



Nebula MSP Pack

Boost MSP productivity with efficient cross-organization management

Nebula MSP Pack, specially designed for the Managed Service Provider (MSP), enables efficient and scalable cross-organization management across all your managed customers' networks in Nebula.

MSP Pack is licensed per admin user account of the MSP.

The pack can be used in conjunction with any of the existing organizational feature packs (Base/Plus/Pro) for a customer, allowing an administrator of the MSP to access cross-organization features for all customers networks that he/she manages, regardless of each organization's Service Pack.

MSP Portal

The MSP portal is designed to provide MSPs with a centralized and personalized access gateway to their managed organizations, sites, basic settings, and essential information, enhancing overall efficiency, productivity, and customer satisfaction.

Organizations Overview, Monitoring & Setup

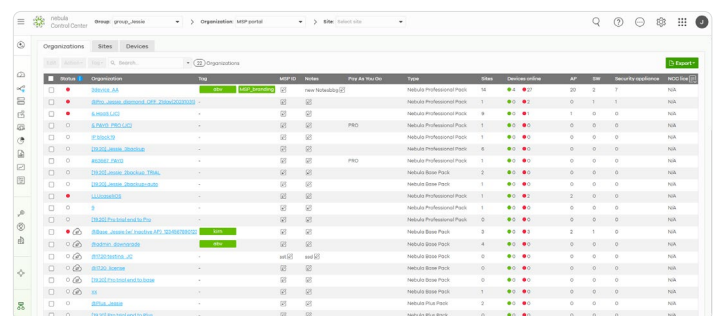
- Provides comprehensive org-level information, including managed site/device counts, status, license type, expiration, and more.
- Streamlines management and enhances operational efficiency by enabling bulk or specified setting changes to meet business needs, such as managing MSP customer IDs or resolving issues like device ownership takeover restrictions.

Site Overview and Monitoring

- Provides quick shortcut access and an overview of site-level information, including its associated organization, inherited template site, number of managed devices, their status, and more.

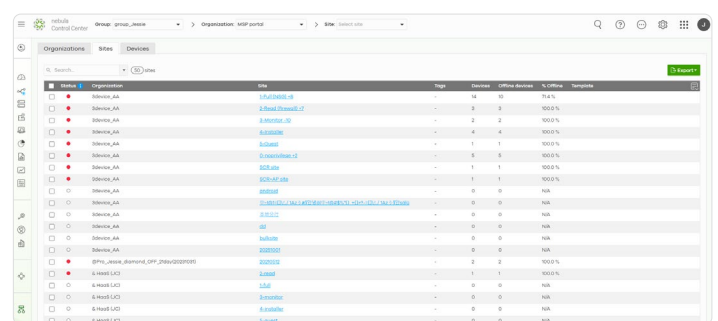
Devices Overview and Monitoring

- Provides comprehensive device-based information, including status, model, product type, MAC address, serial number, associated organization and site, and more.



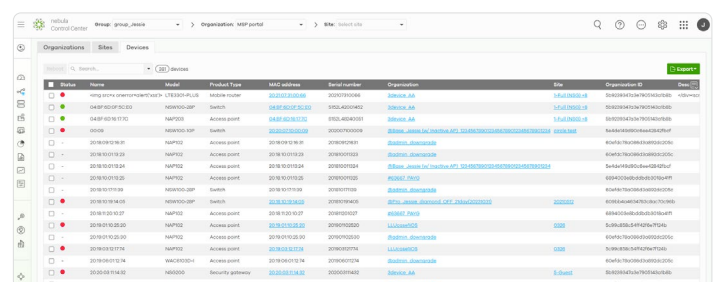
Organization	Site	Name	Product type	Type	Status	Device count	% of devices	Template
Organization A	Site A	Device A	Product A	Type A	Active	10	100%	Template A
Organization B	Site B	Device B	Product B	Type B	Active	5	100%	Template B
Organization C	Site C	Device C	Product C	Type C	Active	3	100%	Template C
Organization D	Site D	Device D	Product D	Type D	Active	2	100%	Template D
Organization E	Site E	Device E	Product E	Type E	Active	1	100%	Template E

MSP portal: Organizations Overview



Site	Organization	Name	Product type	Status	Device count	% of devices	Template
Site A	Organization A	Device A	Product A	Active	10	100%	Template A
Site B	Organization B	Device B	Product B	Active	5	100%	Template B
Site C	Organization C	Device C	Product C	Active	3	100%	Template C
Site D	Organization D	Device D	Product D	Active	2	100%	Template D
Site E	Organization E	Device E	Product E	Active	1	100%	Template E

