

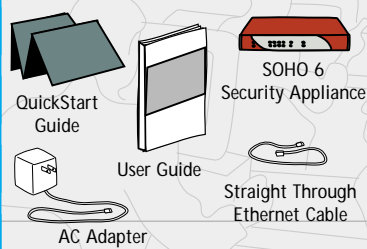
FIREBOX® SOHO 6 QUICKSTART GUIDE

www.watchguard.com

Thank you for choosing the Firebox® SOHO 6 security appliance to protect your data and computers. This QuickStart Guide gives you an overview of how to install and configure the SOHO 6.

Please read the WatchGuard Firebox SOHO 6 User Guide for detailed installation and configuration information. If you run into problems during installation, refer to the troubleshooting tips on the reverse side.

FIREBOX® SOHO 6 PACKAGE CONTENTS:



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 supports static addressing, DHCP, or PPPoE.

Before you begin, confirm that you have a working Internet connection. Then follow these steps to install your SOHO 6:

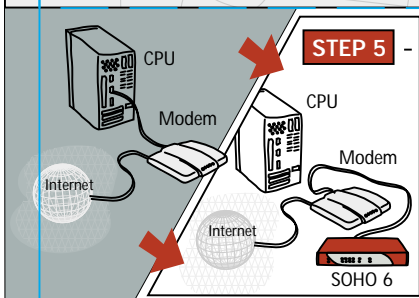
- 1** Look up the computer's TCP/IP settings and record them for later use. Refer to "Determine your current TCP/IP settings" in the *WatchGuard® Firebox® SOHO 6 User Guide*.
- 2** Set up your computer to use DHCP. Refer to "Enable your Computer for DHCP" in the *WatchGuard Firebox SOHO 6 User Guide*.
- 3** Confirm that your Web browser's HTTP proxy is disabled. Refer to "Disable the HTTP proxy setting" in the *WatchGuard Firebox SOHO 6 User Guide*.

TCP/IP SETTINGS:
for static addressing

IP Address _____
 Subnet Mask _____
 Default Gateway _____
 Primary DNS _____
 Secondary DNS _____
 DNS Domain Suffix _____

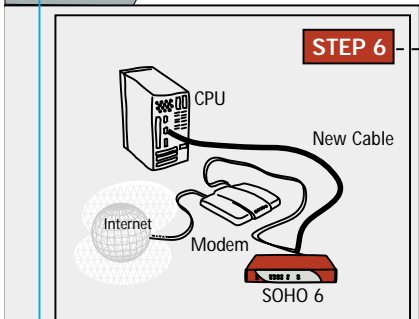
PPPoE SETTINGS:

Name _____
 Domain _____
 Password _____



STEP 5

4 Shut down your computer. If you connect to the Internet using a DSL/cable modem, disconnect the power from this device.

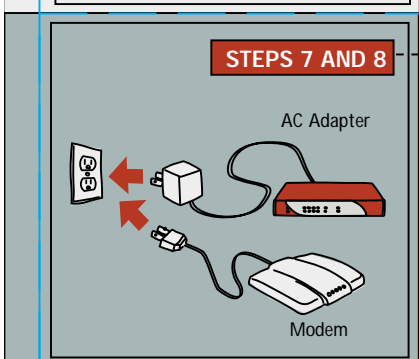


STEP 6

5 Disconnect the Ethernet cable that runs from your DSL/cable modem or other Internet connection to your computer and connect it to the WAN port on the SOHO 6.

6 Connect one end of the straight-through Ethernet cable supplied with your SOHO 6 into any of the four, numbered Ethernet ports (labeled 0-3) on the SOHO 6. Connect the other end into the Ethernet port of your computer.

7 If you connect to the Internet using a DSL/cable modem, restore the power to this device. When the indicator lights of the modem stop flashing, the modem is ready for use.



STEPS 7 AND 8

8 Attach the AC adapter to the SOHO 6 and connect it to a power source.

9 Restart your computer.

10 If your ISP supplies static IP addressing, or uses PPPoE, then do the following:

- a. Change your computer to use DHCP addressing. Refer to "Configuring the SOHO External Network for Static Addressing," in the *WatchGuard Firebox SOHO 6 User Guide*.
- b. With your Web browser, go to the System Status page using the Trusted IP address of the SOHO 6, <http://192.168.111.1>. From the navigation bar on the left side, click **Network => External**.
- c. Select either **Manual Configuration** (for static IP addressing) or **PPPoE Client** from the Configuration Mode drop list.
- d. Enter the TCP/IP settings or the PPPoE information you recorded in Step 1 above.



STEP 11

WatchGuard LiveSecurity® Service

11 Register your SOHO 6 and activate your bundled LiveSecurity Service subscription. With your Web browser, go to: <http://www.watchguard.com/activate>.

Why Activate?

