

# Internet Gateway QuickStart Guide

For Macintosh

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| Introduction   | 7    |
|--|------|
| Required Information for Configuration                     | 9    |
| Internet Gateway Installation                              | . 10 |
| Registering the Internet Gateway                           |      |
| Installing the Internet Gateway Software                   |      |
| Entering the Activation Password                           |      |
| TCP/IP Applications on the Gateway Computer                | . 13 |
| Configuring the Internet Gateway                           | . 14 |
| Configure with the Auto-Setup or Manually?                 | 14   |
| Auto-Setup the Internet Gateway                            | 15   |
| Manually Configuring the Internet Gateway                  | . 21 |
| ISDN Card or Leased Line Modem Connections to the Internet | 22   |
| Cable Modem or Router Connection to the Internet           | . 25 |
| Configuring the Local Area Network Port                    | . 27 |
| Ethernet, LocalTalk/MacIP and Token Ring LAN Port(s)       | . 27 |
| Testing the Internet Gateway                               | . 29 |
| Configuring the Client Computers                           | . 31 |
| Manual Client Configuration                                | . 31 |
| Open Transport DHCP Client Configuration                   | . 32 |
| MacTCP Dynamic Client Configuration                        | . 33 |
| Setting up Windows 95/98 Clients                           |      |
| Setting up Windows NT Clients                              |      |
| Setting up Windows 3.x Clients                             | . 35 |

#### Introduction

The Vicomsoft Internet Gateway software is an easy to use, cost-effective way for all LAN users on your network to simultaneously share one Internet account. The Internet Gateway allows users to share one means of connecting to the Internet.

This QuickStart Guide includes information on installing, registering and details on manual and automatic configuration. Full details and descriptions can be found in the User Guide. This guide is designed to help you get the maximum benefit from the Internet Gateway with the least investment of time.

Make sure you have all the required information for configuration listed later in this section, i.e., your Internet Service Provider (ISP) phone number, user name, password, any IP addresses you might need, and information about your LAN and client systems.

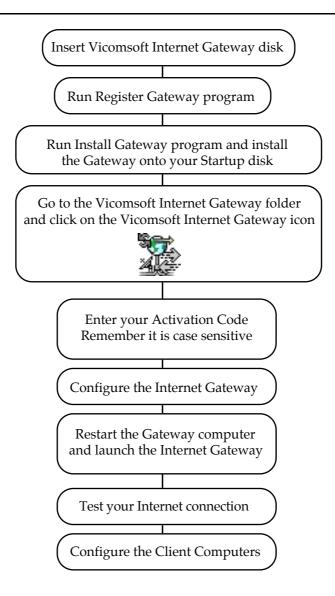
The next page shows a map of the process you will take to configure the Internet Gateway. Following this guide should take you to a fully installed and working Internet Gateway and Network.

If have trouble setting up your Internet Gateway, and have read this guide, the User Guide, and the Read Me installed with the software. Call Vicomsoft technical support at one of the following numbers:

| North America:  | +1 650 691 9520  |
|-----------------|------------------|
| Europe/Pacific: | +44 1202 293 233 |

Or send email with your configuration file to:

| North America:  | support_1@vicomsoft.com |
|-----------------|-------------------------|
| Europe/Pacific: | support@vicomsoft.com   |



#### **Required Information for Configuration**

Before configuring, please make sure you have the following information about your Internet account and your network requirements:

Do you have a static IP address or a dynamic IP address assigned to you by your Internet Service Provider? If static, what is it?

Did your ISP assign you a subnet mask? If so, what is it?

If you do not have a PPP or SLIP connection to the Internet, did your ISP assign you a Default Gateway or Router IP address? If so, what is it?

What is the DNS Address of your ISP (or note the IP address for your own DNS server)?

Does your ISP require a login script? If so, what are the prompts?

What is your username and password information for your PPP or SLIP connection to the Internet?

What is the telephone number you must dial in order to establish your PPP or SLIP Internet connection (if you are using PPP or SLIP)?

What type of modem or Terminal adapter, are you using to connect to the Internet?

How are your computers networked together (e.g., via Ethernet, Token Ring, or LocalTalk cabling)?

The last pages of the User Guide provide a place for you to write down and store all the information needed to configure the Gateway. It is suggested that, once you have the Gateway working, you make a copy of the preferences, and do a 'Save Config As' from the "File" Menu printing the resulting file, to help out if any problems arise.

# **Internet Gateway Installation**

#### **Registering the Internet Gateway**

By registering on-line at the Vicomsoft web site below, you will be able to access our Technical Support services, and we can keep you up to date on our product developments.

#### http://www.vicomsoft.com/register.html

The Internet Gateway software must also be personalized before it can be installed. Note that you do not need to personalize demonstration versions.

Put the Vicomsoft Internet Gateway disk into your Macintosh.



