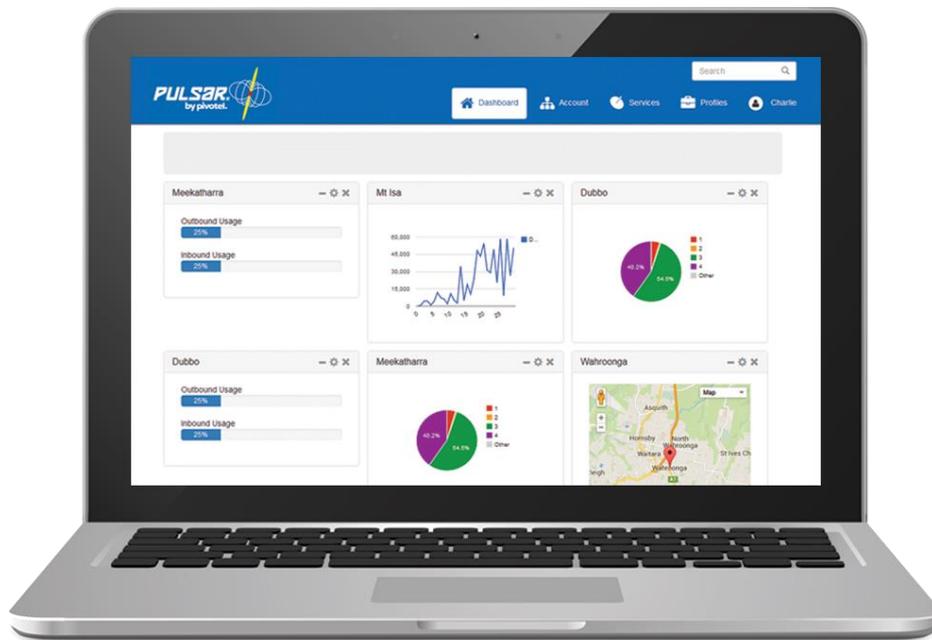


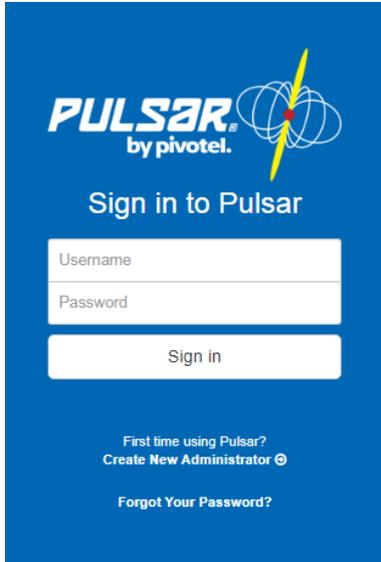
Keeping you connected.

## Pulsar User Guide



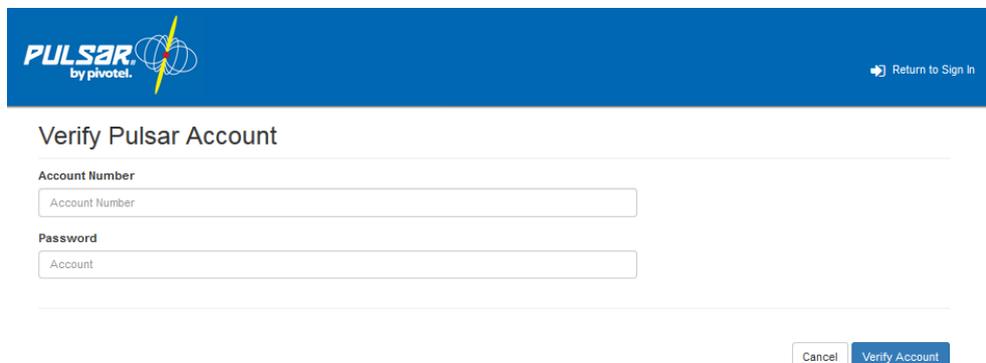
**Step 1: Create Your Administrator Login**

1.1 Open your browser and navigate to <https://www.pulsarportal.com>



1.2 Under 'First time using Pulsar?' click '**Create New Administrator**'.

1.3 Enter your Pivotel Account Number and Password and click 'Verify Account'. If you do not know your Pivotel Account Number and Password, please contact Pivotel Customer Care.