MSP portal: Sites Overview



Device	Organization	Site	Name	Model	Product type	MAC address	Serial number	Status	Template
Device A	Organization A	Site A	Device A	Model A	Product A	MAC A	Serial A	Active	Template A
Device B	Organization B	Site B	Device B	Model B	Product B	MAC B	Serial B	Active	Template B
Device C	Organization C	Site C	Device C	Model C	Product C	MAC C	Serial C	Active	Template C
Device D	Organization D	Site D	Device D	Model D	Product D	MAC D	Serial D	Active	Template D
Device E	Organization E	Site E	Device E	Model E	Product E	MAC E	Serial E	Active	Template E

MSP portal: Device Overview

Device & License Inventories

Provides MSPs with a consolidated overview of devices and license inventories across all customers. This centralized visibility helps identify expiration dates and assess upgrade requirements, enhancing both cost control and operational stability.

Orgs by License Plan

- Enables MSPs to visualize the distribution of customer organizations and device allocations across different NCC Pack tiers. This insight helps in understanding client segments and managing service levels effectively.

Orgs or Devices in Grace Period

- Tracks organizations and devices currently in the grace period. This proactive monitoring allows MSPs to identify licenses nearing expiration, facilitate timely renewals, and prevent critical service interruptions.

Devices by Product and License Type

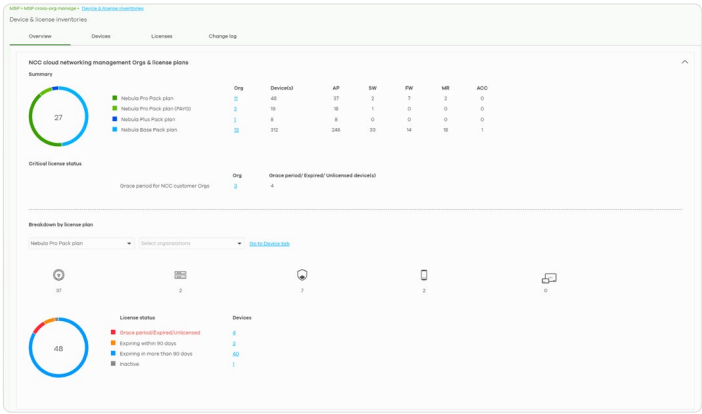
- Displays device counts categorized by hardware type and license status. This data assists MSPs in analyzing usage distribution, optimizing resource planning, and making informed decisions regarding product strategy or licensing adjustments.

Device Replacement

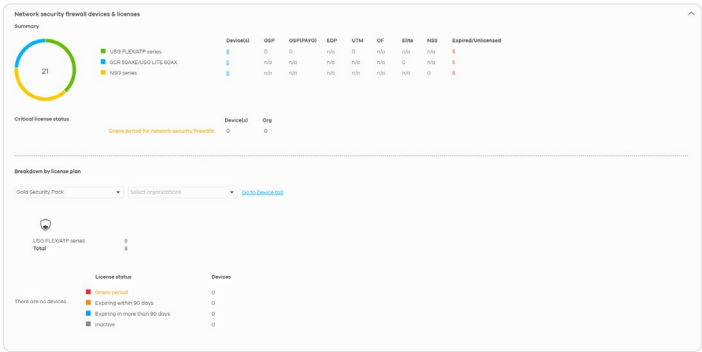
- Streamlines device swaps directly with a single “Replace device” action, automatically migrating all configurations and transferable licenses to the replacement device, eliminating the need to navigate multiple pages or manually reconfigure each setting.

Licenses by State and Type

- Monitors purchased licenses across all organizations with granular filtering by state and type. Utilizing criteria such as “Expiring within 90 days” provides a real-time view of all managed licenses, enabling MSPs to proactively optimize procurement planning and budget allocation.



NCC cloud networking management Orgs & license plans



Network security firewall devices & licenses

Device & license inventories – Devices

Device Replacement

Device & license inventories – Licenses

Admins & Teams

Admins & Teams enables the creation of MSP admins with assigned roles, grouping them into Teams, and organizing customer organizations into Groups. The Org Admins overview further centralizes visibility and control of organization-level admins across all managed customer organizations.

These capabilities simplify admin resource management, enhance granular access control, and improve operational coordination—boosting overall efficiency and scalability.

MSP Admins & Teams

- The role-based structure ensures clear hierarchy and well-defined responsibilities among MSP admins, reducing administrative overhead, enhancing more granular access control, and improving operational clarity.
- Create MSP admins with assigned roles, group them into teams based on shared attributes, and manage account validity and org/site privileges—enabling efficient delegation, secure access, and flexible admin management.

