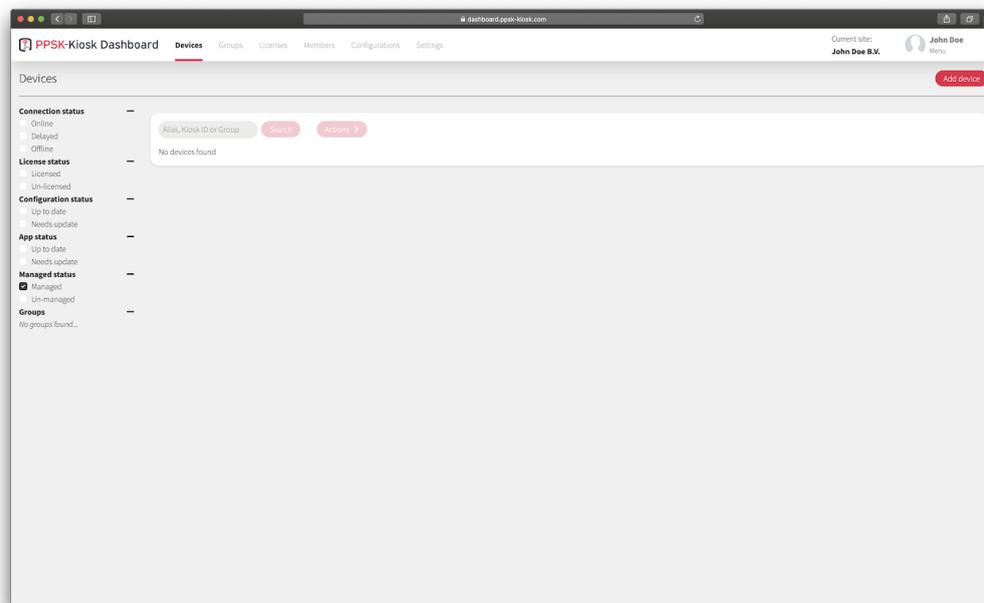


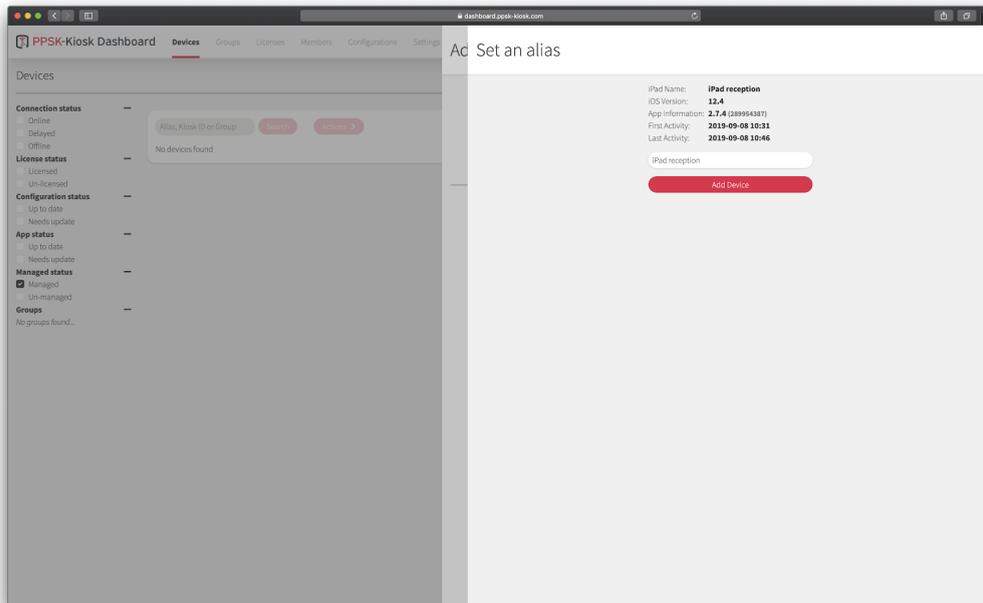
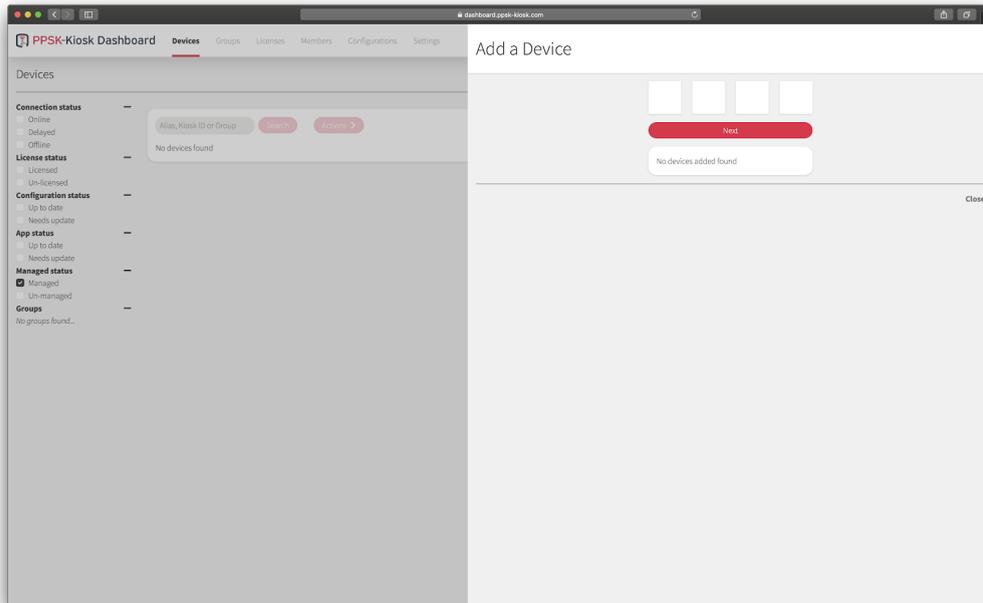
3. A 4-character code will be shown with the instructions “Please add this Kiosk to your site”. Browse via a web browser (on the iPad or another device) to:

<https://dashboard.ppsk-kiosk.com>

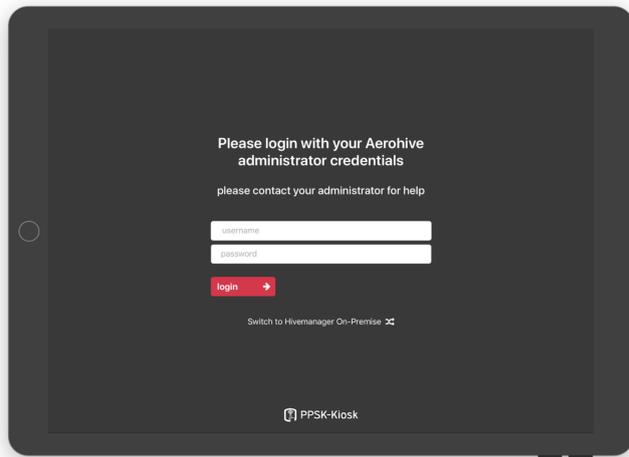


4. If you already have an account, please enter the credentials to login. Don't have a login yet? Click “No account yet? Sign up.” and follow the registration process.
5. If your login is successful, you can browse to your desired “site” and add the 4-character code from the PPSK-Kiosk application on that site.



