

INTERNET VPN SETUP GUIDE



IT'S HOW
WE CONNECT

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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***](http://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

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Words mentioned in this book that are known to be trademarks, whether registered or unregistered, have been capitalised or use initial capitals. Terms identified as trademarks include Cisco®, Microsoft®, Microsoft Windows®.

CHAPTER 1

OVERVIEW

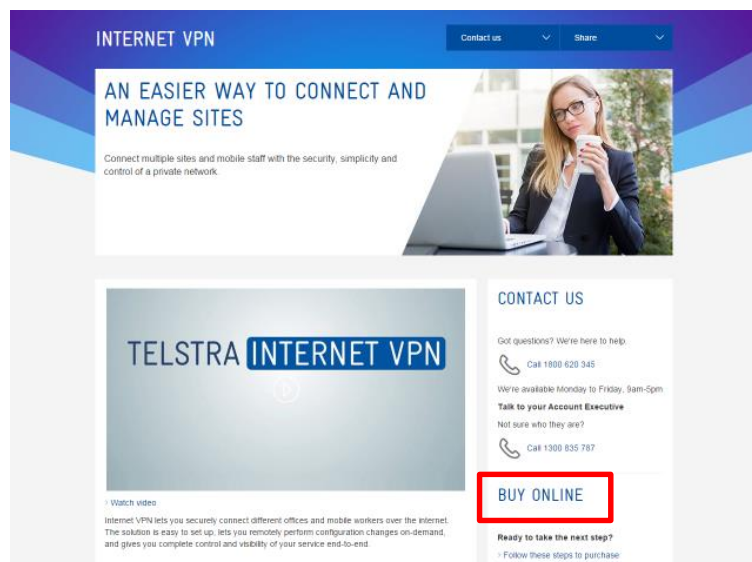
This guide outlines how to buy and set up Internet VPN. It will also provide you with information how to set up your site devices.

CHAPTER 2

BUYING INTERNET VPN

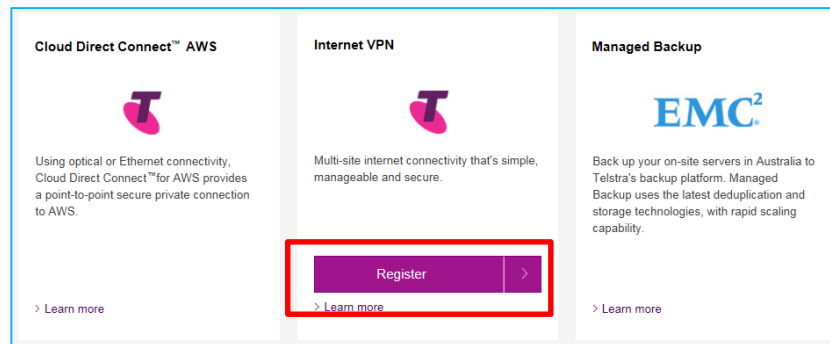
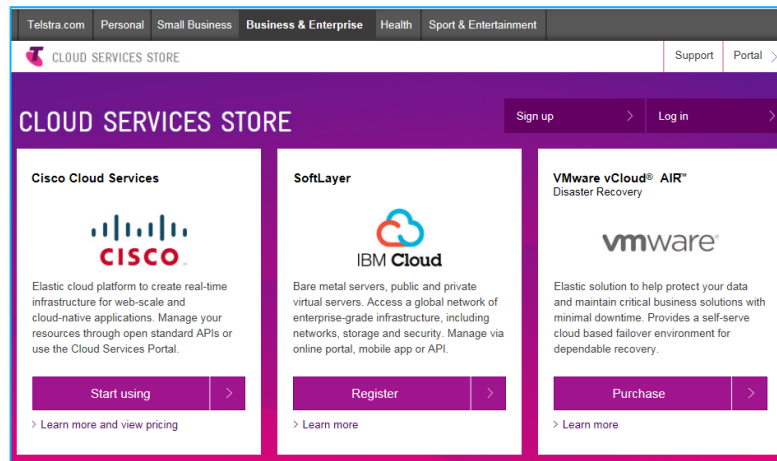
Internet VPN can be bought through Telstra's Dynamic Network Portal. You can register for the Dynamic Network Portal in two places: the [Internet VPN page](#) on our website or the [Cloud Services Store](#).

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

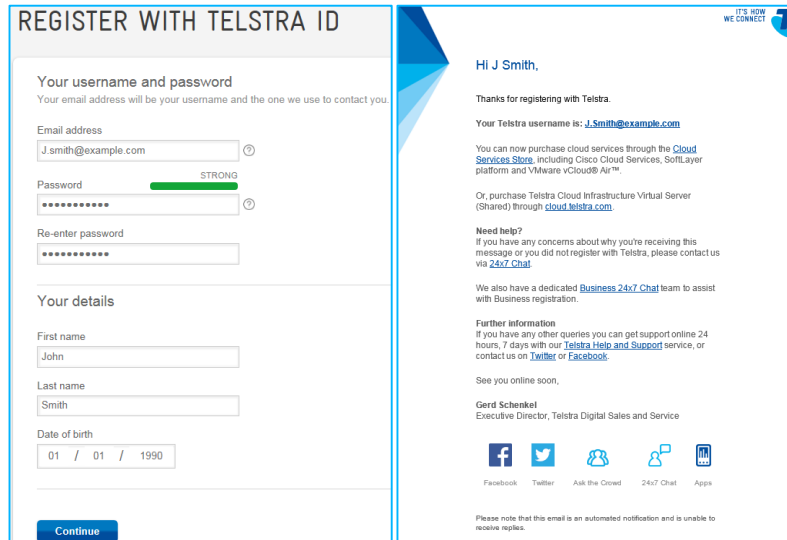
Note that if you've arrived at the Cloud Services Store via the website, you'll land directly on the Dynamic Network Portal registration page and will not see tiles for all services.

