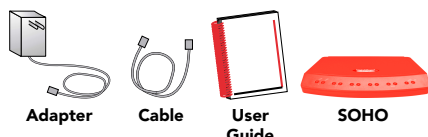


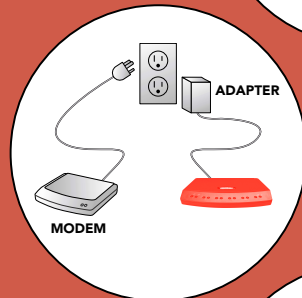
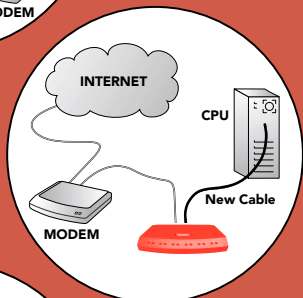
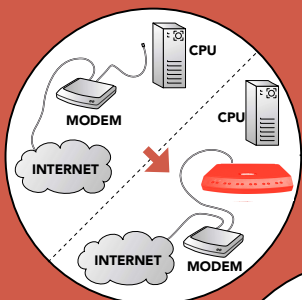
# WatchGuard® SOHO QUICK START GUIDE

## SOHO package contents:



## Settings needed for static addressing:

IP Address \_\_\_\_\_  
 Subnet Mask \_\_\_\_\_  
 Primary DNS \_\_\_\_\_  
 Secondary DNS \_\_\_\_\_  
 Default Gateway \_\_\_\_\_



Tech Support:  
**1-877-232-3531** (U.S. and Canada)  
**+1-360-482-1083** (all other countries)  
[www.watchguard.com/support](http://www.watchguard.com/support)

Thank you for choosing the WatchGuard® SOHO security appliance to protect your data and computers. This card gives you an overview of how to install and configure the SOHO. Please read the SOHO User Guide for detailed installation, upgrade, and configuration information. If you run into problems during installation, refer to the troubleshooting tips on the back of this card. The installation and configuration process normally takes about an hour to complete.

**1** Determine how your Internet Service Provider (ISP) issues your IP address. This will affect the installation process. Call your ISP to find out whether your Internet connection is static or dynamically assigned (DHCP), or whether it uses PPPoE protocol. You can also get your settings from your computer. Refer to **Determine Your Current TCP/IP Settings** on page 2 of the SOHO User Guide.

If your IP address is **static**, follow steps 2-11 and then do the following:

- A) Change your computer to dynamic (DHCP) addressing. Refer to **Configuring the SOHO Public Network for Static Addressing**, on page 16 of the SOHO User Guide.
- B) Enter the Internet connection settings you received from your ISP into your SOHO. In your browser's address field, enter **192.168.111.1** and press ENTER to go to the SOHO Configuration menu.
- C) Do steps 12 and 13 below.

If your IP address is **dynamic**, follow these steps:

- 2** Connect to the Internet.
- 3** Confirm that your browser HTTP proxy is disabled. Refer to **Disable Your Browser's HTTP Proxy** on page 4 of the SOHO User Guide.
- 4** Shut down your computer.
- 5** Unplug the power cable from your cable/DSL modem.
- 6** Unplug the cable on your computer that goes to the cable/DSL modem, and connect it to the WAN port on the SOHO.
- 7** Plug one end of the cable that came with your SOHO into any of the ports on the SOHO labeled 1, 2, 3, or 4.
- 8** Plug the other end into your computer where you removed the first cable, from step 6.
- 9** Turn on (plug in) your cable/DSL modem and wait until it is ready; usually the lights will stop flashing.
- 10** Attach the power cord to the SOHO and plug it into a power outlet.
- 11** Restart your computer.
- 12** To test that your Internet connection is working properly, enter **www.watchguard.com** in your browser's address field and press ENTER. If the WatchGuard Home Page does not appear, see the troubleshooting tips section on the back of this card and on page 25 in the SOHO User Guide.
- 13** Register your SOHO for a year of LiveSecurity™ Service. A team of WatchGuard experts ensures that your SOHO's security features are always up-to-date by providing software updates, security editorials, and access to the services on the LiveSecurity Web site. In your browser's address field, enter **192.168.111.1/login.htm**, press ENTER and click the Register link to register for the LiveSecurity Service.

**CONGRATULATIONS!**

Your WatchGuard SOHO is now protecting your computers from the hazards of the Internet.

# Troubleshooting Tips



[www.watchguard.com](http://www.watchguard.com)

## GENERAL

### What do the ON and MODE lights signify on the SOHO?

When the ON light is illuminated, the SOHO has power. When the MODE light is illuminated, the SOHO is operational.