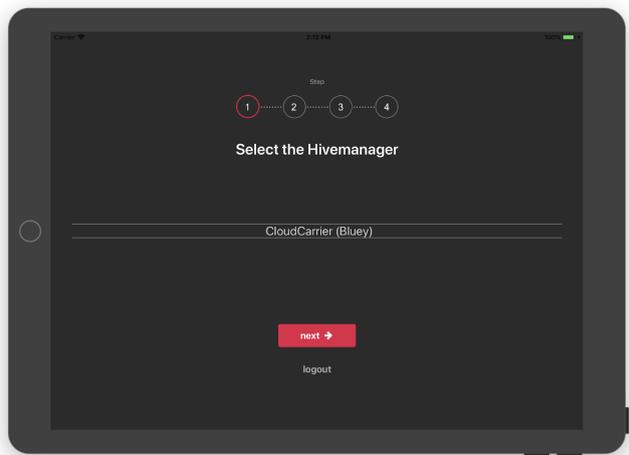


6. Back on the iPad, the view “Please add this Kiosk to your site” will disappear automatically and will show you the login screen. Please login with your ExtremeCloud IQ Admin credentials.

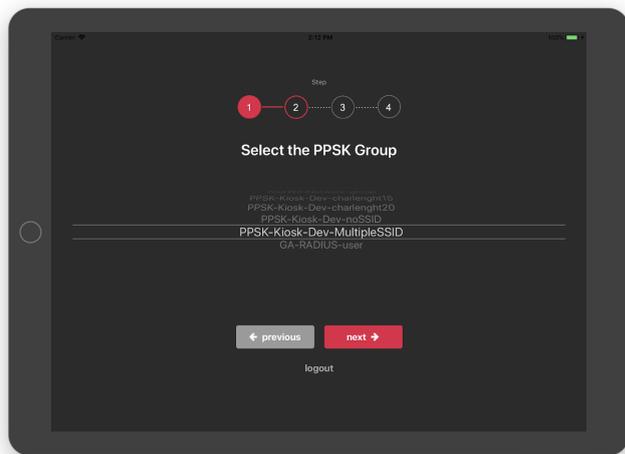


**Note for ExtremeCloud IQ On-Premise, please click on “switch to ExtremeCloud IQ On-Premise” for this setup. It is mandatory to have a valid SSL Certificate on the hostname of your ExtremeCloud IQ On-Premise setup. You may skip the next step and continue from step 8 of this Quick Start Guide.*

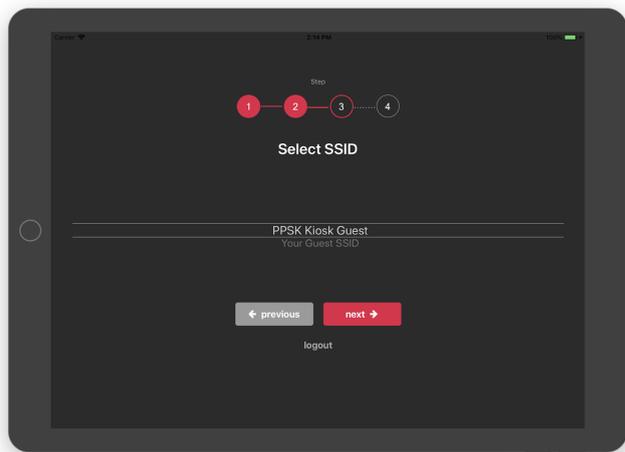
7. Select the ExtremeCloud IQ environment that you want to authorize this app for, and click next. (you might have no choice just like in the example)



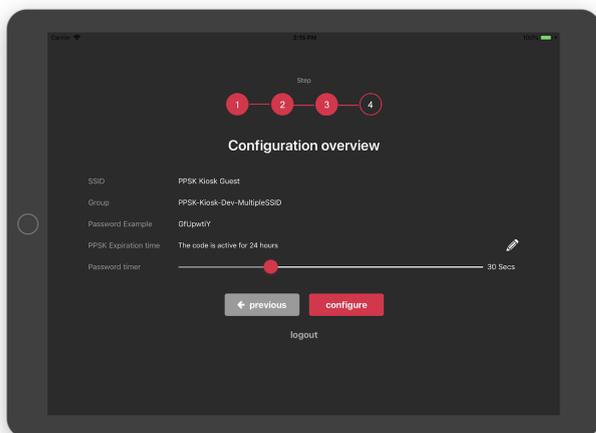
8. Select the Group-name that you created in the ExtremeCloud IQ, and click next.



