APPENDIX N

USER MANUAL - PART 1

CYBERGUARD WORLDWIDE

User Manual

- □ Quick Setup
- □ Warranty
- □ Contact Details
- □ Product Registration

□ Quick Setup

This guide walks you through the installation of your CyberGuard SG appliance. Installing the CyberGuard SG appliance into a well planned network is quick and easy. However, network planning and design is outside the scope of this guide. Please take some time to plan your network prior to installing your CyberGuard SG appliance.

To add the CyberGuard SG appliance to your local area network (LAN), the basic steps are:

- □ **Unpack your CyberGuard SG appliance**
- □ **Set up a PC to connect to the Web Management Console**
- □ **Set up your CyberGuard SG appliance's password and LAN connection settings**
- □ **Set up your CyberGuard SG appliance's Internet connection settings**
- □ **Set up the PCs on your LAN to access the Internet**

Occasionally you will see a box like the following, which contains important technical information:

Note: Example.

System Requirements

These steps assume that you have a PC running Microsoft Windows (95/98/Me/2000/XP) with an Ethernet network interface card installed. You may need to be logged in with administrator privileges.

For a more a thorough description of configuring the CyberGuard SG appliance, please refer to the User Manual on your CyberGuard SG CD (**\doc\UserManual.pdf**).

For troubleshooting and answers to frequently asked questions, contact your network administrator or consult the Knowledge Base at: **http://www.cyberguard.com/snapgear/knowledgebase.html**

For product compliance information, please refer to the CyberGuard SG CD (**\doc\Compliance.pdf**).

STEP 1 Unpack the CyberGuard SG appliance

Check the following items were included with your CyberGuard SG appliance:

- □ **Power adapter**
- □ **CyberGuard SG CD**
- □ **2 Ethernet cables (1 blue straight through cable and 1 gray or red crossover cable** *or* **2 blue straight through cables)**
- □ **2 Antenna**

Step 1a Assemble the antenna onto the SG565

Before powering on the SG565 the antenna must be fitted.
Screw the two antenna onto the terminals ANT A and ANT B at the rear of the device

⚠ **Warning:** To comply with the FCC and ANSI C95.1 RF exposure limits, it is recommended for the Cyberguard SG565 device be installed so as to provide a separation distance of at least 20 cm (8 inches) from all persons and that the antenna must not be co-located or operating in conjunction with any other antenna or radio transmitter. It is recommended that the user limit exposure time if the antenna is positioned closer than 20 cm (8 inches).

Step 1b Power on the SG565

On the rear panel of the CyberGuard SG appliance you will see network (**LAN 4 ports**), Internet (**Internet**/ **WAN**) and serial ports, a **Reset**/**Erase** button, antenna outlets and a power inlet.

The front panel of the CyberGuard SG appliance contains activity LEDs (lights) that vary slightly between models. These provide information on the operating status of your CyberGuard SG appliance.

Note: Power is ON when power is applied (use only the power adapter packaged with the unit).

System/**Heart Beat**/**TST** flashes when the CyberGuard SG appliance is running.

The SG565 may also initially have all other front panel LEDs flashing.

If these LEDs do not behave in this manner before your CyberGuard SG appliance has been attached to the network, you may need to perform a factory reset. Press the black **Reset**/**Erase** button on rear panel **twice** within two seconds to restore factory default settings. If the LEDs are still not flashing after 30 seconds, you may need to contact customer support.

STEP 2 Set up a PC to connect to the Web Management Console

The CyberGuard SG appliance ships with initial, static IP settings of:

LAN IP address:	**192.168.0.1**
LAN subnet mask:	**255.255.255.0**

Note: The **Internet**/**WAN** and **DMZ** interfaces are by default inactive, i.e. there are no network services such as DHCP in operation, and no IP address is configured.

If you attach the CyberGuard SG unit's **LAN** port directly to a LAN with an existing DHCP server, or a PC running a DHCP service, before performing the initial setup steps described below, it will automatically obtain an additional address. Your CyberGuard SG appliance will still be reachable at *192.168.0.1*.

However, it is strongly recommended that you perform the initial setup steps 2, 3 and 4 before connecting your CyberGuard SG appliance to your LAN.

Your CyberGuard SG appliance will need an IP address suitable for your LAN before it is connected. You may choose to use the CyberGuard SG appliance's initial network settings as a basis for your LAN settings.

Connect the supplied power adapter to the CyberGuard SG appliance.

Connect the CyberGuard SG appliance's LAN Ethernet port directly to your PC's network interface card using the crossover cable (red or gray).

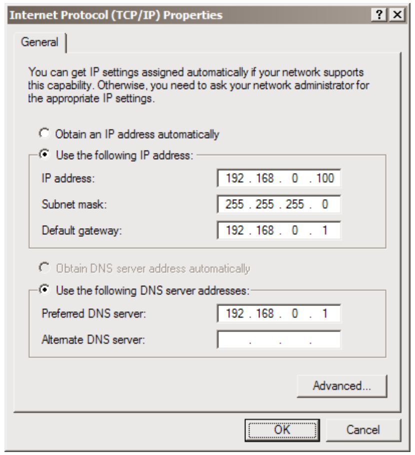
Next, you must modify your PC's network settings to enable it to communicate with the CyberGuard SG appliance.

Click **Start** -> (**Settings** ->) **Control Panel** and double click **Network Connections** (or in 95/98/Me, double click **Network**).

Right click on **Local Area Connection** and select **Properties**.

> **Note:** If there is more than one existing network connection, select the one corresponding to the network interface card to which the CyberGuard SG appliance is attached.

Select **Internet Protocol (TCP/IP)** and click **Properties** (or in 95/98/Me, **TCP/IP ->** ***your network card name*** if there are multiple entries) and click **Properties**.



You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.

○ Obtain an IP address automatically

● Use the following IP address:

IP address:	192 . 168 . 0 . 100
Subnet mask:	255 . 255 . 255 . 0
Default gateway:	192 . 168 . 0 . 1

○ Obtain DNS server address automatically

● Use the following DNS server addresses:

Preferred DNS server:	192 . 168 . 0 . 1
Alternate DNS server:	. . .

