

# Alibaba Cloud Smart Access Gateway

## Smart Access Gateway APP

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## Generic conventions

Table -1: Style conventions

Style	Description	Example
	This warning information indicates a situation that will cause major system changes, faults, physical injuries, and other adverse results.	 <b>Danger:</b> Resetting will result in the loss of user configuration data.
	This warning information indicates a situation that may cause major system changes, faults, physical injuries, and other adverse results.	 <b>Warning:</b> Restarting will cause business interruption. About 10 minutes are required to restore business.
	This indicates warning information, supplementary instructions, and other content that the user must understand.	 <b>Notice:</b> Take the necessary precautions to save exported data containing sensitive information.
	This indicates supplemental instructions, best practices, tips, and other content that is good to know for the user.	 <b>Note:</b> You can use Ctrl + A to select all files.
>	Multi-level menu cascade.	Settings > Network > Set network type
<b>Bold</b>	It is used for buttons, menus, page names, and other UI elements.	Click <b>OK</b> .
<code>Courier font</code>	It is used for commands.	Run the <code>cd / d C :/ windows</code> command to enter the Windows system folder.
<i>Italics</i>	It is used for parameters and variables.	<code>bae log list --instanceid Instance_ID</code>
[ ] or [a b]	It indicates that it is an optional value, and only one item can be selected.	<code>ipconfig [-all -t]</code>

Style	Description	Example
<code>{}</code> or <code>{a b}</code>	It indicates that it is a required value, and only one item can be selected.	<code>swich {stand   slave}</code>



# Contents

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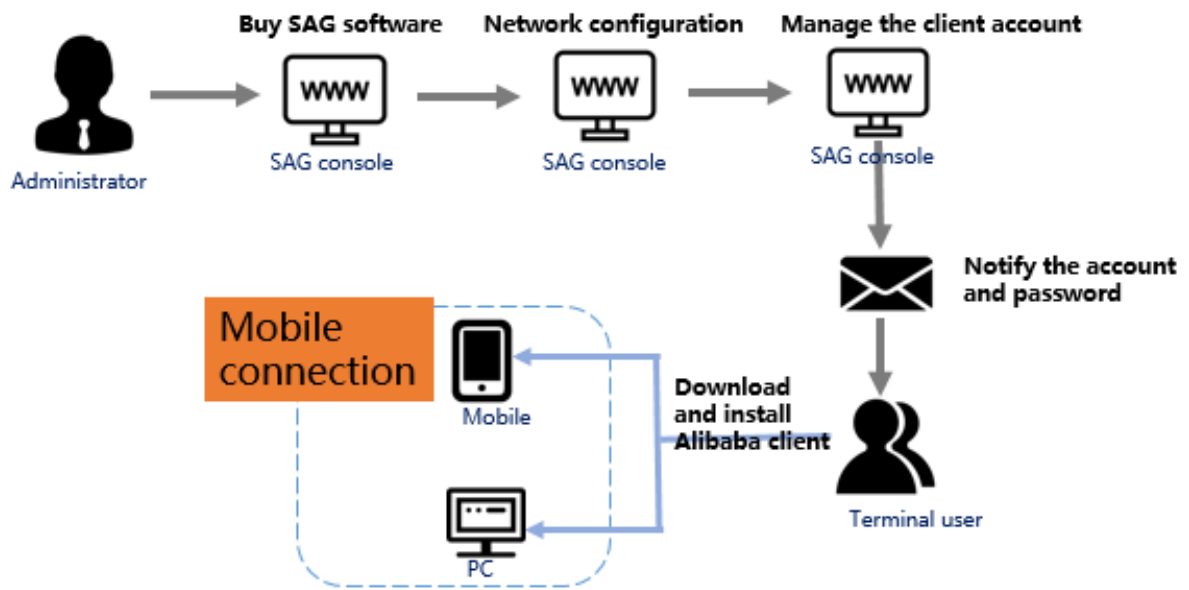
Legal disclaimer.....	I
Generic conventions.....	I
1 What is Smart Access Gateway (Software).....	1
2 Billing of Smart Access Gateway APP.....	2
3 User guide for administrators.....	5
3.1 Purchase a Smart Access Gateway APP.....	5
3.2 Configure the network.....	6
3.3 Manage accounts.....	7
3.4 Renew an instance.....	10
4 User guide for end users.....	11
4.1 Install the Alibaba Cloud network client.....	11
4.2 Connect to an intranet environment.....	12
5 FAQ.....	13
5.1 What can I do if the password for the client is lost or forgotten?.....	13
5.2 How can I modify the peak bandwidth?.....	13



# 1 What is Smart Access Gateway (Software)

Smart Access Gateway (SAG) is an all-in-one solution for connecting local branches to the Alibaba Cloud. By using SAG (Software), you can directly connect a terminal (such as PC or mobile phone) to Alibaba Cloud over an encrypted channel through dial-up. SAG (Software) is suitable for mobile working scenarios and remote O&M.

