

InstaGate EX2™

Quick Start Guide

Welcome

Congratulations on your purchase of InstaGate EX2™. InstaGate EX2 is a bulletproof firewall with virtual private networking (VPN) that solves the Internet security demands of today's small-to-mid sized enterprises.

This guide contains all the information you need to set up and begin using InstaGate EX2. If you have questions, see "Contacting Technical Support" on page 6 of this guide for details on how to obtain additional assistance.

Setting up InstaGate EX2 consists of the following steps:

- Opening the package and checking the contents
- Familiarizing yourself with the controls and connections
- Gathering information
- Connecting InstaGate EX2 to your network
- Connecting InstaGate EX2 to the Internet
- Powering on InstaGate EX2
- Configuring the network settings using the LCD panel
- Running the Setup Wizard

For information on all of InstaGate EX2's features and services, refer to the *InstaGate EX User Guide* as well as the online help. You can download a PDF version of the *InstaGate EX User Guide* at the end of the Setup Wizard.

Opening the Package and Checking the Contents

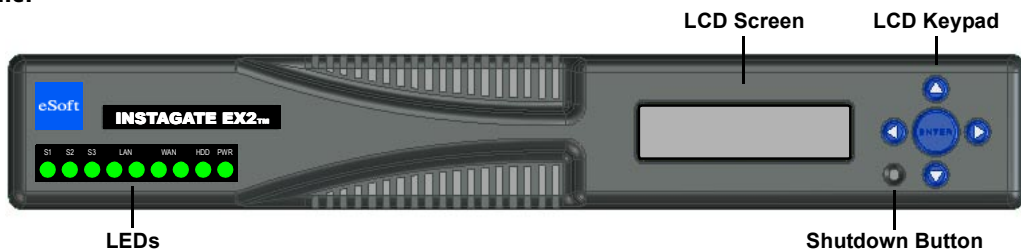
The first step in setting up InstaGate EX2 is to ensure that you have received all of the components. If any of the following items are missing or damaged, please contact your supplier for a replacement.

- InstaGate EX2 appliance
- AC power cord and adapter
- 2 x straight through CAT5 twisted pair Ethernet cable with RJ-45 connectors (gray)
- Crossover CAT5 twisted pair Ethernet cable with RJ-45 connectors (yellow)
- RJ-11 to RJ-11 telephone cord (modem models only)
- RJ-11 to RJ-45 Euro ISDN cord (Euro ISDN models only)
- DB-37 to V.35/X.21 serial cable (synchronous V.35/X.21 models only)

Familiarizing Yourself with the Controls and Connections

Before installing InstaGate EX2, familiarize yourself with the appliance's controls and connections.

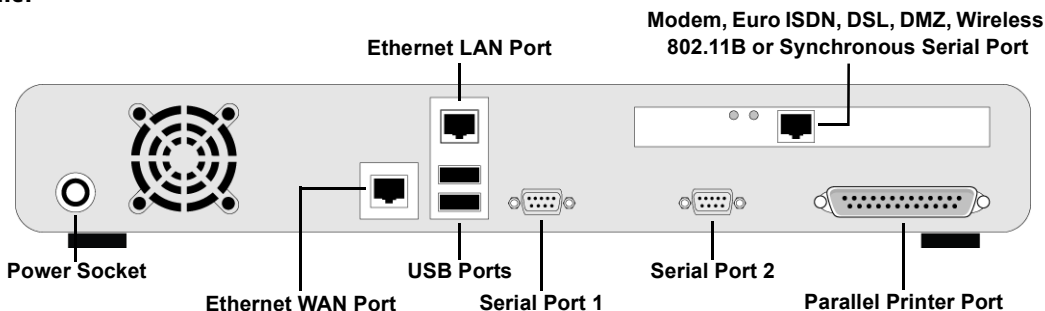
Front Panel



InstaGate EX2's front panel contains the following features:

- **LEDs** — Display link and power status, as well as LAN, WAN, and hard drive activity.
- **LCD Screen** — Displays status and network information.
- **LCD Keypad** — Used to enter network configuration information and perform maintenance operations.
- **Shutdown Button** — Safely shuts down the system.

