INTERNET VPN
SETUP GUIDE

IT'S HOW
WE CONNECT

WHAT'S INSIDE

WELCOME TO THE INTERNET VPN USER GUIDE

AUSTRALIAN ACCOUNT HOLDERS

For sales, account set-up enquiries and technical support, contact your Telstra representative or visit our *website* where you'll find all our contact details, guides and support information.

TELSTRA GLOBAL ACCOUNT HOLDERS

Telstra's Internet VPN and related Dynamic Network services are not yet available in regions outside Australia. Contact your Telstra Global representative or visit the *Telstra Global website* (www.telstraglobal.com/cloud) for current information on the products available.

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**.

Button names and titles/features on your computer screen are shown in *italics.*

User input is shown in `typewriter` font

Internet VPN setup guide, Version 1.0

CHAPTER 1
OVERVIEW

This guide outlines how to buy and set up Internet VPN. It will also provide you with information how to set up your site devices.

CHAPTER 2
BUYING INTERNET VPN

Internet VPN can be bought through Telstra's Dynamic Network Portal. You can register for the Dynamic Network Portal in two places: the *Internet VPN page* on our website or the *Cloud Services Store*.

On our website, the *Buy online* button takes you directly to the Dynamic Network Portal registration page on the Cloud Services Store.
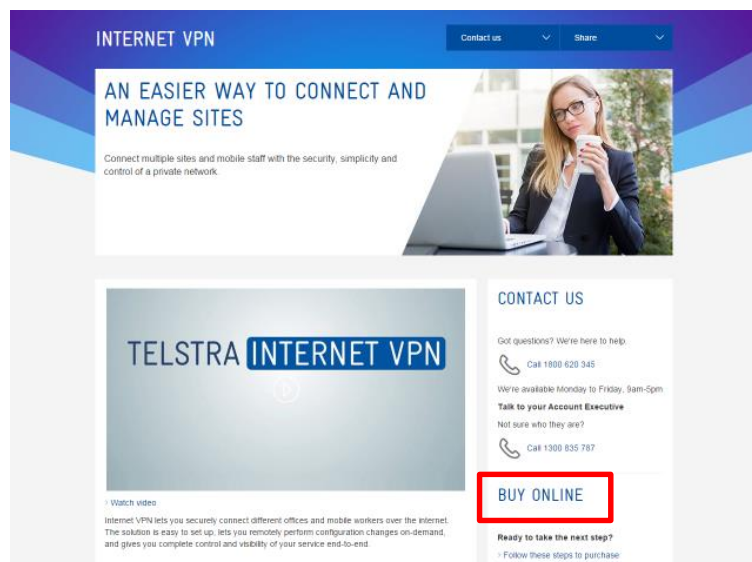
Internet VPN page

If you've arrived directly to the Cloud Services Store, you'll see tiles representing every cloud service including Internet VPN. Select the Internet VPN tile to register.
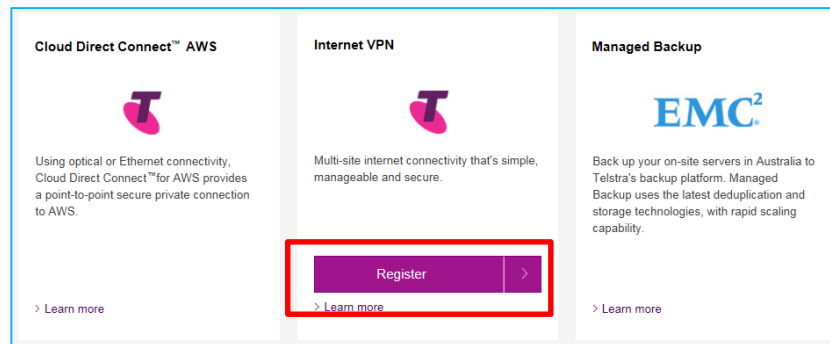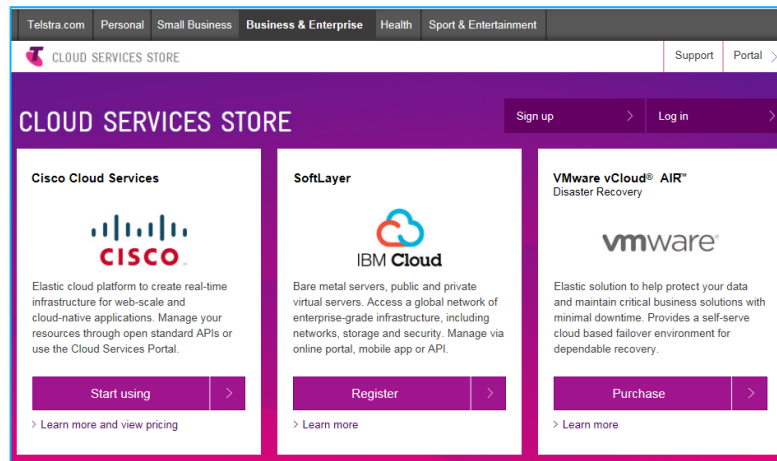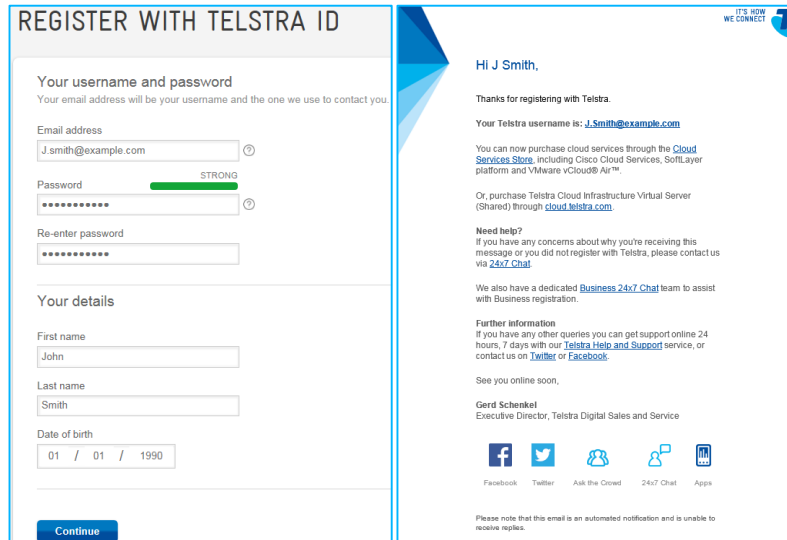
Cloud Services Store

