

# Initial Access and Basic IPv4 Internet Configuration

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This quick start guide provides initial and basic Internet (WAN) configuration information for the ProSafe Wireless-N 8-Port Gigabit VPN Firewall FVS318N to get you up and running fast. For information about more complicated features, and for complete configuration steps, see the *Reference Manual*. This quick start guide contains the following sections:

- [Access the Wireless VPN Firewall for the First Time](#)
- [Access Troubleshooting Tips](#)
- [Default IPv4 Settings and Required ISP Information](#)
- [Let the Wireless VPN Firewall Automatically Detect and Configure an IPv4 Internet Connection](#)
- [Manually Configure an IPv4 Internet Connection](#)
- [IPv4 Connection Troubleshooting Tips](#)

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**Note:** For more information about the topics covered in this guide, visit the FVS318N support website at <http://support.netgear.com>. You will also find the *Reference Manual* at the support website.

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## Access the Wireless VPN Firewall for the First Time

To access and configure the wireless VPN firewall, you need to use a web browser such as:

- Microsoft Internet Explorer 7.0 or later
- Mozilla Firefox 4.0 or later
- Apple Safari 3.0 or later

(Google Chrome is not supported at this time.)

Although these web browsers are qualified for use with the wireless VPN firewall's web management interface, SSL VPN users should choose a browser that supports JavaScript, Java, cookies, SSL, and ActiveX to take advantage of the full suite of applications. Note that Java is required only for the SSL VPN portal, not for the web management interface.

**Table 1. Default login settings**

Item	Default Setting
User login URL	https://192.168.1.1
Administrator user name (case-sensitive)	admin
Administrator login password (case-sensitive)	password
Guest user name (case-sensitive)	guest
Guest login password (case-sensitive)	password

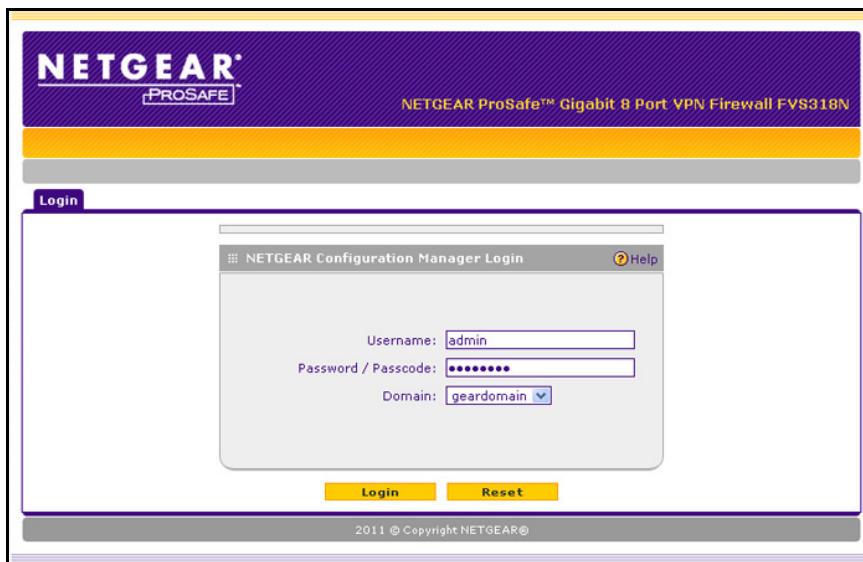
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**Note:** To be able to configure the wireless VPN firewall, your computer's IP address does not need to be on the same subnet as the wireless VPN firewall.

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➤ **To log in to the wireless VPN firewall:**

1. Start any of the qualified web browsers.
2. In the address field, enter **https://192.168.1.1**. The NETGEAR Configuration Manager Login screen displays in the browser.



**Figure 1.**

3. In the User Name field, type **admin**. Use lowercase letters.
4. In the Password / Passcode field, type **password**. Here, too, use lowercase letters. The wireless VPN firewall user name and password are not the same as any user name or password you might use to log in to your Internet connection. (Leave the domain as it is: geardomain.)

5. Click **Login**. The web management interface displays, showing the Router Status screen. After 5 minutes of inactivity (the default login time-out), you are automatically logged out.