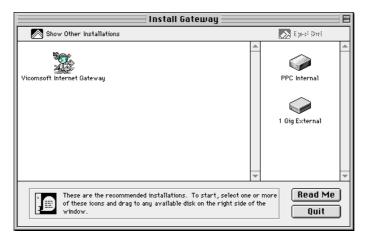
Double-click the "Register Gateway" icon, and the following window is displayed:

| Personalize Your Gateway   |
|--|
| VICOMSOFT Internet Gateway   |
| Please personalize your Vicomsoft Internet Gateway.                |
| Name :   |
| Organisation :   |
|  |
| Serial Number :  |
| Please register online at : http://www.vicomsoft.com/register.html |
| Don't Personalize Personalize                                      |

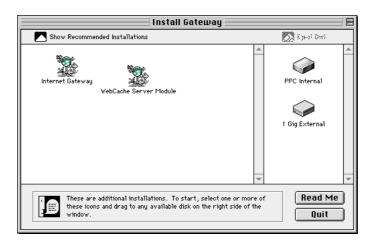
Enter your name, organization, and the Gateway serial number provided in your registration documentation. Click the "Personalize" button. The Internet Gateway software can now be installed onto your computer.

#### Installing the Internet Gateway Software

The Internet Gateway Installer comes on two (2) disks. To install the Internet Gateway, double-click on the "Install Gateway" icon. After an introductory screen, the following window is displayed:



With this installer you have the option to "Show Other Installations". The first Installer window will install both the Internet Gateway and the WebCache Server. The second window, displayed below, gives you the option to install the Internet Gateway OR the WebCache Server.



The installer will install a FAT binary applications. These will run on both 68K and PowerPC Macintosh systems.

To run the Internet Gateway or the WebCache Server you **must** use Open Transport. With any MacOS version below 8.0, we recommend using Open Transport version 1.1.2.

Both applications can only be installed onto a disk with a System folder. Drag the Vicomsoft Internet Gateway icon to your Startup Disk on the right. This will create a folder on the disk called "Vicomsoft". Inside the Vicomsoft folder two other Folders will be created, "Internet Gateway" and "WebCache Server".

The following files are installed into there respective folders:

#### **Internet Gateway folder**

- The Internet Gateway application.
- The CyberUpdater application.
- One or more ReadMe files providing supplementary information about the version you have installed.

Installed with the Internet Gateway are:

- A VICOM Settings folder (in the Preferences folder of your System folder) where your preferences and key Gateway files are stored.
- Apple Modem Tool— Used to make modem PPP and SLIP connections; installed in the Extensions folder of the System folder.
- "-Gateway-"— Extension (placed in the Extensions folder) enabling TCP/IP client or server applications to be used on the Gateway computer.

#### WebCache Server folder

- The Vicomsoft WebCache Server application.
- A LocalHtml Folder, contained in this folder is an Admin folder, an Images folder, and all the Local HTML files.

#### **Entering the Activation Password**

Double-click the Vicomsoft Internet Gateway icon to launch the Gateway software.

The first time the Gateway software is launched, it will prompt for an activation code. The code is printed on your registration document.

| Activation Password  |
|--|
|  |
| This software requires an activation password to be enabled. This should have been supplied on your registration card if you purchased the product.  |
| Please make sure to enter the activation password exactly as it<br>appears on your registration card.  |
| To receive news of updates and for free technical support, please register<br>your Vicomsoft software product online at the following web page :   |
| http://www.vicomsoft.com/register.html   |
| Alternatively, you may report problems or request additional information<br>contacting Vicom Technology using the methods described in the "About"<br>box in this software or via the support area web pages at: |
| http://www.vicomsoft.com/support/support.main.html   |

Please note that the password is case-sensitive, and ensure that you enter the password exactly as it appears on your registration document.

Now you're ready to configure your Internet Gateway software.

# TCP/IP Applications on the Gateway Computer

It is possible to run TCP/IP applications such as a web browser, email client, or even a mail or web server on the Internet Gateway computer. However, since the Internet Gateway is handling all IP packets, data sent or received by the application must pass through the Internet Gateway.

Open Transport must always have an IP address, because of this the Internet Gateway selects a port and attaches TCP/IP to that port. The Internet Gateway computer then assumes the IP address of that port. The Internet Gateway will automatically configure your TCP/IP control panel, this must not be changed.

The Internet Gateway will mark the attached port with a icon the Status window ports list. You can change the attached port by highlighting the new port you wish to attached TCP/IP to and then selecting "Change this Mac's TCP/IP Address..." from the "Ports" Menu. Note that you should quit any currently running TCP/IP applications before doing this.

