

# Partner

## Quick Start Guide

V004

2026/02/02



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## Preface

This guide explains how to install the N-Reporter product manufactured by N-Partner.

N-Reporter is an all-in-one appliance architecture that can be brought online and made operational through a simple management IP configuration process.

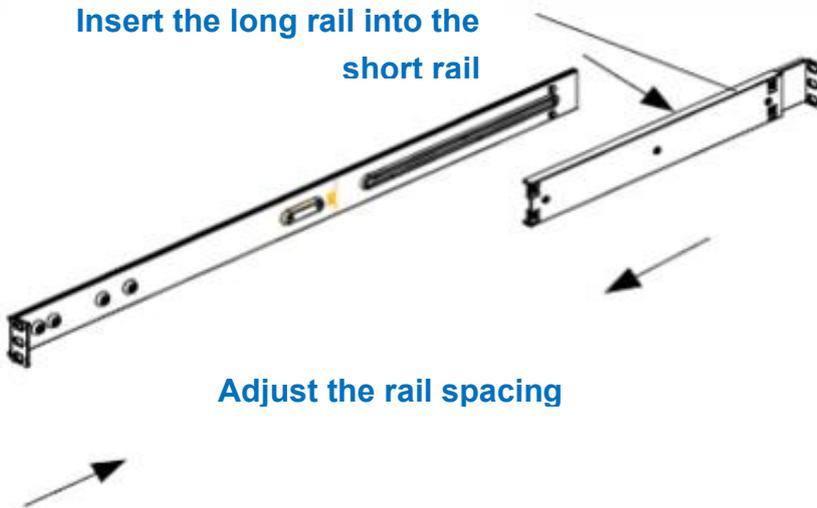
N-Reporter provides two management interfaces: Command Line Interface (CLI) and Graphical User Interface (GUI).

The CLI is used for basic network configuration, password reset, and system factory reset, while the GUI is used for operating and managing N-Reporter features.

# 1. Preparation

## 1.1 Rail Assembly

(1) Remove the rail assembly from the packaging and measure the distance between the front mounting rail and the rear mounting rail of the rack.



(2) As shown in the figure below, align the rear mounting hole on the outer sliding section of the long rail with the latch on the short rail, then connect them together. Ensure that the latch between the long rail and the short rail is securely engaged and that the rails can extend and retract smoothly before proceeding with the subsequent installation steps.



**Align the rear hole on the long rail with the latch on the short rail**

(3) Adjust the rails to the appropriate length to ensure a secure fit in the rack.