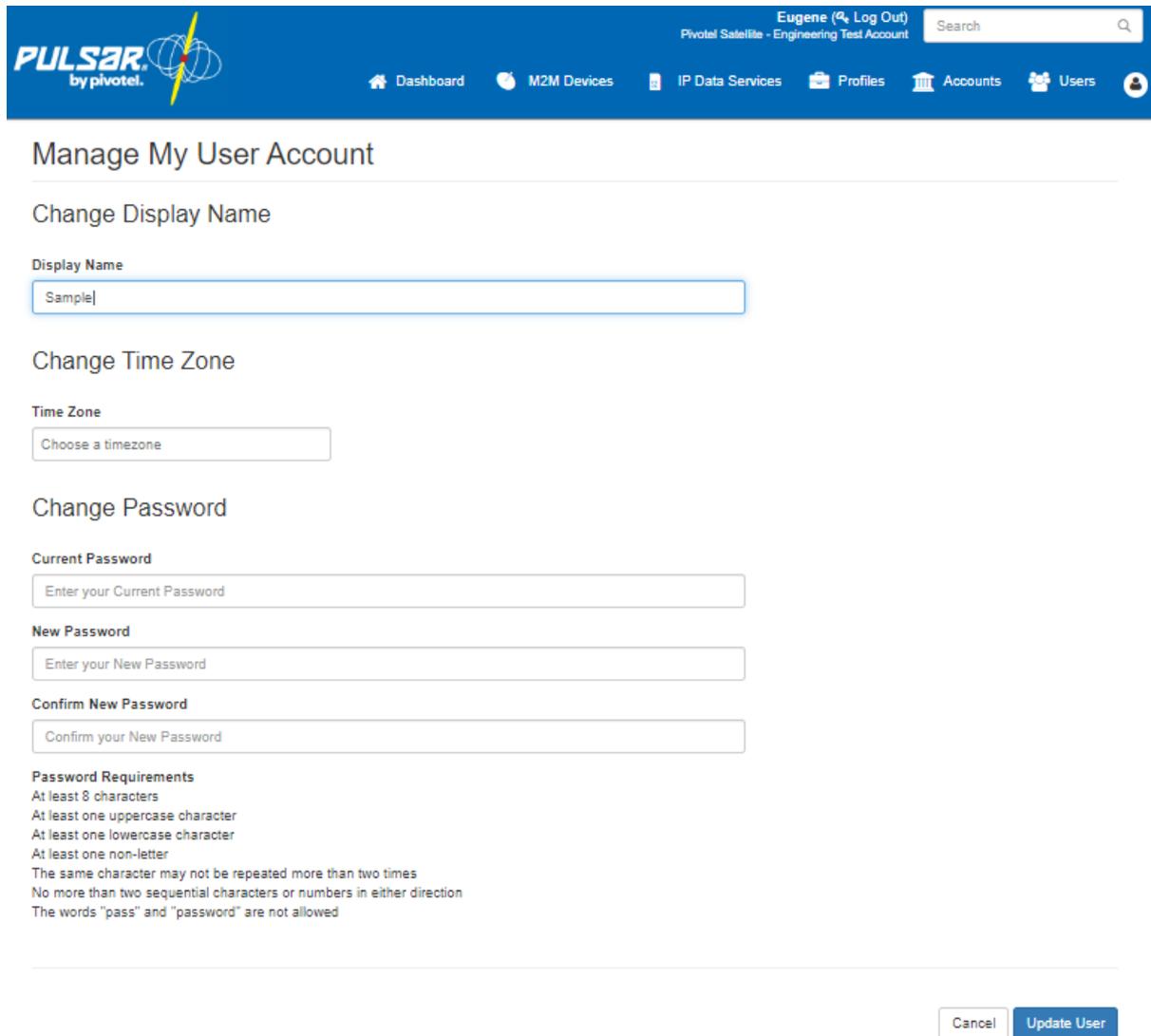


- 1.4 Choose and enter a Username, Display Name and your Contact Information in the fields provided. Your Username is used to login to PULSAR, and your Display Name will be displayed in the PULSAR PORTAL. Click 'Create Administrator' and a password will be emailed to your Contact Email Address.

- 1.5 Click 'Return to Sign In' at the top right of your screen and enter the Username and Password sent to your Contact Email Address.

- 1.6 After login, you can change this password by clicking  and then selecting 'Manage My User Account'.

- 1.7 Under '**Change Password**', enter the Password sent to your Contact Email Address in the 'Current Password', enter your new Password in 'New Password' and repeat your new Password in 'Confirm New Password'. Click '**Update User**' to save the changes.



**PULSAR**  
by pivotel.

Eugene (Log Out)  
Pivotel Satellite - Engineering Test Account

Search

Dashboard M2M Devices IP Data Services Profiles Accounts Users

## Manage My User Account

### Change Display Name

Display Name

### Change Time Zone

Time Zone

### Change Password

Current Password

New Password

Confirm New Password

**Password Requirements**  
At least 8 characters  
At least one uppercase character  
At least one lowercase character  
At least one non-letter  
The same character may not be repeated more than two times  
No more than two sequential characters or numbers in either direction  
The words "pass" and "password" are not allowed

Cancel Update User

- 1.8 Once the new Password is saved, you will return to the login page to login using the Username and new Password.

### Step 2: Create Your Profile

Every PULSAR data service is automatically assigned to the PULSAR default profile when activated. Pulsar sends alert emails to the Email Address registered on your Pivotel account when your data usage for each individual or shared plan reaches 50%, 85%, 100% of a pre-set data alert limit and automatically bars data usage when it reaches a pre-set data bar limit. The PULSAR default profile cannot be edited or deleted.

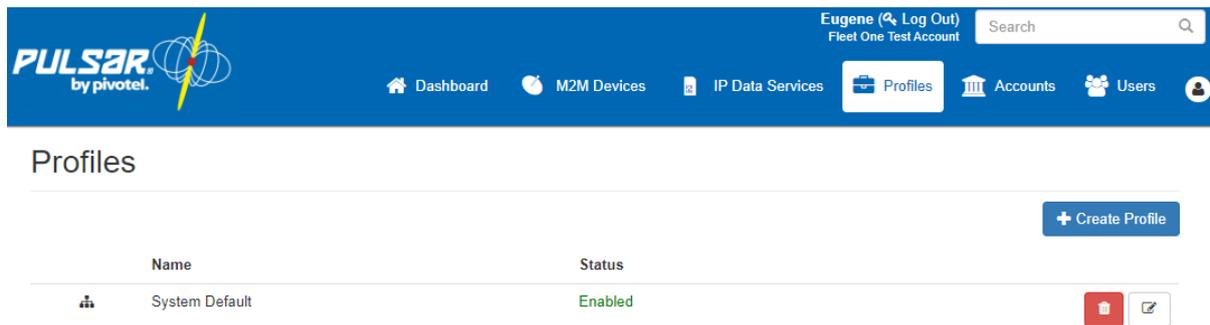
For plans with a data inclusion, for example Inmarsat BGAN M2M 10MB, the PULSAR default profile will send email notifications at 50% (5MB), 85% (8.5MB), 100% (10MB) of the data inclusion and bar usage at 150% of the data inclusion (15MB).

For plans with no data inclusion, for example IsatHub Casual plan, the PULSAR default profile will send email notifications at 50%, 85%, 100% of a set limit (50MB) and bar usage at a set limit (50MB).

You can set different data alerts and bar limits, remove a data bar and/or change the email addresses to receive PULSAR notifications. **First you need to create a new PULSAR profile (Step 2) and assign devices to your profile (Step 3) for the profile to take effect. Each service can only be assigned to one profile.**

Every time you update a profile, the profile actions will refresh and impact every device associated with that profile. The actual data usage of the service will not reset with a new updated profile. If you need to update an alert or bar the service at a certain MB used, you need to update the profile level to be the current usage plus the new MB data usage for the alert or bar. For example, if your current data usage for your service is 80MB and you would like to get an alert at the next 50MB used, you need to update the profile to alert you at 130MB.