# **Configuring the Internet Gateway**

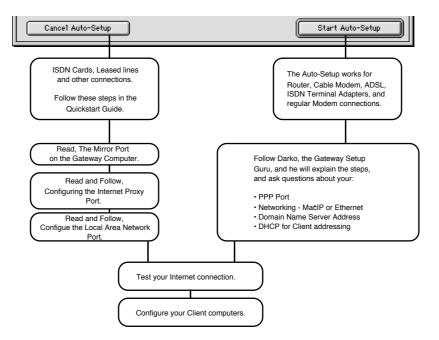
To use the Internet Gateway to connect a LAN to the Internet, you must have an Network Address Translation (NAT) port for your Internet connection, a Local Area Network port for your client network, and a 🗳 icon the Status window, to allow other TCP/IP applications to run on the Gateway computer.

When the Gateway is first launched Darko, the Auto Setup Guru, offers to configure it automatically.



#### Configure with the Auto-Setup or Manually?

Configure your Gateway manually or using the Auto Setup according to the following flow chart. Both the Auto-Setup and Manual configuration are covered in this QuickStart Guide.



Configuration instructions for each type of port required are detailed in the following pages. Keep in mind that you will need to create one NAT port and at least one Standard Ethernet or MacIP port for your configuration.

## Auto-Setup the Internet Gateway

When first opened, the Internet Gateway attempts to configure itself automatically based on the configuration of your computer.



**Start Auto-Setup**: will build the configuration prompting you at each screen. We recommend that you read each screen before the Continue button is selected. Darko will stop and wait when he needs your answers.

**Cancel Auto-Setup**: will allow you to leave the automatic setup process, without making any changes. If this is the first time the Internet Gateway has been launched, the Status window will appear with no ports listed. You will then need to manually configure the Internet Gateway.

You can repeat the Auto-Setup process at any time when the Internet Gateway is operational by selecting Auto Configure in the "Network" menu.

# Step 1 - How will you connect?

First, Darko will ask you how you intend to connect to your Internet Service Provider. You can connect using an Ethernet connection (ADSL, Cable Modem or Router), or you can connect using a modem or an ISDN TA.



Select the correct option for your setup, then go to the Step 2 that corresponds with your selection.

#### Step 2 - Using PPP

If you select 'Using PPP' Darko will look for previous settings to make a PPP port for your Internet connection. If you have used MacPPP, FreePPP, or Apple's PPP, Darko will import the information from the most recently used configuration. Darko will ask you for your Password if uses your Apple PPP settings. If he can't find a suitable preferences file, Darko will ask you to fill in the following screen.

| Auto Setup   |   |  |
|--|---|--|
| I need some help.<br>Please can you provide the following information<br>Internet Service Provider?                            | ation for connection to your  |  |
| Connection Method: Modem Login Method:<br>Open Modem Control Panel<br>Phone Number:<br>IP Address: Dynamic<br>Fixed<br>0.0.0.0 | Unix Script PAP Authentication User Name: Your ID Password: Your password |  |
| When you have finished, click a button   |   |  |
| Cancel   | Create PPP Port   |  |

The Connection Method option allows you to select between using the Modem Control panel or the Apple Modem Tool.

All the information requested should have been supplied to you by your Internet Service Provider. Review the section in Chapter 1, "Information Required from Your Internet Service Provider" for more details. When you have completed the above screen select "Create PPP Port" to continue.

#### **Step 2 - Using Ethernet**

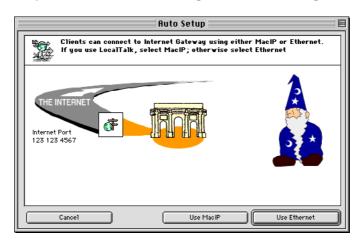
If you select 'Using Ethernet' Darko will help you make an Ethernet Proxy port for your Internet connection, Darko will ask you to fill in the following screen.

| Auto Setup   |
|--|
| l need some help.<br>Please can you provide the following information for your Internet Port?  |
| Card to use for Port : Built In<br>Port IP Address : Dynamic<br>Fixed<br>Router IP Address : 0.0.0.0<br>(should be provided by your ISP) |
| When you have finished, click a button   |
| Cancel Create Internet Port  |

All the information requested should have been supplied to you by your Internet Service Provider. Review the section "Information Required from Your Internet Service Provider" for more details. When you have completed the above screen select "Create Internet Port" to continue.

# Step 3 - Building a Local Area Network Port

Darko will ask you if you wish to build a MacIP port or an Ethernet port.



MacIP allows TCP/IP packets to be carried over an AppleTalk network to reach the Internet Gateway. It can be used if you have clients who are attached to the Internet Gateway using LocalTalk cabling.

**Note**: A MacIP port uses memory and slows down some Internet Gateway functions, do not set one up if you don't need it.