Select **Use the following IP address** and enter the following details:

IP address:	**192.168.0.100**
Subnet mask:	**255.255.255.0**
Default gateway:	**192.168.0.1**

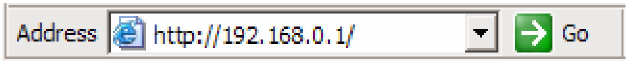
Select **Use the following DNS server addresses** and enter:

Preferred DNS server:	**192.168.0.1**

> **Note:** If you wish to retain your existing IP settings for this network connection, click **Advanced** and **Add** the secondary IP address of **192.168.0.100**, subnet mask **255.255.255.0**.

STEP 3 Set up the CyberGuard SG appliance's password and LAN connection settings

Launch Internet Explorer (or your preferred web browser) and navigate to **192.168.0.1**.



http://192.168.0.1/

The Web Management Console will display.

Select **Quick Setup Wizard** from the center of the page.

You will be prompted to log in. Enter the initial user name and password for the CyberGuard SG appliance:

User name:	**root**
Password:	**default**

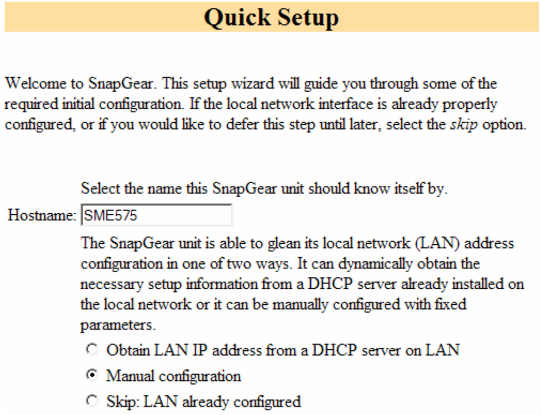
> **Note:** If you are unable to connect to the Management Console at 192.168.0.1, or the initial username and password are not accepted, press the black **Reset** button on the CyberGuard SG appliance's rear panel **twice**, wait 20 – 30 seconds, and try again. Pressing this button twice within 2 seconds returns the CyberGuard SG appliance to its factory default settings.

Enter and confirm a password for your CyberGuard SG appliance. This is the password for the user **root**, the main administrative user account on the CyberGuard SG appliance. It is therefore important that you choose a password that is hard to guess, and keep it safe.

The new password will take effect immediately, and you will be prompted to enter it when completing the next step.

The Quick Setup Wizard will display.

Hostname: You may change the name your CyberGuard SG appliance knows itself by. This is not generally necessary.



Quick Setup

Welcome to SnapGear. This setup wizard will guide you through some of the required initial configuration. If the local network interface is already properly configured, or if you would like to defer this step until later, select the *skip* option.

Select the name this SnapGear unit should know itself by.

Hostname: SME575

The SnapGear unit is able to glean its local network (LAN) address configuration in one of two ways. It can dynamically obtain the necessary setup information from a DHCP server already installed on the local network or it can be manually configured with fixed parameters.

○ Obtain LAN IP address from a DHCP server on LAN

● Manual configuration

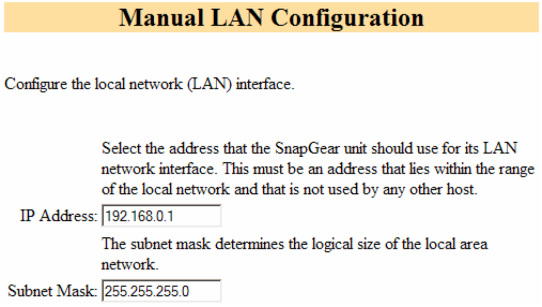
○ Skip: LAN already configured

Manual configuration: Select this to manually specify your CyberGuard SG appliance's LAN connection settings.

Skip: LAN already configured: Select this if you wish to use the CyberGuard SG appliance's initial network settings (IP address **192.168.0.1** and subnet mask **255.255.255.0**) as a basis for your LAN settings. You may skip to **STEP 4**.

Obtain LAN IP address from a DHCP server on LAN: It is recommended that you statically configure your CyberGuard SG appliance's LAN connection settings rather than rely on an existing DHCP server. However, you may select this if you have an existing DHCP server that you wish to have automatically configure your CyberGuard SG appliance's LAN connection settings. You may skip to **STEP 4**.

Click **Next**.



Manual LAN Configuration

Configure the local network (LAN) interface.

Select the address that the SnapGear unit should use for its LAN network interface. This must be an address that lies within the range of the local network and that is not used by any other host.

IP Address: 192.168.0.1

The subnet mask determines the logical size of the local area network.

Subnet Mask: 255.255.255.0

Note: This page will only display if you previously selected **Manual configuration**. Otherwise skip to **STEP 4**.

Enter an **IP address** and **Subnet mask** for your CyberGuard SG appliance's LAN connection. You may choose to use the CyberGuard SG appliance's initial network settings if you are sure no other PC or network device already has the address of **192.168.0.1**.

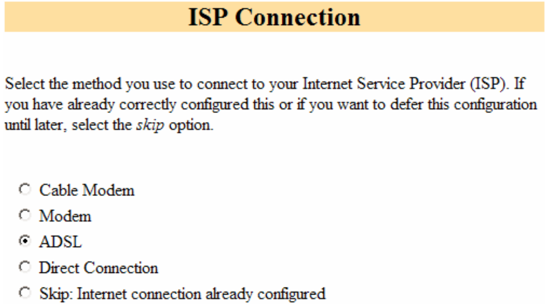
The **IP address** will later be used as the gateway address for the PCs on your LAN. To gain access through this gateway, the PCs on your LAN must have an IP address within the bounds of the subnet described by the CyberGuard SG appliance's IP address and subnet mask (e.g. using the CyberGuard SG appliance's initial network settings, 192.168.0.2 – 192.168.0.254).

Take note of this IP address and subnet mask, as you will need them later on.

Click **Next**.

STEP 4 Set up the CyberGuard SG appliance's Internet connection settings

First, attach your CyberGuard SG appliance to your modem device or Internet connection medium. If necessary, give the modem device some time to power up.



