

# TELSTRA PREMIUM BUSINESS GATEWAY - DEVG2020 VPN CONFIGURATION GUIDE

IT'S HOW  
WE CONNECT



# WELCOME TO VPN CONFIGURATION GUIDE FOR PREMIUM BUSINESS GATEWAY DEVG2020

## NEED MORE SUPPORT?

If you have questions beyond this guide, we want to help.

To learn more about your Business Broadband or Digital Business tools and features, visit the Business Broadband support page at <http://www.telstra.com.au/business-enterprise/help-support/software-downloads/index.htm> or if you are a Digital Business customer, visit Digital Business Online Support page at <http://www.telstra.com/digitalbusiness/support>

To speak with a Digital Business consultant, or set up a Digital Business training session, phone us on 13 2000 and say “Digital Business” when prompted. Our consultants are available 24 hours a day.

When calling, please have your Account Number or phone number, including area code, ready for the consultant.

## CONVENTIONS USED IN THIS GUIDE

The following typographical conventions are used in this guide for simplicity and readability:

Web addresses, e-mail addresses and hyperlinks are shown in ***bold italics***, for example [www.telstraenterprise.com.au](http://www.telstraenterprise.com.au).

VPN CONFIGURATION GUIDE FOR PREMIUM BUSINESS GATEWAY - DEVG2020, Version 2.0

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# 1. DEVG2020 GATEWAY CONFIGURATION FOR REMOTE CLIENT ACCESS

This section describes the connection configuration details for remote client to gateway connection type.

## 1.1. CONFIGURATION OF THE GATEWAY VIA THE GUI

This section outlines how to configure remote access from the DEVG2020 gateway GUI after the initial Wizard installation

1. Under the 'ADVANCED' tab, click on the 'VPN' menu and then click on the 'Manage VPN' link.

### VPN Connection Configuration

2. Under the 'Remote Client to GW VPN Configuration' heading, Click the 'Edit' button to activate the Pre-Shared Key (PSK) textbox.
3. Enter a Pre-Shared that will be used for the Phase 1 IKEv1 negotiation and then click the adjacent 'Save' button. (This is an alpha-numeric string with a maximum length of 32 characters)
4. In the 'VPN remote Virtual IP' and 'Mask' fields, enter the IP address and Subnet Mask. This will determine the pool of IP addresses to assign to the Clients connecting through VPN. (NOTE: this IP address range entered here must be separate to the LAN IP address setup for this DEVG2020 device.)
5. Click the 'Save' button.

### Adding Remote VPN Users

6. Under the 'VPN Users' heading, Click on the 'Add' button.
7. Enter the Username and Password for the client to connect with into the corresponding text boxes
8. Click on the 'Save' button to confirm the details.
9. Repeat steps 7-9 for any additional client users.

### Enabling VPN Status

10. Under the 'VPN Status' heading, click on the 'Enable' radio button.
11. Click on the 'Apply' button at the top of the frame.

The screenshot shows the 'Manage VPN Connection' page in the Netgear Genie Advanced Setup interface. The left sidebar contains navigation links: ADVANCED Home, WPS Wizard, Setup, Security, Administration, Advanced Setup, and VPN. The VPN section is expanded, showing a 'Manage VPN' button. The main content area has tabs for BASIC and ADVANCED, with the ADVANCED tab selected. The 'VPN Status' section shows 'Enable' selected. The 'Remote Client to GW VPN Configuration' section includes fields for 'Pre-Shared Key (PSK)' (mypresharedkey), 'VPN remote virtual IP' (192.168.16.1), and 'Mask' (255.255.255.0), each with a 'Save' button. Below this is a 'VPN Users' table with columns 'User Name' and 'User Password'. A user named 'DavidJ' is listed with a password of '\*\*\*\*\*'. There are 'Add', 'Delete', and 'Edit' buttons for users. At the bottom, there are links for 'logout', 'Help & Support', and 'Help Centre'.

## 1.2. CONFIGURATION OF THE GATEWAY VIA THE WIZARD

1. Tick the 'Setup Remote Access (VPN)' checkbox in the Wizard, and click the 'Next' button.

The screenshot shows the 'Installation Wizard' page in the Netgear Genie interface. The header includes the 'NETGEAR genie' logo and 'DEVG2020'. The main content area has a message: 'We have detected an ADSL connection on your DSL port.' Below this, it says: 'The Installation Wizard can help you modify the options below. Please tick the options that you would like to modify on your gateway.' There are five checkboxes: 'Change Gateway admin password', 'Customise Wi-Fi Settings', 'Setup Voice Calling', 'Setup Mobile Broadband Backup Device', and 'Setup Remote Access (VPN)'. The 'Setup Remote Access (VPN)' checkbox is checked and highlighted with a red rectangle. A 'Next' button is located at the bottom right.

INITIAL PAGE OF SETUP WIZARD

2. Tick the 'Enable VPN' checkbox.
3. Enter a Pre-Shared Key (PSK) password. This is an alpha-numeric string with a maximum length of 32 characters.
4. In the 'VPN Client IP Pool' and 'Subnet Mask' fields, enter the IP address and Subnet Mask. This will determine the pool of IP addresses to assign to the Clients connecting through remote access. Note that this IP address range must be separate to the LAN IP address setup for the DEVG2020 device – e.g. if the gateway is configured with the default LAN IP address range of 192.168.15.1, you might choose 192.168.**16**.1 for the VPN client users.
5. Click the 'Next' button.

**NETGEAR genie**  
DEVG2020

### Setup Remote Access (VPN)

You can use your Premium Business Gateway to setup remote access to your Business network (using secure IPSec technology). If you would like to set this up, please enter the details below. Further how-to details can be found in the help section of the Gateway Manage VPN page in the Advanced GUI.

Enable VPN: ☒ **2**

Pre-Shared Key (PSK):  **3**

The Pre-Shared Key is used for security negotiation, this key needs to be an alpha-numeric string with a maximum length of 32 characters.