## Access Troubleshooting Tips

If you cannot access the wireless VPN firewall's web management interface from a computer on your local network, check the following:

- Double-check the Ethernet connection between the computer and the wireless VPN firewall as described in the *Installation Guide*.
- Make sure that you are using the SSL `https://address` login rather than the `http://address` login.
- Make sure that your browser has Java, JavaScript, or ActiveX enabled. If you are using Internet Explorer, click **Refresh** to be sure that the Java applet is loaded.
- Try quitting the browser and launching it again.
- Clear the browser's cache.
- Make sure that you are using the correct login information. The factory default login name is admin, and the password is password. Make sure that Caps Lock is off when entering this information.
- If your computer's IP address is shown as 169.254.x.x:  
Windows and Mac operating systems generate and assign an IP address if the computer cannot reach a DHCP server. These autogenerated addresses are in the range of 169.254.x.x. If your IP address is in this range, double-check the connection from the computer to the wireless VPN firewall and reboot your computer.

If the wireless VPN firewall does not save changes you have made in the web management interface, check the following:

- When entering configuration settings, be sure to click the **Apply** button before moving to another menu or tab, or your changes are lost.
- Click the **Refresh** or **Reload** button in the web browser. The changes might have occurred, but the web browser might be caching the old configuration.

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**Note:** For information about the menu layout of the web management interface, see the "Web Management Interface Menu Layout" section in Chapter 1, "Introduction," of the *Reference Manual*.

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## Default IPv4 Settings and Required ISP Information

**Table 2. Default IPv4 WAN settings**

Item	Default Setting
WAN IPv4 mode	NAT
WAN MAC address	Use default MAC address of the wireless VPN firewall
WAN MTU size	1500 bytes; 1492 bytes for PPPoE connections
Port speed	AutoSense

By default, the wireless VPN firewall is configured for Network Address Translation (NAT) to allow all computers on your LAN to share a single public Internet IP address. This configuration works well in most situations. If it does not for your situation, see the “Configure the IPv4 WAN Mode” section in Chapter 2, “Internet and Broadband Settings,” of the *Reference Manual*.

Before you start the configuration process, use the following table to list the information that you need to have collected from your ISP. If you receive your IPv4 address dynamically from your ISP, you do not need to collect any information.

**Table 3. ISP information that might be required to configure the IPv4 Internet connection**

Required for Type of Connection	Item	Information That You Collected from Your ISP
PPPoE and PPTP	Login name	
	Password	
	Account name	
	Domain name	
PPTP	Your IP address	
	Server IP address	
Static IP address	IP address	
	IP subnet mask	
	Gateway IP address	
	Primary DNS server address	
	Secondary DNS server address	

## Let the Wireless VPN Firewall Automatically Detect and Configure an IPv4 Internet Connection

➤ To automatically configure the WAN port for an IPv4 connection to the Internet:

1. Select **Network Configuration > WAN Settings > Broadband ISP Settings**. In the upper right of the screen, the IPv4 radio button is selected by default. The ISP Broadband Settings screen displays the IPv4 settings:

The screenshot shows the 'Broadband ISP Settings' page in the Netgear ProSafe Gigabit 8 Port VPN Firewall FVS318N web interface. The page is titled 'NETGEAR PROSAFE' and 'NETGEAR ProSafe™ Gigabit 8 Port VPN Firewall FVS318N'. The navigation bar includes 'Network Configuration', 'Security', 'VPN', 'Users', 'Administration', 'Monitoring', 'Web Support', and 'Logout'. The breadcrumb trail shows 'WAN Settings > Wireless Settings > Dynamic DNS > LAN Setup > DMZ Setup > Routing > WAN Mode > Broadband ISP Settings'. The 'WAN Mode' is set to 'Broadband ISP Settings' and 'IPv4' is selected. The 'ISP Login' section has 'Does Your Internet Connection Require a Login?' set to 'Yes'. The 'ISP Type' section has 'Other (PPPoE)' selected. The 'Internet (IP) Address' section has 'Get Dynamically from ISP' selected. The 'Domain Name Server (DNS) Servers' section has 'Get Automatically from ISP' selected. The 'Auto Detect' button at the bottom is circled in red and has a red arrow pointing to it. A red box on the right side of the screen contains the text 'ISP login for PPTP and PPPoE only'.