ISP Connection

Select the method you use to connect to your Internet Service Provider (ISP). If you have already correctly configured this or if you want to defer this configuration until later, select the *skip* option.

○ Cable Modem
○ Modem
● ADSL
○ Direct Connection
○ Skip: Internet connection already configured

Select your Internet connection type and click **Next**.

If connecting using a cable modem, select the appropriate ISP. Choose **Generic cable modem provider** if unsure.

If connecting using a regular analog modem, enter the details provided by your ISP.

If connecting using an ADSL modem, select **Auto detect ADSL connection type** and enter the details provided by your ISP. If auto detection fails and you are unsure of your ADSL connection type, contact your ISP.

If you have a direct connection to the Internet (e.g. a leased line), enter the IP settings provided by your ISP.

Note: For detailed help for each of these options, please refer to the User Manual.

Once the CyberGuard SG appliance's Internet connection has been set up, click **Next**, select **Reboot** and click **Next** again.

Note: If you changed the CyberGuard SG appliance's LAN connection settings in **STEP 3**, it may become uncontactable at this point. The next step describes how to set up the PCs on your network to access the CyberGuard SG appliance and the Internet.

STEP 5 Set up the PCs on your LAN to access the Internet

If you haven't already, connect your CyberGuard SG appliance's **LAN** port directly to your LAN hub using the straight through Ethernet cable (blue).

Note: if you are setting up the **SG565**, you may also connect PCs directly to its **LAN** switch.

To access the Internet, the PCs on your LAN must all be set up to use the CyberGuard SG appliance as their default gateway. This can be done a number of different ways depending on how your LAN is set up.

If your LAN has a DHCP server already, proceed to STEP 5A.

If your LAN does not have a DHCP server, proceed to STEP 5B.

If you are not sure, you probably want STEP 5B.

STEP 5A LAN with a DHCP server

Add a lease to your existing DHCP server to reserve an IP address for the CyberGuard SG appliance's LAN connection.

If you chose to set the CyberGuard SG appliance's LAN connection settings using **Manual configuration**, you may simply remove this address from the pool of available addresses.

Enter this same IP address as the gateway IP address to be handed out by the DHCP server.

Enter this same IP address as the DNS server IP address to be handed out by the DHCP server.

Restart all the PCs on the network (this will reset their gateway and DNS addresses).

Note: The purpose of restarting the PCs is to force them to gain a new DHCP lease. Alternatively you can use a utility such as ***ipconfig*** to release then renew a lease, or disable and re-enable the network connection.

STEP 5B LAN with no DHCP server

A DHCP server allows PCs to automatically obtain network settings when they start up. If your network does not have a DHCP server, you may either manually set up each PC on your network, or set up the CyberGuard SG appliance's DHCP server.

Note: If you only have several PCs, we suggest manually setting up your network. If you have more PCs, enabling the CyberGuard SG appliance's DHCP server is more scalable.

To manually set up each Windows PC on your network:

Click **Start** -> (**Settings** ->) **Control Panel** and double click **Network Connections** (or in 95/98/Me, double click **Network**).

If presented with multiple connections, right click on **Local Area Connection** (or appropriate network connection) and select **Properties**.

Select **Internet Protocol (TCP/IP)** and click **Properties** (or in 95/98/Me, **TCP/IP -> [your network card name]** if there are multiple entries).

Enter the following details:

- □ **IP address** is an IP address that is part of the same subnet range as the CyberGuard SG appliance's LAN connection (e.g. if using the default settings, 192.168.0.2 – 192.168.0.254).
- □ **Subnet mask** is the subnet mask of the CyberGuard SG appliance's LAN connection.
- □ **Default gateway** is the IP address of the CyberGuard SG appliance's LAN connection.
- □ **Preferred DNS server** is the IP address of the CyberGuard SG appliance's LAN connection.

Click **OK** (or in 95/98/Me, **Add** then **OK**, reboot the PC if prompted to do so).

Perform these steps for each PC on your network.

You are now finished.

Alternatively, to activate your CyberGuard SG appliance's DHCP server:

Launch Internet Explorer (or your preferred web browser) and navigate to the IP address of the CyberGuard SG appliance's LAN connection.

Note: If you changed your CyberGuard SG appliance's LAN connection settings from its default settings in **STEP 3**, it may be uncontactable at this point. If so, manually set up a single PC as described at the beginning of **STEP 5B** before continuing.

The Web Management Console will display.

Select **DHCP Server** from the **Networking** menu.

Click **Add Server** and configure the DHCP server with the following details:

- □ **Gateway Address** is the IP address of the CyberGuard SG appliance's LAN connection, or leave it blank.
- □ **DNS Address** is the IP address of the CyberGuard SG appliance's LAN connection, or leave it blank.
- □ **WINS Address** (optional) is the IP address of any existing WINS server on your LAN.
- □ **Default Lease Time and Maximum Lease Time** should generally be left at their default values.
- □ **Initial Dynamic IP Address Range** is a range of free IP addresses on your LAN's subnet for the CyberGuard SG appliance to hand out to PCs on your LAN.

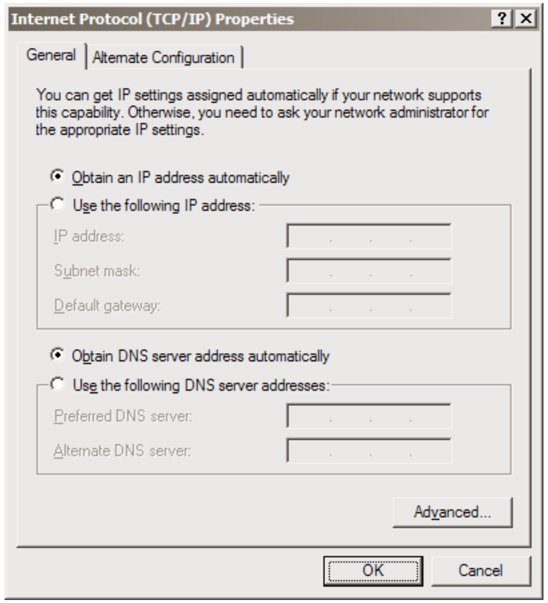
Note: For a detailed description of configuring DHCP Server Settings, please refer to the User Manual.