Back Panel



InstaGate EX2's back panel contains the following controls and connections:

- **Power Socket** — Connects the power connector from the power adapter.
- **Ethernet WAN Port** — Connects InstaGate EX2 to an external DSL modem, cable modem or WAN router.
- **Ethernet LAN Port** — Connects InstaGate EX2 to a hub or switch on your network.
- **USB Ports** — Reserved for future use.
- **Serial Port 1** — Allows dial in or dial out connections using an external modem.
- **Serial Port 2** — Allows dial in connections only (remote access).
- **Modem Port (optional)** — Connects InstaGate EX2 to an analog telephone line.
- **Euro ISDN Port (optional)** — Connects InstaGate EX2 to an ISDN telephone outlet or to an ISDN port.
- **DSL Modem Port (optional)** — Connects InstaGate EX2 to an analog telephone line.
- **Synchronous Serial Port (optional)** — Connects InstaGate EX2 to a dedicated leased line (such as, a T1).
- **Wireless 802.11B Port (optional)** — Connects InstaGate EX2 to a wireless 802.11B WAN.
- **DMZ Port (optional)** — Connects InstaGate EX2 to a hub or switch on your DMZ network.
- **Parallel Printer Port** — Connects a printer to InstaGate EX2.

Gathering Information

To connect InstaGate EX2 to the Internet, you must first contact an Internet Service Provider (ISP) and order your service. While ordering your service, request the following account configuration information:

All Connection Types	Ethernet (External DSL Modem, Cable Modem, or WAN Router)
ISP's Primary DNS IP Address —	Ethernet Protocol — <i>None</i> or <i>PPPoE</i>
ISP's Secondary DNS IP Address (optional) —	ISP Username (PPPoE only) —
Internal DSL Modem	ISP Password (PPPoE only) —
DSL Mode — <i>Classic</i> , <i>PPPoE</i> , or <i>Bridged</i>	ISP's CHAP Server (if required) —
Classic Mode Settings	IP Address — <i>Dynamic IP Address</i> or <i>Static IP Address</i>
Static IP Address —	DHCP Client Hostname (if required) —
Subnet Mask —	Static IP Address (if applicable) —
Gateway IP Address —	Subnet Mask (static IP addresses only) —
PPPoA Mode Settings	Gateway IP Address (static IP addresses only) —
ISP Username —	Internal or External Analog Modem
ISP Password —	ISP Username —
ISP's CHAP Server (if required) —	ISP Password —
IP Address — <i>Dynamic IP Address</i> or <i>Static IP Address</i>	ISP's CHAP Server (if required) —
Static IP Address (if applicable) —	ISP's Phone Number —
Bridged Mode Settings	Terminal-Type ISP Login — <i>No</i> or <i>Yes</i>
Protocol — <i>None</i> or <i>PPPoE</i>	Custom Dialer Connect Script — <i>No</i> or <i>Yes</i> (if <i>Yes</i> , include script)
ISP Username (PPPoE only) —	IP Address — <i>Dynamic IP Address</i> or <i>Static IP Address</i>
ISP Password (PPPoE only) —	Static IP Address (if applicable) —
ISP's CHAP Server (if required) —	Synchronous Serial V.35/X.21 (T1)
IP Address — <i>Dynamic IP Address</i> or <i>Static IP Address</i>	Synchronous Serial Protocol — <i>PPP</i> , <i>Cisco HDLC</i> , or <i>Frame Relay</i>
DHCP Client Hostname (if required) —	Local IP Address —
Static IP Address (if applicable) —	Remote IP Address —
Subnet Mask (static IP addresses only) —	PPP Protocol Settings
Gateway IP Address (static IP addresses only) —	PPP Authentication Type — <i>None</i> , <i>PAP</i> , or <i>CHAP</i>
Euro ISDN	ISP Username (if required) —
ISP Username —	ISP Password (if required) —
ISP Password —	Remote Server Name (CHAP only) —
ISP's CHAP Server (if required) —	Frame Relay Protocol Settings
ISP's Phone Number —	Frame Relay Protocol — <i>ANSI</i> , <i>LMI</i> , or <i>Q933</i>
PPP Communication Type —	Frame Relay DLCI —
Telephone Company's ISDN Switch Type —	Wireless 802.11B
MSN (for Euro ISDN) or EAZ (for German ITR6) —	IP Address — <i>Dynamic IP Address</i> or <i>Static IP Address</i>
Terminal-Type ISP Login — <i>No</i> or <i>Yes</i>	DHCP Client Hostname (if required) —
Custom Dialer Connect Script — <i>No</i> or <i>Yes</i> (if <i>Yes</i> , include script)	Static IP Address (if applicable) —
IP Address — <i>Dynamic IP Address</i> or <i>Static IP Address</i>	Subnet Mask (static IP addresses only) —
Static IP Address (if applicable) —	Gateway IP Address (static IP addresses only) —