Figure 2.

2. Click the **Auto Detect** button at the bottom of the screen. The autodetect process probes the WAN port for a range of connection methods and suggests one that your ISP is most likely to support.

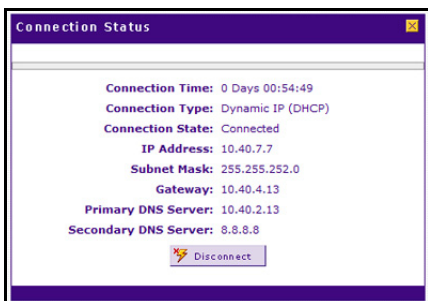
The autodetect process returns one of the following results:

- If the autodetect process is successful, a status bar at the top of the screen displays the results (for example, *DHCP service detected*).
- If the autodetect process senses a connection method that requires input from you, it prompts you for the information. The following table explains the ISP settings that you might have to enter (you collected this information in [Table 3](#) on page 4):

**Table 4. IPv4 Internet connection methods**

Connection Method	Manual Data Input Required
DHCP (Dynamic IP)	No manual data input is required.
PPPoE	<ul style="list-style-type: none"> <li>• Login</li> <li>• Password</li> <li>• Account Name</li> <li>• Domain Name</li> </ul>
PPTP	<ul style="list-style-type: none"> <li>• Login</li> <li>• Password</li> <li>• Account Name</li> <li>• Domain Name</li> <li>• My IP Address</li> <li>• Server IP Address</li> </ul>
Static IP address	<ul style="list-style-type: none"> <li>• IP Address</li> <li>• IP Subnet Mask</li> <li>• Gateway IP Address</li> <li>• Primary DNS Server</li> <li>• Secondary DNS Server</li> </ul>

- If the autodetect process does not find a connection, you are prompted either to check the physical connection between your wireless VPN firewall and the modem, dish, or router, or to check your wireless VPN firewall's MAC address. If the connection is good and the MAC address is correct, try to configure the ISP connection manually (see [Manually Configure an IPv4 Internet Connection](#) on page 7).
3. To verify the connection, click the **Broadband Status** option arrow in the upper right of the screen to display the Connection Status pop-up screen (the following figure contains an example):



**Figure 3.**

The Connection Status screen should show a valid IP address and gateway, and you are connected to the Internet. If the configuration was not successful, go to the following section.

## Manually Configure an IPv4 Internet Connection

Unless your ISP dynamically assigns your IP address configuration through a DHCP server, you need to use the ISP information that you collected in [Table 3](#) on page 4 to manually establish an Internet connection:

- [ISP Connection with a Dynamic IP Address](#)
- [ISP Connection with a Static IP Address](#)
- [PPPoE ISP Connection](#)
- [PPTP ISP Connection](#)

### ISP Connection with a Dynamic IP Address

➤ To manually configure a dynamic IPv4 address for your ISP connection:

1. Select **Network Configuration > WAN Settings > Broadband ISP Settings**.

In the upper right of the screen, the IPv4 radio button is selected by default. The ISP Broadband Settings screen displays the IPv4 settings. ([Figure 2](#) on page 5 displays the entire screen; this section shows separate sections of the screen.)

2. Locate the Internet (IP) Address section of the screen:

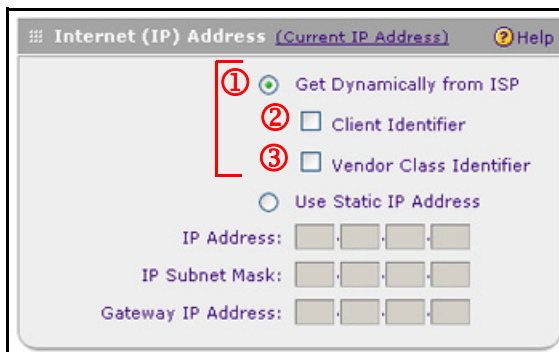


Figure 4.