Customer Orgs & Groups

- Group customer organizations or sites by shared attributes for efficient structuring and assign them to MSP teams or admins—simplifying management, enhancing oversight, and enabling targeted support.

Org. Administrators

- Offers quick access and a centralized view and control of all org-level admins—streamlining audits, improving visibility, and simplifying admin management.

Config Management

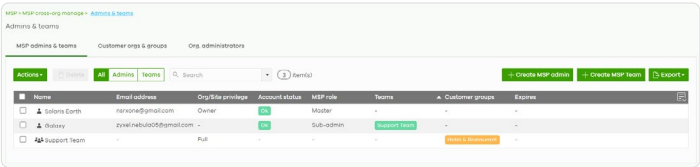
The Config management allows MSP to copy settings or sites from one organization to another. It also allows to move Nebula Devices along with their settings to another organization.

Synchronize Org-wide Settings

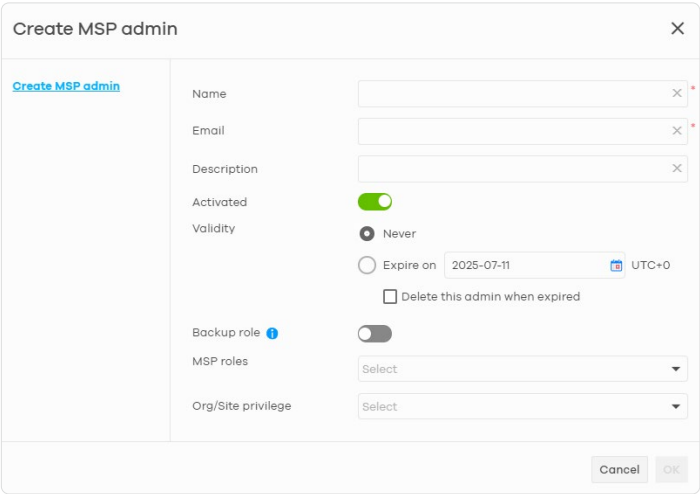
- Efficiently manage settings across multiple organizations to ensure consistency, save time, and enhance overall operational effectiveness.

Replicate/Move Sites

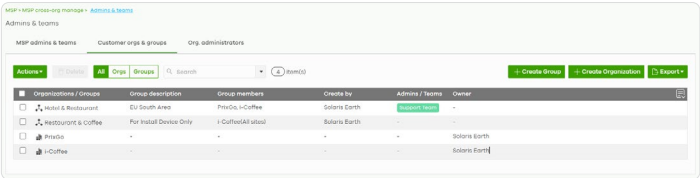
- Enables the rapid replication of full site configurations or specific product-type settings across different organizations. This ensures network uniformity and significantly reduces manual setup time, facilitating swift and error-free expansion for MSP businesses.
- Flexible options allow for moving sites and their devices from Organization A to Organization B, adapting to organizational changes to maintain continuity and support evolving needs.