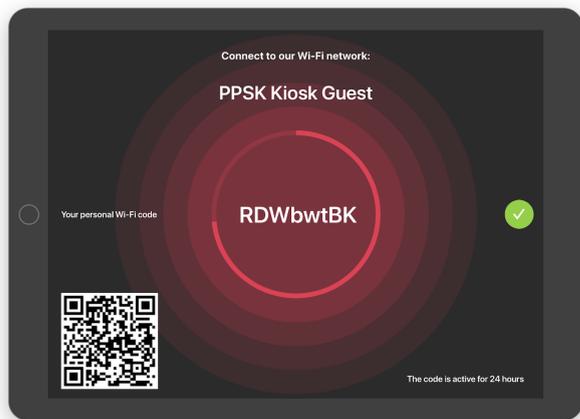
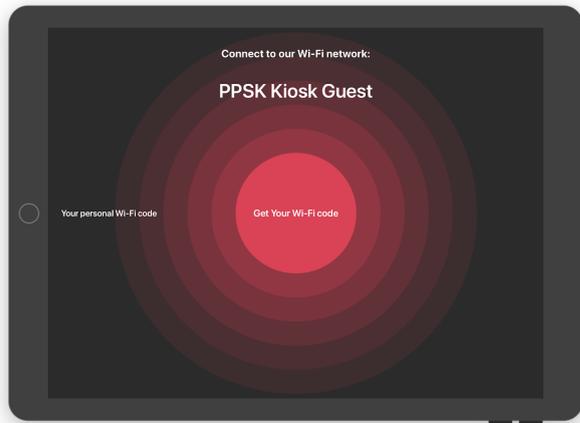
9. Your PPSK Group might be configured to several SSID's. Please select the SSID that you want to generate the PPSK's for, and click next.



10. Please check if all information is set correctly. Furthermore you can change 2 settings here. When it is all ok, click configure.



11. The app is now configured! To prevent guests from doing anything other than creating PPSK codes on the iPad, we strongly recommend to set up the iPad in “Single App mode” via your MDM or in “[Guided Access Mode](#)” if you don’t use a MDM service.