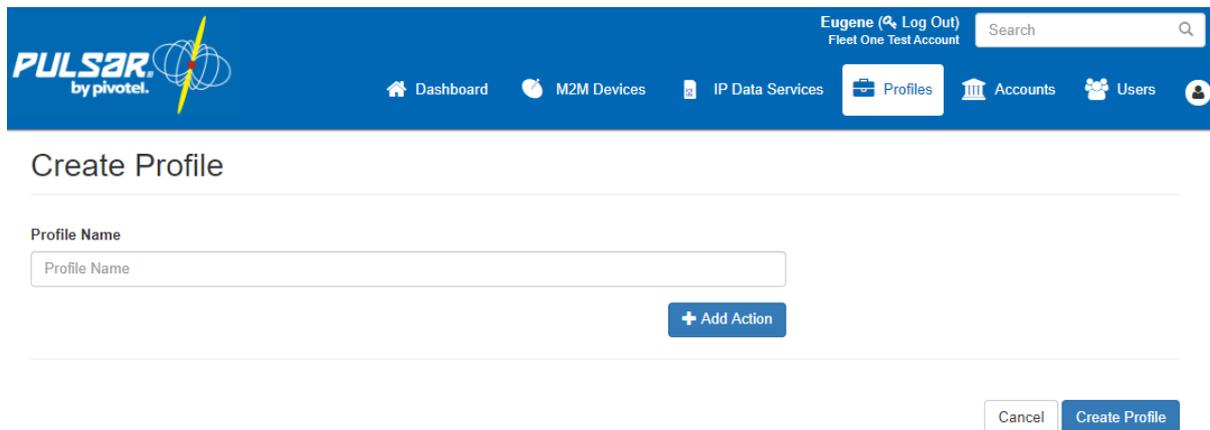
2.1 Once logged in, select 'Profiles'. Click '+ Create Profile'.



The screenshot shows the PULSAR dashboard with the 'Profiles' menu item selected. The main content area displays a table with one profile: 'System Default' with a status of 'Enabled'. There are icons for deleting and editing the profile. A '+ Create Profile' button is visible in the top right corner of the table area.

Name	Status
System Default	Enabled

2.2 Enter a Profile Name. Click '+ Add Action'.



The screenshot shows the 'Create Profile' form in the PULSAR dashboard. It features a text input field for 'Profile Name' and a '+ Add Action' button. At the bottom right, there are 'Cancel' and 'Create Profile' buttons.

- 2.3 Under 'Monitor', select and enter a value for one of the options below (excluding 'c'):
- a. Overall Data Volume (MB)
  - b. Percentage of Data Allowance (Refers to % of data inclusion if the plan has a data inclusion limit or % of data limit for a casual plan with no data inclusion. Max limit is 300%)
  - c. Portal User Action (Monitor changes made by Users)

### Create Profile

---

Profile Name

#### 1st Action



##### Monitor

##### Action

##### Data Volume

 MB

##### Mobile Number

SMS alerts will be charged according to your service plan

##### Email Address

+ Add Action

Cancel Create Profile

- 2.4 Under 'Action', select one of the options below:
- a. Alert
  - b. Individual Service – Bar Data
  - c. Individual Service – Unbar Data
  - d. Group - Bar Data
  - e. Group - Unbar Data

**Alert** refers to sending email and/or SMS alerts to the configured recipients in step 2.5. when the data usage reaches the configured data limit in step 2.3.

**Bar/Unbar** refers to barring/unbarring the service and sending email and/or SMS alerts to the configured recipients in step 2.5. when the data usage reaches the configured data limit in step 2.3.

**Group service** refers to Shared Corporate Allowance Plans (SCAP), e.g. Inmarsat BGAN M2M SCAP 50MB.

- 2.5 You can choose one of the following for each Action. This is useful when you want to send alert notifications to your team members who are not registered with a Pivotel account.
- a. Email alert only
  - b. SMS alert to mobile only
  - c. Email and SMS alerts

Email alerts are free. You can enter as many Email Addresses as required. Remember to separate multiple Email Addresses with a comma and ensure there is no space in between.

Each SMS alert is charged as a satellite SMS. You can enter as many mobile numbers as required. Mobile numbers must be entered in international format. Remember to separate multiple mobile numbers with a comma and ensure there is no space in between.

Email and SMS alerts are recommended for each Data Bar action to ensure you and your team members receive these critical notifications. When the service is data barred, you can log into PULSAR to unbar the service in real time. See Step 4.1.

2.6 You can have multiple actions under one profile. Click 'Create Profile' to save.

### Create Profile

---

**Profile Name**

**1st Action** 

**Monitor** 

**Action**

**Data Volume**  
 MB

**Mobile Number**   
  
SMS alerts will be charged according to your service plan

**Email Address** 

[+ Add Action](#)

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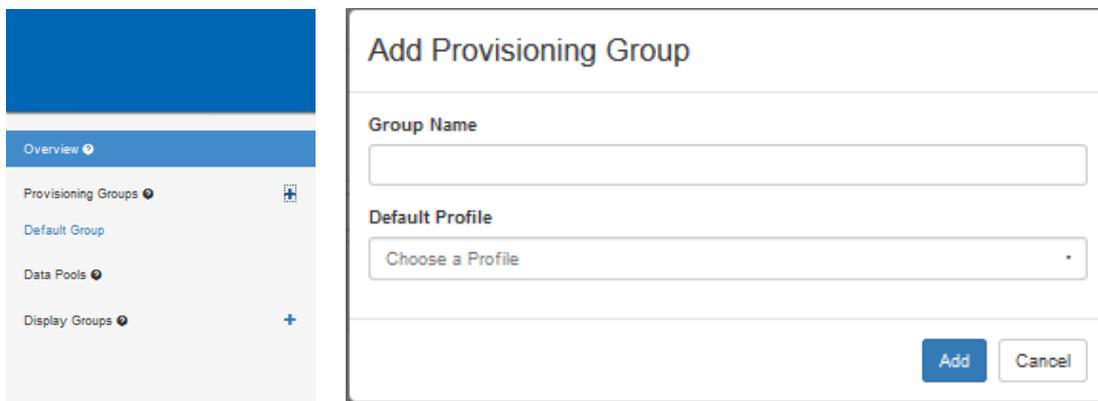
### Step 3: Allocate Services To Your Profile

Once a new PULSAR profile is created as above, you need to create a new Provisioning Group with your new Profile and assign services to the new Provisioning Group for the profile to take effect. A service is assigned to a PULSAR default profile unless you re-assigned it to your new profile.