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

Cloud Services Store log in screen

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



REGISTER WITH TELSTRA ID

Your username and password
Your email address will be your username and the one we use to contact you.

Email address
J.smith@example.com

Password
STRONG

Re-enter password

Your details

First name
John

Last name
Smith

Date of birth
01 / 01 / 1990

Continue

Hi J Smith,

Thanks for registering with Telstra.

Your Telstra username is: J.Smith@example.com

You can now purchase cloud services through the [Cloud Services Store](#), including Cisco Cloud Services, SoftLayer platform and VMware vCloud® Air™.

Or, purchase Telstra Cloud Infrastructure Virtual Server (Shared) through cloud.telstra.com.

Need help?
If you have any concerns about why you're receiving this message or you did not register with Telstra, please contact us via [24x7 Chat](#).

We also have a dedicated [Business 24x7 Chat](#) team to assist with Business registration.

Further information
If you have any other queries you can get support online 24 hours, 7 days with our [Telstra Help and Support](#) service, or contact us on [Twitter](#) or [Facebook](#).

See you online soon,

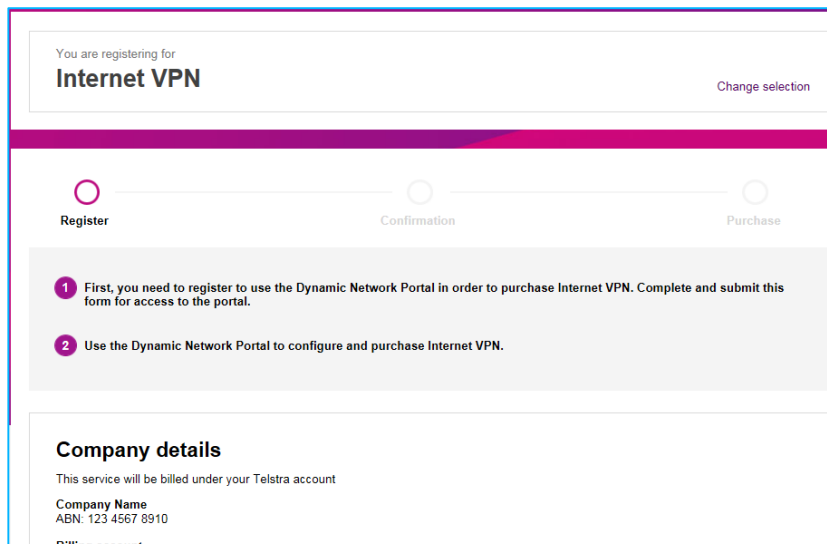
Gerd Schenkel
Executive Director, Telstra Digital Sales and Service

Facebook Twitter Ask the Crowd 24x7 Chat Apps

Please note that this email is an automated notification and is unable to receive replies.

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.



You are registering for
Internet VPN

[Change selection](#)

Register Confirmation Purchase

1 First, you need to register to use the Dynamic Network Portal in order to purchase Internet VPN. Complete and submit this form for access to the portal.

2 Use the Dynamic Network Portal to configure and purchase Internet VPN.

Company details

This service will be billed under your Telstra account

Company Name
ABN: 123 4567 8910

Billing account

Registering for Internet VPN

You can now purchase Internet VPN through the Dynamic Network Portal
You're about to receive an email to confirm your Dynamic Network Portal registration.

Register Confirmation Purchase

Next steps

Modify Service Offer

Service	Internet VPN	Cloud Managed Network	Cloud Managed Network
Internet VPN	✓	✓	✓
Cloud Managed Network	✓	✓	✓
Cloud Managed Network	✓	✓	✓
Cloud Managed Network	✓	✓	✓

Access the Dynamic Network Portal to:

- Select and configure to verify pricing
- Confirm your purchase and start using in just minutes
- Charging won't start until you purchase a service through the Dynamic Network Portal
- Modify any existing Dynamic Network services.

Go to Telstra's Cloud Services Portal to add users and fees.

Purchase VPN now

Telstra Your Telstra Dynamic is active

Welcome to Telstra's Dynamic Network
Dear Joe,

Your Dynamic Network account is now active and ready for use. You're now a super administrator for Telstra's cloud and network services.

Your super administrator role
As a super administrator for Telstra's cloud and network services, you can modify this service on behalf of your company.

With the Telstra super administrator role you can:

- Access Telstra's Dynamic Network Portal
- Purchase cloud services through Telstra's Cloud Services Store
- Modify super administrators – to add, remove or modify users, log in to Telstra's Cloud Services Portal using your Telstra username and password, then go to the 'Users' page

Dynamic Network Portal
As the administrator for your company in Telstra's Dynamic Network Portal, you can:

- Purchase and manage all your Dynamic Network services including Internet VPN
- View your existing services by navigating to the 'Services' tab
- Upgrade and cancel your Dynamic Network services

What to do next?
You can purchase, access and manage your Dynamic Network services immediately. Just use your Telstra online access credentials if you're asked to login.