VPN Client IP Pool/Starting IP Address:  **4**

Subnet Mask:  **5**

**5**

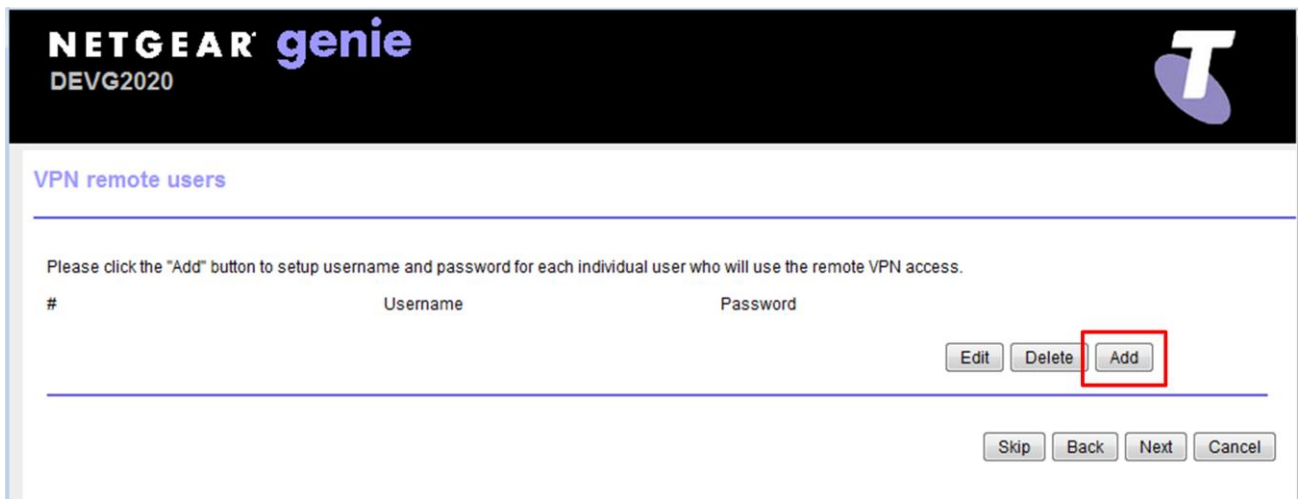
Skip Back Next Cancel

#### VPN CONFIGURATION ENTRY PAGE

6. Click the 'Add' button to set up user accounts for the VPN client.
7. Enter the Username and Password for the client to connect with into the corresponding text boxes.
8. Click the 'Save' button to confirm the details.
9. Repeat steps 6-9 for any additional clients. (Note multiple clients can use the same login credentials.)

10. Click on the 'Next' button to finalise the process.

*At this point, the remote client to gateway VPN server feature is configured and running on the device.*



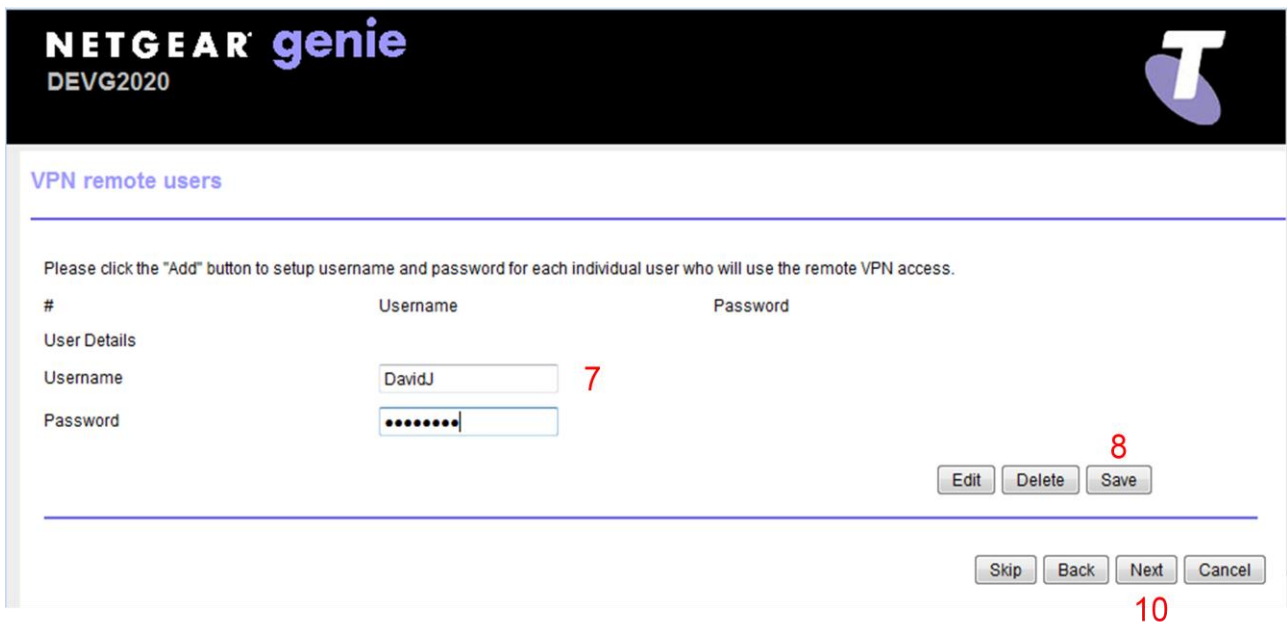
**NETGEAR genie**  
DEVG2020

**VPN remote users**

Please click the "Add" button to setup username and password for each individual user who will use the remote VPN access.

#	Username	Password
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## CONFIGURING VPN REMOTE CLIENT USERS



**NETGEAR genie**  
DEVG2020

**VPN remote users**

Please click the "Add" button to setup username and password for each individual user who will use the remote VPN access.