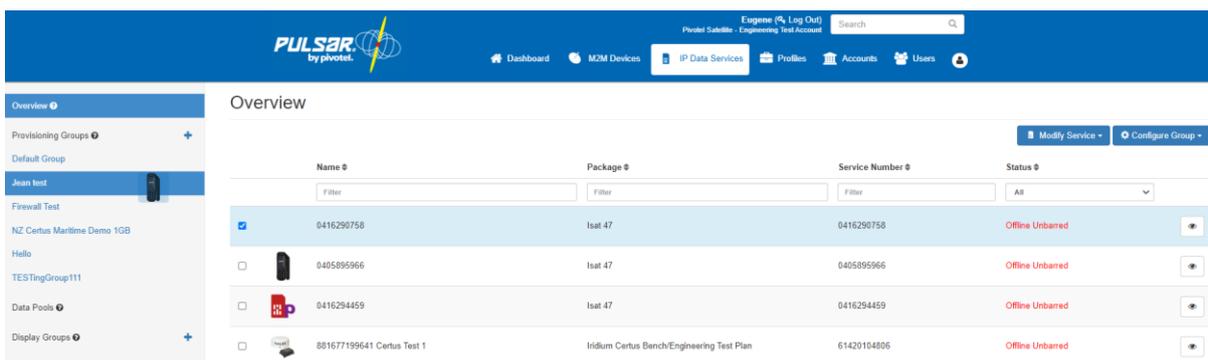
- 3.1 For IP based services such as Iridium Certus, Inmarsat Fleet One, Inmarsat BGAN M2M, Inmarsat IsatHub and Thuraya IP, select 'IP Data Services'. For store-and-forward services such as Iridium SBD and Globalstar Simplex (SPOT Trace, SPOT 3), select 'M2M Services'.

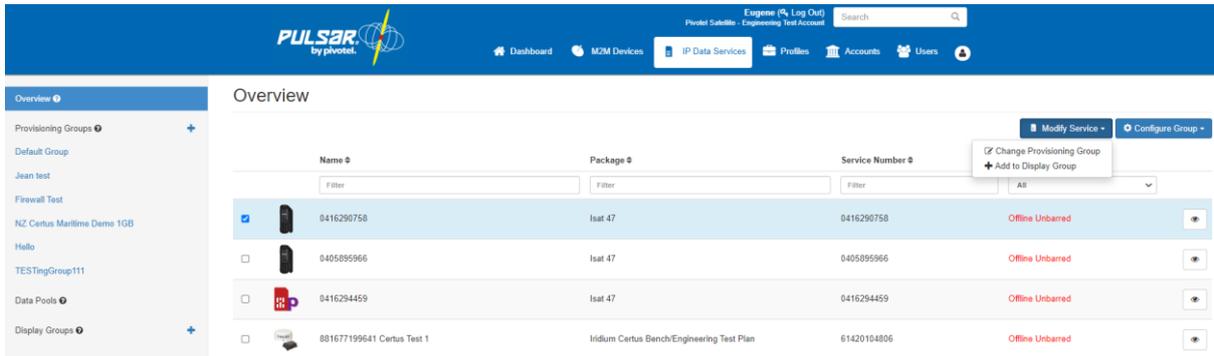
M2M services is currently under development and only offers limited information.

- 3.2 Under 'Provisioning Groups', click '+ Add Provisioning Group'. Enter your Group Name and select your Profile. Click 'Add' to save.



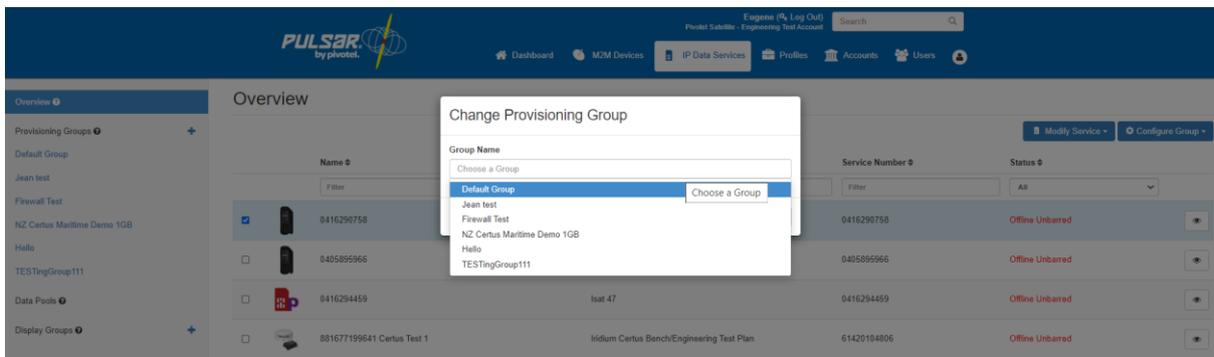
- 3.3 To move a service to a new Provisioning Group, you can
  - a. Click on the terminal image or SIM image and drag the services from the Default Group to your new Provisioning Group, or
  - b. select the service, then click '**Modify Service**', select 'Change Provisioning Group', select the group you wish to move the service to and click '**Add**' to save.