[View the Dynamic Network Portal to learn more about your services like Internet VPN. To get started...](#)

Confirmation of registration

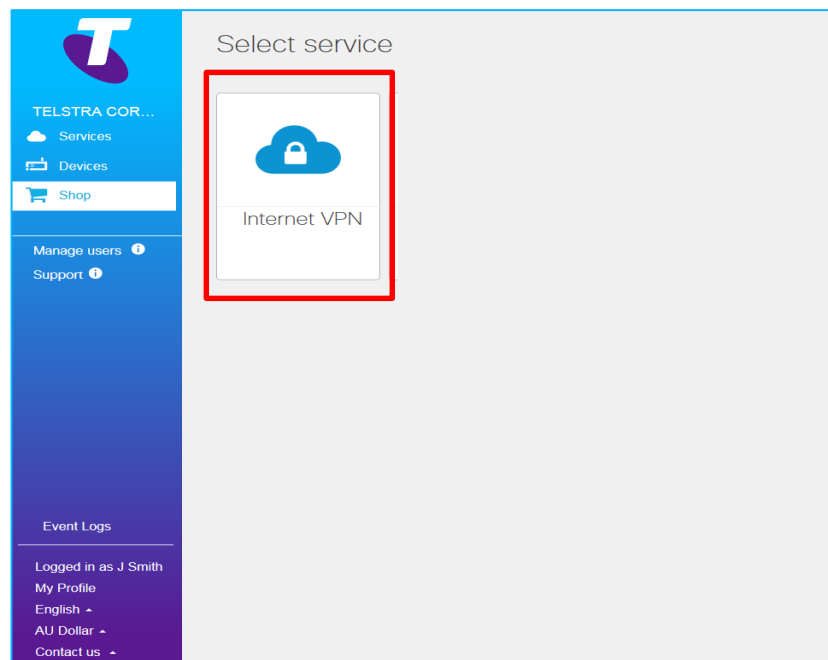
Step 2 – enter the Dynamic Network Portal

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.

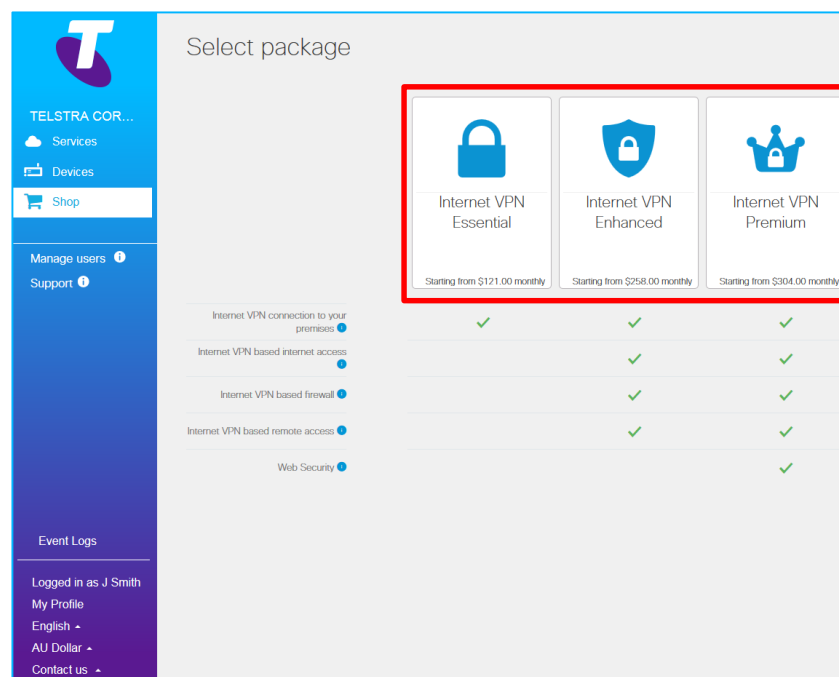
Once you have entered the **Dynamic Network Portal**, you'll arrive at the Shop tab.

Step 3 – select the Internet VPN tile



Selecting services via Shop

Step 4 – select a package

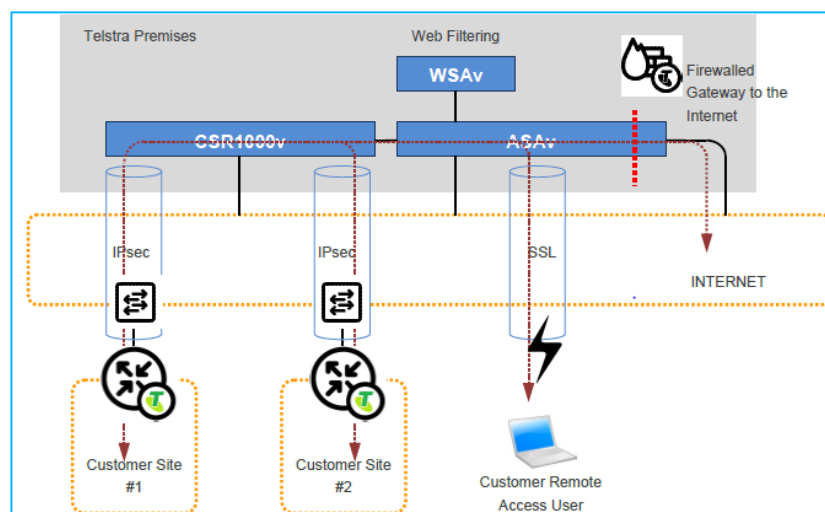


'Select package' screen

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

Tell us about your organisation

① Your organisation profile

How many sites does your organisation have?