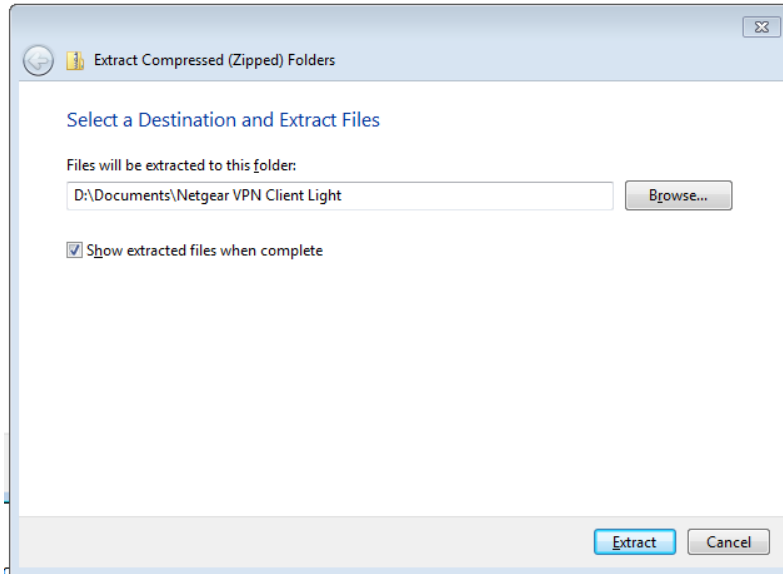
#	Username	Password
User Details		
Username	DavidJ	
Password	.....	

## ADDING VPN REMOTE CLIENT USERS

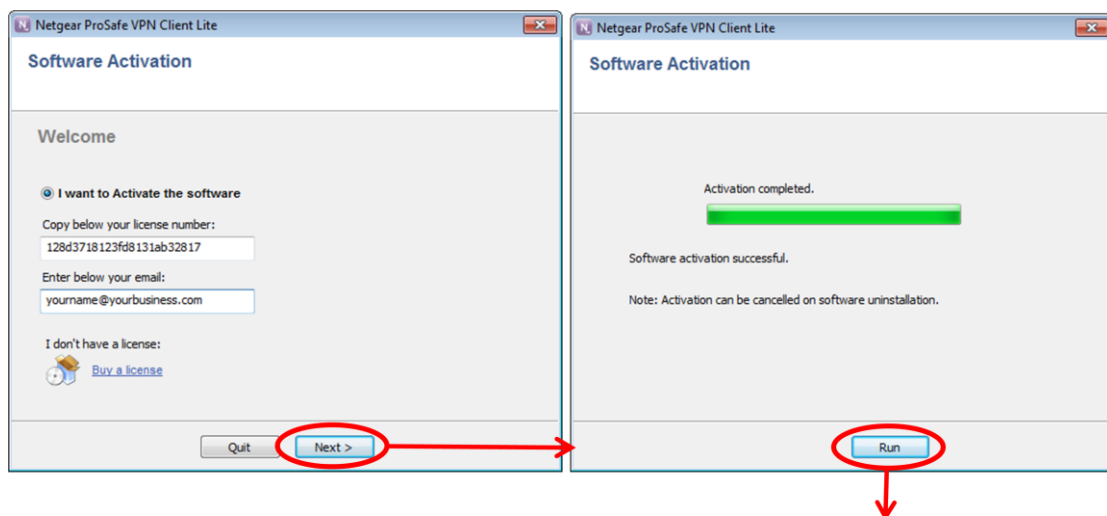
## 2. PROCEDURE FOR INSTALLING VPN PROSAFE CLIENT LITE FOR WINDOWS

If you are using windows XP or windows 7, you will need to use the ProSafe Lite client, which is installed and configured as per the procedure below :

1. Under the “Remote Access (VPN)” section, download the ‘VPN client software download’ zip file from [telstra.com/business/vpnsetup](http://telstra.com/business/vpnsetup) and save it on your pc.
2. Navigate to the folder where you saved the downloaded zip file.
3. Right click on the zip file and select “extract all”
4. Choose a folder to extract it to and click extract



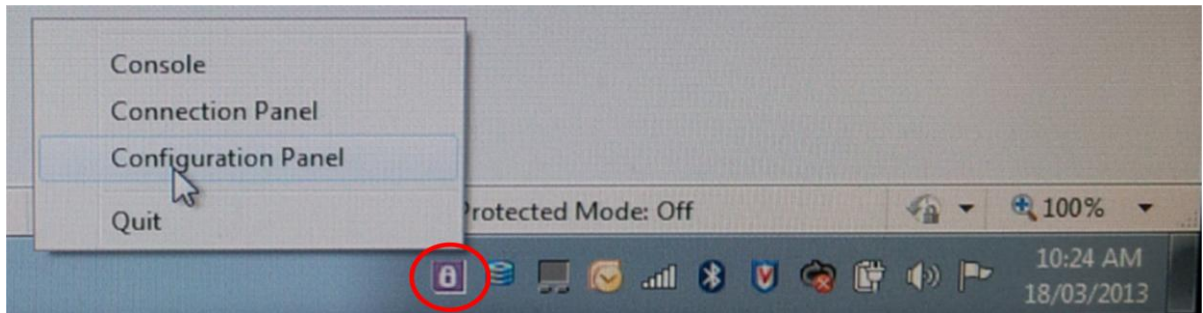
5. Double click on the executable file (\*.exe) to run the installation process. Follow the prompts through the install process.
6. After completing the installation, launch the VPN client.
7. Enter your license number (found on the card that came with your gateway) and email address when prompted for Software Activation, and click “Next”, as per screen shots below. Note that you must be connected to the internet in order to complete the activation.