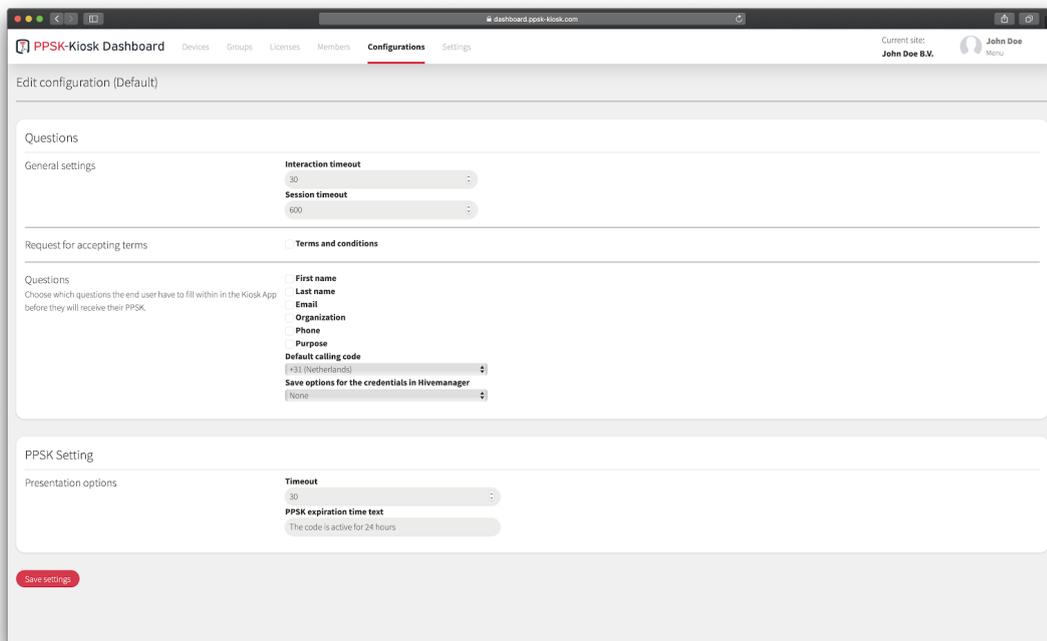
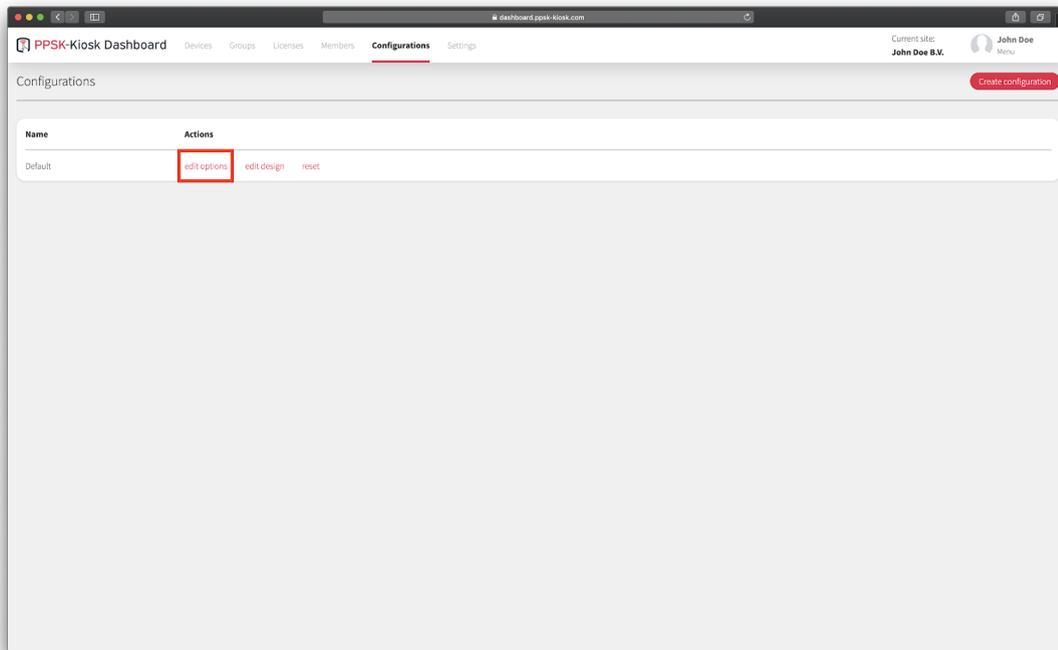


Chapter 3. Layout

From the PPSK-Kiosk app version 2.7.4 and higher you can change the colors from the Dashboard. In the Dashboard you can use the Design Builder to make changes to the colors. Every app in the site will get the new design automatically when you save it.

Chapter 4. Questions

From the PPSK-Kiosk app version 2.7.4 and higher you can now enable questions to be answered by guests before their PPSK code is generated. The questions that will be asked can be configured from the Dashboard and apply to the whole site.



Interaction Timeout

An interaction timeout is hit when a user does not interact with the application for X seconds. The app will end the session and go back to start view. This timeout will not apply to the End view.

Default is 30 seconds.

Session Timeout

A session starts when the user pushes “get Wi-Fi code” to the “End” view where the user sees his PPSK code. When the user takes more time to answer all his questions then X, the app will end the session and go back to start view. This timeout will not apply to the End view.

Default is 600 seconds.

PPSK Expiration Time

When the guest generates a PPSK, in the right-bottom corner a text will be displayed that indicates how long the code will be valid or when it expires. Press the pencil button to change this text to something that fits your Hivemanager configuration.