How many user(s) do the sites have?

Site 1 Site 2

② Anticipated growth

LOW MEDIUM HIGH

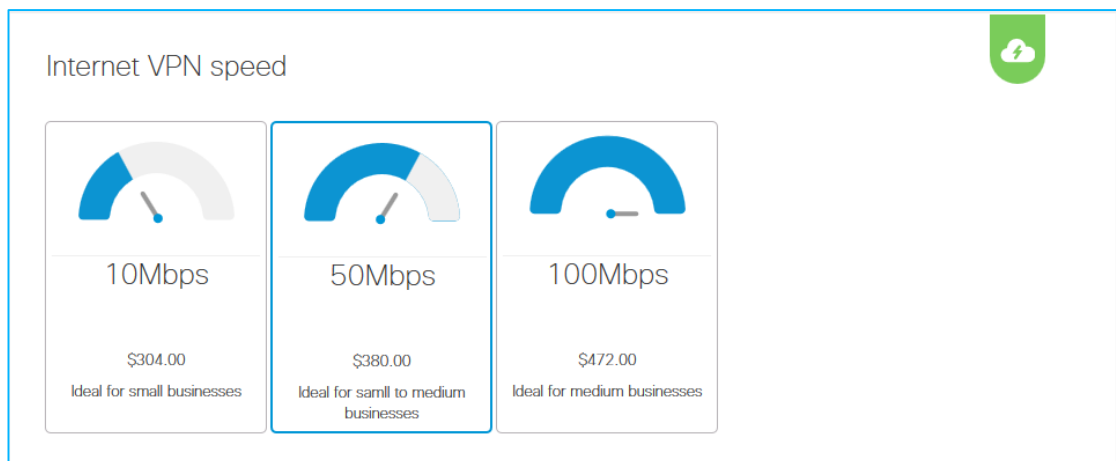
Company details panel

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

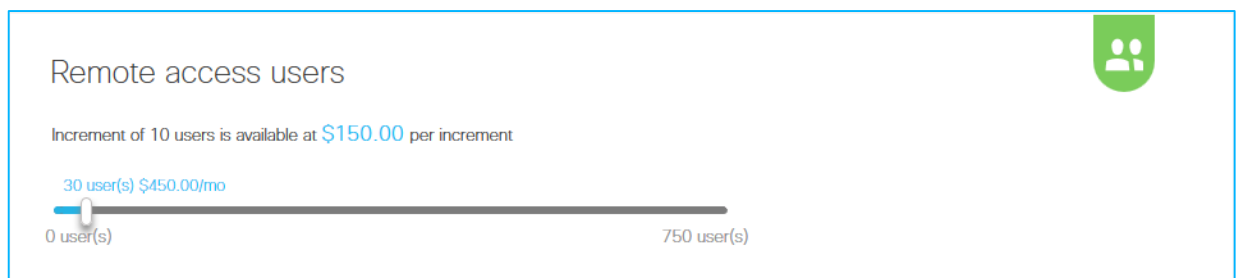
You have a choice of 10Mbps, 50Mbps or 100Mbps. This is the aggregate speed of all traffic within the VPN. Speeds may be constrained by the bandwidth of your internet connection.



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





Low

\$0.00



Medium

\$0.00



High

\$0.00


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.

Device catalog





	Device	Price	Quantity
	Cisco 881 Integrated Service Router	\$95.00	<input type="text" value="2"/>
	Cisco 1921 Integrated Service Router	\$220.00	<input type="text" value="0"/>
	Cisco 2911 Integrated Service Router	\$450.00	<input type="text" value="0"/>
Total		\$190.00	

Cancel Save

Site device catalogue

Step 10 – provide the delivery address

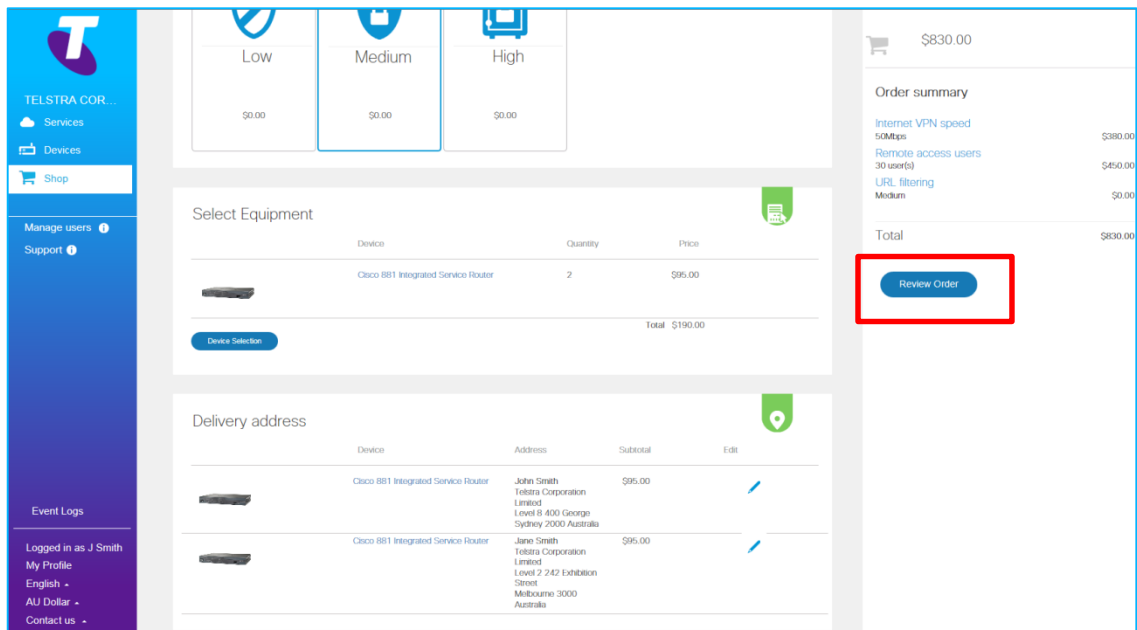
Specify where you'd like the site device to be delivered and save the address.