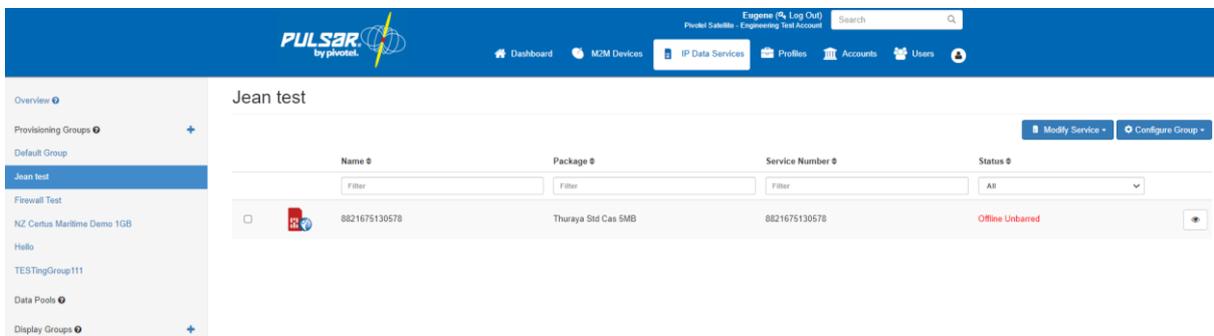
The screenshot shows the 'Overview' page for IP Data Services. The left sidebar lists provisioning groups: Default Group, Jean test, Firewall Test, NZ Certus Maritime Demo 1GB, Hello, TESTINGGroup111, Data Pools, and Display Groups. The main table lists services with columns for Name, Package, Service Number, and Status. A 'Change Provisioning Group' dropdown menu is open over the first service row.

Name	Package	Service Number	Status
0416290758	Isat 47	0416290758	Offline Unbarred
0405895966	Isat 47	0405895966	Offline Unbarred
0416294459	Isat 47	0416294459	Offline Unbarred
881677199641 Certus Test 1	Idium Certus Bench/Engineering Test Plan	61420104806	Offline Unbarred



This screenshot is identical to the previous one, but with a 'Change Provisioning Group' dialog box open. The dialog has a 'Group Name' field and a list of provisioning groups: Default Group, Jean test, Firewall Test, NZ Certus Maritime Demo 1GB, Hello, and TESTINGGroup111. The 'Default Group' is currently selected.

3.4 You can now click on your new Provisioning Group to view the services assigned to the Group.



The screenshot shows the 'Jean test' provisioning group view. The left sidebar highlights 'Jean test'. The main table shows services assigned to this group.

Name	Package	Service Number	Status
8821675130578	Thuraya Std Cas 5MB	8821675130578	Offline Unbarred

3.5 You can click into service detail and select Provisioning Group to view the Profile set for the service.

IoT Services / 61420106694

## 61420106694

[Service](#) **Provisioning Group** [Device](#) [Current Usage](#) [Data Detail](#)

### Provisioning Group

[Change Provisioning Group](#)

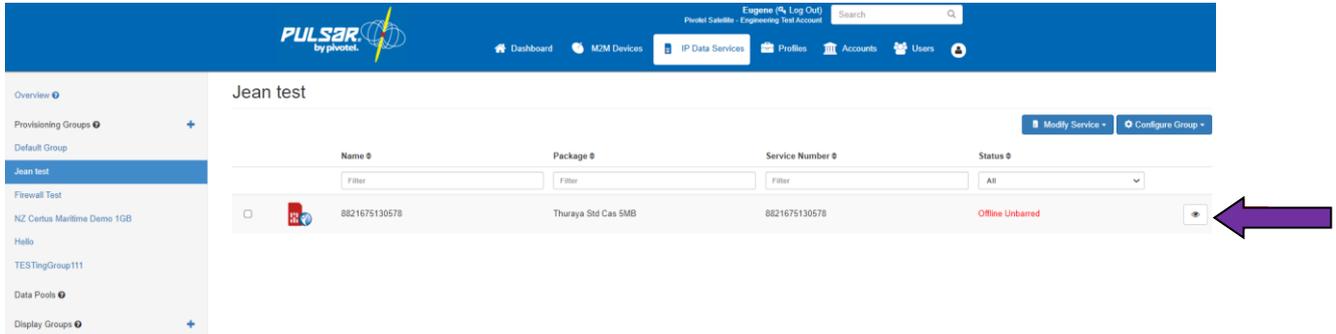
FleetOne

<b>Name</b>	FleetOne Profile
<b>Status</b>	Enabled
<b>1st Action</b>	
<b>Monitor</b>	VOLUME
<b>Action</b>	ALERT
<b>Data Volume</b>	30.0 MB
<b>Email Address</b>	eugene.gan@pivotel.com.au
<b>2nd Action</b>	
<b>Monitor</b>	VOLUME
<b>Action</b>	ALERT
<b>Data Volume</b>	60.0 MB
<b>Email Address</b>	eugene.gan@pivotel.com.au