Defense against today's evolving exploits requires vigilance. LiveSecurity Service extends your protection with software updates, emerging threat alerts, expert security articles, and one year of McAfee® VirusScan® ASaP, compliments of WatchGuard. What's more, your subscription gives you access to our comprehensive help resources, online knowledge base and flexible technical support options. Stay ahead of the threats by activating today.

For more instructions on activating your LiveSecurity Service, refer to "Register SOHO 6 and Activate the LiveSecurity Service" in the *WatchGuard Firebox SOHO 6 User Guide*.

To test that your Internet connection is working properly, use your web browser to go to www.watchguard.com. If the WatchGuard Home Page does not appear, see the Troubleshooting tips section on the back of this poster and in the *WatchGuard Firebox SOHO 6 User Guide*.

CONGRATULATIONS!

Your Firebox SOHO 6 is now protecting your computers from the hazards of the internet.

Part Number 0837-001

Tech Support:
 1-877-232-3531 (U.S. and Canada)
 +1-360-482-1083 (all other countries)

www.watchguard.com/support





TROUBLESHOOTING TIPS

GENERAL

CONFIGURATION

What do the PWR, Status, and MODE lights signify on the SOHO 6?

When the PWR light is lit, the SOHO 6 has power. When the Status light is lit, there is management connection to the SOHO 6. When the MODE light is lit, the SOHO 6 is operational.

If the PWR light is *blinking*:

The SOHO 6 is running from its backup flash memory. You are able to connect to the SOHO 6 from a computer on one of the four, numbered, Ethernet ports (labeled 0-3) and reload the configuration.

If the Mode light is *blinking*:

The SOHO 6 requires a DHCP assigned IP address for the external interface but did not receive it. The WAN port is not connected to another appliance, the physical connection is faulty, or the other appliance is not operating properly.

How do I register my SOHO 6?

Register online by activating your bundled LiveSecurity® Service subscription. Activation entitles you to receive threat alert notifications, expert security advice, free anti-virus protection, software updates, technical support by web or phone, and access to extensive online help resources. To activate, make a note of your SOHO 6 serial number, then use your browser to visit <http://www.watchguard.com/activate>.

For more information, refer to "Register your SOHO 6 and Activate the LiveSecurity Service" in the *WatchGuard Firebox SOHO 6 User Guide*.

How do I restart my SOHO 6?

1. With your Web browser, go to the SOHO 6 System Status page using the Trusted IP address of the SOHO 6. For example, if using the default IP address, go to: <http://192.168.111.1>
2. Click Reboot.
3. Wait for the SOHO 6 to complete the process. The MODE light on the front of the SOHO 6 will turn off, then back on. NOTE: You can also reboot by removing the power source for ten seconds, and then restoring power.

How do I reset the SOHO 6 to the factory defaults?

Firmware corruptions or other unforeseen events (such as a lost System Security passphrase) require you to reset the SOHO 6 to its factory default settings.

To do this, first disconnect the power supply. Then find the reset button located at the rear of the SOHO 6. Press and hold the reset button. At the same time, reconnect the power supply. Continue pressing the reset button while the SOHO 6 reboots—approximately 15 seconds. The PWR indicator light should blink in a steady pattern once the reboot is complete. When this occurs, reboot the SOHO 6 again by disconnecting your power supply. Finally, the PWR indicator light should remain illuminated. Your SOHO 6 is now reset to factory defaults.

How do I reset my System Security password if forgot it or lost it?

If you forgot your password, you must reset the SOHO 6 to its factory default. See the question above on "How do I reset the SOHO 6 to factory defaults".

How does the seat limitation on the SOHO work?

The default user license on the SOHO 6 allows for 10 users. The first 10 computers on the network behind the SOHO 6 to access the Internet are allowed through the SOHO 6. To clear the list of these first 10 computers, you *must* reboot the SOHO 6.

I can't get a certain SOHO 6 feature to work with 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 6 is used in conjunction with a DSL router, the NAT feature of the DSL router should be set for bridge-only mode.

How do I install and configure the SOHO 6 using a Macintosh (or other) operating system?

Installation instructions for the Macintosh and other operating systems can be found on our Web site at: <http://support.watchguard.com/pubs/install/index.asp>

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

There are fourteen lights on the front of the SOHO grouped in pairs. The link light labeled WAN tells you if your SOHO 6 is connected to your modem. If this light is not lit, the SOHO 6 is not connected to your modem. Check to make sure that both sides of the cable are connected and that your Internet connection is active. The link lights labeled 0 through 3 correspond to the four numbered Ethernet ports of the Trusted network. They tell you if the SOHO 6 is connected to a computer or hub. If the lights are not lit, the SOHO 6 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 6 is on, but something may be wrong with the connection from the SOHO 6 to the Internet. Make sure the cable or DSL modem is connected correctly and has power. Also check the link light on your modem as well as the WAN link light on the SOHO 6.

If you continue to have trouble connecting to the Internet, you may need to call your ISP.

How can I see the MAC address of my SOHO 6?