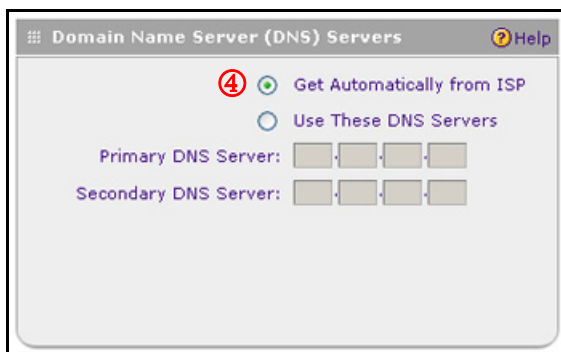
- a. As an option, you can click the **Current IP Address** link to see the currently assigned IP address.
- b. Select the **Get Dynamically from ISP** radio button. The ISP automatically assigns an IP address to the wireless VPN firewall using the DHCP network protocol.

- If your ISP requires these settings, configure the client and vendor class identifier settings as explained in the following table.

**Table 5. Dynamic Internet IP address settings**

#	Setting	Description
②	Client Identifier	If your ISP requires the client identifier information to assign an IP address using DHCP, select the <b>Client Identifier</b> check box.
③	Vendor Class Identifier	If your ISP requires the vendor class identifier information to assign an IP address using DHCP, select the <b>Vendor Class Identifier</b> check box.

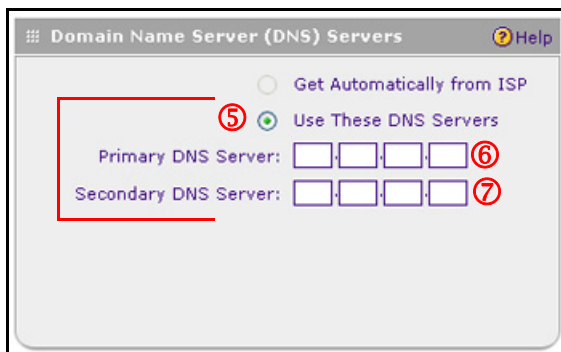
- Locate the Domain Name Server (DNS) Servers section of the screen. Select the **Get Automatically from ISP** radio button.



**Figure 5.**

In the unlikely situation that your ISP assigns you a dynamic IP address but requires you to use static DNS servers:

- Select the **Use These DNS Servers** radio button (⑤).
- Enter the IP addresses of the primary (⑥) and secondary (⑦) DNS servers. This information should be provided to you by your ISP.



**Figure 6.**

- Click **Apply** to save your changes.
- Click **Test** to evaluate your entries. The wireless VPN firewall attempts to make a connection according to the settings that you entered.



7. To verify the connection, click the **Broadband Status** option arrow in the upper right of the screen to display the Connection Status pop-up screen (the following figure contains an example):

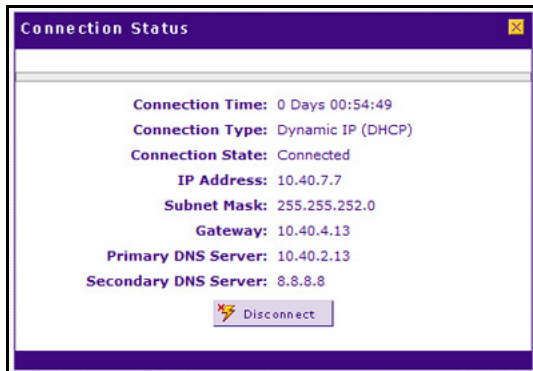


Figure 7.

## ISP Connection with a Static IP Address

- To manually configure a static IPv4 address for your ISP connection:

1. Select **Network Configuration > WAN Settings > Broadband ISP Settings**.

In the upper right of the screen, the IPv4 radio button is selected by default. The ISP Broadband Settings screen displays the IPv4 settings. (*Figure 2* on page 5 displays the entire screen; this section shows separate sections of the screen.)