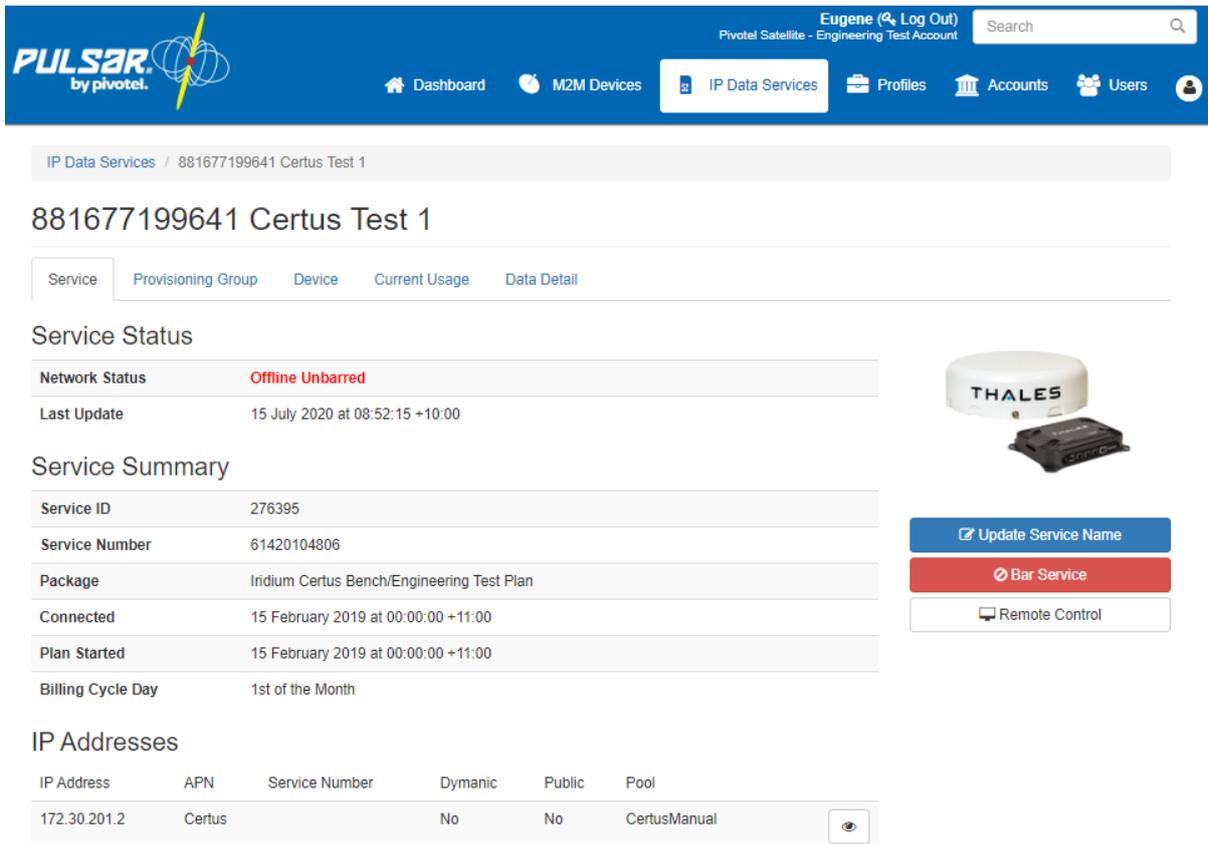
**Step 4: Monitor Your Data Usage**

To view your current month's data usage (usage since last bill)

4.1 Click on  for the service you wish to check.



Under Service, you can choose to Update Service Name, or Bar/ Unbar service in real time.



4.2 Select the 'Current Usage' tab and view the 'Total Data Usage' under 'Usage Summary'.

The screenshot shows the PULSAR by pivotel. web interface. At the top, there is a navigation bar with the PULSAR logo, a search bar, and user information (Eugene, Log Out, Pivotel Satellite - Engineering Test Account). Below the navigation bar, there are tabs for Service, Provisioning Group, Device, Current Usage, and Data Detail. The 'Current Usage' tab is selected, showing the title 'Current Usage - Geoff Certus -PULSAR Firewall test (881677199514)'. Below this, there is a 'Usage Summary' section with a table of usage statistics:

Usage Summary	
Incoming Usage	10.9 MB (48%)
Outgoing Usage	12.1 MB (52%)
Total Data Allowance	250.0 MB
Total Data Usage	23.0 MB

Usage Summary in Current Usage:

- Incoming Usage, Outgoing Usage and Total Data Usage are for analytical purposes only.

### Step 5: Manage Firewall Rules Of Your Service

The Pulsar Firewall Management capabilities allow you to manage your own firewall rules for your service for outbound or inbound data traffic.

#### Outbound

- To allow all traffic except the configured rules OR;
- To deny all traffic except the configured rules

#### Inbound (Only for service with Public IP address)

- To deny all traffic except the configured rules

#### Note:

1. The firewall operation configured with Pulsar occurs within the ground core network. This means that any denial of IP traffic outbound from the satellite terminal will only occur once the initial requests have traversed the satellite network, resulting in some data usage, which may be chargeable. To avoid this data usage, firewall protection can be set at the satellite terminal (if the terminal supports firewall configuration) or through the use of a suitable external firewall router such as the RedPort Optimizer. Configured correctly this will deny IP data traffic before it can be transmitted over the satellite network.
2. Pulsar Firewall Management does not support category filtering (e.g OS update category, gaming category, illegal drug category and etc.) It is the responsibility of the service user to configure the correct IP addresses, fully qualified domain names and necessary protocols and ports to ensure the firewall operates for the users intended purpose.

By default, your service will allow all outbound data traffic and deny all incoming data traffic. If you subscribe a Public IP address for the service, you can also manage the whitelist IP addresses to allow incoming data traffic.

To manage the firewall rules for your service,

1. Click on  icon of the service to manage the firewall rules.

Overview

Name	Package	Service Number	Status
0416290758	Isat 47	0416290758	Offline Unbarred
0405895966	Isat 47	0405895966	Offline Unbarred
0416294459	Isat 47	0416294459	Offline Unbarred
881677199641 Certus Test 1	Iridium Certus Bench/Engineering Test Plan	61420104806	Offline Unbarred
881677199747 Certus-Test	Iridium Certus Bench/Engineering Test Plan	61480024804	Offline Unbarred
0424220379	Isat 37 AUD	0424220379	Offline Unbarred
0405895388	Isat 47	0405895388	Offline Unbarred

2. Click on the  icon in IP Addresses section

IP Data Services / 8821675130578

## 8821675130578

Service | Provisioning Group | Device | Current Usage | Data Detail

### Service Status

Network Status	Offline Unbarred
Last Update	29 June 2020 at 16:24:08 +10:00

### Service Summary

Service ID	216348
Service Number	8821675130578
Package	Thuraya Std Cas 5MB
Plan Started	16 September 2015 at 00:00:00 +10:00
Billing Cycle Day	1st of the Month

### IP Addresses

IP Address	APN	Service Number	Dymanic	Public	Pool
203.105.217.12	standardip.pivotel.au		No	Yes	

3. This will open the firewall management page for the IP address you wish to configure

**PULSAR** by pivotel. Eugene (Log Out) Pivotal Satellite - Engineering Test Account Search

Dashboard M2M Devices IP Data Services Profiles Accounts Users

### Firewall Management for 203.105.217.12

Outbound **Allow** all except the following policies

Action	Name	Address	Service/Port	Status	FirewallStatus	CreationTime	SyncTime
--------	------	---------	--------------	--------	----------------	--------------	----------

[+Add Firewall Rule](#)

Inbound [Deny all except the following policies]

Action	Name	Address	Service/Port	Status	FirewallStatus	CreationTime	SyncTime
--------	------	---------	--------------	--------	----------------	--------------	----------

[+Add Firewall Rule](#)

[Cancel](#) [Submit](#)

#### Saved Rules

Action	Name	Direction	Address	Service/Port
<input type="text" value="Filter"/>				

4. To configure the outbound traffic, you need to decide if the outbound rule will be to allow all traffic except the configured rules or deny all traffic except the configured rules by toggling the “Allow” or “Deny” button.