Note that if you've arrived at the Cloud Services Store via the website, you'll land directly on the Dynamic Network Portal registration page and will not see tiles for all services.

Step 1 – register for Telstra's Dynamic Network Portal via the Cloud Services Store

- If you're an existing Telstra customer login with your credentials

- If you don't already have Telstra login details for the Cloud Services Store, you need to register for a Telstra ID

Telstra ID Registration

Once you've logged in, you'll need to complete the registration form. You'll then get a link to the *Dynamic Network Portal* to purchase your Internet VPN subscription.

Registering for Internet VPN

Confirmation of registration

Step 2 – enter the Dynamic Network Portal

Once you have completed registration, enter Telstra's *Dynamic Network Portal*, which is a secure self-service online portal that provides you with a simple way to select, subscribe to and activate your service. It provides visibility to all of your Internet VPN sites and helps you quickly make changes as required. The portal also allows you to track the status and performance of your sites/service package.

If you've logged out of your Telstra online account prior to entering the Dynamic Network Portal, you'll be asked to log in again. Use your Telstra online credentials to log in.

Once you have entered the *Dynamic Network Portal*, you'll arrive at the Shop tab.

Step 3 – select the Internet VPN tile
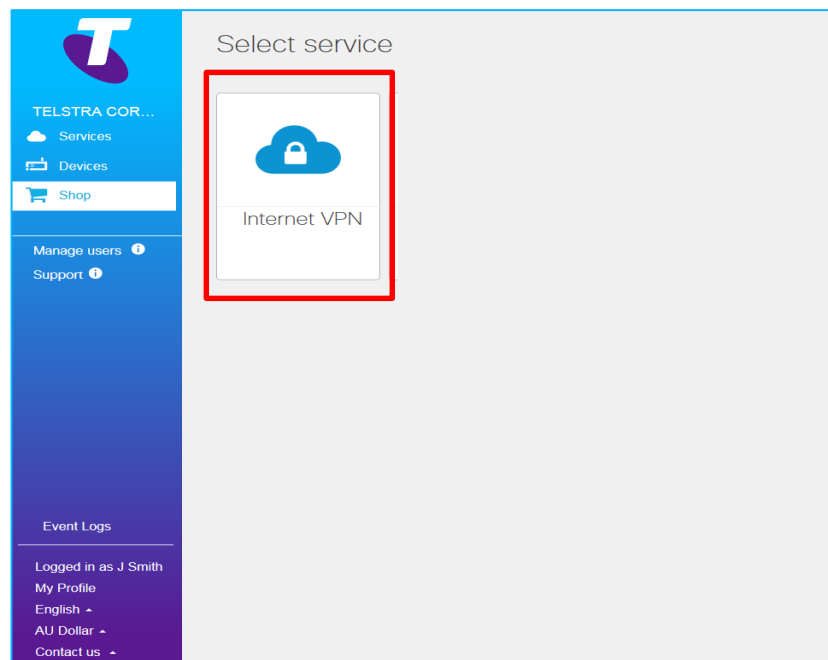
Selecting services via *Shop*