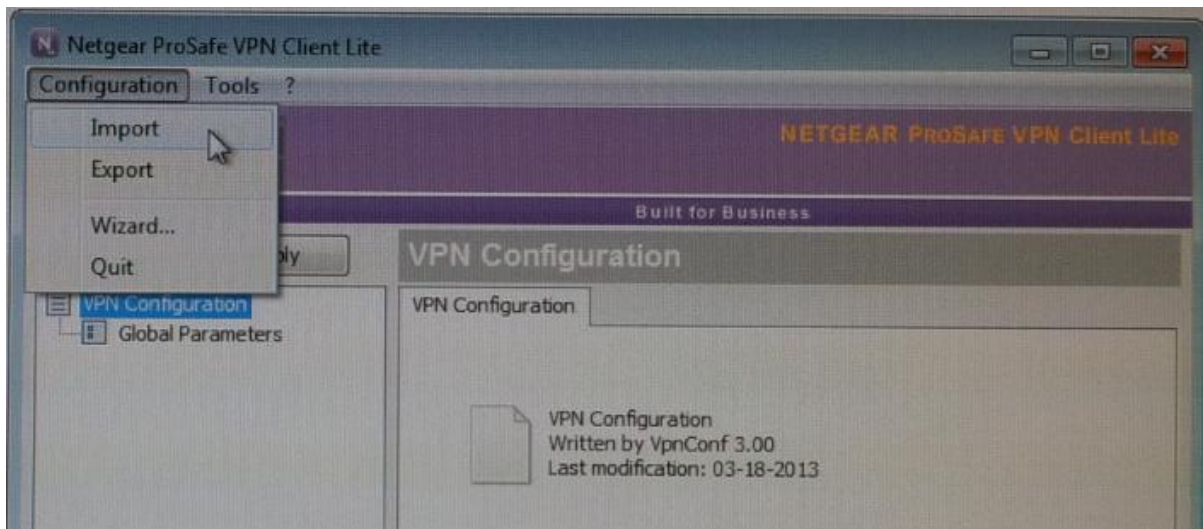
Click “Run” after successful activation.



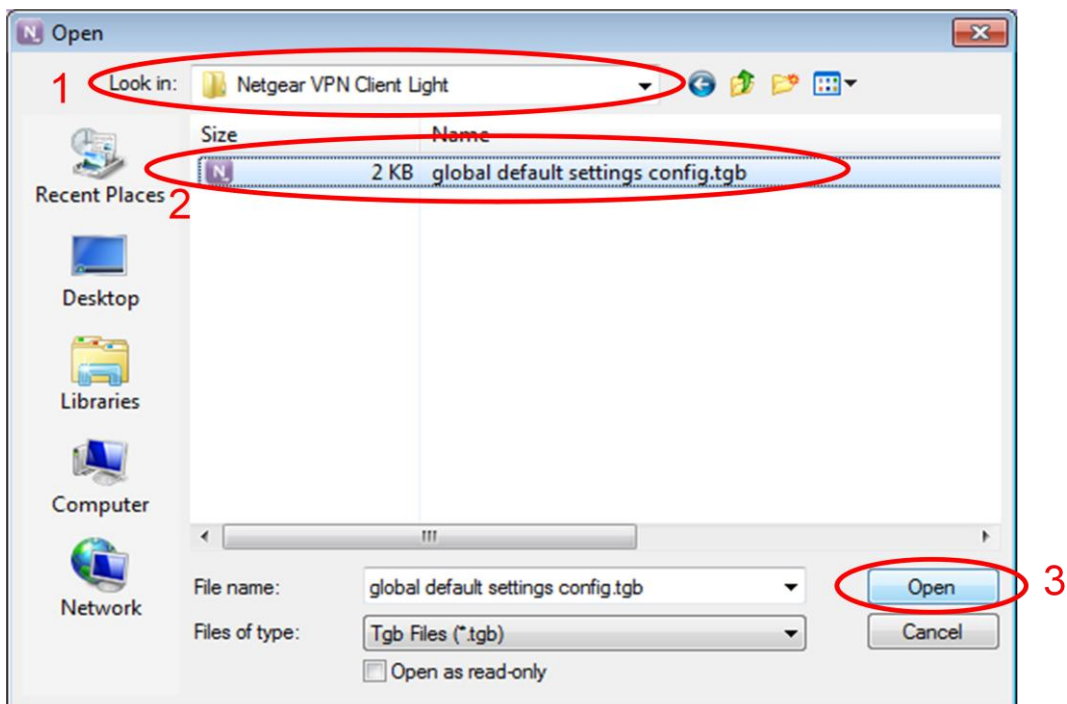
8. The application will now be running in the system tray. Right click the icon in the system tray, and select “Configuration Panel”.



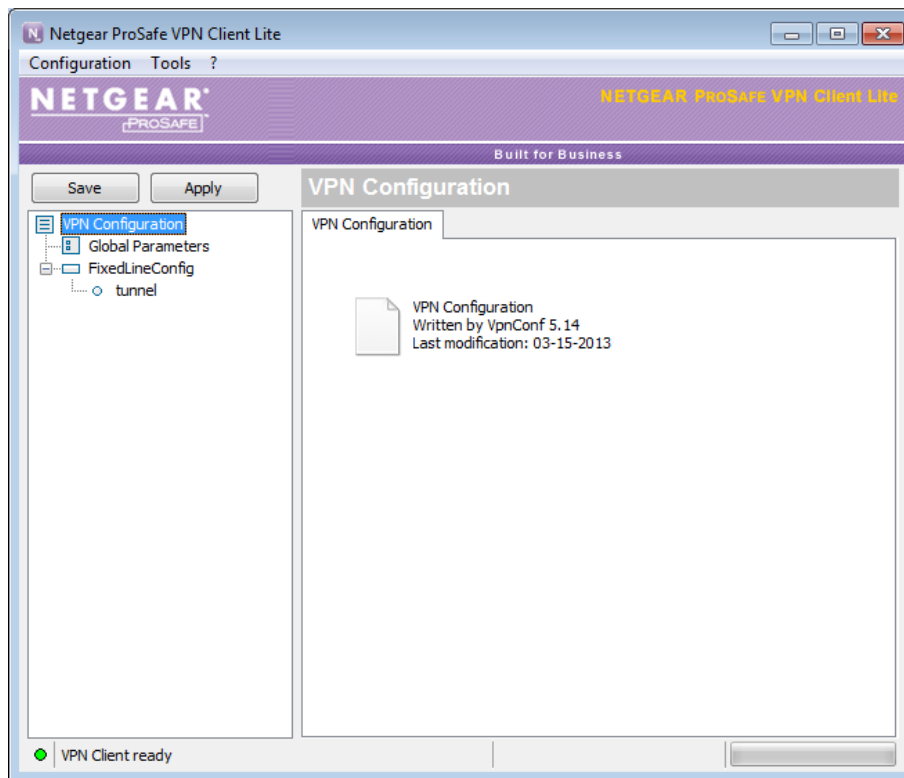
9. Click the “Configuration” pull down menu in the top left corner, and select “Import”.