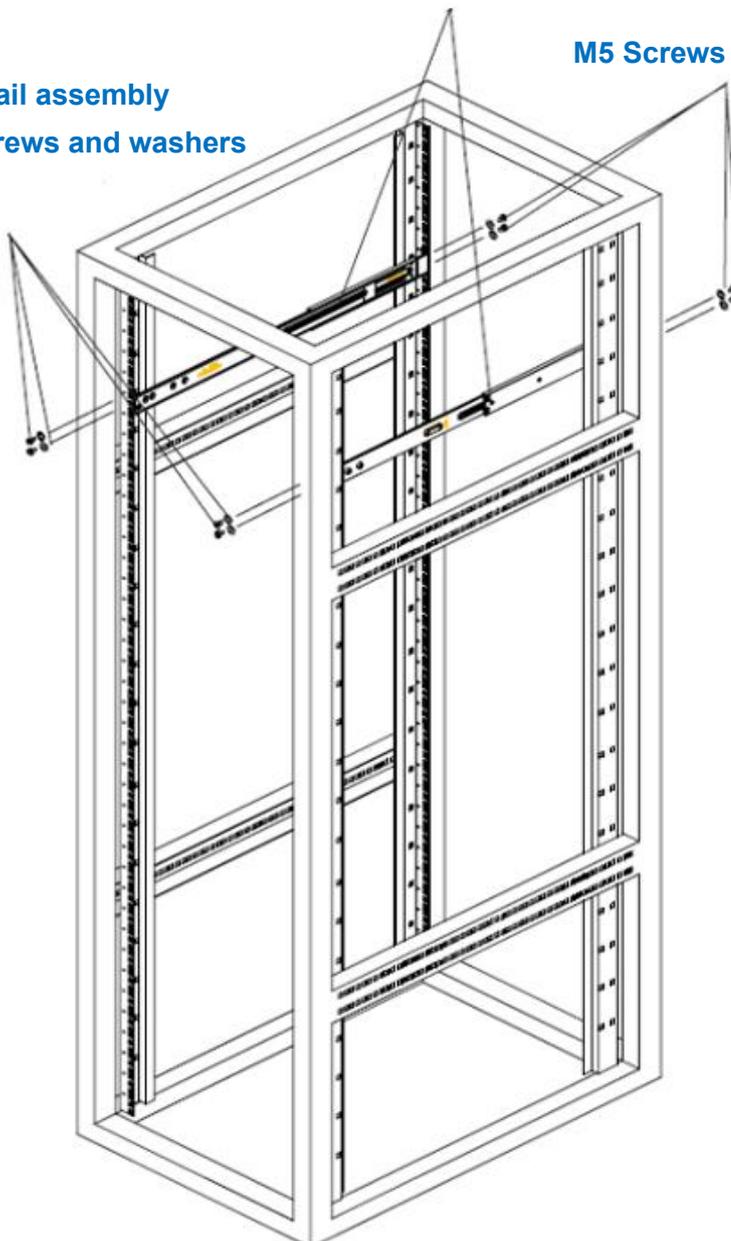
## 1.2 Install the Rails into the Rack

- (1) After assembling the short rail and long rail into a rail assembly, secure the rail assembly to the rack.
- (2) Install the rail assembly at the required position inside the rack, ensuring that the grooved side of the rail faces inward. Install the other rail assembly on the opposite side of the rack. Make sure both rail assemblies are mounted at the same height and that the grooves face inward.
- (3) Install three M5 cage nuts on the front of each rail. The upper and lower nuts are used to secure the rail, and the middle nut is used to secure the device.
- (4) Use M5 screws and washers to fasten the rail assemblies to the rack, as shown below.