Delivery address				
	Device	Address	Subtotal	Edit
	Cisco 881 Integrated Service Router	John Smith Telstra Corporation Limited Level 8 400 George Sydney 2000 Australia	\$95.00	
	Cisco 881 Integrated Service Router	Jane Smith Telstra Corporation Limited Level 2 242 Exhibition Street Melbourne 3000 Australia	\$95.00	


Delivery address

Step 11 – review your order

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



The screenshot shows the 'Review Order' page. On the left is a sidebar with navigation links: TELSTRA COR..., Services, Devices, Shop, Manage users, Support, Event Logs, and user information. The main content area has three tabs: Low, Medium, and High. Below these is the 'Select Equipment' section with a table:


Device	Quantity	Price
 Cisco 881 Integrated Service Router	2	\$95.00
		Total \$190.00

Below the equipment table is the 'Delivery address' section, which is identical to the one shown in the previous image. On the right side, the 'Order summary' shows a total of \$830.00 and lists items: Internet VPN speed 50Mbps (\$380.00), Remote access users 30 user(s) (\$450.00), and URL filtering Medium (\$0.00). A red box highlights the 'Review Order' button.

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



TELSTRA COR...

Services
Devices
Shop

Manage users
Support

Event Logs

Logged in as J Smith
My Profile
English
AU Dollar
Contact us

Order summary

Services

Internet VPN
Includes: Web Security, Internet VPN based remote access, Internet VPN based firewall, Internet VPN based internet access, Internet VPN connection to your premises

		Subtotal
	Internet VPN speed 50Mbps	\$380.00
	Remote access users 30 user(s)	\$450.00
	URL filtering Medium	\$0.00
	Service Subtotal Prices do not include GST	\$830.00 monthly

Devices

	Quantity	Address	Subtotal
	1	John Smith Telstra Corporation Limited Level 8 400 George Sydney 2000, Australia	\$95.00
	1	Jane Smith Telstra Corporation Limited Level 2 242 Exhibition Street Melbourne 3000, Australia	\$95.00
	Device Subtotal Prices do not include GST		\$190.00 monthly


Dealer Code (optional) 1234

☒ I accept the Terms and Conditions

Back
Purchase

Order Summary Screen

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



IT'S HOW
WE CONNECT

We've received your Internet VPN order

Dear J,

Here are the details of yor recent Internet VPN purchase.

Order summary

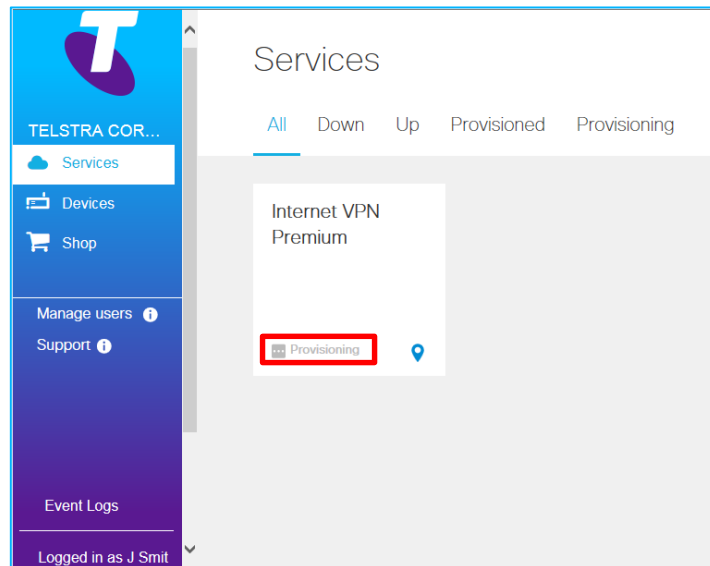
SUMMARY	
Internet VPN Premium	
Number of sites	2
Number of remote users	30
Subscription ID*	1643400

*Your service identification number.