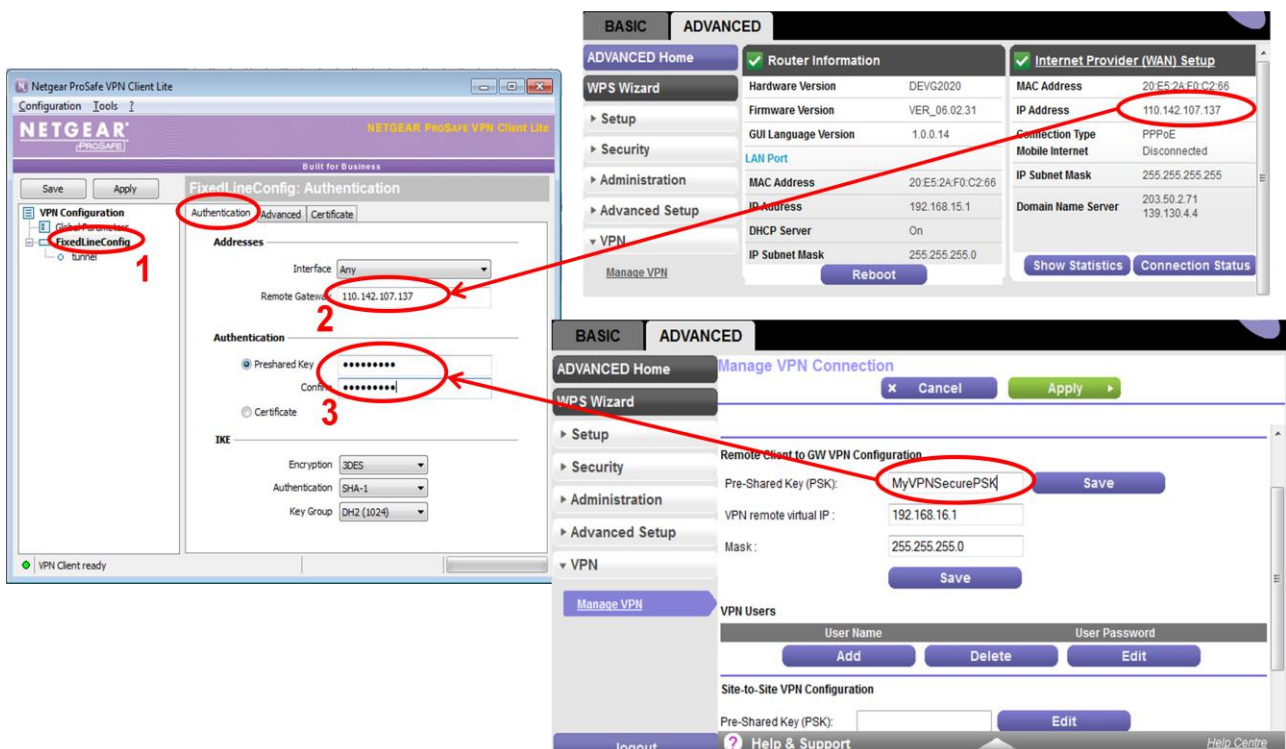
10. In the “Look in:” field, navigate to the folder where you extracted the downloaded zip file, and then select the file “**Global default settings config.tgb**” and click “Open”



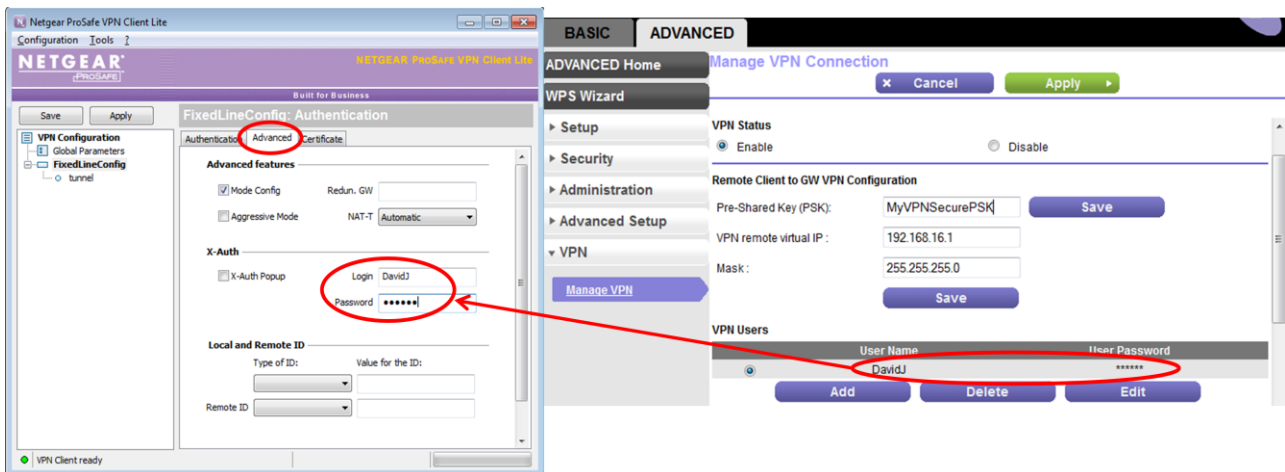
11. The Configuration Panel will now look like the screen capture below :