Step 4 – select a package

'Select package' screen

Internet VPN is available in three packages:

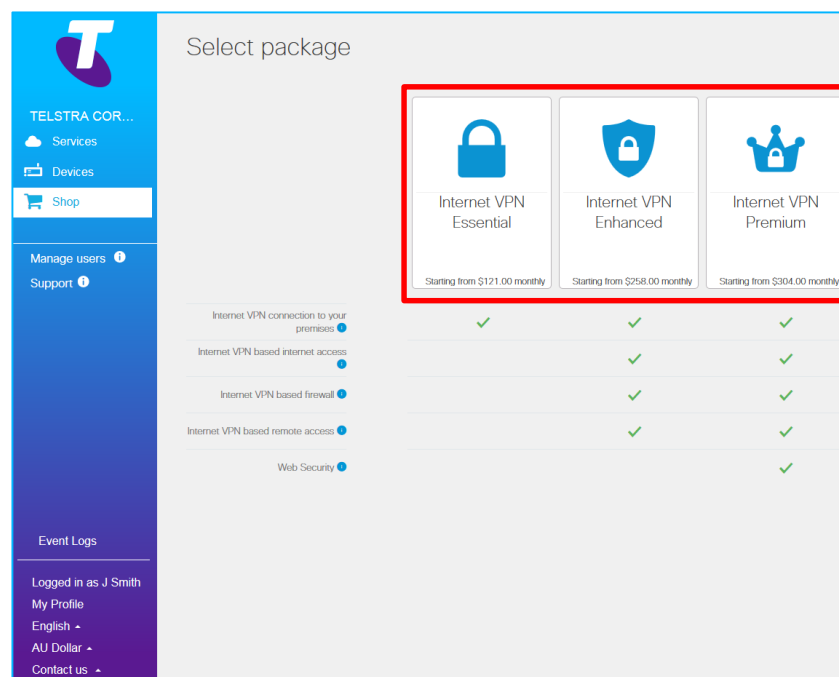1. **Internet VPN Essential -** the Essential package provides secure IPsec tunnel connections between your premises and the Telstra CSR1000v router. Your site-to-site communications are carried over IPsec-based tunnels. This package does not support remote access users.
2. **Internet VPN Enhanced** – the Enhanced package adds the virtualised Cisco Adaptive Service Appliance (ASA) which enables remote users to connect to the VPN service using Secure Socket Layer (SSL) based tunnels. Your site-to-site communications, site-to-remote user traffic to and from the internet are carried over the IPsec-based tunnels.
3. **Internet VPN Premium –** the Premium package provides all the features of the Enhanced package plus URL Filtering, which enables filtering against a list of forbidden URLs.

The topology of the **Premium** package is show below.
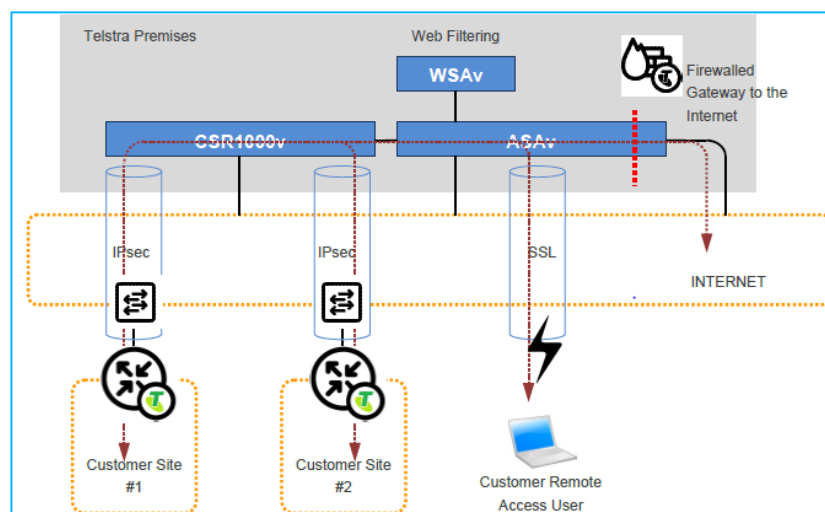
Internet VPN Premium topology

**Step 5 – tell us about your organisation**

Company details panel

Fill out the fields that ask you to provide:

1. Number of sites that your organisation needs to connect, and number of users at each site. Please note each site requires a site device (see Step 9).
2. Anticipated growth in users – provide an approximate estimate with a high, medium or low rating.