The following figure shows the implementation process of SAG (Software):



## 2 Billing of Smart Access Gateway APP

Smart Access Gateway (SAG) APP is billed by the number of client accounts. By default, each client account is provided with a free 5 GB data plan each month. If traffic in the data plan is used up, additional traffic usage is billed by the Pay-As-You-Go method.

### Billing method

The following table describes how SAG APP is billed according to the target region:

- The Smart Access Gateway APP is billed by the number of client accounts. For more information, see [Table 2-1: 5 GB data plan \(unit: RMB/account/month\)](#).

Assume that the number of accounts is  $n$ :

- If  $n > 100$ , the price per month is:  $(n-100) \times 35 + 100 \times 45$ . Unit: RMB.
- If  $n \leq 100$ , the price per month is:  $n \times 45$ . Unit: RMB.
- The free data plan provided for each client account cannot be shared by different accounts.
- The 5 GB traffic per month refers to the maximum upstream or downstream traffic.
- If a free data plan is not used up at the end of a month, the remaining traffic in the data plan does not carry over to the next month.
- If a free data plan is used up, additional traffic usage is billed by the Pay-As-You-Go method once each month.
- The price of international-site SAG APP is calculated based on that of China-site SAG APP according to the exchange rate (unit: USD).

The following table describes the usage and billing of the SAG APP package.

Table 2-1: 5 GB data plan (unit: RMB/account/month)

Number of accounts	Mainland China	Outside Mainland China (except Dubai)	Dubai
5-100	45	45	120
100-1000	35	35	100

Number of accounts	Mainland China	Outside Mainland China (except Dubai)	Dubai
Unit price when the data plan is used up (GB)	20	20	70

### Status changes and notifications

The following table describes the status changes and notifications of SAG APP.

Instance status	Action
Notification before SAG APP expires	You will receive notifications that the SAG APP is near its expiration date 14 days, 12 days, and 8 days before the instance expires.
SAG APP is stopped when it expires.	Your instance will be stopped 15 days after it expires.
Notification before release	You will receive a notification that the instance will be released soon 14 days after the instance is stopped.
Release on time	Your instance will be released 15 days after the instance is stopped. After the instance is released, its configurations will be cleared and cannot be recovered.
Notification before the instance is locked due to insufficient balance	You will receive a notification that the instance will soon be locked due to insufficient account balance six days before the balance becomes insufficient.

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<b>Instance status</b>	<b>Action</b>	
<b>Locking when the balance is insufficient</b>	<b>Your instance will be locked when the balance becomes insufficient.</b>	