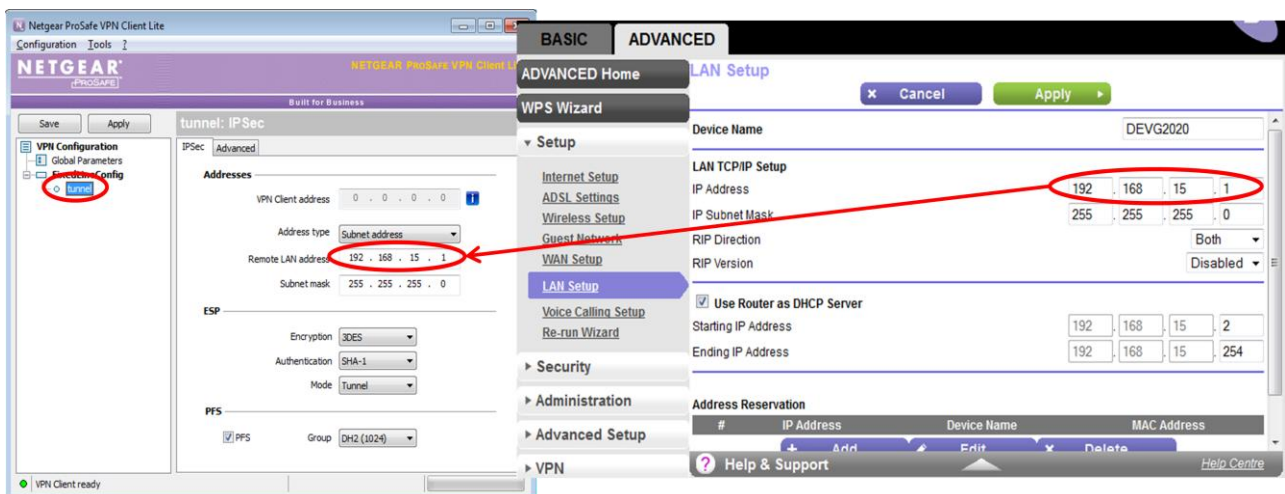
12. Select “Fixed Line Config” on the left side navigation pane, and enter your IP address and Pre-shared key in the “Authentication” tab to match the configuration in the DEVG2020 gateway, as per screen shot below. Do not change any other settings in this tab.



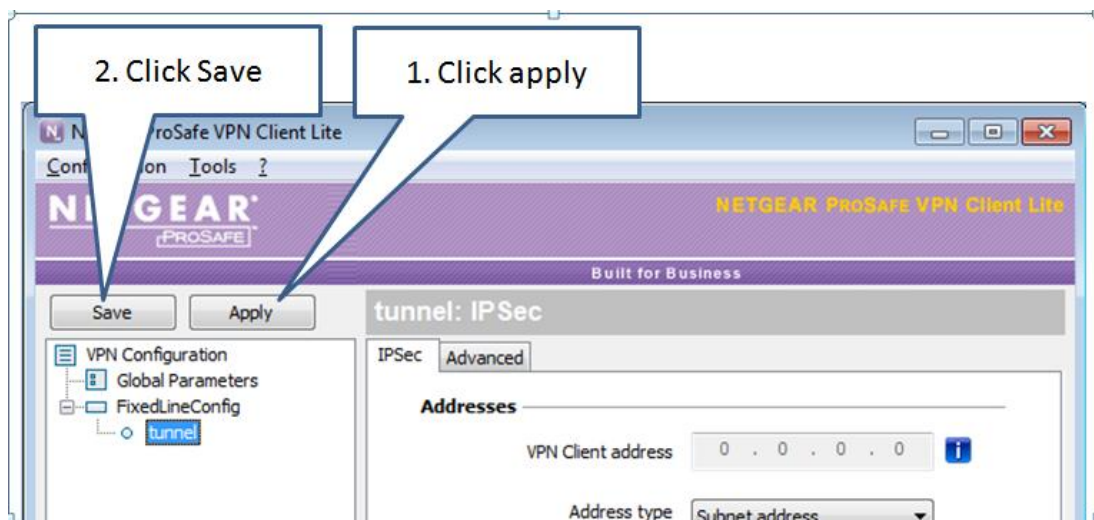
13. Select the “Advanced” tab and populate User Name and Password set up on the gateway VPN settings, as per screen shot below. Do not change any other settings in this tab.



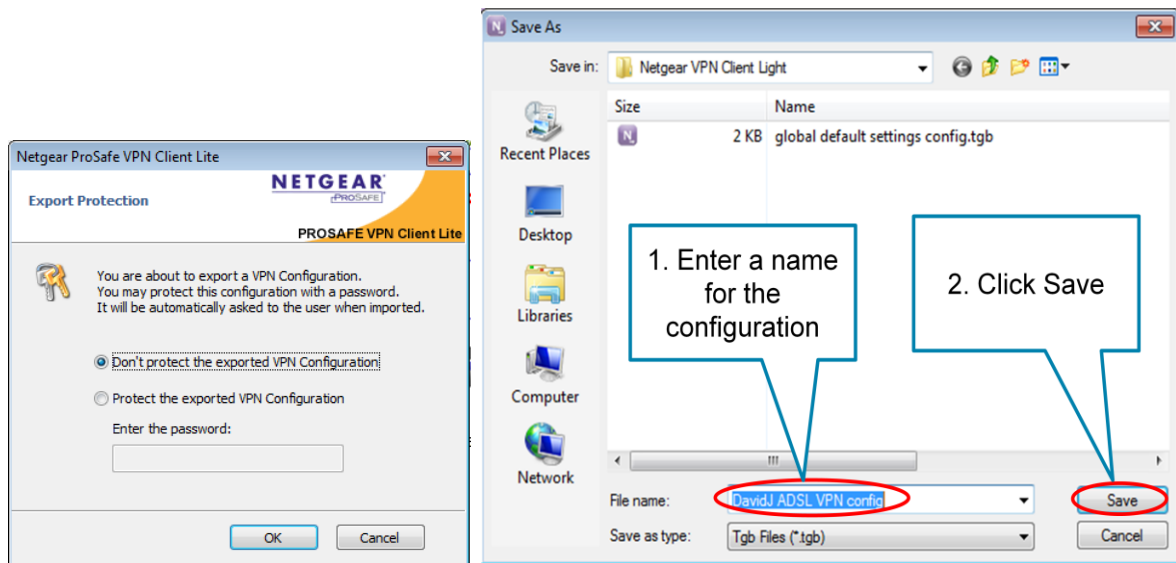
14. Next select “Tunnel” on the left side navigation pane. Check and confirm that “Remote LAN address” matches the LAN IP Address range configured on the gateway. If you are using the default 192.168.15.1, then no change is required. Do not change any other settings on this tab, or the “Advanced” tab.