**Step 6 – select the Internet VPN aggregate throughput speed**

You have a choice of 10Mbps, 50Mbs or 100Mbs. This is the aggregate speed of all traffic within the VPN. Speeds may be constrained by the bandwidth of your internet connection.
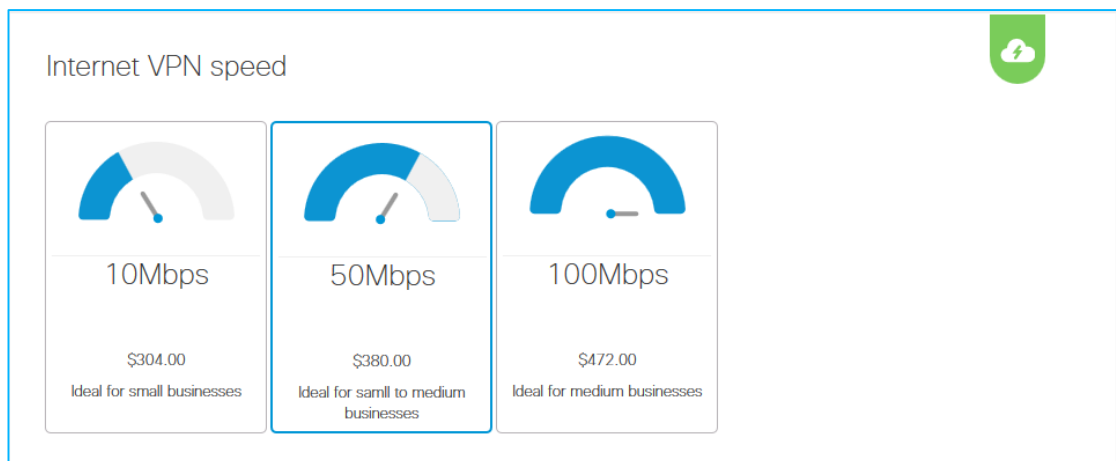
Internet VPN Speed

Step 7 – select the number of remote access users (Enhanced and Premium packages only)

Remote user licenses are available in increments of 10. These are Remote Access licenses for your employees who need to work remotely (via PC, IPad, phone etc.) While you can purchase up to 750 remote users licenses, the maximum number of concurrent users is 50 at a time.
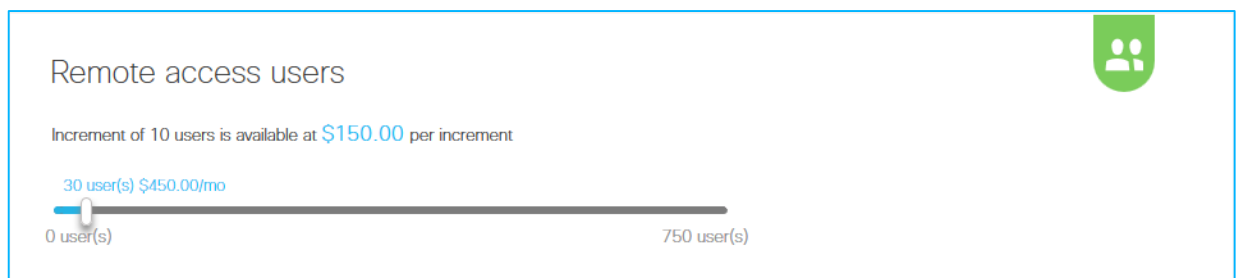
Remote Access Users

Step 8 – select the security level of URL filtering (Premium packages only)

The number of URLs blocked will change with the security level setting. For some low- threat sites, the Low setting will provide a warning but allow traffic through, whereas the High setting will block the traffic.

URL Filtering

Step 9 – select site device and quantity to set up your sites

Select the site device(s) with which you'd like to set up your sites. Save your selection.

IMPORTANT NOTE: Ensure that your site device quantity matches your number of sites.