### Rail Assembly (Short & Long Rails)

Secure the rail assembly  
using M5 screws and washers

M5 Screws and Washers

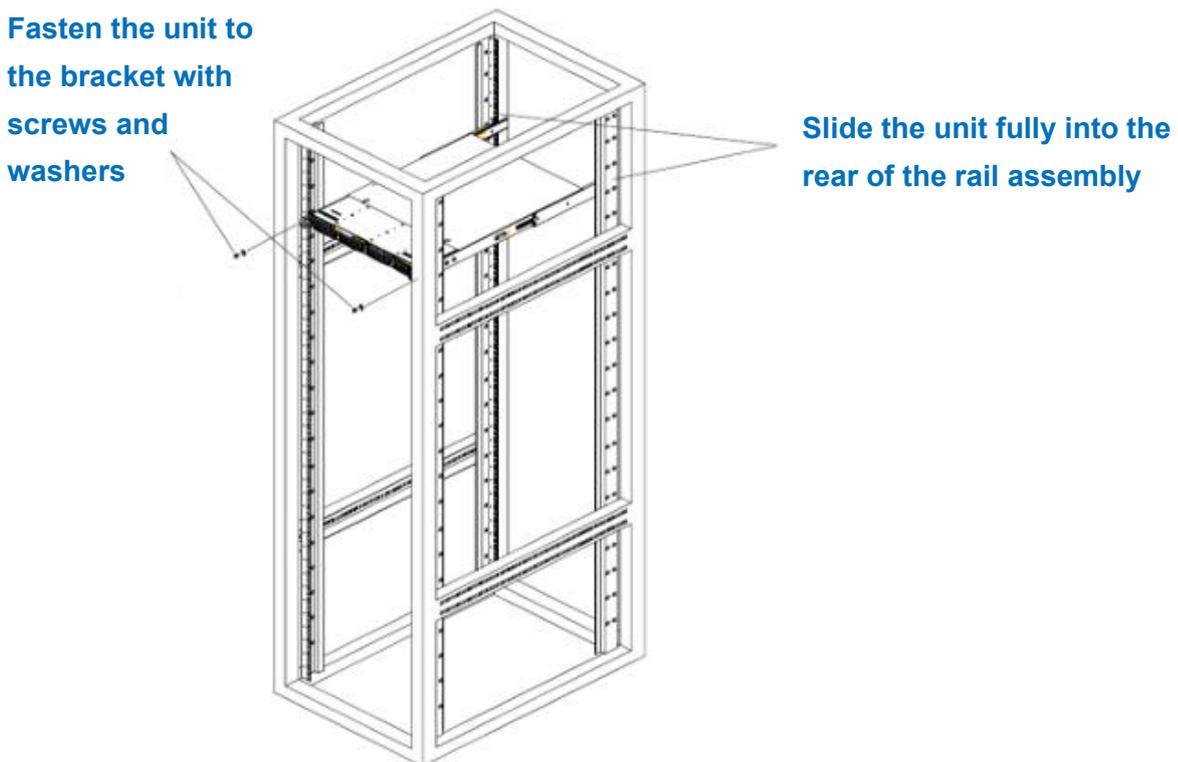


### 1.3 Install the Equipment onto the Rack Rails

(1) As shown in the figure below, align the equipment rails with the rack rails, and then slide the equipment rails into the grooves of the rack rail assemblies.

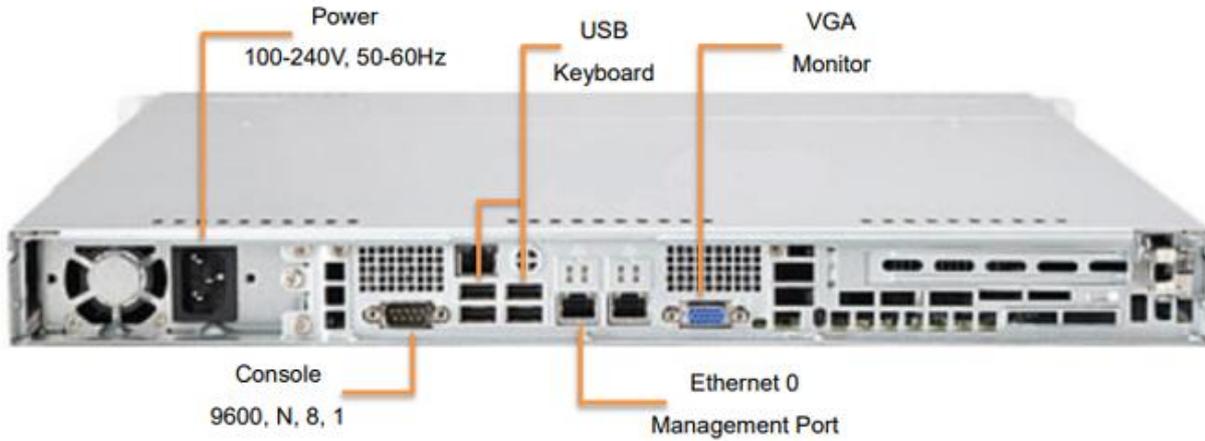


(2) As shown in the figure below, slide the equipment fully into the rear of the rail assembly, and secure the unit to the rack using M5 screws and washers.

