



## Subscriber Administration Current Table FAQ

### **How is the Subscriber Administration /Current table created?**

**Packets from the LAN** – As traffic is received from the subscriber ports (LAN\AUX\ETHx\SUB) the NSE records information from the packet in the Current table.

**Internal database profile** – When a MAC address is added as a Device, the NSE will keep the information in the current table, even if the device is disconnected from the network. This is to ensure that the device is always reachable so it can be accessed with the static port mapping feature. For instructions on creating these profiles refer to the [“Create Static Port Mapping” how-to guide](#).



## What do the Values in the Columns Represent?

**NOTE:** Screen shot using 8.2 firmware earlier versions may not have all the columns

**Current Subscribers**

Subscriber Idle Timeout:

Note: doesn't apply to Radius subscribers. Factory default: 1200 s

[Display options >>>](#)

Click headers to sort the table

MAC	IP	Port	Room	User Name	Group Bw Policy	Bandwidth Up / Down	Throughput In-Out Up / In-Out Down	AAA State	Expiration	Idle Timeout	Bytes Sent	Bytes Received	Total	Proxy	NAT IP(S)
70:5A:B6:A0:D5:31	10.0.1.8	0				0 / 0	0-0 / 0-0	Pending	Unlimited	none	5804	212182	217986	OFF	WAN:67.130.149.163

**MAC** – Source MAC address in the packet

**IP** – Source IP address in the packet

**Port** – VLAN tag or mapped port returned with SNMP query or Zero value from unmanaged switches

**Room** – Room mapped to the port in Port Location\List

**User Name** – Populated by Radius or internal database username field, or at first login with PMS purchase using a two-way System

**Group BW Policy** – Policy assigned to the Radius Group User Account for shared bandwidth

**Bandwidth Up/Down** – Bandwidth Values set for that device created by Radius, internal database profile, by an internal billing plan or XML command. Requires Configuration -> Bandwidth Management to be enabled and the ISP values configured per WAN port

**Throughput In/Out Up In/Out Down** – amount of bandwidth used by the subscriber machine at the time the Current table was loaded

**AAA State** – **Pending** machine has not authenticated **Valid** has authenticated **No Access** port set to Blocked in the Port Location\List **Radius Unlimited** Radius login without an expiration time **Expired** time expired will be removed from the table.

**Expiration** – Either a time period or **Unlimited**. Unlimited will not be removed automatically from the subscriber table by the NSE if the profile is **Valid**



**Idle Timeout** – A time unit set by Radius profile, Subscriber Idle Timeout above or Idle Timeout set in the Radius Client configuration screen. **None** shown by Pending users are subject to a timeout of 10 minutes. A **time period** states when the entry will be removed from the table. Value of **0** (zero) if the Subscriber Idle Timeout is set to 0 and there is no expiration time for the user the device will not be removed from the table, retaining their license and lease

**Bytes Sent** – Bytes sent from the Subscriber to the network since the MAC address appeared in the Current table

**Bytes Received** - Bytes received from the network destined to that subscriber machine since the MAC address appeared in the Current table

**Total** – Bytes sent and received combined

**Proxy** – Browser proxy state is detected when a web browser is launched, the “You are being connected” screen is shown. **Off** = no proxy in browser **On** = proxy is enabled **Unknown**= customer has not sent port 80 traffic so proxy has not been detected

**NAT IP** – 8.2 and newer firmware only, the WAN IP address the subscriber has been assigned and will be translated to after authentication



## **Frequently Asked Questions:**

### **Question: What is the Subscriber Idle Timeout?**

Answer: The amount of time the NSE waits for traffic before removing a Valid MAC address from the Current table. Default is 20 minutes no less than 10 recommended. Consideration of increasing the time must include the license count as remaining in the Current table retains the license. End users leaving the property remain in the table until the timeout is reached.

### **Question: How can I remove the Pending MAC addresses from the Current table?**

Answer: Individual Pending addresses can be deleted from the Current table by selecting the MAC address and choosing "Delete". If zero packets have been received after 10 minutes the NSE will remove the entries from the Current table.

### **Question: I have deleted a MAC address from the Current table, when the table was refreshed the listing returned?**

Answer: Packets have been received with the MAC address listed as Source.

### **Question: I have deleted a MAC address from the Current table, it has appeared again with bytes received but not sent?**

Answer: The packets did not have correct IP information for the Nomadix to respond, packets that are directed to the Nomadix internal pages or a pending user whose packets are dropped because they are not authenticated.

### **Question: In the Current table we see bytes sent incrementing, bytes received remains at 0 with a PING command?**

Answer: PING reached the device however the response did not make it back to the gateway.



**Question: Why is the MAC address of the test or guest's machine not appearing in the Current table?**

Answer: Nomadix is not seeing the MAC address as the Source, check the LAN equipment for configurations that would mask the MAC address or for statements that are not routing layer 2 traffic to the LAN/AUX/ETHx ports.

**Question: How can I sort the Current table?**

Answer: With the 8.2 firmware click on the hyperlink for the column you wish to sort by

**Question: Where can I choose which columns to display?**

Answer: Click on the "Display Options" hyperlink and select the desired type(s)