Each PC on your LAN must now be set up to use DHCP. For each PC on your LAN:

Click **Start** -> (**Settings** ->) **Control Panel** and double click **Network Connections** (or in 95/98/Me, double click **Network**).

If presented with multiple connections, right click on **Local Area Connection** (or appropriate network connection) and select **Properties**.

Select **Internet Protocol (TCP/IP)** and click **Properties** (or in 95/98/Me, **TCP/IP –> [your network card name]** if there are multiple entries) and click **Properties** (in 95/98/Me, you may also have to click the **IP Address** tab).



Internet Protocol (TCP/IP) Properties

General | Alternate Configuration

You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.

● Obtain an IP address automatically

○ Use the following IP address:

IP address: . . .

Subnet mask: . . .

Default gateway: . . .

● Obtain DNS server address automatically

○ Use the following DNS server addresses:

Preferred DNS server: . . .

Alternate DNS server: . . .

Check **Obtain an IP address automatically**, check **Obtain DNS server address automatically** and click **OK** (in 95/98/Me, reboot the PC if prompted to do so).

You are now finished.

□ Common VPN Scenarios

Generally there are two common scenarios in which you will want to set up your CyberGuard SG appliance(s):

- **LAN-to-LAN:** Linking two branch offices across the Internet. **For this case we recommend using IPSec.** The VPN connection can operate with both static and dynamic public (Internet) IP addresses.

For the example below we assume that CyberGuard SG appliances are installed at either end, and that both have a static public IP address, or one is static and one is dynamic. The example tunnel will be using pre-shared keys for authentication, aggressive mode for keying, and be established going out through the default gateway interface. Proceed to **CyberGuard SG to CyberGuard SG VPN (IPSec)**.

Please refer to the IPSec section of the User Manual if you are trying to set up something more complex, and for a detailed description of all available options.

- **Roaming:** Connecting to your CyberGuard SG appliance, installed at your home or office, from a single PC at a remote location. **For this case we recommend using PPTP** because the client is standard in Windows and other operating systems, and it is quite simple to set up. Proceed to **Remote Workstation to CyberGuard SG VPN (PPTP)**.

CyberGuard SG to CyberGuard SG VPN (IPSec)

Perform these steps for either end of the connection. Unless instructed otherwise, leave all options at their default settings.

STEP 1 Enable IPSec

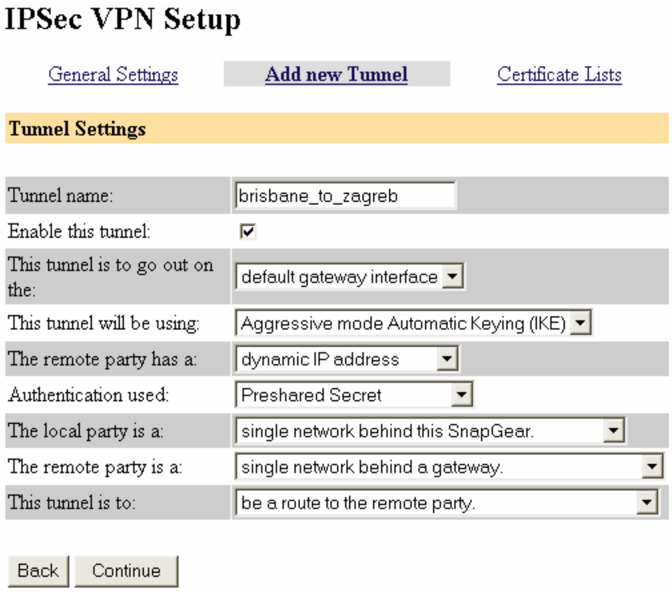
Select **IPSec** from the **VPN** menu.

Underneath I**PSec General Settings** select **This end has a static IP address IPSec endpoint**, or **This end has a dynamic IP address IPSec endpoint** as appropriate. This is referring to the public (Internet) IP address of this CyberGuard SG appliance. Check with your ISP if unsure.

Check **Enable IPSec**, and click **Apply**.

STEP 2 Add a New IPSec Connection

Select the **Add New Tunnel** tab at the top of the window.



IPSec VPN Setup

General Settings | **Add new Tunnel** | Certificate Lists

Tunnel Settings

Tunnel name:	brisbane_to_zagreb
Enable this tunnel:	☑
This tunnel is to go out on the:	default gateway interface
This tunnel will be using:	Aggressive mode Automatic Keying (IKE)
The remote party has a:	dynamic IP address
Authentication used:	Preshared Secret
The local party is a:	single network behind this SnapGear.
The remote party is a:	single network behind a gateway.
This tunnel is to:	be a route to the remote party.

Enter a descriptive name for the connection in **Tunnel name**.

Select **This tunnel will be using Aggressive mode Automatic Keying (IKE)**.

Select **The remote party has a static IP address** or **The remote party has a dynamic IP address** as appropriate. This is referring to the public (Internet) IP address of the other CyberGuard SG appliance. Check with your ISP if unsure.

Click **Continue**.

STEP 3 Local Endpoint Settings

If you selected **This end has a dynamic IP address IPSec endpoint**, enter *snap@branch* as the **Required Endpoint ID**.

Click **Continue**.

STEP 4 Remote Endpoint Settings

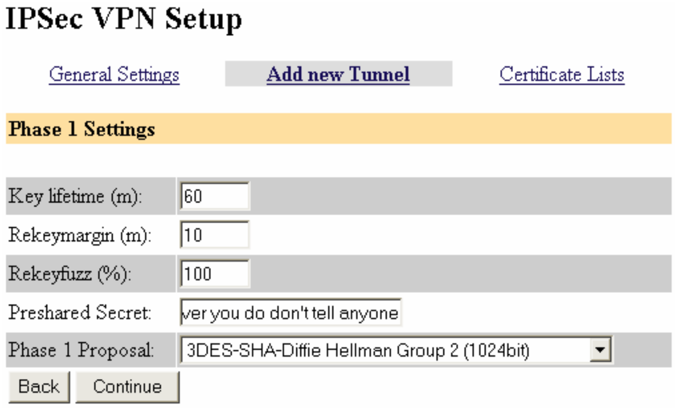
If you selected **The remote party has a static IP address**, enter the other CyberGuard SG appliance's public (Internet) IP address in **The remote party's IP address**.