A MAC (Media Access Control) address is a unique number used to identify the actual physical hardware of an Ethernet device.

1. With your Web browser, go to the SOHO 6 Configuration Settings page using the Trusted IP address of the SOHO. For example, if using the default IP address, go to: <http://192.168.111.1>
2. Towards the bottom of the System Status page, you will see the External Network header on the right side. The MAC address is listed there.

Where are the SOHO 6 settings stored?

The configuration parameters are stored in memory on the SOHO 6.

How do I change to a DHCP trusted IP address?

1. Make sure your computer is set up to use DHCP dynamic addressing, refer to "Enable your Computer for DHCP" of the *SOHO 6 User Guide*.
2. With your Web browser, go to the SOHO 6 System Status page using the Trusted IP address of the SOHO 6. For example, if using the default IP address, go to: <http://192.168.111.1>
3. From the navigation bar on the right side, select Network => Trusted.
4. Select Enable DHCP Server and then click Submit.

How do I change to a static, trusted IP address?

Before you can use a static IP address, you must have a base Trusted 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 Xs in the network IP address with a number between 0 and 254, however the final number cannot be 0. 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, trusted IP address:

1. With your Web browser, go to the SOHO 6 System Status page using the Trusted IP address of the SOHO6. For example, if using the default IP address, go to: <http://192.168.111.1>
2. From the navigation bar on the right side, select Network => Trusted.
3. Deselect Enable DHCP Server and then click Submit.
4. Enter the information in the appropriate fields. Click Submit.

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

1. With your Web browser, go to the SOHO 6 System Status page using the Trusted IP address of the SOHO 6. For example, if using the default IP address, go to: <http://192.168.111.1>
2. From the navigation bar on the right side, select WebBlocker => Settings. The WebBlocker Settings page appears.
3. Select Enable WebBlocker. Enter a Full Access password, and an Inactivity Timeout (in minutes). To disable WebBlocker, deselect Enable WebBlocker.

How do I allow incoming services such as POP3, Telnet, and Web (HTTP)?

1. With your Web browser, go to the SOHO 6 System Status page using the Trusted IP address of the SOHO 6. For example, if using the default IP address, go to: <http://192.168.111.1>
2. From the navigation bar on the right side, select Firewall => Incoming. The Filter Incoming Traffic page appears.
3. Locate the pre-configured service you wish to allow in and select Allow from the drop list.
4. Enter the Trusted IP address of the computer hosting the service.
5. Click Submit.

How do I allow incoming IP, or uncommon TCP and UDP 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. To allow an incoming IP protocol:

1. With your Web browser, go to the SOHO 6 System Status page using the Trusted IP address of the SOHO 6. For example, if using the default IP address, go to: <http://192.168.111.1>
2. From the navigation bar on the right side, select Firewall => Custom Service. The Custom Service page appears.
3. Beneath the Protocol Settings fields, select either TCP Port, UDP Port or Protocol from the drop list. The Custom Service page refreshes.
4. Enter a name for the service.
5. Enter the protocol number to allow in the Protocol field.
6. Click Submit.
7. From the navigation bar on the right side, select Firewall => Incoming. The Firewall Incoming Traffic page appears.
8. Towards the bottom of the page, under the Custom Service header, locate the service you created and select Allow from the drop list.
9. Under the header Service Host, enter the IP address of the computer to which this traffic will be allowed.
10. Click Submit.

VPN MANAGEMENT

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

- Two properly configured and working SOHO 6s or one SOHO 6 with the latest version of firmware and one Firebox II/III. Each SOHO 6 must have the VPN option enabled.
- The static, external, IP address, the network address, and the subnet masks of both devices. (The base trusted IP address of each SOHO 6 must be static and unique.)
- The DNS and WINS server IP addresses, if used.
- The shared key (passphrase) for the tunnel.
- The same encryption method for each end of the tunnel (DES or 3DES).
- The same authentication method for each end (MD-5 or SHA-1).

How do I set up my SOHO 6 for VPN Manager Access?

This requires the add-on product, WatchGuard VPN Manager software, which is purchased separately used with the WatchGuard Firebox System software. To purchase VPN Manager, use your Web browser to go to: <https://www.watchguard.com/products/vpnmanager.asp>.

For more information on how to allow VPN Manager access to a SOHO 6, see the *VPN Guide*.

How do I set up a VPN to a SOHO6?

For detailed information on how to configure a VPN tunnel between a SOHO 6 and another IPSec compliant appliance, use your Web browser to go to: <http://www.watchguard.com/support>.

1. Log in to the site.
2. Download the file you need.
3. Follow the instructions to configure your VPN tunnel.

REFERENCE INFORMATION

Contacting WatchGuard Technical Support

1-877-232-3531
U.S. End-User Support

1-206-521-8375
U.S. Authorized Reseller Support

+1-360-482-1083
International Support

www.watchguard.com/support