### Firewall Management for 203.105.217.12

Outbound **Allow** all except the following policies

### Firewall Management for 203.105.217.12

Outbound **Deny** all except the following policies

a. To add a new firewall rule, click the **+Add Firewall Rule** button and start to configure the rule. To remove a configured rule before it has been submitted click the icon.

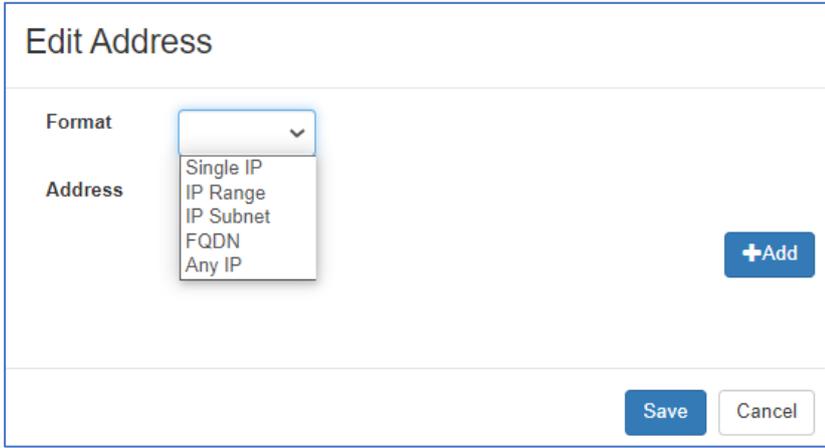
Outbound **Allow** all except the following policies

Action	Name	Address	Service/Port	Status	FirewallStatus	CreationTime	SyncTime
<b>Deny</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>				

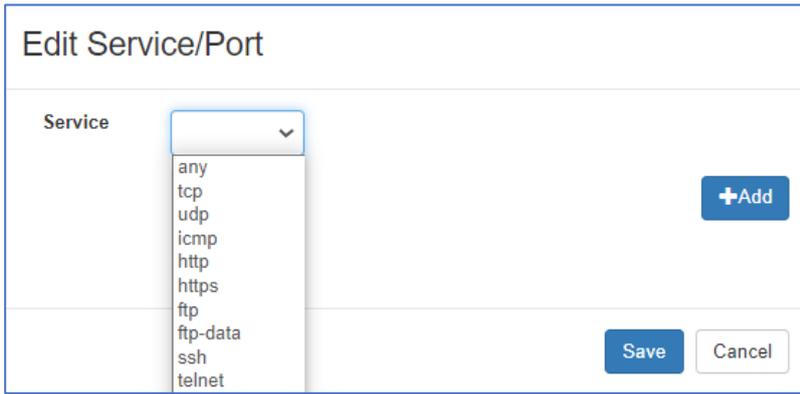
[+Add Firewall Rule](#)

Note that the Action on the rule will say ‘Deny’ if you have chosen to ‘Allow all except’ or it will say ‘Allow’ if you have chosen to ‘Deny all except’. To configure the rule take the following steps:

- i. Enter a Name for the outbound rule.
- ii. Click on the Address box to configure the IP address.
  - a. A selection of formats can be configured. After configuring the IP address for the rule, click **+Add** to add to the list. You can continue to add other formats of IP address. Please note that the service type will be defined in the next configuration parameter so it is recommended to only group addresses together that will utilise the same Service type, eg FTP, HTTP etc. Click **Save** when done.
  - b. Options for Format include
    - Single IP – used to apply the rule to a single IP Address
    - IP Range – used to apply the rule to an IP Address Range
    - IP Subnet – used when applying the rule to an entire subnet
    - FQDN – used to apply the rule to a Fully Qualified Domain Name. eg [www.google.com](http://www.google.com)
    - Any IP - used when applying the rule to all IP addresses to a particular service type. Service type is addressed in the next configuration parameter.



- iii. Click on the Service/Port to configure the firewall rule service. A selection of services can be configured based on the drop-down menu. After selection of the service, click **+Add** to add it to the list. You can continue to add other services as they apply to the IP Addresses that have already been added in the previous step. Note if you don't want each of the services to apply to all of the IP Addresses identified it is better to separate them out into separate rules. Click **Save** when done.



- b. Repeat step a, if you wish to configure additional rules, else click **Submit**. Please note the FirewallStatus of the newly added rule will display as "Pending" followed by "InProgress" while waiting to synchronize with the firewall.

Action	Name	Address	Service/Port	Status	FirewallStatus	CreationTime	SyncTime
	Deny	Test 1	176.98.56.128	tcp/128	Enabled	Pending	2020-07-03 14:10:25

The FirewallStatus will change to “Enabled” once synchronization has been completed. During the “Pending” or “InProgress” status, you will not be allowed to add, delete, or save any further rules. Once the rule is successfully synchronized to the firewall, the FirewallStatus will be changed to Enabled.

*Note: The synchronization process can take up to 5 minutes to complete. The ‘Refresh’ button can be used to refresh the web page to provide an update of the FirewallStatus.*

Action	Name	Address	Service/Port	Status	FirewallStatus	CreationTime	SyncTime	
	Deny	Test 1	176.98.56.128	tcp/128	Enabled	Enabled	2020-07-03 14:10:25	2020-07-03 14:14:21

- c. If the rules fail to be enabled in the firewall, an alert window will be displayed and the FirewallStatus will update to Failed. Please contact Pivotel Technical Support at TechSupport@pivotel.com.au to resolve the issue.
5. To configure the inbound traffic rules of your service,
- a. Click the **+Add Firewall Rule** button and start to configure the rule. To remove a configured rule before it has been submitted click the icon.