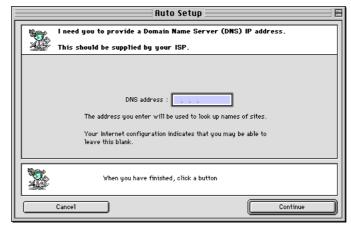
# Step 4 - Building a Local Area Network Port

Darko will ask you enter the details for your Ethernet port.

|     | Auto Setup  |  |
|-----|---|--|
| 1   | l need some help.   |  |
| 438 | Please can you provide the following information for your LAN Port?                   |  |
|     | Card to use for Port : Built In<br>Port IP Address : O Dynamic<br>Fixed 192.168.1.254 |  |
|     | When you have finished, olick a button  |  |
|     | Cancel Create LAN Port  |  |

### Step 5 - Entering a DNS Address

Darko will ask for a Domain Name Server address. You may type the DNS address into the field provided. You should have received the DNS address information from your Internet Service Provider.



# Step 6 - Enabling DHCP

The Internet Gateway includes a function called DHCP (Dynamic Host Configuration Protocol) that can send TCP/IP configuration information automatically to the clients on an Ethernet network. This saves having to configure them manually.

| Auto Setup   |  |  |
|--|--|--|
| The Internet Gateway is configured.  |  |  |
| You should nov set up your Client computers.   |  |  |
| If you olick 'Use DHCP'  |  |  |
| I shall enable the Internet Gateway's Client Configuration facility (its DHCP Server), and then all<br>you have to do is to set each client to obtain its configuration from a DHCP or Bootp server. |  |  |
| If you click 'Disable DHCP'  |  |  |
| You will have to configure the clients manually.   |  |  |
| When you have finished, oliok a button   |  |  |
| Cancel Disable DHCP Use DHCP   |  |  |

It is strongly recommended that you use DHCP to simplify network address administration. However, if you prefer to set up your client computers with manual IP addresses, select Disable DHCP.

**!!!** If you are using a Cable modem with a Dynamically assigned IP address and one Ethernet connection, you will not be given the option to Enable DHCP.

#### Step 7 - Allow this Macintosh to use the Gateway

Now Darko will create the attached port because Open Transport must always have an IP address. The Internet Gateway computer then assumes the IP address of that port.

The Internet Gateway will automatically setup your TCP/IP control panel and marks a port with in the Status window ports list. This port's IP address will be the IP address of the Internet Gateway computer.

# Step 8 - Completed Auto-Setup

Darko will now show you the finished configuration.



If you click OK, the Internet Gateway Status Window will appear.

# Manually Configuring the Internet Gateway

You only need to use this procedure if you need to configure an Internal ISDN Card, or a Leased Line interface card.

In order to connect to the Internet using the Internet Gateway, you must create a Network Address Translation (NAT) port. This is the port that hosts your single connection to the Internet.

In order to create the NAT port, you will need to know the information specified in the Introduction of this QuickStart Guide, such as your IP address, subnet mask, DNS (Name Server) address, etc.

To begin, you will need to know your method of Internet connection. The Internet Gateway supports connections from the following: modems, ISDN terminal adapters (TA) and cards, cable modems, and router connections to the Internet (e.g., T1 line, ISDN Routers, ADSL, etc).

## ISDN Card or Leased Line Modem Connections to the Internet

When you cancel the Auto Setup Wizard take the following steps to manually set up your Internet Gateway's Internet NAT port:

1. Select "New Port" from the "Ports" Menu, to create a new port.

| Create New Port  |              |
|--|--------------|
| General Login Options Connect Options  |              |
| Port Name<br>Connection<br>Method Modem<br>Using "PPP"   | •            |
| Static Address 1.1.1.1 Subnet Mask 255   | .255.255.255 |
| Network Properties           Network Address Translation           Can Serve DHCP   Port Probe | <b>v</b>     |
| Cancel   | ОК           |

- 2. If you have a static IP address assigned to you from your ISP, check the Static Address box and enter the IP address. If you have a dynamic IP address, ignore this step.
- 3. If your ISP has assigned a subnet mask for your static IP address, enter the subnet mask in the Subnet Mask box.
- 4. Configure the settings as follows:
  - **Method:** Select one of the following, Modem, CommsToolbox PPP, or CommsToolbox SLIP
  - Network Properties: Network Address Translation
- When the option 'Modem' is selected the Internet Gateway will use the Modem settings from your Modem Control panel to control your Modem. You will need to enter your ISPs phone number in the Login Options tab.

If you are going to use an ISDN Card to connect to the Internet, you will need to Select a CommsToolbox option. The select the correct ISDN Tool through the Apple Modem Tool.