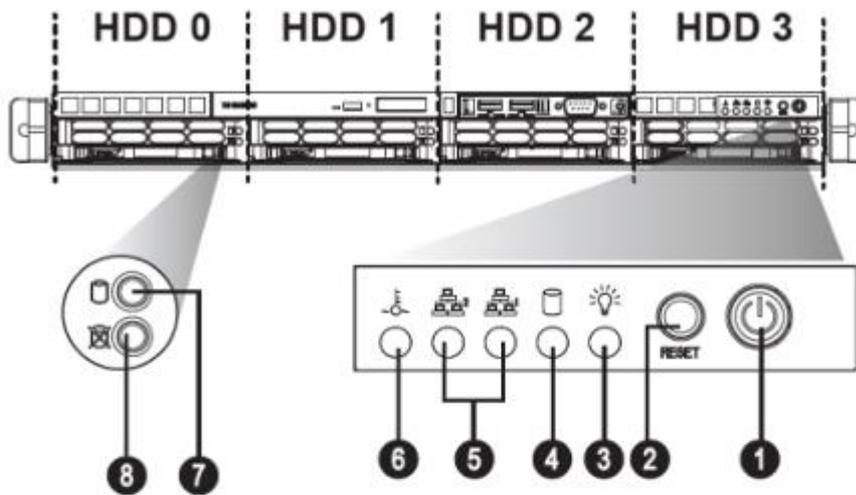


## 1.4 Power On the System

(1) As shown in the figure below, connect the power cable, network cable, VGA cable, USB keyboard, and console cable.



(2) As shown in the figure below, press the **Power Button** to start the N-Reporter system.



No.	Description
1	Power Button
2	Reset Button
3	Power LED
4	Device Activity LED
5	LAN1 LED & LAN2 LED
6	Overheat & Fan Fail LED
7	Hard Drive Signal
8	Hard Drive Fail

## 2. Configure Basic Network Settings via Console

(1) Approximately 3–5 minutes after powering on N-Reporter, the following messages will appear on the console screen:

```
System is ready...
inet addr:192.168.2.1 Bcast:192.168.2.255 Mask:255.255.255.0
```

(2) Log in to the N-Reporter CLI using the default username and password:

- ✓ Username: npartner
- ✓ Password: npartner

```
localhost login: npartner
Password: npartner
Last login: Tue Dec 17 11:05:15 CST 2019 on tty1
Welcome to CLI!
```

(3) Configure the management IP address, subnet mask, default gateway, DNS, and NTP settings for N-Reporter using the following commands:

```
Reporter# configure terminal
Reporter(config)# interface eth0 192.168.3.88 255.255.254.0 gw 192.168.3.254
Reporter(config)# ip dns1 8.8.8.8
Reporter(config)# ntpdate 118.163.81.62
Reporter(config)# exit
```

After completing the above configuration, N-Reporter can be accessed over the network.

You can use the **show** command to verify the current configuration:

```
Reporter# show configure
##### Current configuration #####
hostname Reporter
https-only on
interface eth0 192.168.3.88 255.255.254.0 gw 192.168.3.254
ip dns1 8.8.8.8
ntpdate 118.163.81.62
##### End #####
```

### 3. Configure Basic Network Settings via SSH

(When configuration via Console is not available)

(1) The factory default management IP address of N-Reporter is **192.168.2.1**.

After connecting **Ethernet Port 0** of N-Reporter (refer to the illustration in Section 1.4) to the network, configure your computer with an IP address in the same subnet.

You can then log in to N-Reporter via an SSH connection.

(2) Log in to the N-Reporter CLI using the default username and password:

- ✓ Username: npartner
- ✓ Password: npartner

```
localhost login: npartner
Password: npartner
Last login: Tue Dec 17 11:05:15 CST 2019 on tty1
Welcome to CLI!
```

(3) Configure the management IP address, subnet mask, default gateway, DNS, and NTP settings for N-Reporter using the following commands:

```
Reporter# configure terminal
Reporter(config)# interface eth0 192.168.3.88 255.255.254.0 gw 192.168.3.254
```

At this point, because the IP address has been changed to a new value, the SSH connection between the terminal computer and N-Reporter will be interrupted.