15. Next click apply and save, as per screen shot below



16. Next click the Configuration pull down menu in the top left corner of the Configuration Panel, and select "Export". Choose whether you want to secure the configuration with a password, then enter a name for the configuration, and click "Save", as per screen shot below.

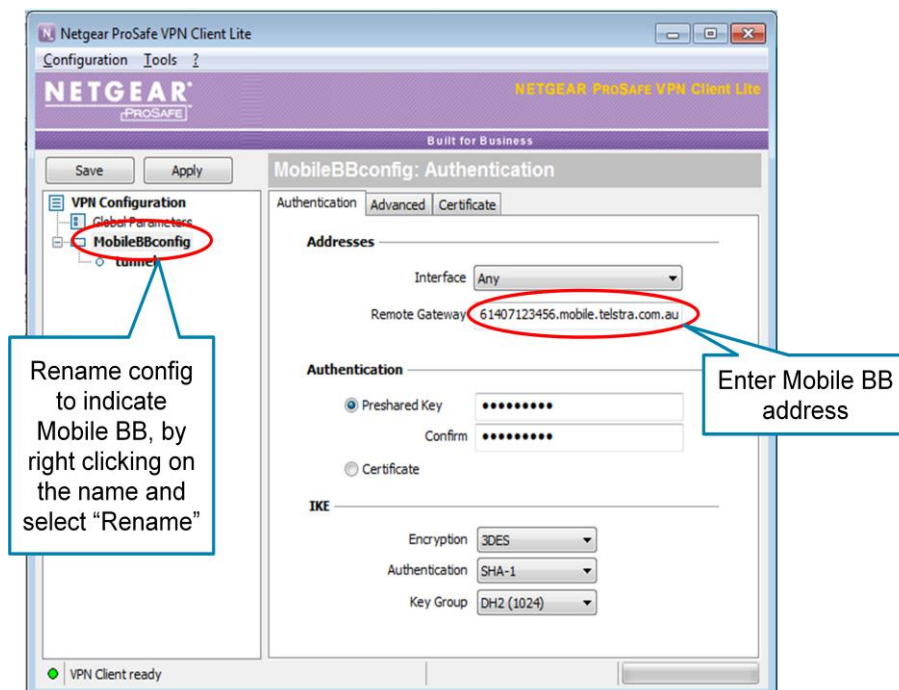


17. If you have Mobile Broadband backup, and wish to be able to use remote access when Mobile Broadband is in use for the WAN connection on your DEVG2020 gateway, you will need to setup a second configuration. This second configuration is exactly the same as the ADSL configuration above, except that the Remote Gateway address field at step 12 above will be different. The address will be of the following format :

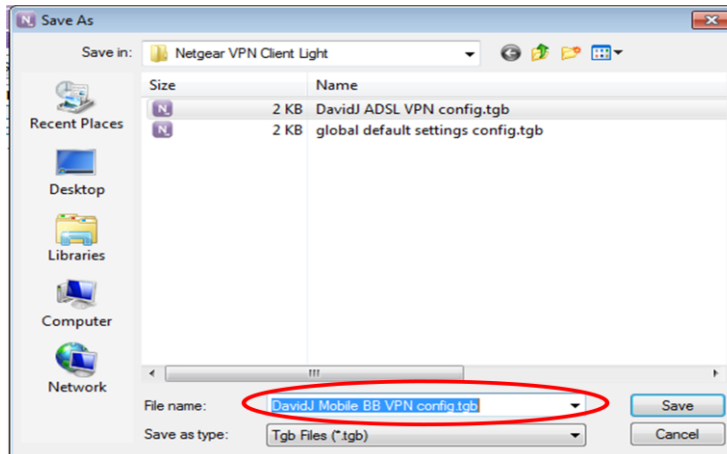
<MBB service nr in international format>.mobile.telstra.com.au

For example if the phone number of the mobile broadband service is 0407 123 456, then the remote gateway address would be : "61407123456.mobile.telstra.com.au", as per screen shot below.

You should also rename the config, to identify it is mobile broadband, by right clicking and selecting "Rename", as per screen shot below.



18. The next step is to save this configuration by using the export function as per step 16, but with a different name, as per screen shot below.



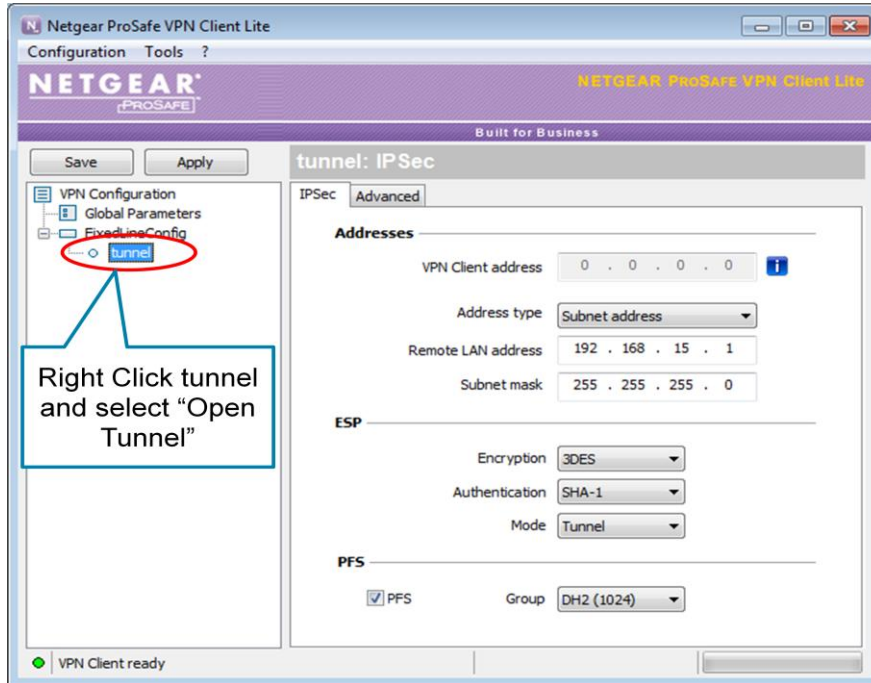
After completing build of the MBB config, reload the Fixed Line configuration saved at step 16, by using the import function available from the “Configuration” pull down menu (as per steps 9 and 10) and click the “Apply” and “Save” buttons, as per step 15.