2. Locate the Internet (IP) Address section of the screen:

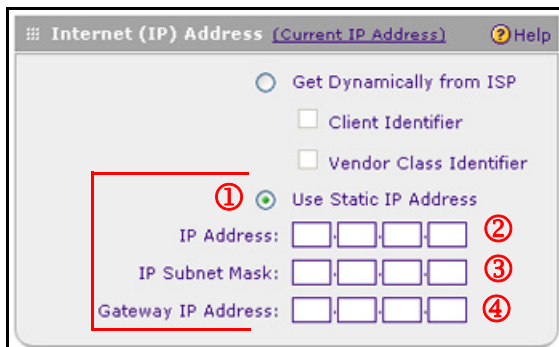


Figure 8.

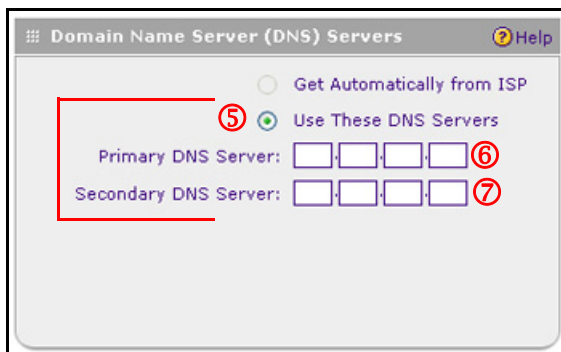
- a. As an option, you can click the **Current IP Address** link to see the currently assigned IP address.
- b. Select the **Use Static IP Address** radio button (1).

- Configure the IP address settings as explained in the following table.

**Table 6. Static Internet IP address settings**

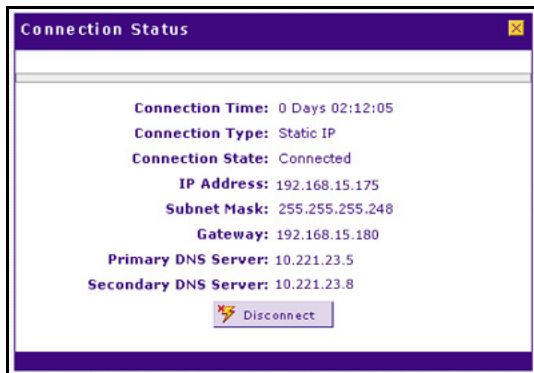
#	Setting	Description
②	IP Address	The static IP address assigned to you. This address identifies the wireless VPN firewall to your ISP.
③	Subnet Mask	The subnet mask is usually provided by your ISP.
④	Gateway IP Address	The IP address of the ISP's gateway is usually provided by your ISP.

- Locate the Domain Name Server (DNS) Servers section of the screen. Select the **Use These DNS Servers** radio button (⑤).



**Figure 9.**

- Enter the IP addresses of the primary (⑥) and secondary (⑦) DNS servers. This information should be provided to you by your ISP.
- Click **Apply** to save your changes.
- Click **Test** to evaluate your entries. The wireless VPN firewall attempts to make a connection according to the settings that you entered.
- To verify the connection, click the **Broadband Status** option arrow in the upper right of the screen to display the Connection Status pop-up screen (the following screen contains an example):



**Figure 10.**

## PPPoE ISP Connection

➤ To manually configure a PPP over Ethernet (PPPoE) IPv4 connection to your ISP:

1. Select **Network Configuration > WAN Settings > Broadband ISP Settings**.

In the upper right of the screen, the IPv4 radio button is selected by default. The ISP Broadband Settings screen displays the IPv4 settings. (Figure 2 on page 5 displays the entire screen; this section shows separate sections of the screen.)

2. Locate the ISP Login section on the screen:

Figure 11.

a. In the ISP Login section, select **Yes** (1). The Login and Password fields become available.

b. Enter the login name in the Login field (2) and the password in the Password field (3). This information should be provided by your ISP.

3. Locate the ISP Type section of the screen to configure the PPPoE settings:

Figure 12.

a. Select the **Other (PPPoE)** radio button as the type of ISP connection (4).

b. Enter the PPPoE settings as explained in the following table:

Table 7. PPPoE settings

#	Setting	Description
5	Account Name	The valid account name for the PPPoE connection.
6	Domain Name	The name of your ISP's domain or your domain name if your ISP has assigned one. You can leave this field blank.