Please disconnect the current SSH session and reconnect to N-Reporter using the new IP address. After logging in again via SSH, continue with the following commands:

```
Reporter(config)# ip dns1 8.8.8.8
Reporter(config)# ntpdate 118.163.81.62
Reporter(config)# exit
```

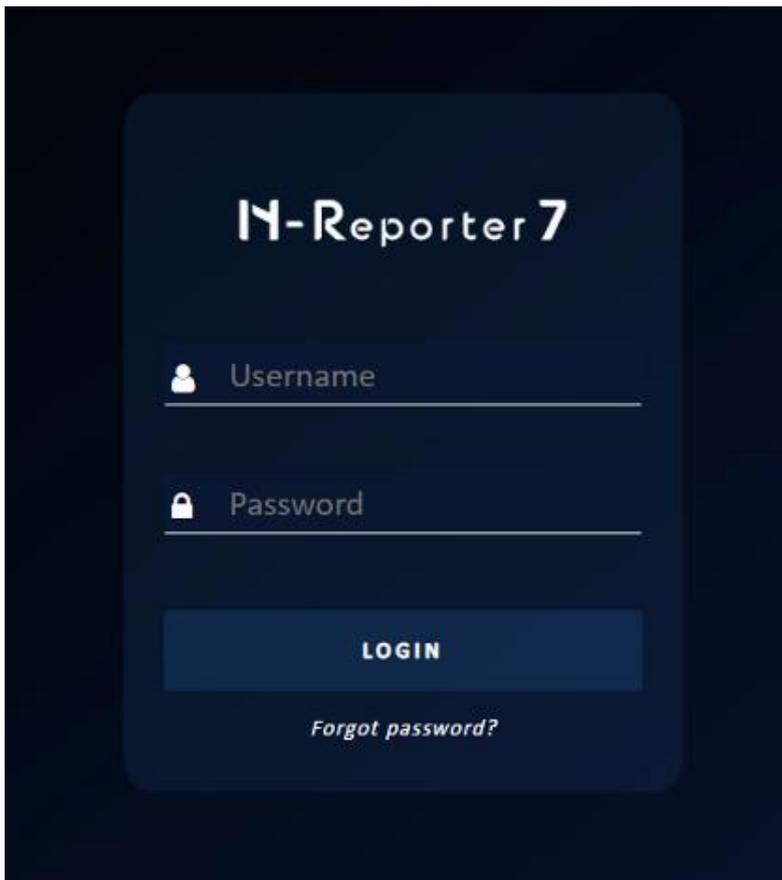
## 4. Log In to the Web Interface

### 4.1 Activate the License *(Required)*

(1) Open a web browser and enter **https://<N-Reporter IP>**

Log in to the N-Reporter web management interface (GUI) using the default administrator credentials:

- ✓ Username: superuser
- ✓ Password: admin



(2) Navigate to **[System] → [Import License]**, select the license key, and apply it.

The system will automatically reboot after the license is activated.

**Note:** The license must be activated before all N-Reporter features can be used normally.

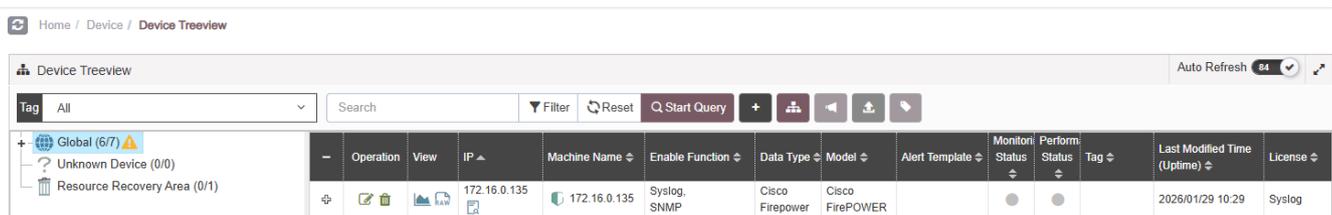
## 4.2 N-Reporter License Overview

N-Reporter licenses are available in two types: Trial License and Permanent License.

- The **Trial License** is valid for **three months from the activation date**.
- The **Permanent License** is valid according to the terms of the purchased maintenance contract.

After the **Trial License** expires, **all N-Reporter functions will be disabled** until a new trial license or a permanent license is installed.

After the **Permanent License** expires, N-Reporter will **continue to operate normally**, but **software updates and new features will no longer be available**.