If you selected **The remote party has a dynamic IP address**, enter *snap@branch* as the **Required Endpoint ID**.

> **Note:** Please note again that this example is not suitable for setting up a connection where both ends have dynamic IP address, for this scenario please refer to the IPSec section of the User Manual.

Click **Continue**.

STEP 5 Phase 1 Settings



IPSec VPN Setup

General Settings | **Add new Tunnel** | Certificate Lists

Phase 1 Settings

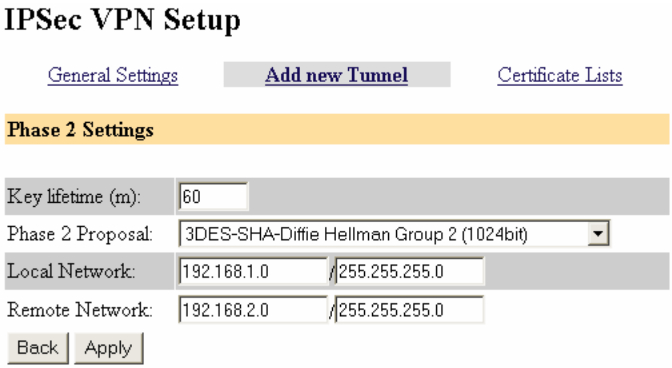
Key lifetime (m):	60
Rekeymargin (m):	10
Rekeyfuzz (%):	100
Preshared Secret:	ver you do don't tell anyone
Phase 1 Proposal:	3DES-SHA-Diffie Hellman Group 2 (1024bit)

You must choose a **Preshared Secret** to authenticate the connection. This passphrase can be any character string you like (recommended at least 24 characters), it may contain spaces, **and must be entered identically on both CyberGuard SG appliances**.

> **Note:** It is important that you keep this information secret, much like a password. The preshared secret is fundamental to IPSec encryption.

Click **Continue**.

STEP 6a Phase 2 Settings



IPSec VPN Setup

Phase 2 Settings

Key lifetime (m):	60
Phase 2 Proposal:	3DES-SHA-Diffie Hellman Group 2 (1024bit)
Local Network:	192.168.1.0 / 255.255.255.0
Remote Network:	192.168.2.0 / 255.255.255.0

Enter the network address and network mask for the **Local Network** (this CyberGuard SG appliance) and the **Remote Network** (the other CyberGuard SG appliance). You can check this by opening **Diagnostics** in a new browser window and looking under **LAN Interface**, e.g. if the **IP Address** is 192.168.1.1 and **Netmask** is 255.255.255.0, enter *192.168.1.0/255.255.255.0*.

Note: The two LANs being connected by the IPSec connection must have network addresses that are different to each other, e.g. 192.168.1.0/255.255.255.0 and 192.168.2.0/255.255.255.0.

Click **Apply** and you're done.

STEP 6b Repeat

Your CyberGuard SG appliance is now activated for IPSec VPN. Once you have completed the steps at each end you will be up and running.

STEP 7 Verify

Under **Tunnel List** in the **General Settings** tab, check **Status** to see whether the connection is **Down** or **Running**. **Status** will display **Negotiating Phase 1** then **Negotiating Phase 2** as the connection is being established.

Remote Workstation to CyberGuard SG VPN (PPTP)

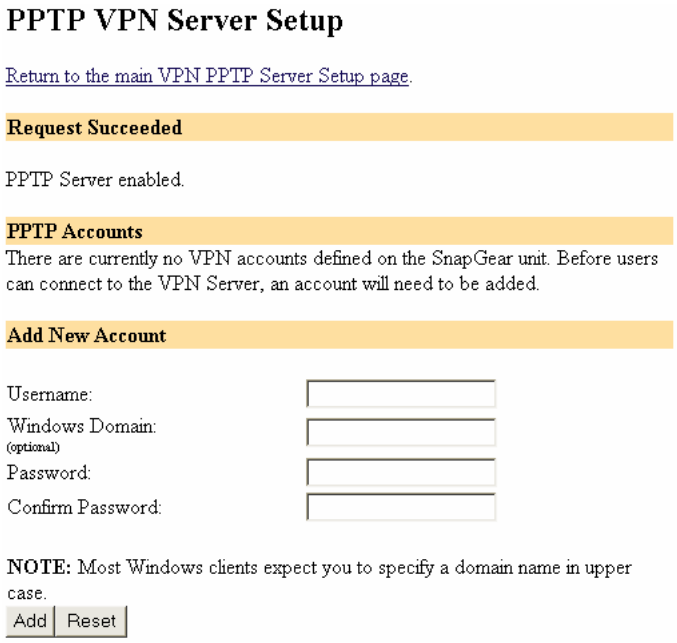
STEP 1 Enable PPTP Server

Select **PPTP VPN Server** from the **Networking** menu. The table below describes the fields in the **PPTP VPN Server Setup** page and the options in enabling and configuring VPN access.

Enable PPTP	Check this box to enable the establishment of PPTP connections to your CyberGuard SG appliance.
IP Address(es) to Assign VPN Clients	Enter a range of free IP addresses on your LAN to assign to the remote connections.
Authentication Scheme	**MSCHAPv2** is the most secure and recommended. It uses encrypted passwords. **CHAP** is less secure, and similarly **PAP** is even less secure, but more common. In some cases you may have to choose them if the default does not work.
Authentication Database	Leave this as **Local** unless you wish to use another server to authenticate PPTP VPN clients. Refer to the User Manual if this is the case.

STEP 2 Add User Account(s)

Once you have set up the VPN server, select **Continue**.



PPTP VPN Server Setup

Return to the main VPN PPTP Server Setup page.

Request Succeeded

PPTP Server enabled.

PPTP Accounts

There are currently no VPN accounts defined on the SnapGear unit. Before users can connect to the VPN Server, an account will need to be added.

Add New Account

Username:	
Windows Domain: (optional)	
Password:	
Confirm Password:	

NOTE: Most Windows clients expect you to specify a domain name in upper case.