Site device catalogue

Step 10 – provide the delivery address
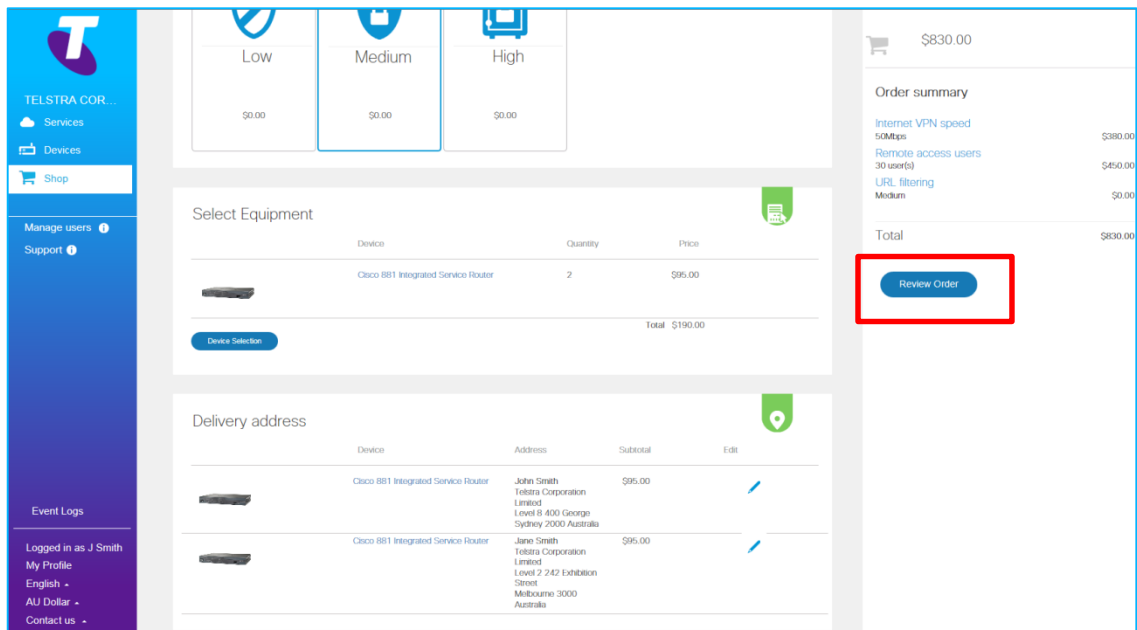
Specify where you'd like the site device to be delivered and save the address.

Delivery address

Step 11 – review your order

Your order summary will appear on the right hand side. Select *Review order*.

Reviewing Order

Step 12 – review your order and purchase

- Review your order (NOTE: prices do not include GST)
- Key in a **dealer code** if you purchased your service through a dealer or a dealer has assisted you
- Review the **terms and conditions** link at the bottom of the Order Summary page

Order Summary Screen

You'll receive an email confirmation with your order details.

Your service will appear in Provisioning status under the Services screen until set up is complete and your service is activated.
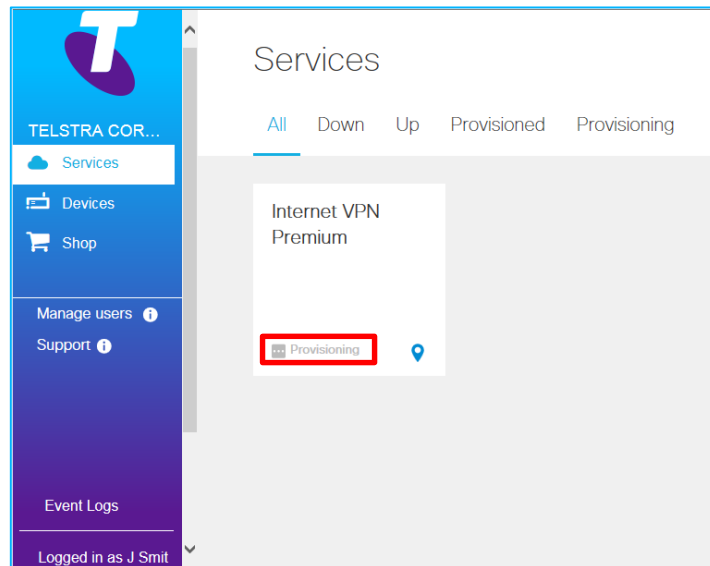
CHAPTER 3
SETTING UP YOUR SITE

After buying Internet VPN, a Cisco router will be shipped to each address you provided so you can set up your sites. Below is an example of a router you'll receive. This should arrive within two business days for metro locations and up to five business days for regional locations (excluding Western Australia (WA), where delivery can take up to five days for metro locations and two weeks for regional locations).

Example of site device - CISCO ISR 881

Step 1 – check package contents

In addition to the router, your package should include a network (Ethernet) cable, a console cable and an AC power adaptor.

Network (Ethernet) cable

Console cable

AC power adapter

Step 2 – register your site device's Serial Number (SN) on the *Dynamic Network Portal*

The Serial Number (SN) is located on your site device above the power button.