### How do I register my SOHO?

Registering your WatchGuard SOHO is required for you to receive all LiveSecurity alerts and software updates as soon as they are available.

To register your SOHO:

1. Using your Web browser, go to <http://192.168.111.1>.
2. Click **System Administration** and then click **System Password**.
3. Click **Click here to register your SOHO**.
4. Enter your information and then click **Save Profile**.

### How do I register for Live Security?

Using your Web browser, go to <http://192.168.111.1>, and click **LiveSecurity Home**.

## CONFIGURATION

### Where are the SOHO settings stored?

The configuration parameters of the SOHO are stored in a file named **wg.cfg**, located inside your SOHO.

### How do I change to a DHCP private IP address?

1. Make sure your computer is set up to use DHCP dynamic addressing (refer to page 10 of the SOHO User Guide).
2. Using your Web browser, go to <http://192.168.111.1>.
3. Click **Private Network**.
4. Enable the checkbox labeled **Enable DHCP Server** and then click **Submit**.
5. Click **Reboot** and wait for the SOHO to finish rebooting. The MODE and ON light flash at different times during boot, which takes about a minute.

### How do I change to a static private IP address?

Before you can use a static IP address, you must have a base Private IP address and subnet mask.

The following IP address ranges and subnet masks are set aside for private networks in compliance with RFC 1918. Replace the X in the network IP address with a number between 1 and 254. The subnet addresses do not need to be changed.

Network IP range	Subnet mask
10.x.x.x	255.0.0.0
172.16.x.x	255.240.0.0
192.168.x.x	255.255.0.0

To change to a static private IP address:

1. Using your Web browser, go to <http://192.168.111.1>.
2. Click **Private Network**, and disable the checkbox labeled **Enable DHCP Server**.
3. Enter the information in the appropriate fields. Click **Submit**.
4. Click **Reboot** and wait for the SOHO to finish rebooting. The MODE light on the front of the SOHO will turn off, then back on approximately 1 minute.

### How do I set up and disable the WebBlocker™ option?

1. Using your Web browser, go to <http://192.168.111.1>.
2. Click **Services**. Click **WebBlocking**.
3. To enable WebBlocking, select the **Enable WebBlocking** checkbox and enter a password, time limit for your password, and select the type of sites you want blocked.
4. To disable WebBlocking, deselect the **Enable WebBlocking** checkbox.

### How do I allow incoming services such as UDP, POP3, Telnet, and Web service?

1. Using your Web browser, go to <http://192.168.111.1>.
2. Click **Services** and then click **Allowed Incoming Services**.
3. Click **Add a Service** and then click the service you want to add.  
For UDP, you will need to select UDP on the Forward drop list and enter the range of port numbers in the port fields. For all other services, enter the IP address of the computer that needs the incoming service.
4. Click **Submit**.

### How do I allow incoming IP protocols?

You will need the IP address of the computer that will be receiving the incoming data and the IP protocol number that corresponds to the specific incoming IP protocol.

Follow these steps:

1. Using your Web browser, go to <http://192.168.111.1>.
2. Click **Services**. Click **Allowed Incoming Services**.
3. Click **Add a Service**. Click **Add Other Service**.
4. In the protocol field, enter the protocol you want allowed.
5. Enter the IP address of the host computer. Click **Submit**.

### How do I allow all incoming services?

With the SOHO, you can allow any incoming service, however, this opens your network to the public. **Warning:** This creates a major security risk. For instructions on how to allow incoming services, refer to **Allowing Incoming Services** in Chapter 3 of the SOHO User Guide.

## VPN MANAGEMENT

Before setting up a VPN, you must have the following:

- Two properly configured and working SOHOs or one SOHO and one Firebox with the latest version of firmware. Each SOHO must have the VPN feature key enabled.
- The static public IP address, the network address, and the subnet masks of both SOHOs. (The base private IP address of each SOHO must be static and unique.)
- The DNS and WINS server IP address, if used.
- The shared key (passphrase) for the tunnel.
- The same encryption method on each end of the tunnel (DES or 3DES).
- The same authentication method on each end (MD-5 or SHA-1).

### How do I set up a VPN between two SOHOs?

For detailed information on how to configure a VPN tunnel between two SOHO devices, download the SOHO to SOHO IPsec VPN Tunnel configuration instructions:

1. Using your Web browser, go to <http://www.watchguard.com/support>.
2. Click **Interoperability** on the left of the page.
3. Click **VPN Configuration**.
4. Click **Configuring a SOHO to SOHO IPsec VPN Tunnel**.
5. Download and follow the instructions to configure your VPN tunnel.