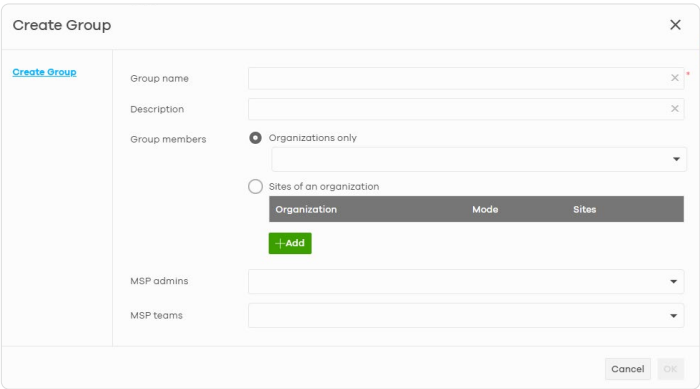
Admins & Teams



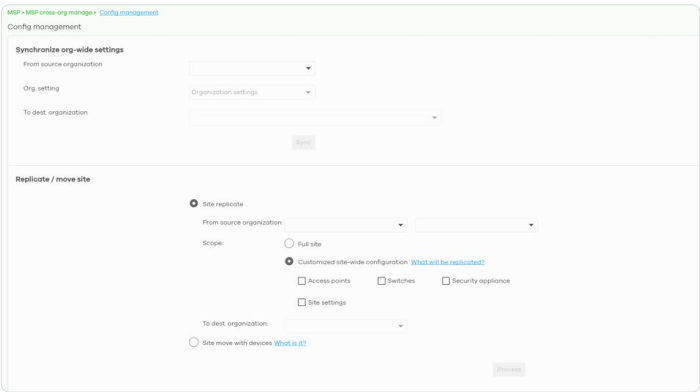
Create MSP admin



Customer Orgs & Groups



Create Group



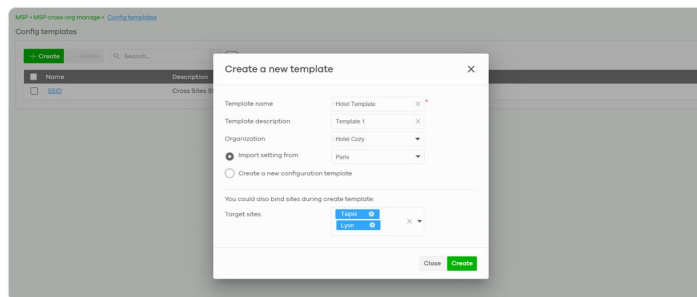
Config Management

Multi-site Config Templates

Provides MSPs with the ability to manage configurations across multiple sites automatically. By applying setting changes to a Master Template, all updates are mirrored to bound sites, significantly reducing the management workload and operational costs for MSP to manage configuration templates across different Organizations.

Config Templates

- Replicates successful site(s) network settings across similar network types, such as clients or chain stores.
- Automatically applies changes made to a template site to all bound real sites across different Organizations.
- Provides a Local Override option, offering flexibility for the bound real sites to configure specific settings directly.



Config Templates

Backup & Restore

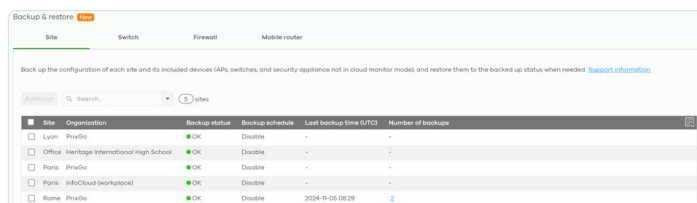
The ability to centrally create, schedule, and monitor configuration backups of managed sites—and all devices within them, including individual switches, security firewalls/routers, and mobile routers—across all managed organizations, as well as to restore a previously saved configuration, ensures quick recovery, minimizes downtime, and keeps critical network settings consistently protected.

Configuration Backup

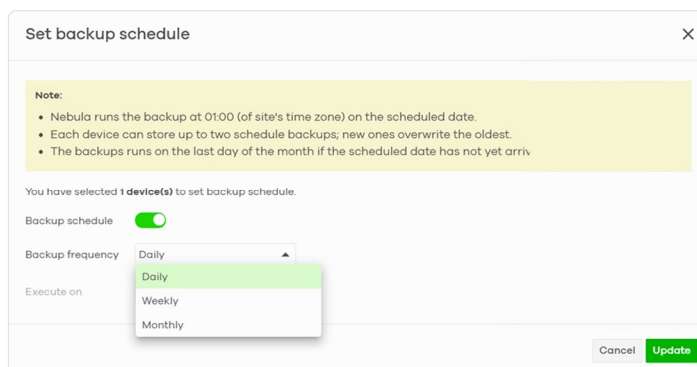
- Creates backups of entire sites and all devices within them including individual switches, security firewalls/routers, and mobile routers across the managed organizations when needed.
- Easily monitor the success, failure, or in-progress state of each backup with Backup Status to ensure your settings remain protected.
- Easily set automated backups on a daily, weekly, or monthly basis with Scheduled Backup to keep your settings consistently protected.

Configuration Restore or Download

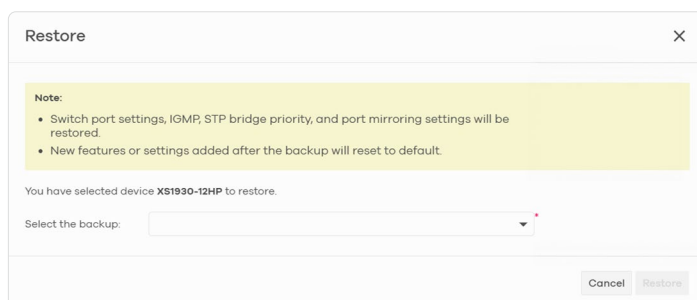
- Quickly restore the settings of the entire sites or the individual devices to the specific backup version to prevent disruptions and ensure uninterrupted service.
- Quickly download and save file-based device configurations for secure storage and easy restoration.