Before remote users can set up a VPN tunnel to the CyberGuard SG appliance's PPTP server, they must have user accounts set up. The field options in the **Add New Account** are detailed below.

Username	This User Name is required for VPN authentication only. The name selected is case sensitive (for example *Jimsmith* is not the same as *jimsmith*).
Windows Domain	Optional. Most Windows clients expect you to specify a domain name in upper case.
Password	Enter the password for the remote VPN user.
Confirm	Re-enter the password to confirm.

As new VPN user accounts are added, they are displayed on the updated **Account List**.

To modify the password of an existing account, *Select* the account in the **Account List** then enter **New Password** and **Confirm** in the **Delete or Change Password for the Selected Account** field.

Similarly to delete an existing account, *Select* the account in the **Account List** then check **Delete** in the **Delete or Change Password for the Selected Account** field.

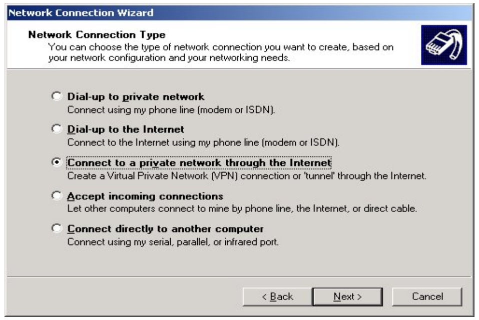
If you request a change to a User Account and it is successful, the **PPTP VPN Server Setup** page will be displayed with the change noted. If the change was unsuccessful, an error will be reported.

STEP 3 Configure Remote Client

At the remote sites there is generally no need for any special client software. Your CyberGuard SG appliance's PPTP server supports the standard PPTP client software included with Windows. The virtual private network connection is simple to configure using the standard Dial-Up Networking software. PPTP is also compatible with Linux/Unix PPTP client software.

These instructions will cover a Windows 2000 client. Please refer to the User Manual if you have a different operating system.

Click **Start, Settings, Network and Dialup Connections.** Choose **Make New Connection.**



Network Connection Type

You can choose the type of network connection you want to create, based on your network configuration and your networking needs.

○ **Dial-up to private network**
Connect using my phone line (modem or ISDN).

○ **Dial-up to the Internet**
Connect to the Internet using my phone line (modem or ISDN).

● **Connect to a private network through the Internet**
Create a Virtual Private Network (VPN) connection or 'tunnel' through the Internet.

○ **Accept incoming connections**
Let other computers connect to mine by phone line, the Internet, or direct cable.

○ **Connect directly to another computer**
Connect using my serial, parallel, or infrared port.

Choose **Connect to a private network through the Internet.** Click **Next.**

Enter the CyberGuard SG appliance's public (Internet) IP address in the **Destination Address** and click **Next**. Select the **Connection Availability** that you require on the next window and click **Next**, which will display the final window in this wizard.

Choose a name for your new VPN connection, e.g. *My Office VPN*.

Your client machine should be connected to the Internet in the normal way (dialout, ADSL, cable modem etc.).

Enter the **Username** and **Password** set up earlier and click the **Connect** button.

After you have been authenticated to the network, you can check your e-mail, use the office printer, access shared files and browse the network – as if you were physically connected to the LAN.

To disconnect the VPN tunnel connection to the remote CyberGuard SG appliance double click on the Dial-Up Networking icon in the Windows task bar and close the connection.

STEP 4 Verify

Your VPN connection is easily verified by attempting a connection as above. Once the connection has succeeded your client's Windows task bar will contain a Dial-Up Networking icon and will flash to indicate activity. You may also double click this icon to see further statistics.

□ Terms and Conditions SnapGear Warranty

Standard Warranty

SnapGear, Inc., its parent, affiliates and subsidiaries, (collectively, "SnapGear") warrant your SnapGear product to be in good working order and to be free from defects in workmanship and material (except in those cases where the materials are supplied by the Purchaser) under normal and proper use and service for the period of one (1) year from the date of original purchase from an Authorized SnapGear reseller. In the event that this product fails to meet this warranty within the applicable warranty period, and provided that SnapGear confirms the specified defects, Purchaser's sole remedy is to have SnapGear, in SnapGear's sole discretion, repair or replace such product at the place of manufacture, at no additional charge other than the cost of freight of the defective product to and from the Purchaser. Repair parts and replacement products will be provided on an exchange basis and will be either new or reconditioned. SnapGear will retain, as its property, all replaced parts and products. Notwithstanding the foregoing, this hardware warranty does not include service to replace or repair damage to the product resulting from accident, disaster, abuse, misuse, electrical stress, negligence, any non-SnapGear modification of the product except as provided or explicitly recommended by SnapGear, or other cause not arising out of defects in material or workmanship. This hardware warranty also does not include service to replace or repair damage to the product if the serial number or seal or any part thereof has been altered, defaced or removed. If SnapGear does not find the product to be defective, the Purchaser will be invoiced for said inspection and testing at SnapGear's then current rates, regardless of whether the product is under warranty.

Limitation of Liability

No action, regardless of form, arising from this warranty may be brought by either party more than two (2) years after the cause of action has occurred. Purchaser expressly agrees that SnapGear's liability, if any, shall be limited solely to the replacement or repair of the product in accordance with the warranties specifically and expressly set forth herein. The remedies of the Purchaser are the exclusive and sole remedies available, and, in the event of a breach or repudiation of any provision of this agreement by SnapGear, the Purchaser shall not be entitled to receive any incidental damages as that term is defined in Section 2-715 of the Uniform Commercial Code. SnapGear waives the benefit of any rule that disclaimer of warranty shall be construed against SnapGear and agrees that such disclaimers herein shall be construed liberally in favor of SnapGear. THE FOREGOING WARRANTIES ARE THE SOLE AND EXCLUSIVE WARRANTIES GIVEN IN CONNECTION WITH THE PRODUCT AND THE HARDWARE. SNAPGEAR DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTIES AS TO THE SUITABILITY OR MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE AND NONINFRINGEMENT OF THIRD PARTY RIGHTS. SNAPGEAR DOES NOT PROMISE THAT THE PRODUCT IS ERROR-FREE OR WILL OPERATE WITHOUT INTERRUPTION. IN NO EVENT SHALL SNAPGEAR BE LIABLE FOR ANY LOST OR ANTICIPATED PROFITS, OR ANY INCIDENTAL, EXEMPLARY, SPECIAL OR CONSEQUENTIAL DAMAGES, REGARDLESS OF WHETHER SNAPGEAR WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Extended Four Year Warranty

If Purchaser buys Extended Warranty at time of purchase of the product or within thirty (30) days from date of original purchase, the period of warranty will be extended by three (3) additional years to a total of four (4) years.