- 5. Click the No Tool Selected button. The Apple Modem Tool will be displayed first.
- 6. Select the appropriate tool, if required, by clicking on Apple Mode..., and selecting the correct Tool for your hardware and configure as follows:

| Connection Settings<br>4-Sight iSDN Too   | Г ОК                                 |
|---|--------------------------------------|
| Method: ✓ Apple Modem To<br>Leo ISDN Tool   | ol Cancel                            |
| When dialing Planet ISDN Tool Serial Tool   | Settings<br>saud Rate: 2400  Cabling |
| Dialing Method: <u>Touch-Tone™ ▼</u>  | Parity: None<br>Data Bits: 8         |
| When answering Answer phone after 2 rings   | Stop Bits: 1  Handshake: None  1.5.6 |
| Modem options Modem: Hayes-Compatible Modem   Fror Correction: None Correction Type: Software MNP | Modern Port                          |
| Display Modern Monitor Window   | \$                                   |

#### **Apple Modem Tool:**

- Enter the telephone number that you dial for Internet connections.
- Select your modem in the modem options, or use the Hayes-Compatible setting. You can create your own modem setting by selecting "Custom" and entering your modem's initialization string, provided by your modem or ISDN manufacturer.
- Set your Baud Rate to the appropriate setting. It can be set to 115.2 for an ISDN TA, depending on whether you are using MultiLink.
- Parity should be None, Data Bits should be 8, and Stop Bits should be 1.
- Set Handshaking to DTR & CTS.
- Select the appropriate port for your modem (usually the modem port).

#### **ISDN Card Tools:**

- Select the correct ISDN Tool, enter the telephone number for your ISP then the correct protocol settings:
  - Planet ISDN Tool, select PlanetPPP.
  - 4-Sight ISDN Tool, select HDLC Packet.
  - SCii ISDN Tool, select HDLC Packet.
  - LeoISDN Tool, select both HDLC Transparent and Block Mode 2K.

### Serial Tool:

- Set your Baud Rate to 57600.
- Parity should be None, Data Bits should be 8, and Stop Bits should be 1.
- Set Handshaking to DTR & CTS.
- Select the appropriate port for your modem (usually the modem port).

Click OK out of the Connection Settings/Tool Setup window.

- 7. Click on the Login Options Tab.
- 8. If your ISP uses PAP/CHAP Authentication, make sure Login Using is set to PPP PAP/CHAP and enter your username and password in the appropriate boxes.
- **!!!** If you are using the Modem Control panel, you will need to enter your ISPs phone number in the Login Options tab.

|                              | Create New Port                 |
|------------------------------|---------------------------------|
| General L                    | ogin Options Connect Options    |
| Login Using PP               | P PAP/CHAP                      |
|                              | Name Password                   |
| Login Script –<br>Provider 💌 | Overall Timeout (Hrs:Mins:Seos) |
|                              | Send CR                         |
|                              | Send CR                         |
|                              |                                 |
|                              |                                 |
|                              | Send CR                         |
|                              | Cancel OK                       |

- 9. If your ISP requires a login script, then select Login Script and set up the script according to your ISP's specifications.
- 10. The Connect Options Tab allows you to adjust the Connection Type or if the Gateway Auto connects, Framing, etc. The Defaults in this window should allow you to connect with out any changes being made at all.
- 12. Click OK out of the New Port Window.
- 13. Select 'Preferences' from the "Edit" Menu.
- 14. Select the Network Tab. Enter your ISP's Domain Name Server (DNS) address in the DNS Addresses box.

| Preferences   |  |
|---|--|
| General     Network     Security     Logging       Addresses     Default Gateway Address        DNS Addresses        WINS Address | PPP Server     Caching       DNS Configuration     Image: Control of the serving       Mathematic Enable DNS Serving     DNS Server Offline       Image: Enable DHCP Serving     Image: Control of the serving       Mathematic Use RIP Protocol     Image: Control of the serving |
| Default Domain Name<br>NAT User Timeout 0:05 👻 Hrs:Mins   |  |
|   | Cancel OK  |

- 15. Click OK out of the 'Preferences' window.
- 16. You now have a PPP NAT port for your Internet connection.

#### Cable Modem or Router Connection to the Internet

When you cancel the Auto Setup Wizard, take the following steps to manually set up your Internet Gateway's NAT port:

- 1. Select "New Port" from the "Ports" Menu, to create a new port.
- 2. Configure these settings as follows:
  - Method: Ethernet
  - Using: (Select Built in or Card Slot)

| Create New Port                          |                 |
|--|-----------------|
| General Login Options Connect Options    |                 |
|  |                 |
| Port Name                                |                 |
| Connection                               |                 |
| Method Ethernet                          | <b>_</b>        |
| Using Built In                           | <b>_</b>        |
|  |                 |
| IP Address                               |                 |
| Static Address: 192.168.1.254 Subnet Mas | k 255.255.255.0 |
|  |                 |
| Network Properties                       |                 |
| Network Address Translation              | <b>T</b>        |
|  |                 |
|  |                 |
|  |                 |