Backup & Restore: Site



Set Backup Schedule



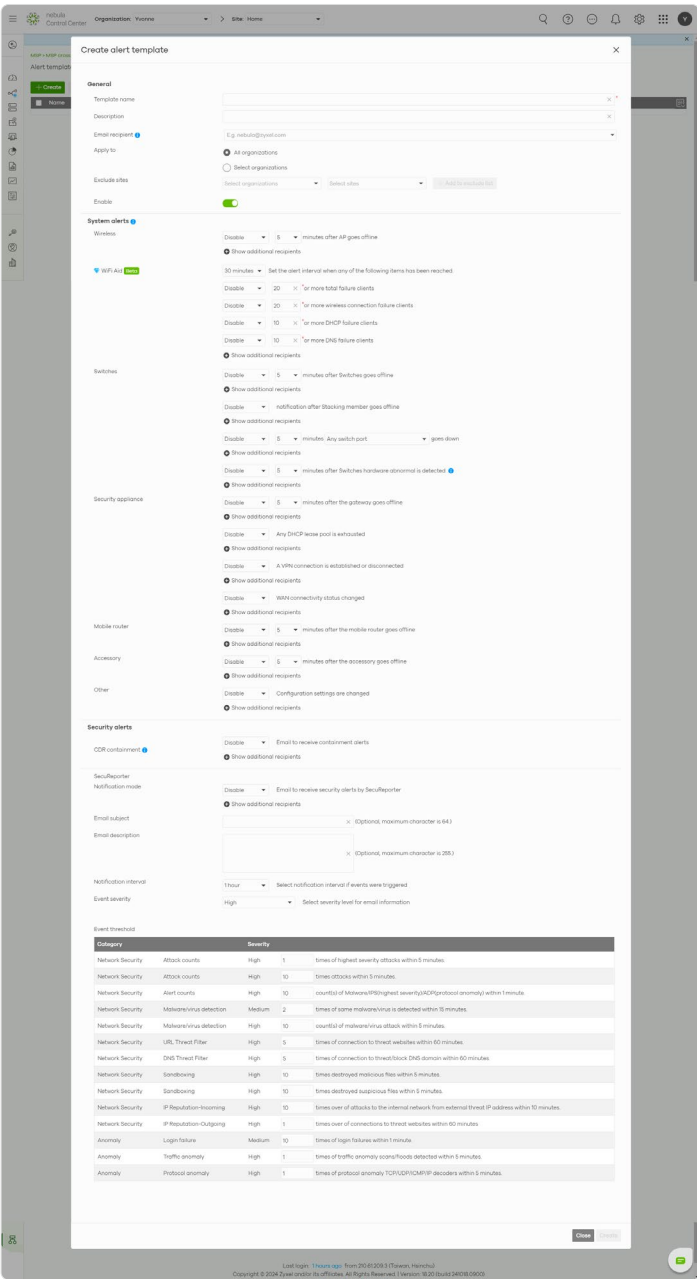
Restore: Switch

Alert Templates

The template design for system and security alert settings enables MSPs to centrally apply customized alerts and recipient notifications across all or specified organizations and sites all at once.

Managed Networks Abnormality Alerts

- Customizable alerts allow for fitting specific operational needs with granular, self-defined thresholds to enhance precision and ensure timely responses to critical events.
- Facilitates a swift response to abnormalities, minimizing downtime and potential service disruptions to ensure customer satisfaction.



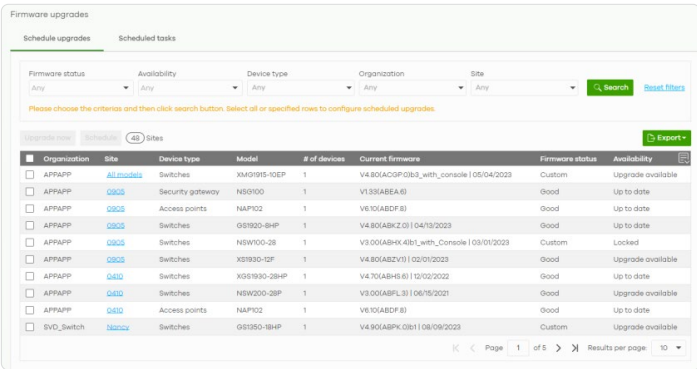
Alert Template

Firmware Upgrades

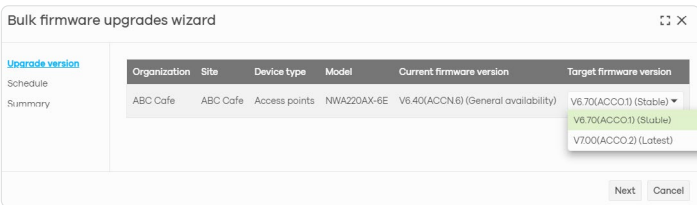
The ability to search, view, report and set upgrade policies for the firmware state of Nebula devices across different organizations and sites.