Delivery Details

Device	Delivery Address			
	Street	City	Postcode	Country
Cisco 881 Integrated Service Router	Level 2	Melbourne	3000	Australia
Cisco 881 Integrated Service Router	Level 8	Sydney	2000	Australia

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 adaptor

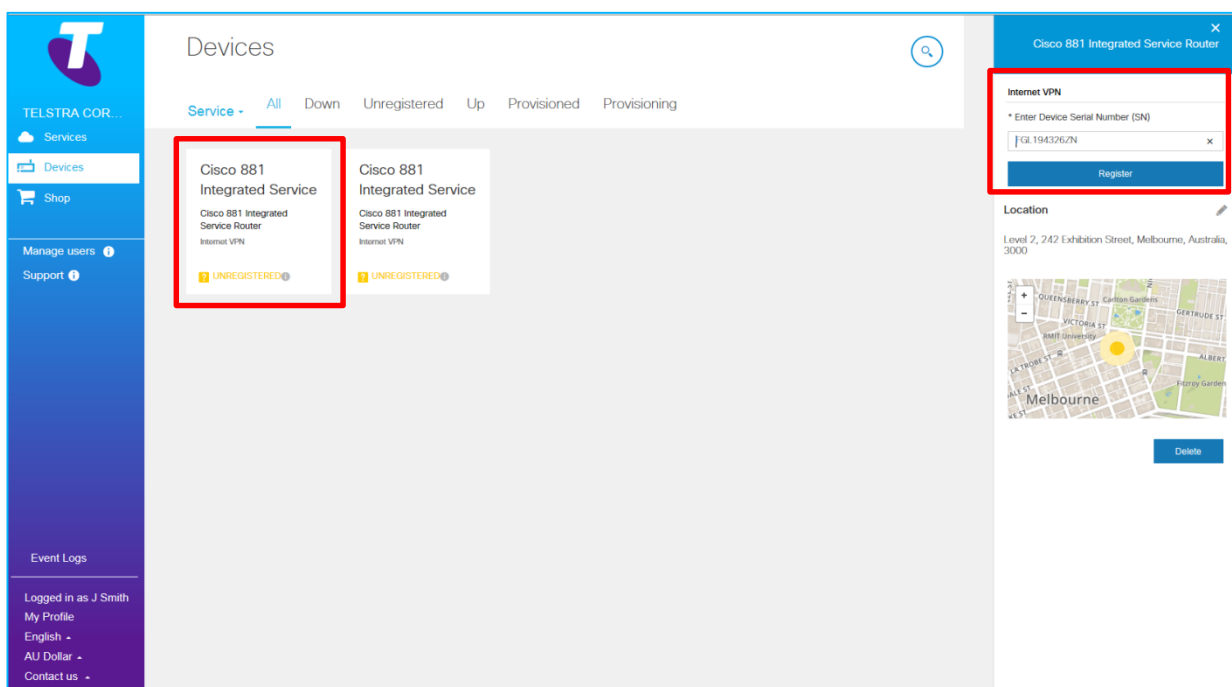
Step 2 – register your site device's Serial Number (SN) on the [Dynamic Network Portal](#)

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



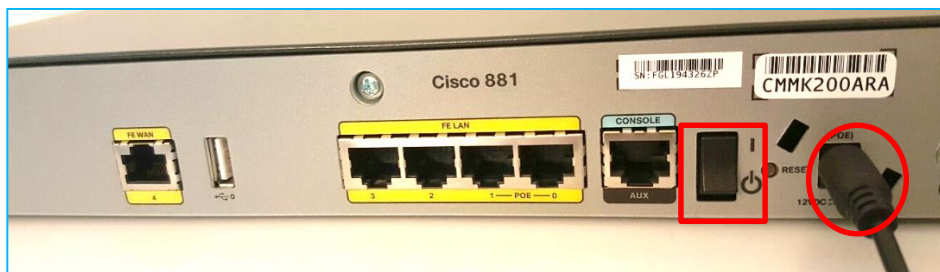
Example of Serial Number on CISCO 881 Router