Return Procedure

If this product requires service during the applicable warranty period, a Return Materials Authorization (RMA) number must first be obtained from SnapGear. Product that is returned to SnapGear for service or repair without an RMA number will be returned to the sender unexamined. Product should be returned, freight prepaid, in its original or equivalent packaging, to an authorized SnapGear Service Center. Proof of purchase date must accompany the returned product and the Purchaser shall agree to insure the product or assume the risk of loss of damage in transit. Contact SnapGear for further information.

Technical Support

Purchaser is entitled to thirty (30) days free telephone support (USA ONLY) and thirty (30) days free e-mail support (world wide) from date of purchase provided that the Purchaser first register their product(s) with SnapGear either via filling in and posting or faxing the form found in the Quick Install Guide, or filling in the on-line form http://www.snapgear.com/registration.html. Telephone and e-mail support is available from 9:00 AM to 5:00 PM, Mountain Time.

SnapGear's standard warranty includes free access to SnapGear's Knowledge Base as well as any application notes, white papers and other on-line resources that may become available from time to time.

SnapGear reserves the right to discontinue all support for products that are no longer covered by warranty.

SNAPGEAR END USER LICENSE AGREEMENT

IMPORTANT

READ BEFORE USING THE ACCOMPANYING SOFTWARE

YOU SHOULD CAREFULLY READ THE FOLLOWING TERMS AND CONDITIONS BEFORE USING THE ACCOMPANYING SOFTWARE, THE USE OF WHICH IS LICENSED FOR USE ONLY AS SET FORTH BELOW. IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT, DO NOT USE THE SOFTWARE. IF YOU USE ANY PART OF THE SOFTWARE, SUCH USE WILL INDICATE THAT YOU ACCEPT THESE TERMS.

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Should you have any questions concerning this EULA, or if you desire to contact SnapGear for any reason, please contact the SnapGear representative serving your company.

THE FOLLOWING DISCLAIMER OF WARRANTY AND LIMITATION OF LIABILITY IS INCORPORATED INTO THIS EULA BY REFERENCE.

NOT FAULT TOLERANT. THE SOFTWARE IS NOT FAULT TOLERANT. YOU HAVE INDEPENDENTLY DETERMINED HOW TO USE THE SOFTWARE IN THE DEVICE, AND SNAPGEAR HAS RELIED UPON YOU TO CONDUCT SUFFICIENT TESTING TO DETERMINE THAT THE SOFTWARE IS SUITABLE FOR SUCH USE.

LIMITED WARRANTY. SnapGear warrants the media containing the Software for a period of ninety (90) days from the date of original purchase from SnapGear or its authorized retailer. Proof of date of purchase will be required. Any updates to the Software provided by SnapGear (which may be provided by SnapGear at its sole discretion) shall be governed by the terms of this EULA. In the event the product fails to perform as warranted, SnapGear's sole obligation shall be, at SnapGear's discretion, to refund the purchase price paid by you for the Software on the defective media, or to replace the Software on new media. SnapGear makes no warranty or representation that its Software will meet your requirements, will work in combination with any hardware or application software products provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the Software will be corrected.

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□ Contact Details

USA

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Australia
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□ Product Registration

For prompt product registration please go to the CyberGuard website at:

http://www.cyberguard.com/snapgear/registration.html

You will require a current email address to register your product.

Product Compliance Information

Contents of Kits

Part Descriptions	Quantities								
Products	SG300 (was LITE300) 990126	SG630 (was PCI630) 990071	SG635 (was PCI635) 990135	SG530 (was SME530) 990064	SG550 (was SME550) 990065	SG570 (was SME570) 990107	SG575 (was SME575) 990108	SG710 990136	SG710+ 990183
Telephone extension cable, 6ft (1.8m)									
Ethernet cross-over cable, 6ft (1.8m) grey				1	1	1	1	1	1
Ethernet cross-over cable, 6ft (1.8m) red									
Ethernet patch cable, 6ft (1.8m) blue	2			1	1	1	1	1	1
5VDC switching power supply unit				1	1	1	1		
6VDC switching power supply unit									
6VDC wall mount plug pack									
12VDC wall mount plug pack	1								
IEC mains power supply cable				1	1	1	1	1	1
Quick Installation Guide	1	1	1	1	1	1	1	1	1
CDrom	1	1	1	1	1	1	1	1	1

Relevant Certifications

Compliance Certifications	**Relevant to**								
Products	SG300 (was LITE300) 990126	SG630 (was PCI630) 990071	SG635 (was PCI635) 990135	SG530 (was SME530) 990064	SG550 (was SME550) 990065	SG570 (was SME570) 990107	SG575 (was SME575) 990108	SG710 990136	SG710+ 990183
FCC Class A									
FCC Class B	●	●	●	●	●	●	●	●	●
CE	●	●	●	●	●	●	●	●	●
C-Tick	●	●	●	●	●	●	●	●	●
TUV	●							●	●
Industry Canada	●	●	●	●	●	●	●	●	●

Hereby, CyberGuard Corporation., declares that this ITE is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

CyberGuard Corporation. vakuuttaa täten että ITE tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.

Hierbij verklaart CyberGuard Corporation. dat het toestel ITE in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG
Bij deze verklaart CyberGuard Corporation. dat deze ITE voldoet aan de essentiële eisen en aan de overige relevante bepalingen van Richtlijn 1999/5/EC.