### Inbound [Deny all except the following policies]

Action	Name	Address	Service/Port	Status	FirewallStatus	CreationTime	SyncTime

To configure the rule take the following steps:

- i. Enter a Name for the inbound rule.
- ii. Click on the Address box to configure the IP address.
  - a. A selection of format can be configured. After configuring the IP address for the rule, click the **+Add** to add to the list. You can continue to add other formats of IP addresses. Click **Save** when done. See 4 above for an explanation of the formats provided.

#### Edit Address

Format ▼

Address Single IP  
IP Range  
IP Subnet  
FQDN  
Any IP

- iii. Click on the Service/Port to configure the firewall rule service. A selection of services can be configured based on the drop-down menu. After selection of the service, click **+Add** to add it to the list. You can continue to add other services as they apply to the IP Addresses that have already been added in the previous step. Note if you don't want each of the services to apply to all of the IP Addresses identified it is better to separate them out into separate rules.. Click **Save** when done.

### Edit Service/Port

<b>Service</b>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <span style="float: right;">▼</span> </div> <ul style="list-style-type: none"> <li>any</li> <li>tcp</li> <li>udp</li> <li>icmp</li> <li>http</li> <li>https</li> <li>ftp</li> <li>ftp-data</li> <li>ssh</li> <li>telnet</li> </ul>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px; background-color: #007bff; color: white; text-align: center; width: 40px;">+Add</div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="border: 1px solid #ccc; padding: 5px; background-color: #007bff; color: white; text-align: center; width: 40px;">Save</div> <div style="border: 1px solid #ccc; padding: 5px; background-color: #ccc; text-align: center; width: 40px;">Cancel</div> </div>
----------------	--	--

- b. Repeat step a, if you wish to configure additional rules, else click **Submit**. Please note the FirewallStatus of the newly added rule will display as “Pending” followed by “InProgress” while waiting to synchronize with the firewall.

Action	Name	Address	Service/Port	Status	FirewallStatus	CreationTime	SyncTime	
+	Allow	Test 2	176.87.92.0/24	ssh	Enabled	Pending	2020-07-03 14:10:25	

The FirewallStatus will change to “Enabled” once synchronization has been completed. During the “Pending” or “InProgress” status, you will not be allowed to add, delete, or save any further rules. Once the rule is successfully synchronized to the firewall, the FirewallStatus will be changed to Enabled.

*Note: The synchronization process can take up to 5 minutes to complete.*

The **‘Refresh’** button can be used to refresh the web page to provide an update of the FirewallStatus.

Action	Name	Address	Service/Port	Status	FirewallStatus	CreationTime	SyncTime	
+	Allow	Test 2	176.87.92.0/24	ssh	Enabled	Enabled	2020-07-03 14:10:25	2020-07-03 14:13:09

- c. If the rules fail to be enabled in the firewall, an alert window will be displayed and the FirewallStatus will update to Failed. Please contact Pivotel Technical Support at TechSupport@pivotel.com.au to resolve the issue.

6. To disable the inbound or outbound rules, click on the Status drop down menu of the rules and select **Disabled** then click **Submit**.

+	Deny		200.200.1.14	any	Enabled	<div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">             Enabled ▼  <span style="background-color: #007bff; color: white; padding: 2px;">Enabled</span>              Disabled           </div>	Enabled	2020-07-09 16:57:45	2020-07-09 17:01:10
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Please note the FirewallStatus of the disabled rules will display as “Pending” or “InProgress” while waiting to synchronize with the firewall.

Action	Name	Address	Service/Port	Status	FirewallStatus	CreationTime	SyncTime
Allow		202.138.78.14	ftp,ftp-data	Disabled	Pending	2020-07-08 10:01:45	2020-07-08 10:04:14

- a. If the rules are successfully disabled in the firewall, the rules will be removed from the firewall management UI.
- b. If the rules fail to disable in the firewall, an alert window will be displayed and the FirewallStatus will update to Failed. Please contact Pivotel Technical Support at TechSupport@pivotel.com.au to resolve the issue.

Action	Name	Address	Service/Port	Status	FirewallStatus	CreationTime	SyncTime
Allow		backup.gmn-usa.com	http	Enabled	Enabled	2020-07-16 13:20:52	2020-07-16 13:59:10
Allow		any	domain	Disabled	Failed	2020-07-17 09:48:27	2020-07-17 11:00:56

- You can save a configured inbound and outbound rule to the Saved Rules section which allows you to apply the same rule on other services within the same account.

To save a rule, click the  icon adjacent to the rule that you wish to save. The rule will now appear in the Saved Rules section at the bottom of the page. Prior to submitting the saved rules list, you can remove a rule

that has been selected to be saved by clicking the  icon beside the rule in the Saved Rules section. Click **Submit** to save the selected rules to the Saved Rules section.

Note: If a rule does not display the  icon, it means the rule has already been saved to the Saved Rules section.

Action	Name	Address	Service/Port	Status	FirewallStatus	CreationTime	SyncTime
 Deny	Test 2	128.98.79.1-128.98.1	telnet	Enabled	Enabled	2020-07-03 14:17:07	2020-07-03 14:19:24
 Deny	Test 1	176.98.56.128	tcp/128	Enabled	Enabled	2020-07-03 14:25:24	2020-07-03 14:28:15

You can assign a saved rule to the Inbound or Outbound firewall rules configuration if that rule is currently not configured for the service. The Direction column identifies whether a rule is for inbound or outbound use.

Click the  icon of the rule that you wish to apply to the service.

To view services that currently using the rule, click on the  icon.

To delete the rule from the Saved Rules, click on the  icon.

### Saved Rules

Action	Name	Direction	Address	Service/Port		
 Allow	Annie111	Inbound	200.200.1.103	any		
 Deny		Outbound	200.200.1.14	any		