- 3. IP Address, if you have been assigned a static IP address and Subnet Mask, enter them here. If you have not been assigned a Static IP address, deselect the Static Address Box.
- 4. Network Properties, Select Network Address Translation.
- 5. Click OK out of the Create New Port Window.
- 6. Select 'Preferences' from the "Edit" Menu and select the Network Tab.
- 7. If you are using a router, enter the Router's IP Address here. If you are using a cable modem with a static IP address and you have been given a default router or gateway address, enter that IP address in the Default Gateway box. If you have a dynamic IP address assigned to you from your ISP, disregard the Default Gateway field. Please read the note about DHCP and Cable modems in the section on Configuring Client Computers in this QuickStart Guide.

| Preferences   |   |
|---|---|
| General Network Security Logging Addresses Default Gateway Address UNS Addresse WINS Address WINS Address | PPP Server       Caching         DNS Configuration       Image: Caching         Enable DNS Caching       Image: Caching         DNS Server Offline       Image: Caching         Enable DHCP Serving       Image: Caching         Use RiP Protocol       Image: Caching         Enable Multihorning       Image: Caching |
| Default Domain Name NAT User Timeout 0:05 🔭 Hrs:Mins  | Cancel OK   |

- 8. If you have a static IP Address from your ISP, enter the ISP's DNS address in the Name Server Address box. If your IP address is assigned to you dynamically from your Cable Provider, only enable name resolving in this preference setting.
- 9. Click OK out of the 'Preferences' window.
- 10. You now have an Ethernet NAT port for your Internet connection.

### **Configuring the Local Area Network Port**

In order for the client computers on your local area network to connect to the Internet via the Internet Gateway, you must create a logical network port for IP traffic to be routed through. This is called the LAN port (or Local Area Network port).You may configure one or more LAN ports depending on how many networks you wish to route through the Internet Gateway to the Internet.

For example, if you have a cable modem connection to the Internet with both Ethernet and LocalTalk clients, you would create an NAT port for your Internet connection (the cable modem), and you would create both an Ethernet LAN port for your Ethernet clients, as well as a MacIP port to accommodate your LocalTalk clients.

To create your LAN port(s), you will need to select the type of cabling that connects your local area network. The Internet Gateway supports local area networks of the following cable types: Ethernet, LocalTalk, and Token Ring.

The Internet Gateway also supports remote dial-in clients. This means that you can configure a Dial-In PPP port for remote users to dial into to get Internet access via the Internet Gateway. Descriptions of how to configure this type of port can be found in, Setting Up Remote Access Services, in the Internet Gateway User Guide.

On an Ethernet LAN, you must decide whether to use dynamic or static IP addresses for your clients. We strongly recommend using the Gateway DHCP server to provide dynamic addressing, except in the following situations:

If you are using a cable modem or router access to the Internet and your ISP serves dynamic addresses, then you must not connect dynamic address clients to the same network. In this case you should either configure your clients with static IP addresses, or use a second Ethernet interface for your LAN to provide a physically separate network where you can use the DHCP Server.

## Ethernet, LocalTalk/MacIP and Token Ring LAN Port(s)

When you cancel the Auto Setup Wizard take the following steps to manually set up your LAN Port(s):

- 1. Select "New Port" from the "Ports" Menu, to create a new port.
- 2. Configure the rest of the settings as follows:

- Method: Ethernet
- Using: (Select Built in or Card Slot)

!!!Only select MacIP if you are using LocalTalk cabling to network your computers<br/>together. Ensure that your AppleTalk control panel is set to the appropriate port.

|                       | C  | reate New Po    | ort                       | Ε |
|-----------------------|--|-----------------|---------------------------|---|
| General               | Login Options                                      | Connect Options |                           | _ |
| Port Nam<br>Connectio |  |                 | <b>v</b>                  |   |
| IP Addre              | ss<br>Address: 192.168.1.2                         | 254             | Subnet Mask 255.255.255.0 |   |
| Netwo                 | Properties<br>ork Address Translation<br>erve DHCP |                 | Port Probe 📃 💌            | ] |
|                       |  |                 | Cancel OK                 | J |

- 7. Click OK out of the Create New Port window.
- 8. If you have decided to use dynamic addressing for Ethernet clients, then select 'Preferences', from the "Edit" Menu and select the Network Tab. Check the use DHCP Protocol check box.

| Preferences  |   |
|--|---|
| General         Network         Security         Logging           Addresses | PPP Server     Caching       DNS Configuration     Image: Configuration       Image: Configuration     Image: Configuration   < |
| Default Domain Name<br>NAT User Timeout 0:05 🗳 Hrs:Mins                      |   |
|  | Cancel OK   |

- 9. Enter the ISP's DNS address in the Name Server Address box. This DNS Server Address will be passed on to your clients using DHCP.
- 10. You now have a LAN port for your client computers to connect to the Internet via your Internet Gateway computer.