Par la présente CyberGuard Corporation. déclare que l'appareil ITE est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE
Par la présente, *[nom du constructeur]* déclare que ce *[type d'équipement]* est conforme aux exigences essentielles et aux autres dispositions de la directive 1999/5/CE qui lui sont applicables

Härmed intygar CyberGuard Corporation. att denna ITE står I överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

Undertegnede CyberGuard Corporation. erklærer herved, at følgende udstyr ITE overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF

Hiermit erklärt CyberGuard Corporation., dass sich *dieser/diese/dieses* ITE in Übereinstimmung mit den grundlegenden Anforderungen und den anderen relevanten Vorschriften der Richtlinie 1999/5/EG befindet". (BMWi)
Hiermit erklärt CyberGuard Corporation. die Übereinstimmung des Gerätes ITE mit den grundlegenden Anforderungen und den anderen relevanten Festlegungen der Richtlinie 1999/5/EG. (Wien)

ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ CyberGuard Corporation. ΔΗΛΩΝΕΙ ΟΤΙ ITE ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1999/5/ΕΚ

Con la presente CyberGuard Corporation. dichiara che questo ITE è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.

Por medio de la presente CyberGuard Corporation. declara que el ITE cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE

CyberGuard Corporation. declara que este ITE está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.

Compliance Information

CE EMC, Safety and R&TTE Directive Compliance

The CE mark, if applicable, is affixed to this product to confirm compliance with the following European Community Directives:

- Council Directive 89/336/EEC of 3 May 1989 on the approximation of the laws of Member States relating to electromagnetic compatibility; and
- Council Directive 73/23/EEC of 19 February 1973 on the harmonization of the laws of Member States relating to electrical equipment designed for use within certain voltage limits; and
- Council Directive 1999/5/EC of 9 March on radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity.

FCC Part 15 Regulations

This equipment has been tested and found to comply with the limits for a **Class B** digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Plug the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC rules. Operation of this device is subject to the following conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference that may cause undesired operation.

WARNING – Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

RF Exposure Statement

IMPORTANT NOTE: To comply with FCC RF exposure compliance requirements, the antenna used for this transmitter must be installed to provide a separation distance of at least 20cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

Industry Canada

This Class B digital apparatus complies with Canadian ICES-003.
Cet appariel numérique de la classe B est conforme à la norme NMB-003 du Canada.

Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interference, including interference that may cause undesired operation of the device.

Antenna Statements

This device has been designed to operate with an antenna having a maximum gain of 1.46dBi. Antenna having a higher gain is strictly prohibited per regulations of Industry Canada. The required antenna impedance is 50 ohms.

To reduce potential radio interference to others, the antenna type and its gain should be so chosen that the equivalent isotropic radiated power (EIRP) is not more than that required for successful communication.

RF Exposure Statement

The installer of this radio equipment must ensure that the antenna is located or pointed such that it does not emit RF fields in excess of Health Canada limits for the general population; consult safety code 6, obtainable from Health Canada’s website www.hc-sc.gc.ca/rpb.

FCC Part 68 Regulations require that the following information be provided to the customer:

Product:	MultiTech Systems modem module
Model:	MT5634SMI
FCC Registration Number:	AU7-USA-25814-M5-E

1. This equipment complies with Part 68 of the FCC rules. On the side or bottom of this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN), if applicable, for this equipment. If required, this information must be given to the telephone company.
2. An FCC-compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68-compliant. See installation instructions for details.
3. If your telephone equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible they will notify you in advance. But if advance notice isn't practical, you will be notified as soon as possible. You will be advised of your right to file a complaint with the FCC.
4. Your telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper operation of your equipment. If they do, you will be given advance notice to give you an opportunity to maintain an uninterrupted service.
5. If you experience trouble with this equipment, please contact AT&T Global for repair/warranty information. The telephone company may ask you to disconnect this equipment from the network until the problem has been corrected or until you are suer the equipment id not malfunctioning.
6. This unit contains no user-serviceable parts.
7. The FCC recommends that the AC outlet to which equipment requiring AC power is provided with and AC surge arrestor.
8. The REN is ude to determine the quantity of devices which may connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incomming call. In most, but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.
9. The following information may be required when applying to your local telephone company for leased line facilities.

Service Type	REN	USOC
Analog	0.3B	RJ-11C

Canadian Equipment Limitations

NOTE: *The Industry Canada Certification label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements. The Department of Commerce does not guarantee the equipment will operate to the user's satisfaction.*

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

WARNING – *Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or an electrician, as appropriate.*

The load number (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop that is used by the device, to prevent overloading. The termination on a loop may consist of of any combination of devices subject only to the equipment that the total of the LNs of all devices does not exceed 100.

The ringer equivalence number (REN) assigned to each terminal adaptor is used to determine the total number of devices that may be connected to each circuit. The sum of the RENs from all devices in the circuit should not exceed a total of 5.0.

Declaration of Conformity

The products herewith comply with all applicable essential requirements of all applicable directives

Application of Council Directive	Low Voltage Directive (73/23/EEC) EMC Directive (89/336/EEC) R & TTE Directive (1999/5/EC)
Applicable Standards	EN55022: 1998; A1: 2000, A2: 2003 EN55024: 1998; A1: 2001, A2: 2003 EN61000-3-2: 2000 EN61000-3-3: 1995; A1: 2001 EN60950: 2000 (where applicable)
Manufacturer:	CyberGuard Corporation 350 SW 12th Avenue Deerfield Beach Florida 33442 USA Phone: +1 954 375 3500 Fax: +1 954 375 3501
Type of Equipment:	Information Technology Equipment

Equipment Description:

Part #	Description
990126	KIT SG300 (was LITE300)
990071	KIT SG630 (was PCI630)
990135	KIT SG635 (was PCI635)
990064	KIT SG530 (was SME530)
990065	KIT SG550 (was SME550)
990107	KIT SG570 (was SME570)
990108	KIT SG575 (was SME575)
990136	KIT SG710
990183	KIT SG710+

I, the undersigned, hereby declare that the equipment specified above conforms to the above Directives and Standards.

Mr. Rick Stevenson
....
(NAME OF AUTHORIZED PERSON)

General Manager (SnapGear Division)
....
(TITLE OF AUTHORIZED PERSON)

16 March 2005
....
(DATE OF ISSUE)