Table 7. PPPoE settings (continued)

#	Setting	Description	
⑦	Idle Timeout	Select one of the following radio buttons: <ul style="list-style-type: none"> <li>To keep the connection always on, select the <b>Keep Connected</b> radio button.</li> <li>To log out after the connection is idle for a period of time, select the <b>Idle Timeout</b> radio button and, in the Idle Timeout field, enter the number of minutes to wait before disconnecting.</li> </ul>	
⑧	Connection Reset	Select the <b>Connection Reset</b> check box to specify a time when the PPPoE WAN connection is reset, that is, the connection is disconnected momentarily and then reestablished. Then, specify the disconnect time and delay.	
		Disconnect Time	Specify the hour and minutes when the connection should be disconnected.
		Delay	Specify the period in seconds after which the connection should be reestablished.

- Click **Apply** to save your changes.
- Click **Test** to evaluate your entries. The wireless VPN firewall attempts to make a connection according to the settings that you entered.
- To verify the connection, click the **Broadband Status** option arrow in the upper right of the screen to display the Connection Status pop-up screen (the following screen contains an example):

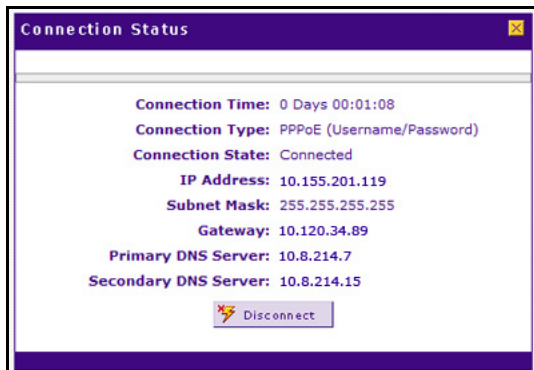


Figure 13.

## PPTP ISP Connection

- To manually configure a Point-to-Point Tunneling Protocol (PPTP) IPv4 connection to your ISP:
  - Select **Network Configuration > WAN Settings > Broadband ISP Settings**.

In the upper right of the screen, the IPv4 radio button is selected by default. The ISP Broadband Settings screen displays the IPv4 settings. (*Figure 2* on page 5 displays the entire screen; this section shows separate sections of the screen.)

2. Locate the ISP Login section on the screen:

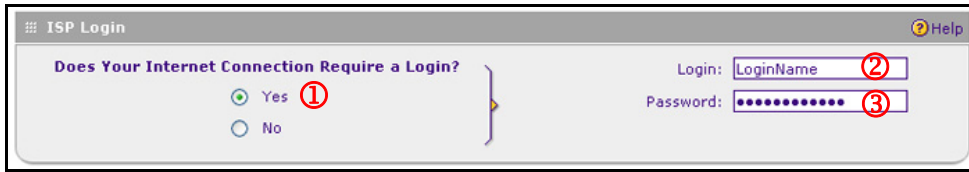


Figure 14.

- a. In the ISP Login section, select **Yes** (1). The Login and Password fields become available.
  - b. Enter the login name in the Login field (2) and the password in the Password field (3). This information should be provided by your ISP.
3. Locate the ISP Type section of the screen to configure the PPTP settings:



Figure 15.

- a. Select the **Austria (PPTP)** radio button as the type of ISP connection (4).
- b. Enter the PPTP settings as explained in the following table:

Table 8. PPTP settings

#	Setting	Description
5	Account Name	The account name is also known as the host name or system name. Enter the valid account name for the PPTP connection (usually your email ID assigned by your ISP). Some ISPs require you to enter your full email address here.
6	Domain Name	Your domain name or workgroup name assigned by your ISP, or your ISP's domain name. You can leave this field blank.
7	Idle Timeout	Select one of the following radio buttons: <ul style="list-style-type: none"> <li>• To keep the connection always on, select the <b>Keep Connected</b> radio button.</li> <li>• To log out after the connection is idle for a period of time, select the <b>Idle Timeout</b> radio button and, in the Idle Time-out field, enter the number of minutes to wait before disconnecting.</li> </ul>

Table 8. PPTP settings (continued)

#	Setting	Description
⑧	My IP Address	The IP address assigned by the ISP to make the connection with the ISP server.
⑨	Server IP Address	The IP address of the PPTP server.