#### **Testing the Internet Gateway**

Modem, ISDN Card and ISDN TA users should start from the top. Cable modem users should proceed to step 7. Hardware router users should go to step 9.

- 1. Highlight the PPP NAT port and select Connect in the Ports pull-down menu. You should hear the modem dial and after a while you should see "Connected" alongside the port in the Gateway's main status window. If so, proceed to step 9.
- 2. Highlight the NAT Port and select Reset Port in the Ports pull-down menu. The modem/ISDN card or TA has failed to connect to the Internet correctly, therefore we need to find out why. To do this, highlight the NAT Port and select Start Tracing Port in the "Ports" Menu. Then select Connect in the "Ports" Menu, the trace window will show the connection process.
- 3. If you see "Dialling out" and no more messages, the modem or ISDN device does not appear to have dialled or the ISP has not answered the call. Check the modem or ISDN TA is plugged in. Check the phone number you have entered. If you are using an ISDN card or ISDN TA which does not use the Apple Modem Tool, check that the ISDN tool is configured correctly.
- 4. If you are using PAP to log into your ISP, and you see "username or password rejected" appear in the trace window, please re-enter your user name and password into the Gateway. Check with your ISP that the username and password you are using is correct.
- 5. If you are using a login script and you see "Waiting for xxxxx", it means that the login script is set-up to wait for some text which is never received. Check the login script and confirm with your ISP that it is correct.
- 6. If you see "Config\_Req" constantly, it means that the Gateway and the ISP cannot get a good enough PPP connection. Read Chapter 12, Troubleshooting, in the Gateway User Guide.
- 7. With a cable modem and a static IP address turn the Gateway on to connect, then move to step 9.
- 8. With a cable modem and a dynamic address, when you turn the Gateway on, your port should turn from Dynamic to an IP address. If not check your port setup and try again. If you are still do not assigned an IP address, read Chapter 12, Troubleshooting, in the Gateway User Guide.
- 9. Once you are connected, select "Ping Host" from the "File" Menu. The default address of 195.224.200.2 is the IP address of an Internet server based at Vicomsoft. Press the start button. The Gateway will send 5 "pings" to the remote host. If all is OK, the remote host will send back 5 pings in return which the Gateway will receive. If you get the message "Received after x seconds", proceed to step 12.
- 10. If Ping Host fails, it means the Gateway can not see the Vicomsoft Internet server. Try to enter the IP address of your ISP's Domain Name Server into the Ping Host box and press the start button again. If that works, a problem on the Internet maybe preventing you from reaching Vicomsoft's Internet server, proceed to step 12.
- 11. Cable modem and router users should try to ping the IP address of the default Gateway they have been told to use and have entered into the Default Gateway option within the Gateway's preferences. If you are a cable modem user with a dynamic IP address, go to the Default Gateway option and you should see an IP address in that box. Can you ping that IP Address? If the default Gateway IP address cannot be pinged, check with

your ISP what address you should enter into that box. Read Chapter 12, Troubleshooting, in the Gateway User Guide.

- 12. Launch a web browser on the Gateway machine and enter a web server address (e.g. www.vicomsoft.com). If you receive a web page, proceed to step 14. If not, try entering and IP address in place of a web address, (i.e. 195.224.200.2) do you get Vicomsoft's web page. If so check your Name Server Address entry, it may be wrong.
- 13. Open Transport is not communicating to the Gateway correctly. Check that you see a kicon in the Gateway's main status window, if not read Chapter 12, Troubleshooting, in the Gateway User Guide.
- 14. You can access the Internet from the Gateway machine. You now have to set-up the client machines.

## **Configuring the Client Computers**

Client computers must be set up so that they can use the Gateway when they need to connect to the Internet. This chapter describes how to do this for a number of common client systems.

For local clients, these instructions assume that DHCP (Dynamic Host Configuration Protocol) is enabled in the Gateway. DHCP is described in detail in Chapter 6 of the User Guide. You may have enabled it during the Auto Setup process, or you can do so at any later stage by selecting "Preferences" from the "Edit" menu, then the Networking Tab. All they need is a TCP/IP stack. For MacOS-compatible computers, this can be either MacTCP or Open Transport (i.e., the TCP/IP control panel).

You can have a combination of MacTCP and Open Transport clients. We do recommend using Open Transport (version 1.1.2 or later) when possible. The Internet Gateway also supports UNIX and Windows clients on your local area network. For more details please see the Vicomsoft Internet Gateway User Guide.

You should only choose to disable DHCP if your Gateway computer is connected to a network that already has an assigned TCP/IP address range. In this case your Clients should already have been configured, but you will need to change their default router addresses to that of the Gateway's LAN Port in their networking setup.