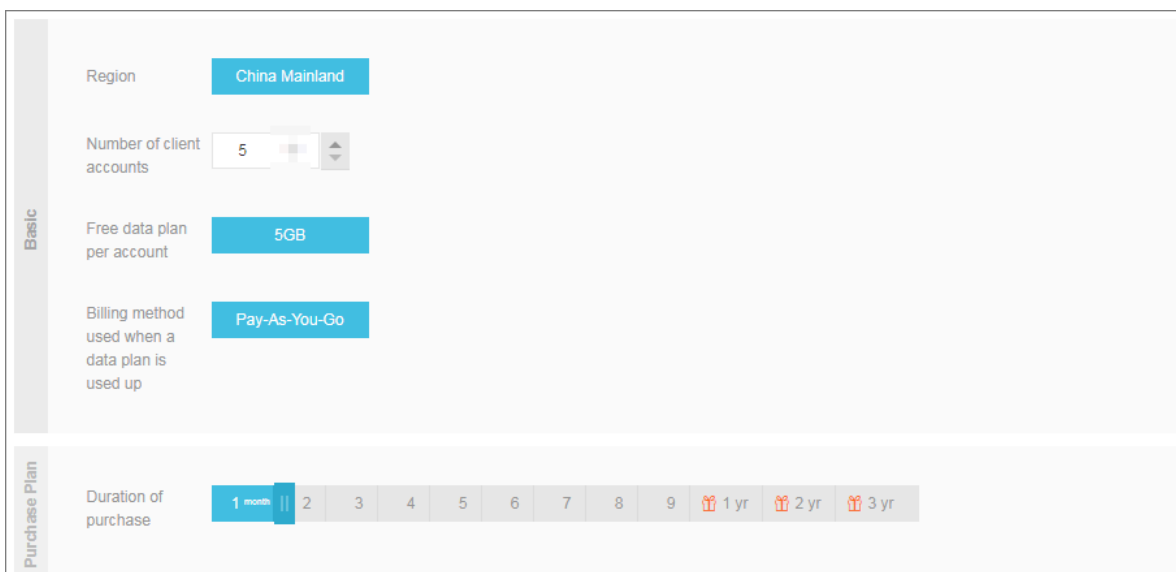
## 3 User guide for administrators

### 3.1 Purchase a Smart Access Gateway APP



This topic describes how to purchase a Smart Access Gateway (SAG) APP. Only an administrator can purchase an SAG APP. After an SAG APP is purchased, a corresponding SAG instance is generated, and the administrator can create client accounts by managing the instance.

#### Procedure

1. Log on to the [Smart Access Gateway console](#).
2. In the left-side navigation pane, click Smart Access Gateway APP.
3. On the Smart Access Gateway APP page, click Create SmartAG to purchase an Alibaba Cloud network client.



Parameter	Description
Region	<p>The region where the Alibaba Cloud network client is used.</p> <p>If the client is to be used in another region, we recommend that you purchase a client in that region . This is because a client will be connected to the network of the region where it is purchased.</p>

Parameter	Description
Number of client accounts	<p>The number of client accounts that the administrator can create. Generally, one account is created for each employee that needs to log on to the client.</p> <p> <b>Note:</b> Currently, an administrator can purchase 5 to 1000 accounts for each client. Tiered pricing is applied based on the number of client accounts required. For more information, see <a href="#">Billing of Smart Access Gateway APP</a>.</p>
Free data plan	<p>The specification of the free data plan provided for each account each month. The plan cannot be shared by different accounts. If a free data plan is not used up at the end of a month, the remaining traffic in the data plan does not carry over to the next month.</p> <p> <b>Note:</b> Currently, only a 5 GB data plan is provided each month.</p>
Billing method used when a data plan is used up	If a free data plan is used up, additional traffic usage is billed by the Pay-As-You-Go method.
Duration of purchase	The duration of purchase for the data plan under each account is on a monthly basis and auto renewal is supported.

4. Click Buy Now and complete the payment.


## 3.2 Configure the network

Before you can run a Smart Access Gateway (SAG) APP, you need to configure the network of the target instance.

### Procedure

1. Log on to the [Smart Access Gateway console](#).
2. On the Smart Access Gateway APP page, find the target instance and click Configure Network in the Actions column.

3. Configure the network according to the configuration items described in the following table.

Configuration	Description
CCN Instance ID/ Name	<p>Select the CCN instance to attach. You can use the default CCN instance or a created CCN instance. CCN is a device access matrix composed of Alibaba Cloud distributed access gateways.</p> <p>After an SAG device is attached to a CCN instance, the SAG device can communicate with other gateway devices attached to the CCN instance.</p> <div style="background-color: #f0f0f0; padding: 5px;">  <b>Note:</b>            Make sure that the CCN instance and the SAG instance are in the same region.         </div>
Private CIDR Block	<p>Configure the private CIDR blocks used by the mobile client. Then, the client uses IP addresses allocated from the private CIDR blocks to access Alibaba Cloud. The private CIDR blocks must belong to the private CIDR block of the CCN instance. Make sure all private CIDR blocks do not conflict with one another.</p> <p>Click Add Private CIDR Block to add more CIDR blocks. Up to five CIDR blocks can be added.</p>

4. Click OK.

### 3.3 Manage accounts

This topic describes how to manage accounts as an administrator. After you configure the network, you can create multiple accounts and distribute them to end users so that clients can access Alibaba Cloud.

#### Procedure

1. Log on to the [Smart Access Gateway console](#).
2. Click the instance ID of the target Smart Access Gateway (SAG) APP.
3. In the Client Accounts area of the Smart Access Gateway APP Details page, click **Create Client Account**.