The real expire settings should be set in the group settings in Hivemanager. The default text is “The code is active for 24 hours” but does not affect the real expiration time.

Password Timer

With the slider, you can set how long a code will be displayed in the App before it disappears. Move the slider to change this value.

Terms and Conditions

You can enable this feature in the Dashboard at the Site configuration.

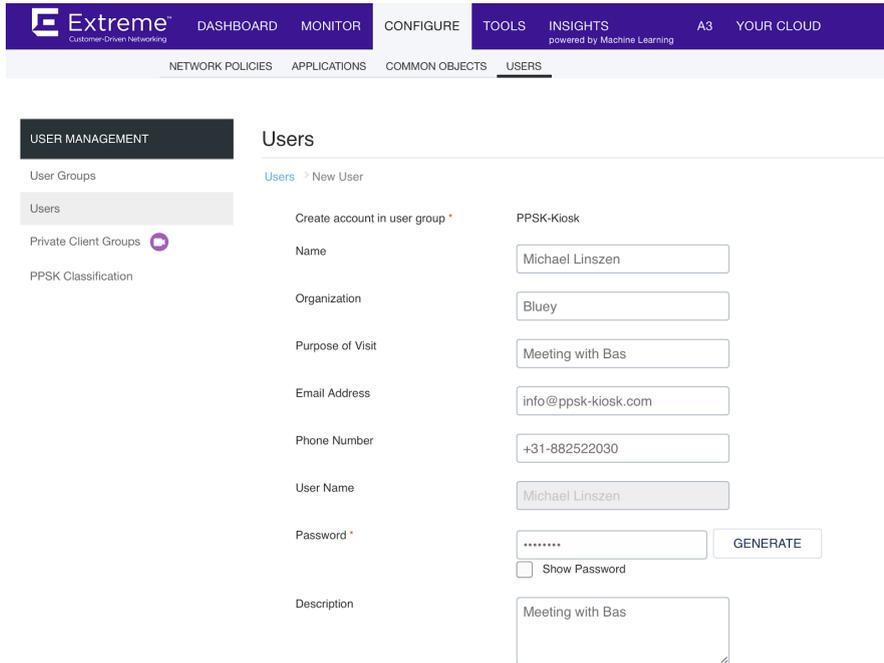
In the Dashboard you can also change the “Terms Content” and can use the “
” tag for every new line in this value.

Note: use your own terms, the default terms are just an example.

Request for contact information

There are several questions for personal information that you can enable in the settings bundle. The answers to these questions are automatically saved to your Hivemanager environment and will be registered under their PPSK user item.

You can check the users in your ExtremeCloud IQ. Go to > CONFIGURE > Users > Select the User and Click the Edit icon 



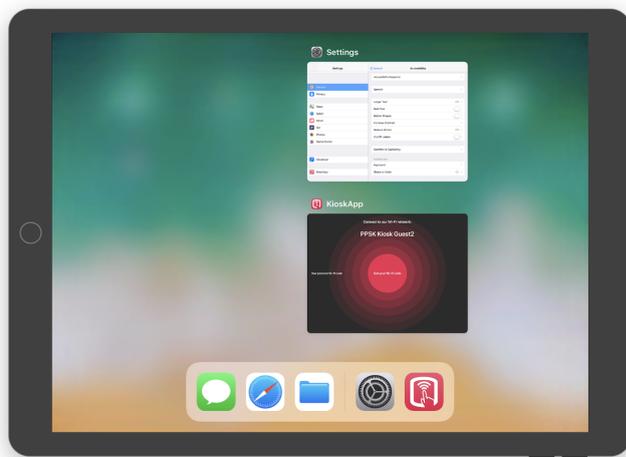
The screenshot shows the ExtremeCloud IQ interface. The top navigation bar includes 'Extreme' logo, 'DASHBOARD', 'MONITOR', 'CONFIGURE', 'TOOLS', 'INSIGHTS', 'A3', and 'YOUR CLOUD'. Below this is a secondary navigation bar with 'NETWORK POLICIES', 'APPLICATIONS', 'COMMON OBJECTS', and 'USERS'. The main content area is titled 'Users' and shows a 'New User' form. The form fields are: 'Create account in user group' (PPSK-Kiosk), 'Name' (Michael Linszen), 'Organization' (Bluey), 'Purpose of Visit' (Meeting with Bas), 'Email Address' (info@ppsk-kiosk.com), 'Phone Number' (+31-882522030), 'User Name' (Michael Linszen), 'Password' (masked with dots, with a 'GENERATE' button and a 'Show Password' checkbox), and 'Description' (Meeting with Bas). A left sidebar shows 'USER MANAGEMENT' with options for 'User Groups', 'Users', 'Private Client Groups', and 'PPSK Classification'.

