

Frequently Asked Questions

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Do I need to open any ports on my router or firewall?

No. Devices connect to GateBeacon **outbound only**. There is nothing to forward or open inbound.

Does my device need a public or static IP address?

No. GateBeacon works behind NAT, CGNAT, and most home or mobile connections, as long as outbound HTTPS (443) is reachable.

What operating systems are supported?

Ubuntu, Debian, Linux Mint, Pop!_OS, Zorin OS, and elementary OS on specific versions for Linux; Windows 10 (1809+) and Windows Server 2019+ for Windows. See [Supported Operating Systems](#) for the exact version list.

Can I enroll a Raspberry Pi or other ARM device?

ARM hardware is not officially validated today. Check with support before relying on it for production use.

Why does my second cloned VM show up as a different device?

Linux device identity is derived from `/etc/machine-id`. If you clone a VM or disk image without regenerating this file, GateBeacon detects the collision and automatically assigns the second device a fresh identity rather than merging it with the first. Regenerate `/etc/machine-id` on clones before enrolling — see [Prerequisites](#).

How long does it take for a newly published app to go live?

Typically around 10 seconds for the routing rule to propagate, plus a little more time on the very first publish while a TLS certificate is issued.

Can I publish more than one application from a single device?

Yes, using **App Publishing HTTPS**, which supports multiple independent installs on the same device — each with its own local port and public URL. Most other catalog apps are limited to one install per device.

What happens if I exceed my plan's device or app limit?

You won't be able to enroll an additional device or publish an additional application beyond your plan's limit. Upgrade your plan from the **Subscription** section in the portal — see [Subscription Plans](#).

How do I downgrade from Premium or Standard to the free Community plan?

Use the guided **Community Downgrade** flow in **Subscription**. If your current usage (devices, published apps) exceeds Community's limits, you'll need to reduce it first before the downgrade can complete.

Does GateBeacon manage TLS certificates for me?

Yes, entirely. TLS is terminated at GateBeacon's edge; your application and device never need a certificate of their own.

Is there a single sign-on option across all my published apps?

Not currently. Authelia (which previously provided this) is no longer offered. **Authentik** is available as a standalone identity-provider catalog app you can install and configure yourself, but it does not automatically apply to your other published apps.

My published app is unreachable — where do I start?

Check, in order: (1) the device shows **Online** in the portal, (2) the local application is actually running and listening on the port you configured, (3) no local firewall on the device is blocking loopback traffic to that port, (4) you've waited roughly a minute since publishing or making changes. See [Publishing an App over HTTPS](#) for the full troubleshooting table.

How do I get help beyond this documentation?

Submit a ticket through the **Feedback** section of the customer portal — see [Feedback & Support](#).

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