4. On the Create Client Account page, configure the accounts to be used by end users to log on to SAG APP clients.

- **Username: Optional.** By default, it is an email account. The username must be 2 to 32 characters in length, and can contain letters, numbers, underscores (\_), at signs (@), periods (.), and hyphens (-).
- **Email Address: Required.** The email address of the end user used by the administrator to send the newly created account information.

The email address must contain the at sign (@) and must be 2 to 32 characters in length. It can contain letters, numbers, underscores (\_), at signs (@), periods (.), and hyphens (-).

- **Static IP:**
  - If you enable this option, you must specify an IP address for the client. The account will always use the specified IP address to access Alibaba Cloud.



**Note:**



The IP address specified for the client must be within the private CIDR block of the SAG APP.

- If you disable this option, the system automatically allocates an IP address from the private CIDR block of the SAG APP to the client each time a connection is established.
- Set Maximum Bandwidth: The peak bandwidth for the current account.

The available bandwidth range is 1 Kbps to 2 Mbps, and the default value is 2 Mbps.

The screenshot shows a 'Create Client Account' dialog box with the following elements:

- Title Bar:** 'Create Client Account' with a close button (X).
- Username:** A text input field with a help icon (i).
- Email Address:** A text input field with a red error indicator and a help icon (i).
- Toggle Switch:** A greyed-out toggle switch with a help icon (i).
- Peak Bandwidth:** A text input field containing '2000' and a unit dropdown menu set to 'Kbps' with a help icon (i).
- Information Message:** A light blue box containing the text: 'After the client account is created, the system automatically sends the SAG instance ID, username, password, and App download method to your email address. Check your email for this information.'
- Buttons:** 'OK' and 'Cancel' buttons at the bottom right.
- Footer:** A vertical 'Contact Us' button on the right side.

5. Click OK.

The end user receives the account information and instructions about how to download the client.

## 3.4 Renew an instance

We recommend that you renew an instance before its expiration date to avoid interruptions to your services.

### Procedure


1. Log on to the [Smart Access Gateway console](#).
2. In the left-side navigation pane, click Smart Access Gateway (Software) and then click the ID of the target instance.
3. Click Renew in the Action column.
4. Select the renewal duration and complete the payment.

## 4 User guide for end users

### 4.1 Install the Alibaba Cloud network client

This topic describes how to download and install the Alibaba Cloud network client for Windows (PC) and Android (mobile) clients to enable more mobile access to Alibaba Cloud by using Smart Access Gateway (SAG) APP.

Currently, SAG APP only supports the Windows operating system and Android operating system.

Operating system	Supported versions	Instructions
Windows	Windows 7 or later (32-bit and 64-bit).	<p>Download and install the <a href="#">Windows client</a>.</p> <p>Install the client by following the steps recommended by the system.</p>
Android	Android 5.0 or later.	<p>Scan the following QR code to download and install the <i>smartag - release . apk</i> .</p>  <p>Install the client by following the steps recommended by the system.</p>

## 4.2 Connect to an intranet environment

This topic describes how to connect to an intranet. You can log on to the Alibaba Cloud network client to connect to a target intranet environment.

### Procedure

1. Log on to the Alibaba Cloud network client.

To log on to the client, you must enter the instance ID, username, and password of the Smart Access Gateway APP.

You can find the preceding information in the email sent by the administrator. If you have not received the email, contact the administrator.

2. Click One-key connection to connect to the intranet.

When Intranet connected is displayed, the connection to the target intranet environment is established.

## 5 FAQ

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### 5.1 What can I do if the password for the client is lost or forgotten?

If you are an end user, you must contact the administrator to reset the password.

If you are the administrator, you can reset the password by following these steps:

1. Log on to the [Smart Access Gateway console](#).
2. Click the instance ID of the target Smart Access Gateway (SAG) APP. In the Client Accounts area of the Smart Access Gateway APP Details page, find the account for which the password is to be reset.
3. Click Reset Password in the Actions column.
4. In the Confirm Password Resetting dialog box, click OK.

The system sends the new password to the specified email address of the corresponding account.

### 5.2 How can I modify the peak bandwidth?

If you are an end user, you must contact the administrator to modify the peak bandwidth value.

If you are the administrator, you can modify the peak bandwidth value by following these steps:

1. Log on to the [Smart Access Gateway console](#).
2. Click the instance ID of the target SAG APP. In the Client Accounts area of the Smart Access Gateway APP Details page, find the account for which the peak bandwidth is to be modified.
3. Click Modify Bandwidth in the Actions column. On the Modify Bandwidth page, set a new bandwidth.
4. Click OK.