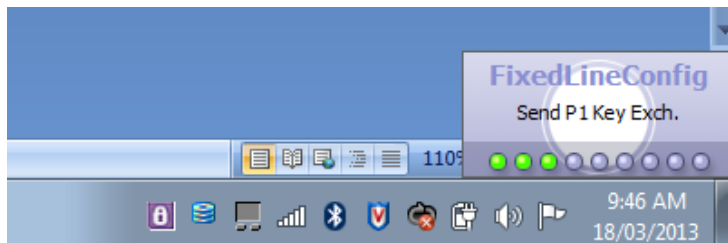
### 3. HOW TO OPEN A VPN CONNECTION WITH THE PROSAFE CLIENT

Import the Fixed line or MBB connection configuration, as above, according to whether your DEVG2020 gateway is connected with fixed line (ADSL or NBN), or Mobile Broadband.

- 1) Right click on "Tunnel", and select "Open Tunnel"



- 2) A window pops up above the system tray, showing status of the connection. Once the tunnel is opened, the Prosafe client system tray icon turns green, as per screen shot below.



## 4. SITE-TO-SITE VPN CONFIGURATION

This section describes the connection configuration details for Site-to-Site remote access connection between two DEVG2020 gateways. The LAN subnets of these 2 devices have to be in unique range for the connection to be established successfully.

1. On the first DEVG2020 gateway, navigate to the Advanced tab and select VPN > “Manage VPN” menu on the left pane. Browse down to the Site-to-Site VPN configuration section of the page.
2. Enter an alphanumeric string (max 32 characters) in the Pre-Shared Key (PSK) field. Note that this PSK field is unique to the Site-to-Site VPN configuration and should not be confused with the Remote client to gateway configuration.
3. Under the Configuration Details section, select Add and enter proper values for the following fields:
  - i. Site Name – this is a user friendly name to the connection entry
  - ii. WAN IP – enter the remote gateway WAN IP address.
  - iii. Remote Site IP address and Subnet – this is the remote gateway LAN subnet. As mentioned earlier, each of these two gateways in this configuration need to have a unique non-overlapping IP address range – for example if Gateway 1 is configured with the default LAN IP address range of 192.168.15.1, then you might choose 192.168.20.1 for Gateway 2.
  - iv. Save the changes.

The screenshot displays the 'Manage VPN Connection' interface. On the left is a navigation menu with options: ADVANCED Home, WPS Wizard, Setup, Security, Administration, Advanced Setup, and VPN. The 'VPN' section is expanded, showing 'Manage VPN'. The main area is titled 'Manage VPN Connection' and includes 'Cancel' and 'Apply' buttons. Below this are 'Add', 'Delete', and 'Edit' buttons. The 'Site-to-Site VPN Configuration' section contains a 'Pre-Shared Key (PSK)' field with the value 'MultiSitePsk' and a 'Save' button. The 'Site-to-Site VPN Configuration Details' section features a table with columns: Site Name, Wan IP, Remote Site Subnet, and Remote Mask. Below the table is the 'Configuration Details' section with input fields for Site Name (Site2), Wan IP (112.22.12.220), Remote Site Subnet (192.168.20.1), and Remote Subnet Mask (255.255.255.0). 'Save', 'Delete', and 'Edit' buttons are at the bottom. The footer includes a 'logout' button, a 'Help & Support' link, and a 'Help Centre' link.

Site Name	Wan IP	Remote Site Subnet	Remote Mask
Site2	112.22.12.220	192.168.20.1	255.255.255.0

- On the second DEVG2020 gateway, repeat steps (1) through (3) above

The screenshot displays the 'Manage VPN Connection' web interface. On the left is a sidebar menu with options: ADVANCED Home, WPS Wizard, Setup, Security, Administration, Advanced Setup, and VPN. The 'VPN' section is expanded, showing a 'Manage VPN' button. The main content area is titled 'Manage VPN Connection' and includes 'Cancel' and 'Apply' buttons. Below this are 'Add', 'Delete', and 'Edit' buttons. The 'Site-to-Site VPN Configuration' section contains a 'Pre-Shared Key (PSK)' field with the value 'MultiSitePsk' and a 'Save' button. The 'Site-to-Site VPN Configuration Details' section features a table with columns: Site Name, Wan IP, Remote Site Subnet, and Remote Mask. Below the table, the 'Configuration Details' are shown: Site Name (Site1), Wan IP (111.11.12.110), Remote Site Subnet (192.168.15.1), and Remote Subnet Mask (255.255.255.0). At the bottom of this section are 'Save', 'Delete', and 'Edit' buttons. The footer includes a 'logout' button, a 'Help & Support' link, and a 'Help Centre' link.

Site Name	Wan IP	Remote Site Subnet	Remote Mask
Site1	111.11.12.110	192.168.15.1	255.255.255.0

- Once the configuration is complete, enable VPN on both gateways
- At this point, the IPSec VPN tunnel will be established between these two DEVG2020 gateways and LAN side resources from one gateway can access the other through this tunnel. You should now be able to see/navigate to devices at the other site.