Connecting InstaGate EX2 to your Network

InstaGate EX2 connects to a hub or a switch on your network like any other computer. The 10/100 BASE-T Ethernet LAN Port automatically sets itself to the speed of your network (10 Mbps or 100 Mbps).

To connect InstaGate EX2 to your network:

1. Connect one end of a straight through Ethernet cable (either of the two gray Ethernet cables provided) to the Ethernet LAN port on the back of InstaGate EX2.
2. Connect the other end of the Ethernet cable to a 10BASE-T or 100BASE-TX hub or switch on your network. Be sure to connect the Ethernet cable to a regular port on the hub, not an uplink port.

Connecting InstaGate EX2 to the Internet

The connection you use to access the Internet depends on the communication device you choose and the services offered by your ISP. Follow the instructions for your selected connection type. To connect to the Internet using a wireless 802.11B WAN, refer to the documentation included with your wireless network.

External DSL or Cable Modem Connection

To connect InstaGate EX2 to the Internet using an external DSL or cable modem:

1. Connect one end of a straight through Ethernet cable (either of the two gray Ethernet cables provided) to the Ethernet WAN port on the back of InstaGate EX2.
2. Connect the other end of the Ethernet cable to your DSL or cable modem.
3. Connect your modem to a working telephone or cable outlet using the cable provided with the modem.
4. Plug in and turn on the modem.

Note If you are using an external hub, plug one end of a straight through Ethernet cable (provided) to the Ethernet WAN port on the back of InstaGate EX2, and plug the other end into the hub. Then plug your modem into the same hub using another straight through Ethernet cable.

WAN Router Connection

To connect InstaGate EX2 to the Internet using a WAN router:

1. Install your router using the instructions in the User Guide supplied with it.
2. If you do not have an external hub and would like to connect InstaGate EX2 directly to the router, plug one end of the yellow crossover Ethernet cable (provided) to the Ethernet WAN port on the back of InstaGate EX2, and plug the other end into the router.
3. If you do have an external hub, plug one end of a straight through Ethernet cable (either of the two gray Ethernet cables provided) to the Ethernet WAN port on the back of InstaGate EX2, and plug the other end into the hub. Then plug your router into the same hub using another straight through Ethernet cable.

Internal DSL or Analog Modem Connection

To connect to the Internet using InstaGate EX2's internal DSL or analog modem:

1. Connect one end of an RJ-11 telephone cord (provided) to the modem port on the back of InstaGate EX2.
2. Connect the other end of the telephone cord to a working telephone outlet.

External Analog Modem Connection

To connect to the Internet using an external analog modem:

1. Connect one end of the serial cable supplied with your modem to Serial Port 1 on the back of InstaGate EX2.
2. Connect the other end of the serial cable to the serial port on your modem.
3. Use the telephone cord that came with your modem to connect the modem to a working telephone outlet.
4. Plug in and turn on the modem.

Euro ISDN Connection

To connect to the Internet using InstaGate EX2's internal ISDN adapter:

1. Connect the RJ-11 (4 conductor) end of a Euro ISDN cord (provided) to the ISDN port on the back of InstaGate EX2.
2. Connect the RJ-45 (8 conductor) end of the Euro ISDN cord to an ISDN telephone outlet or to an ISDN port on your telephone PBX equipment.