Example of Serial Number on CISCO 881 Router

Navigate to the *Devices* tab and select the tile with your site device name and the label 'UNREGISTERED'.
Enter the site device's serial number on the right hand side and select 'Register'.
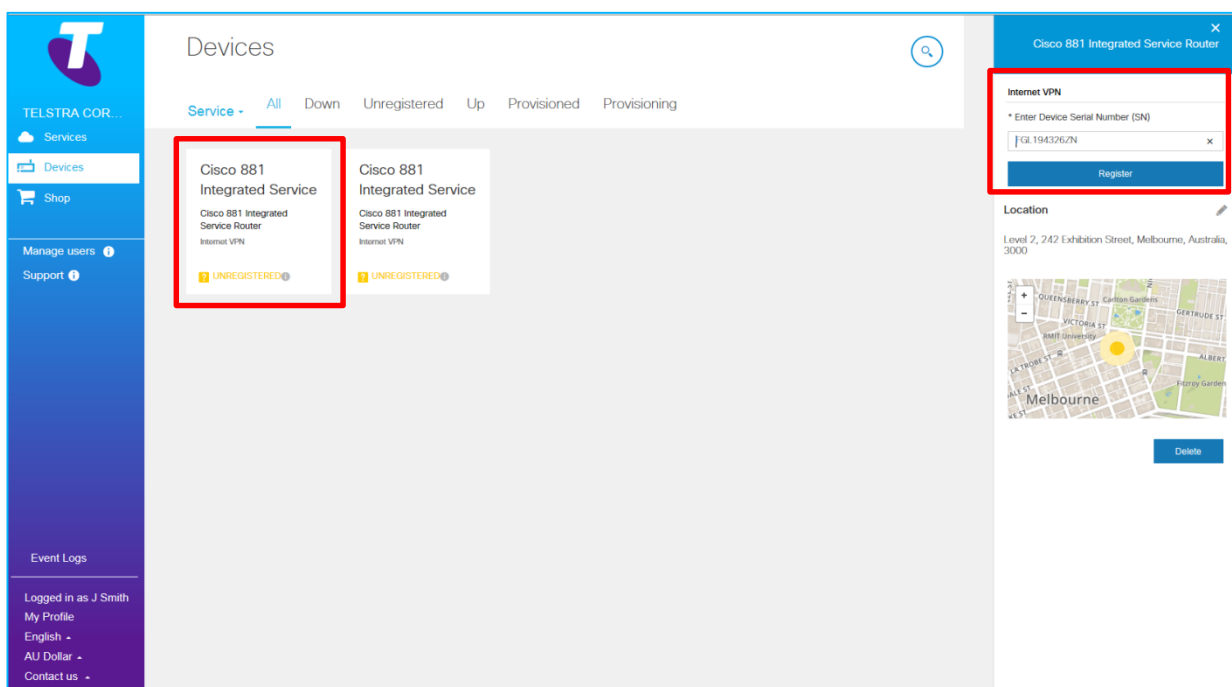
Site devices Registration

Step 3 – plug the power cable into your Cisco router and turn the site device on

Example of powering CISCO 881

Check the LED on the front of the site device to ensure it turns on.

Step 4 – plug the network (Ethernet) cable into one of the 4 FE WAN ports
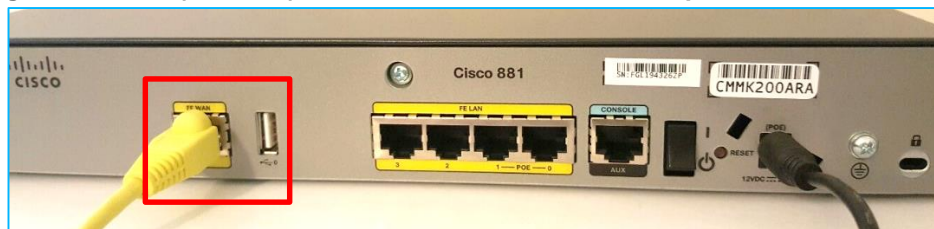
FE WAN Port

Step 5 – connect the network (Ethernet) cable from the Cisco router to the Ethernet port of your existing internet service router/modem

Example of existing Internet Service Router/Modem
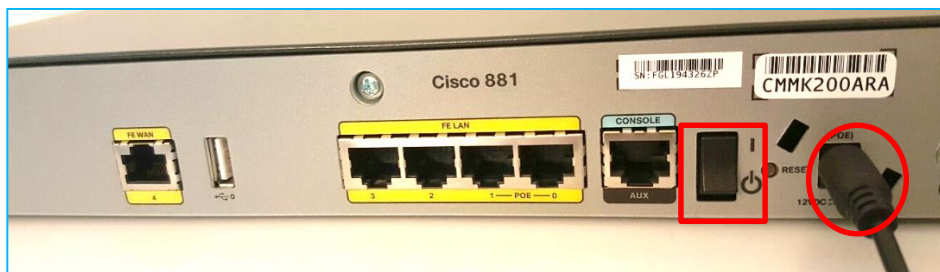
The Cisco site device is shipped with a minimal boot load that enables the site device to "call home" and download its assigned configuration.

