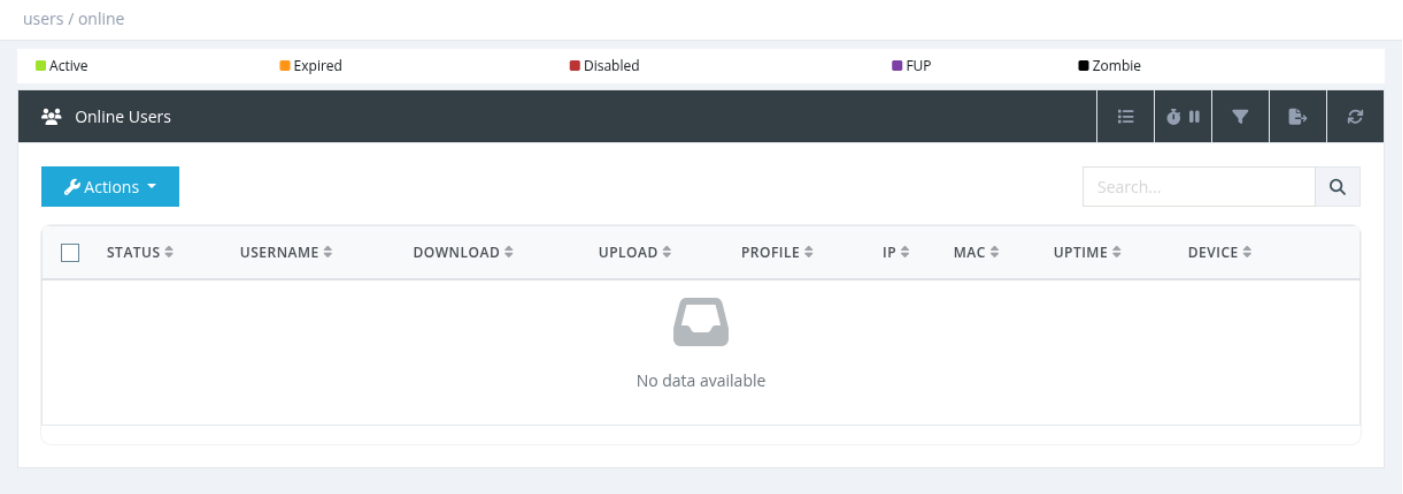
Online Users

Online Users (*Users → Online Users*) lists the subscribers that are connected right now, with their IP, MAC, traffic and uptime. You see only the users you are allowed to manage.



Columns

Column	Description	Shown by default
Status	Active, Expired or FUP (see User Status Colors).	Yes
Username	Click to open the user's details page.	Yes
Download / Upload	Traffic of the current session.	Yes
Profile	The user's profile.	Yes
IP	The IP address given to the user. Click to open `http://<IP>` (for example the subscriber's router page).	Yes
MAC	The MAC address of the subscriber's device.	Yes
Uptime	Duration of the current session.	Yes
Device	Device vendor, detected from the MAC address.	Yes
NAS	The router (NAS) the user is connected to.	No

Column	Description	Shown by default
Daily Quota	Percentage of the daily traffic limit used today.	No
First Name, Last Name, Expiration, Parent, Service, Contract ID	Additional user and session details.	No

Search and filter

The search box matches username, first name, last name, MAC or IP. The **Advanced Filter** can filter by Status, Connection (FUP / Non-FUP), Parent, Sub-Users, Profile, Active Profile and NAS.

The **Export** button exports the online users to Excel (needs *Users - Export to Excel*).

Actions

Action	What it does	Permission
Live Traffic	Shows a live chart of the user's download and upload speed.	Users - Live Traffic Monitor
Overview / Edit (New Tab)	Opens the user's details page.	Users - Update
Disconnect	Disconnects the selected user(s). Works on several ticked users.	Users - Disconnect
Lock MAC	Adds the current MAC to the user's Allowed MACs and turns MAC Lock on. From the next login, the user can connect only from this device.	Users - MAC Lock User
Ping	Pings the user's IP from the router and shows sent/received packets and response times.	Users - Ping

Disconnect

SAS Radius sends a RADIUS **Disconnect-Request** to the NAS. It normally takes a few seconds. If users are not disconnected, check on the router that:

- RADIUS incoming (CoA / Disconnect, UDP port 1700) is enabled;
- the secret matches the NAS secret in SAS Radius;
- there is no NAT or firewall between SAS Radius and the router blocking port 1700.

Ping and Live Traffic requirements

- **Ping** works with **MikroTik** NAS only. The NAS must have its SSH username, password and port filled in. If it fails you see *Mikrotik API error, unable to ping*.
- **Live Traffic** needs SNMP enabled on the router with the same **SNMP community** as in the NAS settings, and the *sas_userlivetraffic* service running (*Tools → System Services*). Select the user's row before opening it.

Required permission: Users - Index

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