Cross-org Firmware Upgrade Scheduling and Management

- A centralized, unified platform for bulk firmware upgrades streamlines administrative efforts in managing firmware upgrades across multiple organizations and sites.
- Up-to-date information on firmware version, status and availability, along with scheduling options, facilitates a seamless upgrade strategy that minimizes downtime.
- Selects between upgrading to the Stable or Latest firmware version based on your network environment requirements to ensure optimal performance and compatibility.



Firmware Upgrades: Schedule Upgrades



Bulk Firmware Upgrades Wizard

Event Log

The Event log provides MSPs with a centralized, unified view of device event logs across all managed organizations and sites, enabling efficient monitoring and rapid troubleshooting without the need to switch between individual sites of the organizations.

Centralized Event Monitoring

- Supports filtering by organization, site, device type, model, and more to enable MSP admins to quickly pinpoint relevant events across large-scale deployments.
- Flexible time range search with customizable date, time, and time zone settings to align with each customer's local environment.

Change Log

The ability to view logged messages for changes across all MSP features and managed Pro organizations.

Record Keeping and Troubleshooting

- The historical record provides a comprehensive timeline of a project's development to track progress and identify key milestones.
- Assists in identifying when and where issues may have been introduced, facilitating effective troubleshooting.

MSP Branding

The ability to enhance MSP services for customers with a customizable MSP-branded experience, including the company's logo, direct support contact, and Nebula access domain/URL.

MSP Branding and Customer Service

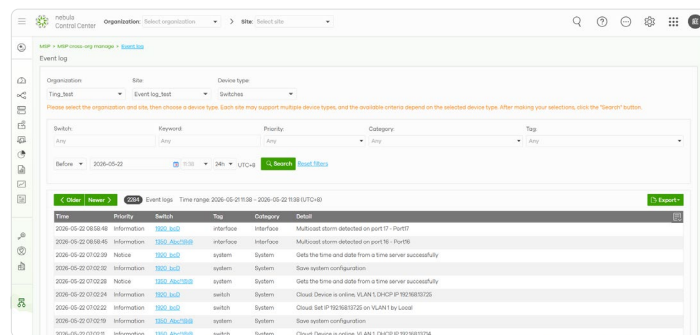
- Enhances the MSP's brand visibility to their customers to build trust and strengthen customer relationships.
- Elevates the MSP's brand presence and customer engagement with a unique, direct access domain for each managed organization.
- Boosts customer satisfaction with the MSP's support services to improve retention and foster long-term loyalty.

MSP settings

Set the MSP Company Name to identify the MSP account as an entity in NCC, not only to use the MSP company ID to link and manage customer organizations, but also to get support by Zyxel CSO.

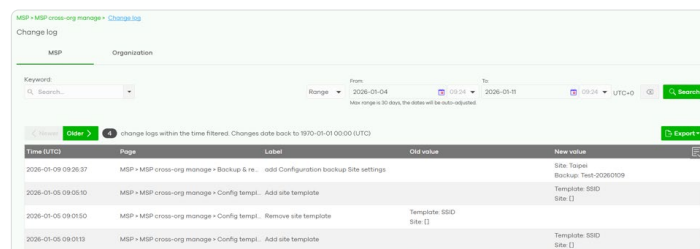
MSP identity and customer organization linking

- Clearly defines the MSP as an entity in NCC, simplifying identification across multiple organizations.
- Use MSP company ID to connect with customer orgs efficiently.