Synchronous Serial V.35/X.21 Connection

To connect to the Internet using InstaGate EX2's synchronous serial port:

1. Connect the DB-37 end of the serial cable (provided) to the synchronous serial port on the back of InstaGate EX2.
2. Connect the other end of the serial cable to the V.35 or X.21 port on your CSU/DSU.
3. Use the telephone cord that came with your CSU/DSU to connect the CSU/DSU to a digital leased-line jack (such as, a dedicated leased line for a T1 connection).
4. Plug in and turn on the CSU/DSU.

Powering on InstaGate EX2

To power on InstaGate EX2:

1. Connect the AC power adapter to the power socket on the back of InstaGate EX2.
2. Plug one end of the AC power cord supplied into the AC power adapter and the other end into a grounded, three-prong electrical outlet.
3. The LCD screen displays the status of the boot process. When the boot process is complete, the message *InstaGate EX2* appears along with the InstaGate EX2's default IP address.

Configuring the Network Settings Using the LCD Panel

During the initial boot process, InstaGate EX2 checks to see whether a DHCP server is present on the network. If a functioning DHCP server is found, InstaGate EX2's network settings are configured automatically using data from the DHCP server.

If a DHCP server is not found on the network, InstaGate EX2's DHCP server is enabled and default network configuration settings are assigned.

You can view and change the network settings assigned to InstaGate EX2 using the LCD panel.

To configure InstaGate EX2's network settings using the LCD panel:

1. Press the *ENTER* button on the LCD keypad to access the LCD menu. The LCD screen displays the message *SETUP NETWORK*.
2. Press *ENTER*. InstaGate EX2's *IP ADDRESS* appears. If you have a DHCP server on your LAN, InstaGate EX2's IP address is assigned by the DHCP server. If you do not have a DHCP server on your LAN, InstaGate EX2 is configured to use the default address **192 . 168 . 1 . 1**. If there is already a machine on your network using 192.168.1.1, InstaGate EX2 is configured to use the next sequentially available IP address (for example, 192.168.1.2, 192.168.1.3, etc.).

To change the address, use the arrow buttons. The left and right arrow buttons move the cursor to the left or right. The up and down arrow buttons increase or decrease the value at the current cursor position.

3. Press *ENTER*. The *NETMASK* (subnet mask) used on your network appears. A subnet mask is a number used in conjunction with an IP address to define the set of local addresses on a LAN. If you have a DHCP server on your LAN, the subnet mask is assigned by the DHCP server. If you do not have a DHCP server on your LAN, the default subnet mask assigned by InstaGate EX2 is **255 . 255 . 255 . 0**.

To change the subnet mask, use the arrow buttons.

4. Press *ENTER*. The message *SAVE CHANGES?* appears.
5. Press *ENTER* to save the network configuration settings, or the up arrow button to cancel the configuration and return to the LCD menu.

Running the Setup Wizard

The Setup Wizard guides you through the process of configuring InstaGate EX2 to access the Internet. The first time you connect to InstaGate EX2, you are automatically launched into the Setup Wizard.

To start the Setup Wizard:

1. Open a Web browser (Netscape Communicator 4.x or later or Internet Explorer 5.x or later) on a client computer connected to the network.
2. In the address box, enter the following URL:
http://<ip_address>:8000 (where <ip_address> is InstaGate EX2's IP address)
3. Select your preferred language and click *Next* to start the Setup Wizard.
4. Complete the Setup Wizard using the information provided by your ISP and the instructions found in the online help.

Contacting Technical Support

If you encounter a problem in the installation or use of InstaGate EX2, contact technical support for assistance. Please have your serial number and software version available when contacting technical support.

You can find the serial number and software version of your InstaGate EX2 appliance in the Contact Us page. To access the page, select *Contact Us* from the administrative interface's *Support & Diagnostics* menu.

To contact technical support by telephone (U.S. and Canada), call: **877-754-2986**

To contact technical support by telephone (International), call: **315-261-7526**

To contact technical support by email, address your message to: **support@esoft.com**