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

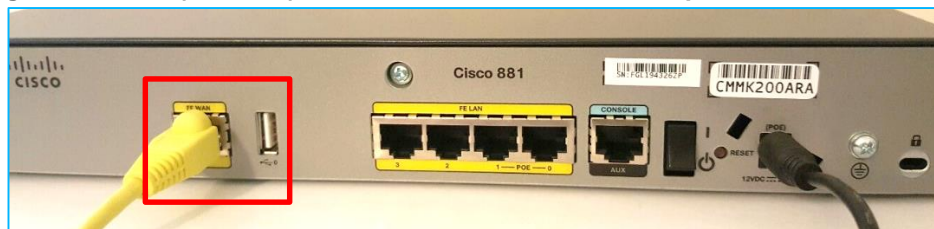


Example of powering CISCO 881

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



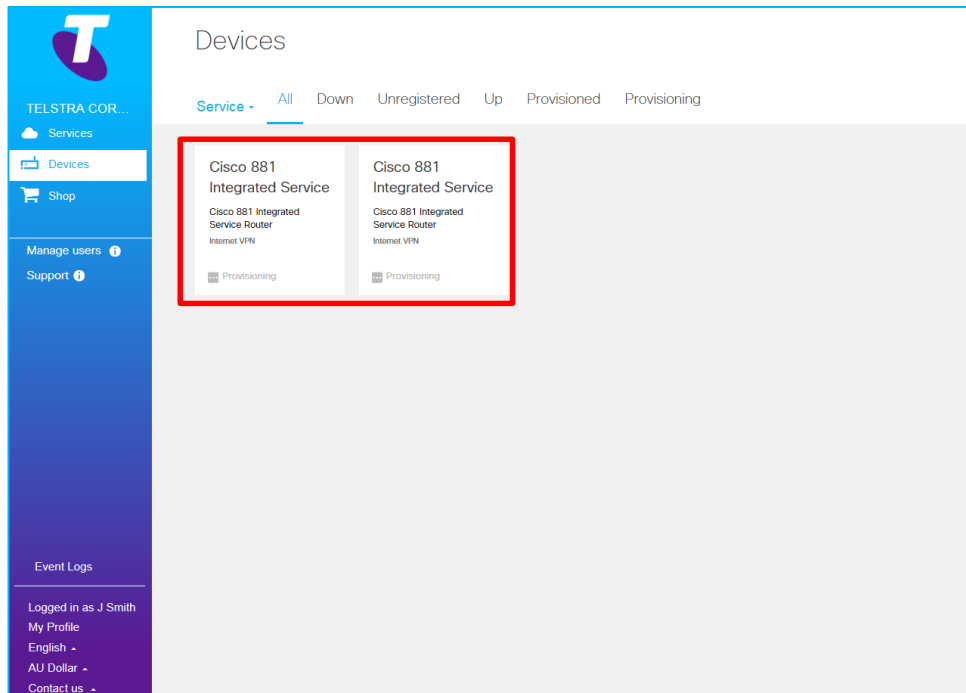
Example of existing Internet Service Router/Modem

The Cisco site device is shipped with a minimal boot load that enables the site device to “call home” and download its assigned configuration.

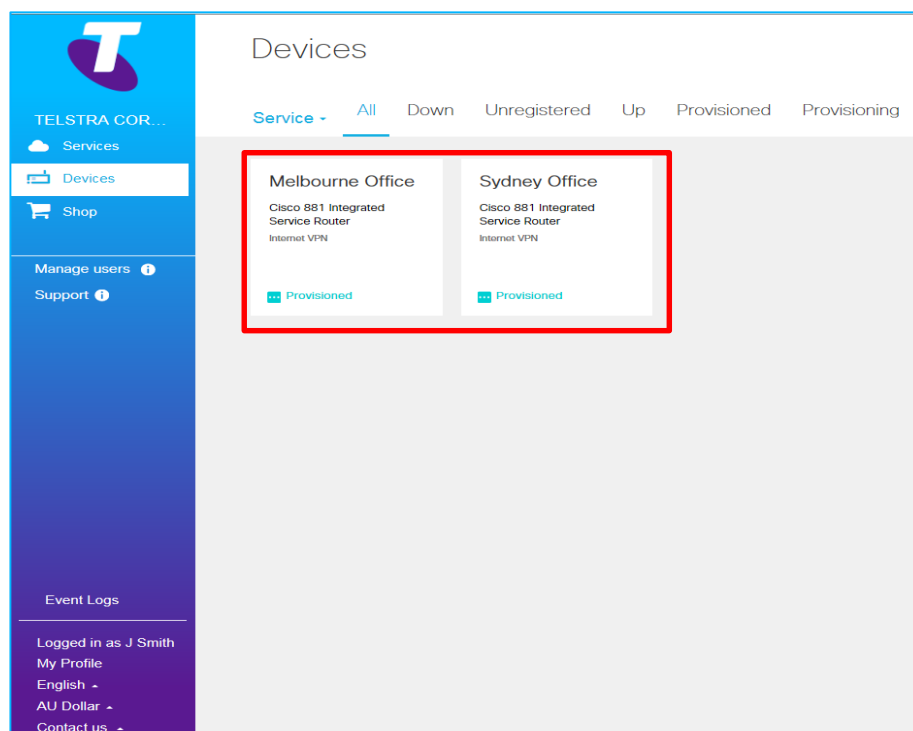
Step 6 – check your site device’s status on the [Dynamic Network Portal](#)

YOUR SITE DEVICE'S STATUS

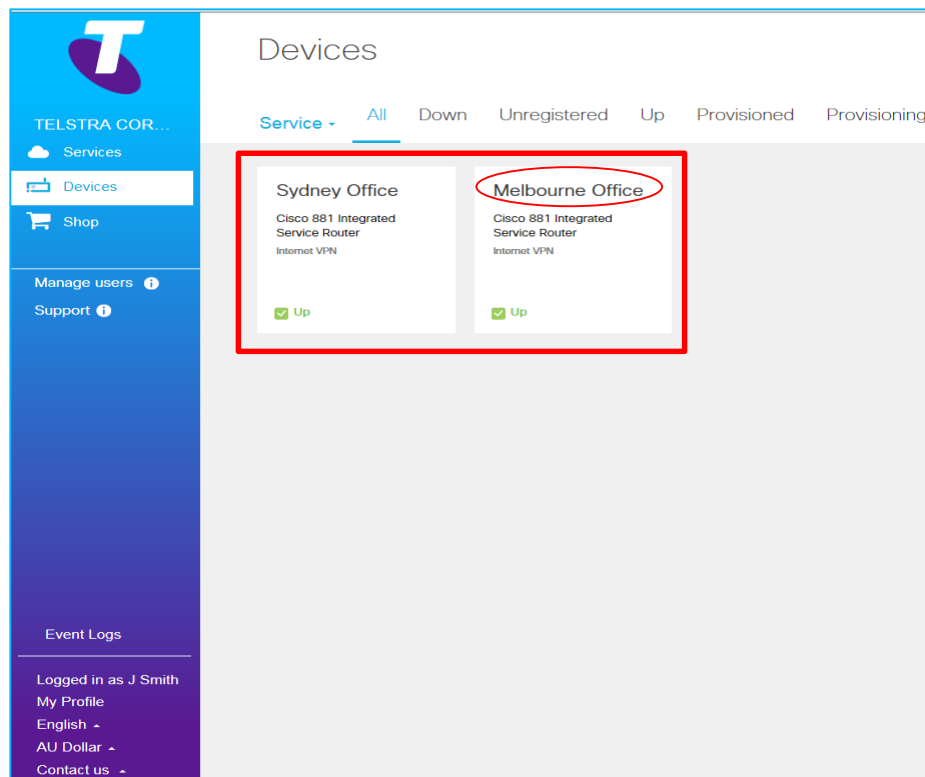
You can view the transitional status of your site device in the *Device* tab. Allow up to 60 minutes for your site device to move from *Provisioning* to *Provisioned* to *Up* status. You can view the status of your site devices in the *All* tab or the other status-specific tabs.