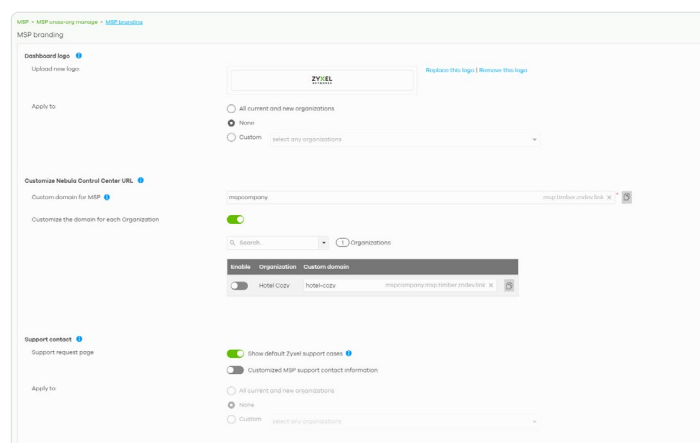
Time	Priority	Switch	Event type	Category	Detail
2026-05-22 08:58:48	Information	9502_Abc2345	Interface	Interface	Multicast alarm detected on port 17 - Port15
2026-05-22 08:58:46	Information	9502_Abc2345	Interface	Interface	Multicast alarm detected on port 16 - Port16
2026-05-22 07:02:29	Notice	9502_Abc2345	System	System	Set the time and date from a time server successfully
2026-05-22 07:02:28	Information	9502_Abc2345	System	System	Save system configuration
2026-05-22 07:02:28	Notice	9502_Abc2345	System	System	Get the time and date from a time server successfully
2026-05-22 07:02:24	Information	9502_Abc2345	Switch	System	Cloud Device is online, VLAN1 DHCP IP 192.168.10.125
2026-05-22 07:02:22	Information	9502_Abc2345	Switch	System	Cloud Set IP 192.168.10.125 on VLAN1 by Local
2026-05-22 07:02:19	Information	9502_Abc2345	System	System	Save system configuration
2026-05-22 07:02:19	Information	9502_Abc2345	Switch	System	Cloud Device is online, VLAN1 DHCP IP 192.168.10.124

MSP Event Log



Time (UTC)	Page	Page	Label	Old value	New value
2026-01-09 09:26:37	MSP + MSP cross-org manage + Backup & re...	add	Configuration backup: Site settings		Site: Topnet Backup: Test-20260109
2026-01-09 09:05:10	MSP + MSP cross-org manage + Config templ...	Add site template			Template: SSD Site: {}
2026-01-09 09:01:50	MSP + MSP cross-org manage + Config templ...	Remove site template		Template: SSD Site: {}	
2026-01-09 09:01:13	MSP + MSP cross-org manage + Config templ...	Add site template			Template: SSD Site: {}

MSP Change Log



MSP branding

Dashboard logo: [Replace this logo](#) / [Remove this logo](#)

Apply to: ☐ All current and new organizations, ☒ None, ☐ Custom (select only organizations)

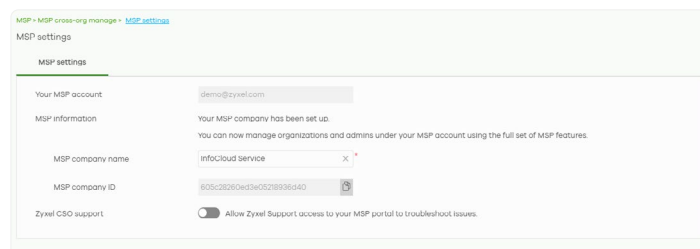
Customize Nebula Central Center URL: [misp company url](#)

Customize the domain for each organization: [misp company url](#)

Support contact: ☒ Show default Zyxel support cases, ☐ Customized MSP support contact information

Apply to: ☐ All current and new organizations, ☒ None, ☐ Custom (select only organizations)

MSP Branding



MSP settings

Your MSP account:

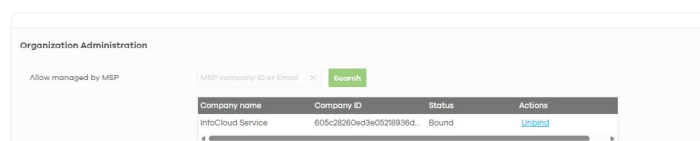
MSP information: Your MSP company has been set up. You can now manage organizations and admins under your MSP account using the full set of MSP features.

MSP company name:

MSP company ID:

Zyxel CSO support: ☒ Allow Zyxel Support access to your MSP portal to troubleshoot issues.

MSP Settings



Company name	Company ID	Status	Actions
InfoCloud Service	605c28260ed3e0278936d40	Bound	Unbind

Organization Administration: Allow managed by MSP

MSP Threat Report

Designed to help MSP admins quickly identify cybersecurity risks across customers and gain clear visibility into threat activity.

Flexible MSP Threat Report Profiles

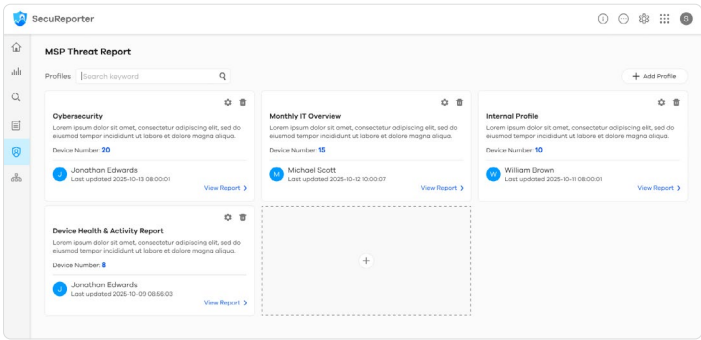
- Allow MSP admins to easily create customized reports for different customer scenarios and for internal analysis.
- Assign a report time zone to align cybersecurity data across organizations or devices, ensuring consistent reporting.