4. Click **Apply** to save your changes.
5. Click **Test** to evaluate your entries. The wireless VPN firewall attempts to make a connection according to the settings that you entered.
6. To verify the connection, click the **Broadband Status** option arrow in the upper right of the screen to display the Connection Status pop-up screen (the following screen contains an example):

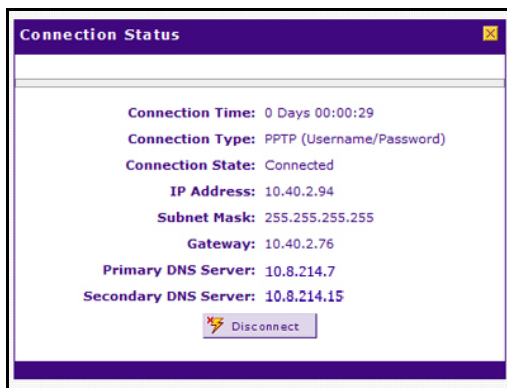


Figure 16.

## IPv4 Connection Troubleshooting Tips

If your wireless VPN firewall is unable to access the Internet, you should first determine whether the wireless VPN firewall is able to obtain a WAN IPv4 address from the ISP. Unless you have been assigned a static IP address, your wireless VPN firewall requests an IP address from the ISP. You can determine whether the request was successful using the web management interface.

### ➤ To check the WAN IP address:

1. Launch your browser and navigate to an external site such as [www.netgear.com](http://www.netgear.com).
2. Access the web management interface of the wireless VPN firewall's configuration at <https://192.168.1.1>.
3. Select **Network Configuration > WAN Settings > Broadband ISP Settings**. The Broadband ISP Settings screen for IPv4 displays.
4. Click the **Broadband Status** option arrow. The Connection Status pop-up screen for IPv4 displays.

5. Check that an IP address is shown for the WAN port. If an IP address with zeros only is shown, or if no IP address is shown, your wireless VPN firewall has not obtained an IP address from your ISP.

➤ **If your wireless VPN firewall is unable to obtain an IP address from the ISP, force your modem, dish, or router to recognize your new wireless VPN firewall:**

1. Turn off the power to the modem, dish, or router.
2. Turn off the power to your wireless VPN firewall.
3. Wait 5 minutes, and then turn on the power to the modem, dish, or router.
4. When the LEDs of the modem, dish, or router indicate that synchronization with the ISP has occurred, turn on the power to your wireless VPN firewall.

If your wireless VPN firewall is still unable to obtain an IP address from the ISP, the problem might be one of the following:

- Your ISP might require a login program. Ask your ISP whether they require a PPPoE or PPTP type of login.
- If your ISP requires a login, you might have incorrectly set the login name and password.
- Your ISP might check for your computer's host name. On the Broadband ISP Settings (IPv4) screen, in the Account Name field, enter the host name, system name, or account name that was assigned to you by your ISP. You might also have to enter the assigned domain name or workgroup name in the Domain Name field, and you might have to enter additional information. For more information, see [Manually Configure an IPv4 Internet Connection](#) on page 7.
- Your ISP allows only one Ethernet MAC address to connect to the Internet, and might check for your computer's MAC address. In this case, do one of the following:
  - Inform your ISP that you have a new network device, and ask them to use the wireless VPN firewall's MAC address.
  - Configure your wireless VPN firewall to spoof your computer's MAC address. You can do this in the Router's MAC Address section on the Broadband Advanced Options screen. For more information, see the "Configure Advanced WAN Options and Other Tasks" section in Chapter 2, "Internet and Broadband Settings," of the *Reference Manual*.

If your wireless VPN firewall can obtain an IP address, but an attached computer is unable to load any web pages from the Internet:

- Your computer might not recognize any DNS server addresses:  
A DNS server is a host on the Internet that translates Internet names (such as [www.netgear.com](http://www.netgear.com)) to numeric IP addresses. Typically your ISP provides the addresses of one or two DNS servers for your use. You can configure your computer manually with DNS addresses, as explained in your operating system documentation.
- Your computer might not have the wireless VPN firewall configured as its TCP/IP gateway.