The screenshot shows the 'Device Treeview' interface. On the left, there is a tree view with 'Global (6/7)', 'Unknown Device (0/0)', and 'Resource Recovery Area (0/1)'. The main table displays a list of devices. The table has columns for Operation, View, IP, Machine Name, Enable Function, Data Type, Model, Alert Template, Monitor Status, Perform Status, Tag, Last Modified Time (Uptime), and License. A single device is listed with IP 172.16.0.135, Machine Name 172.16.0.135, Enable Function Syslog, SNMP, Data Type Cisco Firepower, Model Cisco FirePOWER, and License Syslog.

Operation	View	IP	Machine Name	Enable Function	Data Type	Model	Alert Template	Monitor Status	Perform Status	Tag	Last Modified Time (Uptime)	License
		172.16.0.135	172.16.0.135	Syslog, SNMP	Cisco Firepower	Cisco FirePOWER		●	●		2026/01/29 10:29	Syslog

Start Receiving Syslog Data:

(1) Configure any Syslog-capable device to send Syslog data to the **management IP address of N-Reporter**.

(2) N-Reporter supports **automatic Syslog data detection**.

When N-Reporter receives Syslog data from an unknown device, the device will be placed under **[Device Management] → [Device Treeview] → [Unknown Device]**.

(3) Click the icon in the operation column of the **[Unknown Device]**, then in the **Add or Edit Device** dialog:

- Define the device name
- Select the Syslog data format
- Enable **Receive Data**
- Click **Apply** to complete the device registration

N-Reporter will then begin receiving and processing Syslog data from the device.

(4) Go to the **Event** function to verify that Syslog data from the newly added device has been successfully received.

Note: Possible Reasons Why New Devices Are Not Visible

(1) **Unsupported Syslog format**

N-Reporter may not be able to recognize the Syslog format of the device.

Unrecognized Syslog formats will be forwarded to the N-Partner data center for analysis and will be supported through a future software update.

(2) **Network connectivity issues**

Please verify that there are no network blocks, firewalls, or routing issues between the Syslog device and N-Reporter.

Troubleshooting method

Use an SSH client (such as Xshell or SecureCRT) to log in to the N-Reporter CLI mode with the default credentials:

- ✓ Username: npartner
- ✓ Password: npartner

Switch to nshell mode and run the following tcpdump command.

The system will start capturing packets from the specified Syslog device on the network interface and automatically save them as a PCAP file.

```
Reporter# nshell
Bash-4.3# tcpdump -s0 src host <Device IP> and udp port 514 -w dump.pcap -v -c 2000
Bash-4.3# sz dump.pcap
```

Send the captured PCAP file to **support@npartner.com**.

The technical support team at N-Partner will analyze the issue and respond as soon as possible with the reason why Syslog data from the device cannot be received correctly.

## 5. Restore N-Reporter to Factory Default

### Important:

This operation **must be performed via the Console**.

Executing this command will **permanently delete all data**.

Customers using a **Permanent License** must contact **N-Partner** Technical Support to obtain a **One-Time Password (OTP)** before performing the system restore.

(1) Use an SSH client to log in to the N-Reporter CLI mode with the default credentials:

- ✓ **Username:** npartner
- ✓ **Password:** npartner

(2) In CLI mode, enter the factory reset command.

After confirming the operation, N-Reporter will begin a full system reset, erase all data, and restore the system to the default IP address **192.168.2.1**.

The on-screen messages are shown below:

```
Reporter# factory reset
Please type 'Yes' to confirm that you really want to do this. : Yes
confirmed.
Stop all process ... Success
Reinit system ... Success
Registering ... Success
Purge all data in NoSQL ... Success
Waiting for NoSQL ready ... Success
Reinit NoSQL ... Success
Removing data PART1 ... Success
Removing data PART2 ... Success
Removing data PART3 ... Success
Removing raw data ... Success
Reset cli settings ... Success
Factory reset done ... Please do shutdown or reboot manually to take effect.
Reporter# reboot
System prepare to reboot. Please wait a second.....OK.
```