## TECHNICAL

### How do I reboot my SOHO?

1. Using your Web browser, go to <http://192.168.111.1> to open the SOHO local settings page.
2. Click **System Information**.
3. Click **Features and Version Information**.
4. Click **Reboot**. Wait for the MODE light on the SOHO to turn off, then back on.  
You can also reboot by removing the power coupling for 10 seconds, and then restoring power.

### How do I set up my SOHO for remote configuration?

This requires the add-on product, WatchGuard VPN Manager™ software, which is purchased separately. To purchase VPN Manager, go to <https://www.watchguard.com/products/vpnmanager.asp>. For more information on how to remotely configure a SOHO, see the VPN Manager Guide.

### How do I reset the SOHO to factory defaults?

To reset the SOHO to factory settings, disconnect the power, disconnect all cables, plug one end of an Ethernet cable into the WAN port and the other end into any LAN port, connect power, wait 90 seconds, and disconnect power. Your SOHO is now reset to factory defaults so connect cables in original configuration and power up again.

### How does the seat limitation on the SOHO work?

The default user license on the SOHO is 10. The first 10 computers on the network to attempt access are allowed through to the Internet.

### How do I get to the SOHO Knowledge Base?

Using your Web browser, go to <http://www.watchguard.com/support>. Log in using your WatchGuard User Name and Password created when you registered. Click **Technical Support** and then click **Knowledge Base**.

### I set a password on my unit, but I forgot it. Can you help?

If you forgot your password, you must reset the SOHO to its factory default. See question above on "How do I reset the SOHO to factory defaults".

### How do I install a SOHO using a Macintosh® computer?

The SOHO User Guide explains the installation steps for Macintosh computer users. Refer to page 2 of the SOHO User Guide.

### How do I know whether the cables are connected correctly to my SOHO?

There are twelve Link lights on the front of the SOHO grouped in pairs. The Link lights labeled WAN tell you if your SOHO is connected to your modem. If these lights are not illuminated, the SOHO is not connected to your modem. Check to make sure that both sides of the cable are connected and that your Internet connection is not down. The Link lights numbered 1 through 4 are the LAN Link lights. They tell you if the SOHO is connected to a computer or hub through that LAN port. If the lights are not illuminated, the SOHO is not connected to the computer or hub. Check to make sure that both sides of the cable are connected and that the computer or hub has power.

### I can connect to the configuration screen; why can't I browse the Internet?

This means that the SOHO is on, but something may be wrong with the connection from the SOHO to the Internet. Your ISP may be temporarily down—call your ISP. Make sure the cable or DSL modem is connected correctly and has power.

### How can I see the MAC address of my SOHO?

Using your Web browser, go to <http://192.168.111.1/sysstat.htm>.

### I can't get a certain feature to work, and I have a DSL modem.

Some DSL routers implement NAT firewalls. Running NAT in front of the SOHO causes problems with WebBlocker and the performance of IPsec. When a SOHO is used in conjunction with a DSL router, the NAT feature of the DSL router should be set for bridge-only mode.

The list below identifies many ISPs that provide cable and DSL service. The phone numbers shown are general access numbers. For complete contact information, see your ISP documentation.

#### AT&T@home

888-262-6300, [www.broadband.att.com](http://www.broadband.att.com)

#### Earthlink (Sprint)

888-829-8466, [www.earthlink.com](http://www.earthlink.com)

#### Mindspring (Sprint)

888-847-4708, [www.earthlink.com](http://www.earthlink.com)

#### MSN

877-327-6744

<http://supportservices.msn.com>

#### PacBell

800-310-2355

[www.pacbell.com/ContactUs](http://www.pacbell.com/ContactUs)

#### Prodigy

800-213-0992, [www.prodigy.com](http://www.prodigy.com)

#### Qwest

888-777-9569, <http://my.qwest.net>

#### RoadRunner

703-345-2400, <http://help.rr.com>

#### Southwest Bell

888-792-3751, [www.swbell.com/DSL](http://www.swbell.com/DSL)

#### Verio

800-551-1630

<http://home.verio.net/support>

#### Verizon (Bell Atlantic)

877-525-2375

[www.verizon.com/support/index\\_cs.html](http://www.verizon.com/support/index_cs.html)

## Configuring a SOHO VPN Tunnel

With the WatchGuard SOHO VPN option, you can configure a secure tunnel over the Internet to a variety of IPsec/compliant devices. The first step is to obtain from our Web site the configuration instructions for the type of device at the other end of the tunnel. Use your Web browser to connect to: <http://www.watchguard.com/support/interopvpn.asp>

Contact your System Administrator or Internet Service Provider to obtain the IP addressing information required to complete any VPN tunnel. If you have any questions, please feel free to contact WatchGuard Technical Support or visit the WatchGuard SOHO Configuration page at: <http://bisd.watchguard.com/SOHO/configuration.asp>

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(all other countries)

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