Step 6 – check your site device's status on the *Dynamic Network Portal*

YOUR SITE DEVICE'S STATUS

You can view the transitional status of your site device in the *Device* tab. Allow up to 60 minutes for your site device to move from *Provisioning* to *Provisioned* to *Up* status. You can view the status of your site devices in the *All* tab or the other status-specific tabs.
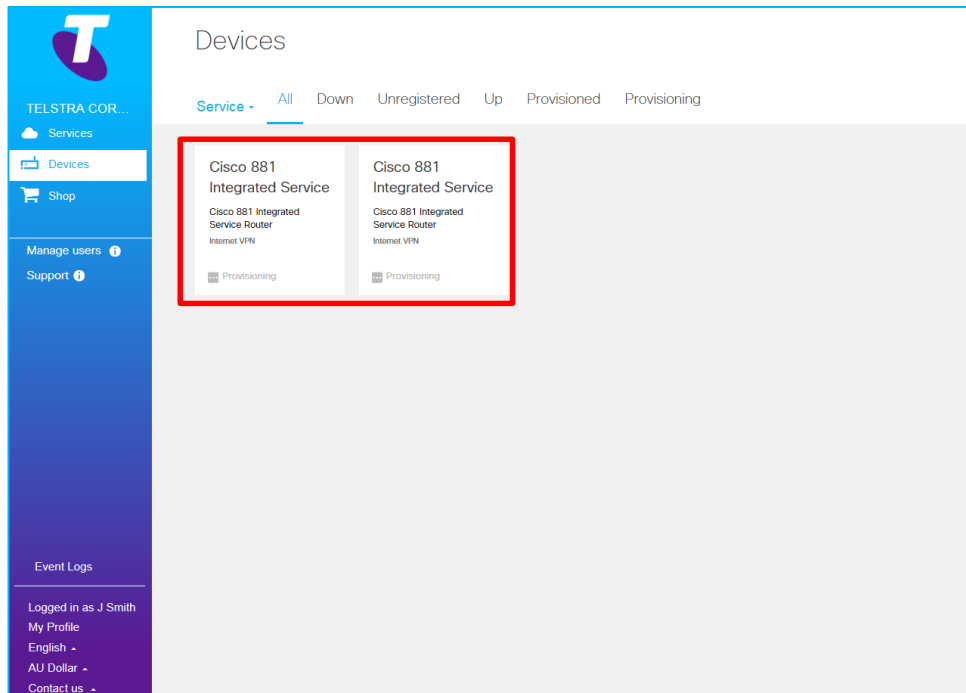
Devices – *All* screen, e.g. provisioning