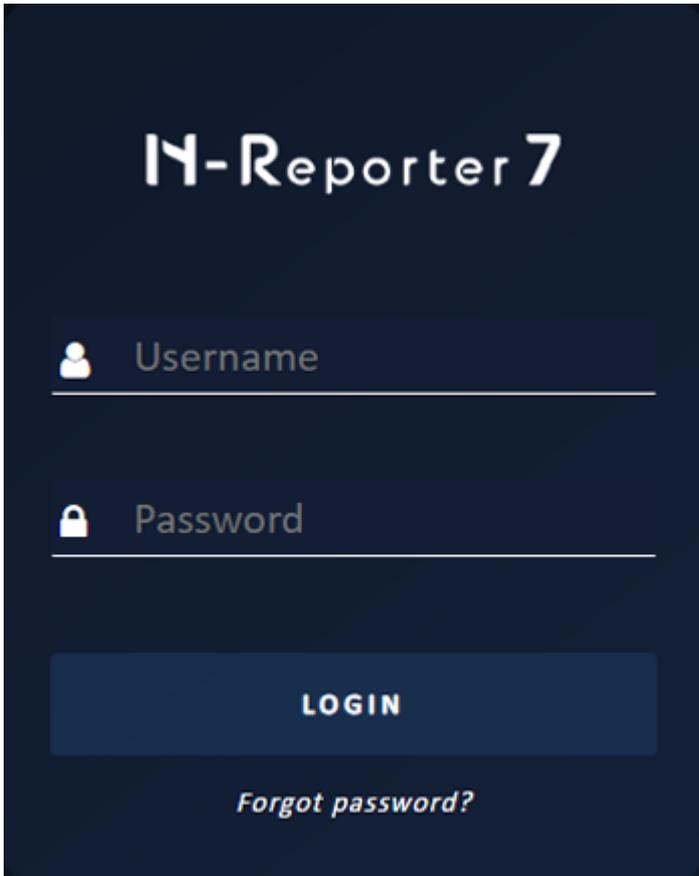
```
Reporter# factory reset
Please type 'Yes' to confirm that you really want to do this. :Yes
confirmed.
Stop all process ... Success
Reinit system ... Success
Registering ... Success
Purge all data in NoSQL ... Success
Waiting for NoSQL ready ... Success
Reinit NoSQL ... Success
Removing data PART1 ... Success
Removing data PART2 ... Success
Removing data PART3 ... Success
Removing gossip config ... Success
Removing raw data ... Success
Reset cli settings ... Success
Factory reset done ... Please do shutdown or reboot manually to take effect.Reporter#
Reporter# reboot
System prepare to reboot. Please wait a second.....OK.
```

## 6. Restore the N-Reporter CLI Password to Factory Default

(1) Open a web browser and enter `https://<management IP>`.

Log in to the N-Reporter web management interface (GUI) using the default front-end credentials:

- ✓ Username: admin
- ✓ Password: admin



(2) Navigate to “System Management → Preference → System → Password,”

then click 

(please confirm that the confirmation message  appears).

The CLI password will be restored to the factory default value: npartner.

## 7. Restore the N-Reporter Web Password to Factory Default

(1) Connect to the N-Reporter CLI via SSH.

Note:

Default CLI credentials: npartner / npartner

If the CLI password is also unknown, you must first reset the CLI password by following the procedure in Section 6.

```
login as: npartner
password: npartner
Welcome to CLI!
Last login: Tue Dec 17 11:32:38 2019 from 192.168.2.129
```

(2) Execute the following command to reset the Web password:

```
Reporter# reset web password
password reset successfully
```

## 8. Shut Down or Reboot N-Reporter via CLI

Connect to the N-Reporter Command Line Interface (CLI) via SSH.

Note:

Default CLI credentials: npartner / npartner

(1) Enter the command below to reboot the system:

```
Reporter# reboot  
System prepare to reboot. Please wait a second.....OK.
```

(2) Enter the command below to shut down the system:

```
Reporter# shutdown  
System prepare to shutdown. Please wait a second.....System Stopped
```



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