2.0 Release

Release Features

This Unbox release includes an IPS/IDS firewall with "heads up" email notifications to proactively monitor malicious activity across the network in addition to active pinging and network scanning to improve remote troubleshooting. Uplevel is also now partnering with WebTitan to offer more favorable pricing to small businesses for DNS Filtering to offer a more complete security suite.

These features benefits MSPs directly by making Unbox easier to deploy and proactively manage. End customers benefit as well because both features ultimately deliver better secure infrastructure and easy management to reinforce the core MSP value proposition at a favorable price.

IPS/IDS Firewall

The new advance firewall allows MSP's to easily monitor and manage legitimate traffic with malicious content to keep customers safe on the go. This comes with the ability to set the initial security posture and alert settings then customize profiles as alerts appear. All of which is controlled out of the dashboard with email notifications to make deployment of the IPS/IDS firewall easy.

Combining this with the existing Stateful Firewall and Uplevel's special partner pricing with WebTitan to offer DNS filtering creates a more holistic security offering to small businesses. All together stopping unwanted traffic, filtering legitimate malicious traffic, and preventing users from reaching known bad sites on a per group basis improving small businesses security posture against the internet.

The IPS/IDS Firewall has a processing speed of 30Mbps this will effectively drop the bandwidth of a network from its original value to this 30Mbps. This speed will also fluctuate based on the type and quantity of traffic it is processing.

Troubleshooting

Enhanced troubleshooting allows for MSP's to quickly perform basic troubleshooting actions remotely from the dashboard. This reduces the unnecessary time spent traveling to client sites. Remote pinging and network mapping create a simple way determine the issue giving you back the time to fix problems.

Easily ping specific devices or IP address to generate a response and troubleshoot possible issues. Combining this with a VPN connection to a device provides a bidirectional ping from

the gateway and to the gateway to better identify issues.

Network scanning allows for an active probing of devices. This as opposed to a passive probe pings all possible IP addresses on the network for a response meaning traditional less communicative devices with the gateway are discovered.

Note that both pinging and network mapping are subject to firewall rules and idle devices that could result as undetectable for an otherwise healthy device.

Known Issues

When switching between release versions browsers may experience loading issues and will appear blank or blinking. This is due to a caching issue in the browser where the previous version and current version conflict. This can easily be resolved by clearing the cache of the browser and doing a hard reload. For chrome this can be done by Pressing Ctrl-F5 or in extreme cases Ctrl-F12.