Threat Visibility Across Organizations and Devices

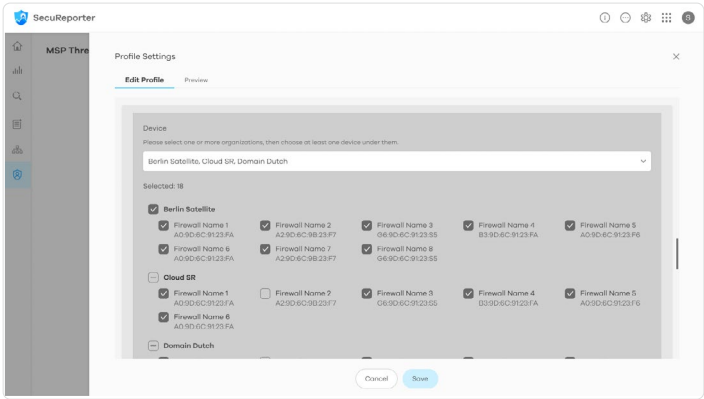
- Quickly identify which organizations and devices are experiencing the largest increase in threat activity.
- Highlight the most important cybersecurity alerts, helping MSP admins quickly determine which customers require immediate attention.

Attack Type Insights

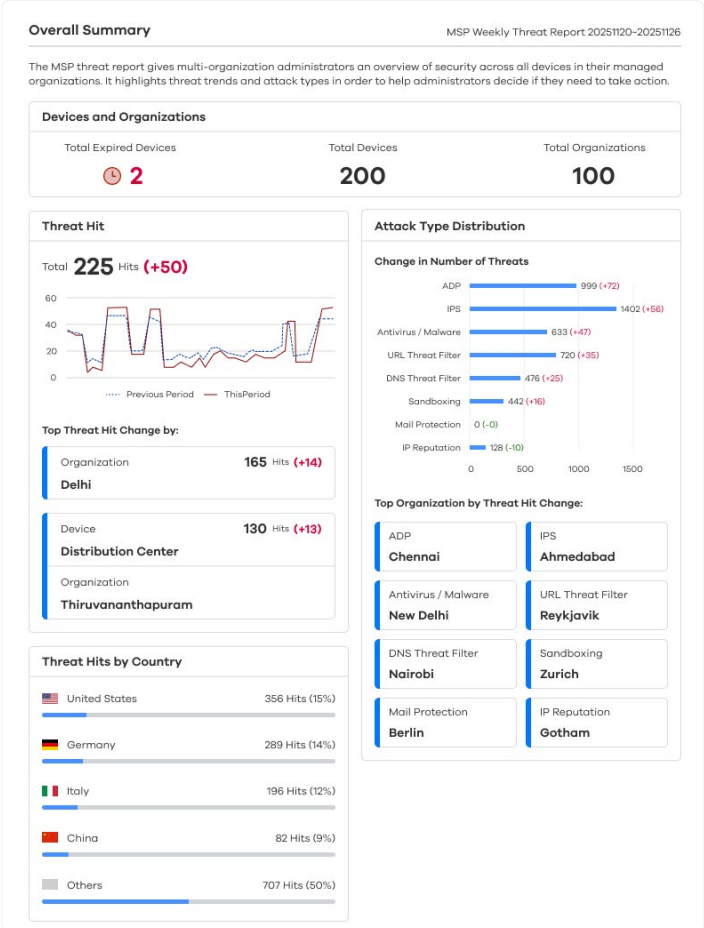
- Break down cyberattack types and highlights the top 5 devices most affected by each cyberattack type, enabling MSP admins to prioritize response and strengthen protection policies.



Profiles Dashboard



Orgs & Device Selection



MSP Threat Report: Overall Summary

License Ordering Guide

SKU	Description
LIC-NMSP-ZZ1M00F	Nebula MSP Pack License, 1MO
LIC-NMSP-ZZ1Y00F	Nebula MSP Pack License, 1YR
LIC-NMSP-ZZ2Y00F	Nebula MSP Pack License, 2YR

For more product information, visit us on the web at www.zyxel.com

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