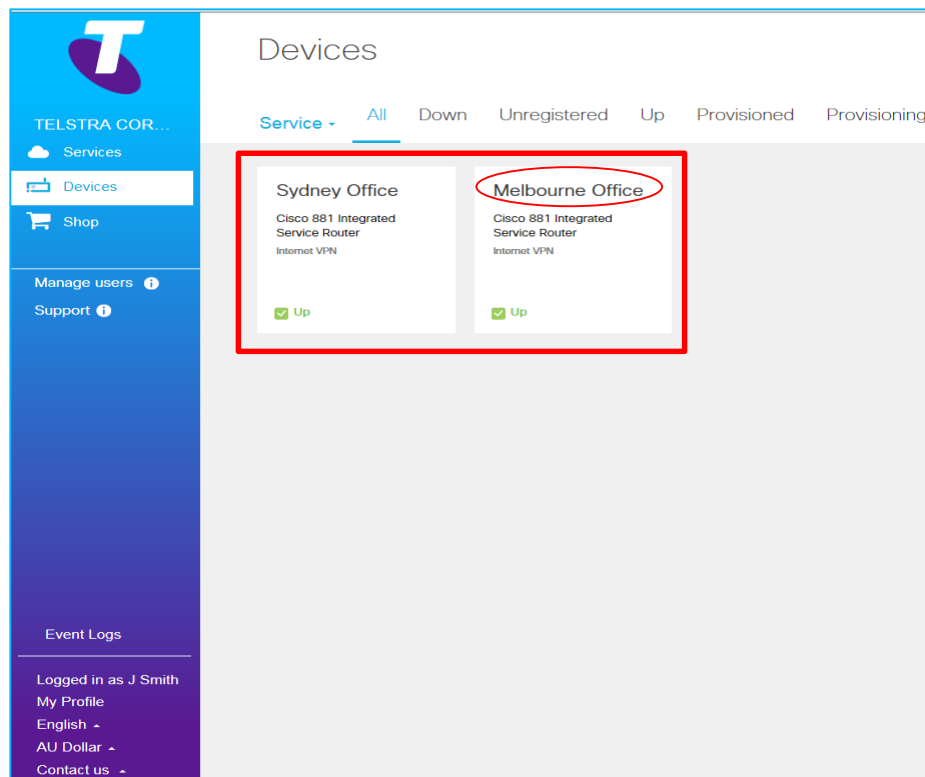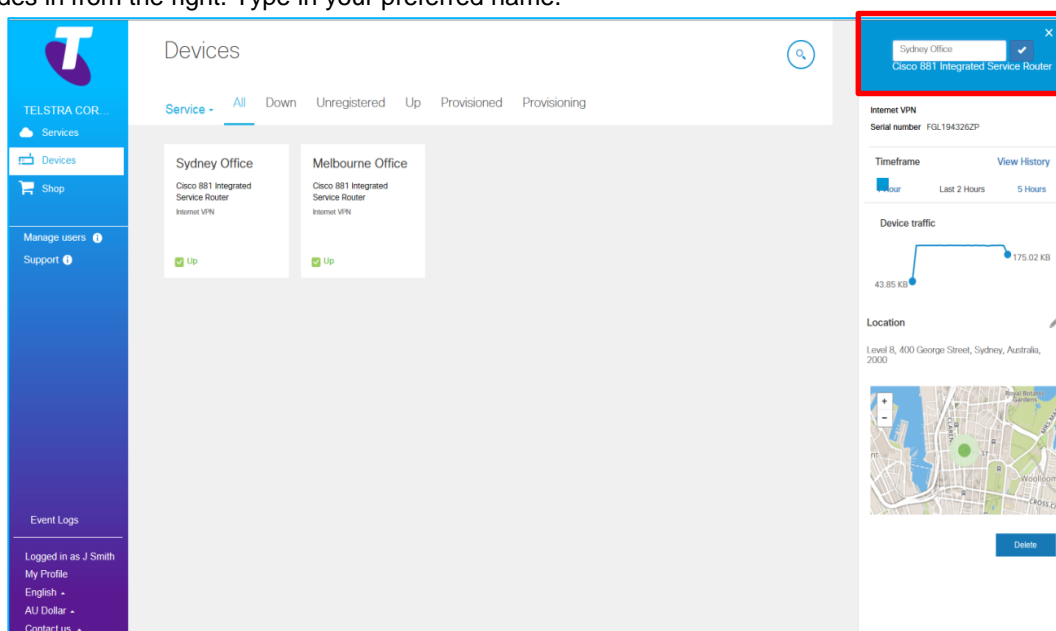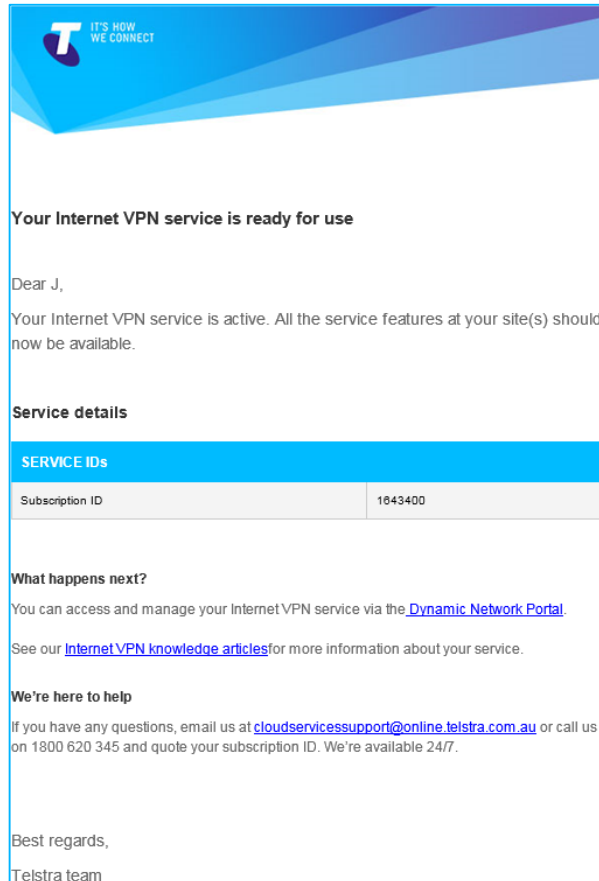Devices – *All* screen, e.g. Up

You can edit the name of your site devices to something meaningful to your company, such as location or office name. Simply select the site device you wish to edit and click on the pencil icon at the top of the panel that slides in from the right. Type in your preferred name.

Once all sites are up, your Internet VPN service will be ready for use. You will receive a notification email advising that your service is active.

Your Internet VPN service is ready for use

Dear J,

Your Internet VPN service is active. All the service features at your site(s) should now be available.

Service details

SERVICE IDs	
Subscription ID	1643400

What happens next?

You can access and manage your Internet VPN service via the Dynamic Network Portal.

See our Internet VPN knowledge articles for more information about your service.

We're here to help

If you have any questions, email us at cloudservicessupport@online.telstra.com.au or call us on 1800 620 345 and quote your subscription ID. We're available 24/7.

Best regards,

Telstra team

Internet VPN service ready for use