Devices – All screen, e.g. provisioning

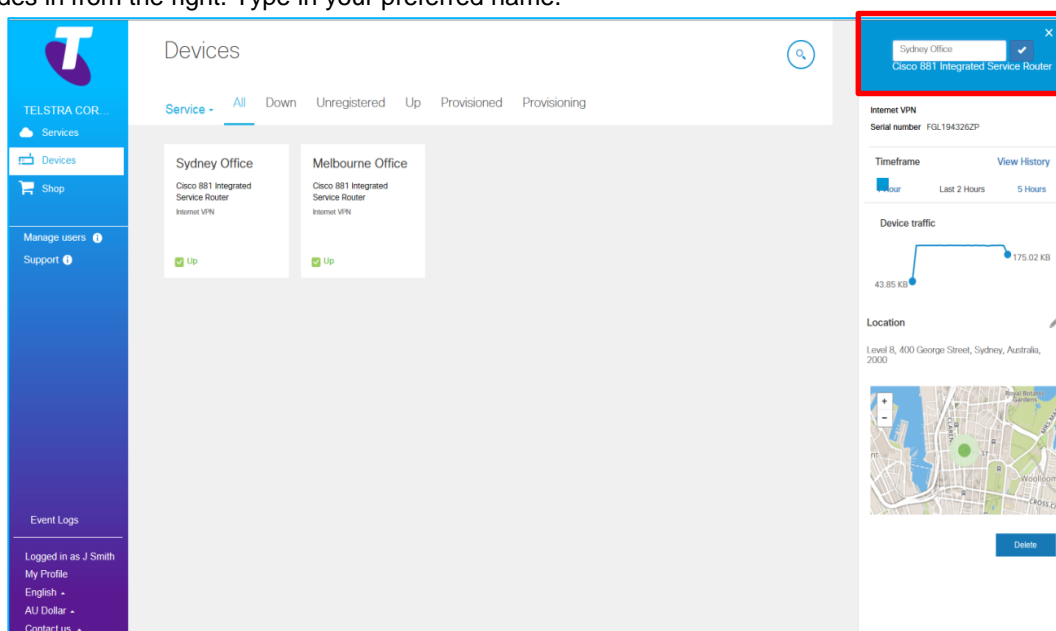


Devices – All screen, e.g. Provisioned



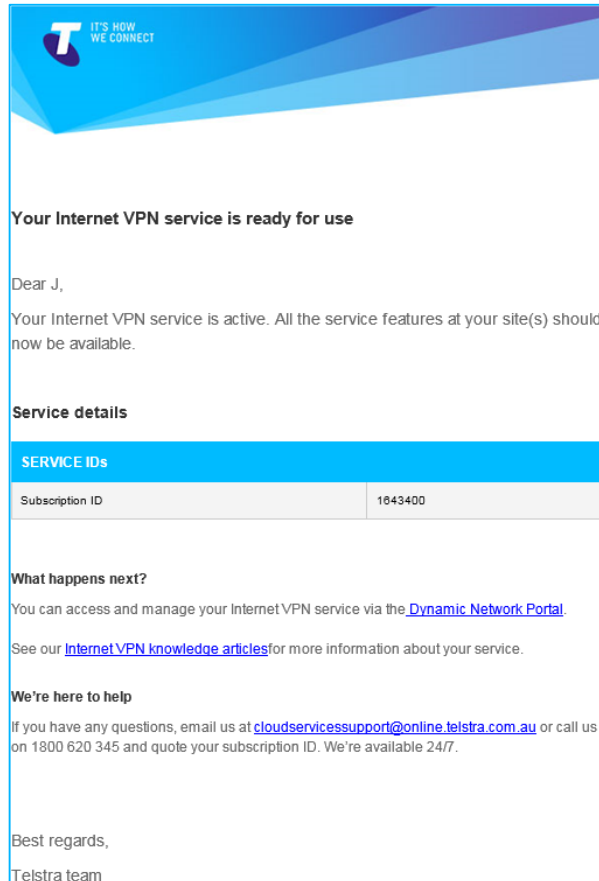
Devices – All screen, e.g. Up

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.



Edit site device 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 ID's	
Subscription ID	1043400

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 cloudservicesupport@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