Chapter 5. Troubleshoot tips / Known issues

In any case of problems

Sometimes it happens (mostly due to configuration changes) that the app might not respond as expected. We strongly advise in this case to force-quit the app, and start it again. You can do this by following these steps:

1. First quitting the “Single App mode” via MDM (if applied) or “Guided Access Mode” (3x tap home button)
2. Tap once again on the “home button” to minimize the PPSK-Kiosk App and be sure you are out of the user-lock modes from step 1.
3. Now tap the “home button” twice to display the opened apps.



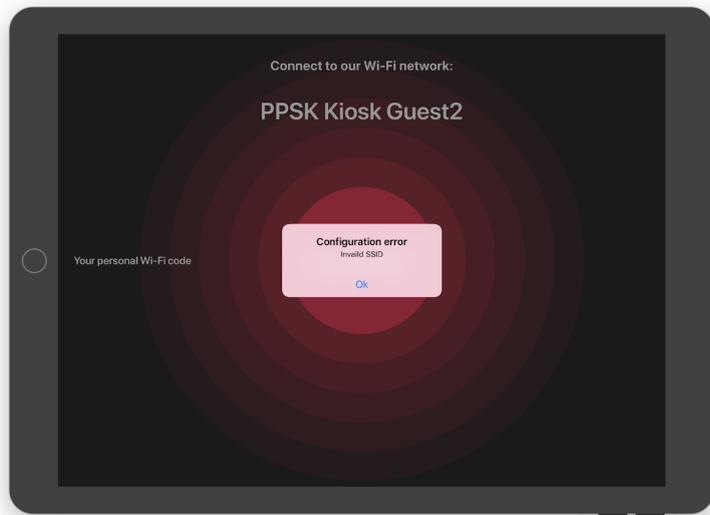
4. Swipe up the “KioskApp” application so it disappears



5. Press the “Home button” to return and open the app again.
6. Don't forget to restore the user-lock mode from your choice

Invalid SSID

You might want to change your SSID in the ExtremeCloud IQ at a certain time. Please be aware that therefore you also have to change this in the app settings. If not, your guest can expect the following error message.



Reconfiguring the application.

When the app doesn't respond you can reconfigure the app. To do this follow the steps below:

1. Disable single-app-view (3x Home button or via your MDM).
2. Open the iPadOS settings
3. Go to KioskApp
4. Click on Show configuration Procedure.

When you click on "Show Configuration Procedure" you will restart the process.

Follow chapter 3 to configure your Kiosk. Don't forget to turn off "Show Configuration Procedure" when your Kiosk is configured!

App crashes and don't know what to do?

Did you make a configuration mistake and nothing works? Just uninstall the app. All the settings will be removed. By installing it again, you can start over from the beginning.

Chapter 6. Updating

When you upgrade the app from 2.7.1 to 2.7.4, you will lose the design you already made. We highly recommend first making the design in the Dashboard for your site before updating the app to 2.7.4. You can get the color codes from the iPad settings bundle which can be applied in the design builder.