Under certain circumstances you may not be able to enable the Gateway DHCP Server, because cable modem providers who assign dynamic IP addresses use a DHCP server to do so. If you are using a cable modem and have a dynamic IP address from your Cable Provider, then it may be necessary to manually configure your client computers.

If you are connecting the Gateway to a Network that already has an assigned TCP/IP address range, then the client computers should already be configured. You will only need to change the default router addresses to that of the Gateway LAN port.

For your convenience, manual client configuration guidelines for some common desktop computers are provided in Appendix A.

#### Manual Client Configuration

If your LAN computer needs to have a fixed or static IP address, then you'll want to configure it manually.

There are many reasons why a computer might need a fixed IP address: for other computers on the local area network to access it via its IP address (e.g., via AppleShare IP), for administrators to utilize the logging function and/or the Host Access Rights from within the Internet Gateway, or if you're running an Internet server such as a web or email server on your local area network.

In all these instances, the LAN computer must have the same fixed IP address each time it utilizes IP services. For these reasons, you may wish to configure your client computer(s) manually.

For manual client configuration, see the Vicomsoft Internet Gateway User Guide.

# **Open Transport DHCP Client Configuration**

- 1. Launch the TCP/IP control panel.
- 2. For Ethernet cabling, select Connect via: Ethernet and Configure: Using DHCP Server from the pop-up menus.

| I                  | TCP/IP                         |                  |
|--------------------|--------------------------------|------------------|
| Connect via:       | Ethernet 🔻                     |                  |
| Configure:         | Using DHCP Server 🔻            |                  |
| IP Address:        | < will be supplied by server > |                  |
| Subnet mask :      | < will be supplied by server > |                  |
| Router address:    | < will be supplied by server > |                  |
| Name server addr.: | < will be supplied by server > | Search domains : |
| 21                 |                                |                  |

3. For LocalTalk cabling, select Connect via: AppleTalk (MacIP) and Configure: Using MacIP Server from the pop-up menus.

|                     | TCP/IP  |                  |
|---------------------|---|------------------|
|                     | AppleTalk (MacIP) 🔻                                     |                  |
| Configure :         | Using MacIP Server 🔻                                    |                  |
| MacIP server zone : | <pre>&lt; current AppleTalk zone &gt; Select Zone</pre> |                  |
| IP Address:         | < will be supplied by server >                          |                  |
|                     | < will be supplied by server >                          | Search domains : |
| 2                   |   |                  |

4. Close the TCP/IP control panel.

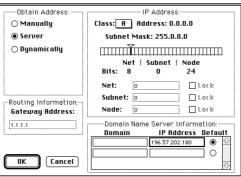
# **MacTCP Dynamic Client Configuration**

On a busy network MacTCP may not pick up the IP address information sent to it by the Gateway; it will therefore fail. The way to overcome this is to either set-up that computer manually or to upgrade the computer to Open Transport.

1. Launch the MacTCP control panel.



- 2. In the first window, select LocalTalk, Ethernet, or the appropriate cabling scheme for your network.
- 3. Click More to get to the second window.



- 4. Obtain Address from Server.
- 5. In the Domain Name Server Information field, enter a dot "." in the Domain box, and enter your ISP's DNS address in the IP Address box.
- 6. Click OK, Close the control panel and Restart the computer.

# Setting up Windows 95/98 Clients

- 1. Open the Network control panel.
- 2. Highlight TCP/IP and click the "Properties" button.

| <b>TCP/IP Propertie</b>                   | \$  | ? ×                    |
|---|---|------------------------|
| Bindings<br>Gateway                       | Advanced WINS Configuration   | DNS Configuration      |
| If your network                           | an be automatically assig<br>does not automatically as<br>Iministrator for an address<br>v. | sign IP addresses, ask |
| ⊙ <u>Obtain an</u><br>○ <u>Specify ar</u> | IP address automatically<br>IP address:   |                        |
| [P Addres                                 |   |                        |
| S <u>u</u> bnet M                         | ask:  | •                      |
|   |   |                        |
|   |   |                        |
|   |   |                        |
|   |   |                        |
|   |   | OK Cancel              |

- 3. Select the IP Address Tab and click "Obtain an IP address Automatically".
- 4. Close the Network control panel.

# Setting up Windows NT Clients

- 1. Open the Network control panel.
- 2. Highlight TCP/IP and click the "Properties" button.

| 1  |  |
|--|--|
| Microsoft TCP/IP Properties ? X  |  |
| IP Address DNS WINS Address DHCP Relay Routing   |  |
| An IP address can be automatically assigned to this network card<br>by a DHCP server. If your network does not have a DHCP server,<br>ask your network administrator for an address, and then type it in<br>the space below. |  |
| Adapter:   |  |
| [1] DEC PCI Ethernet DECchip 21040   |  |
| Detain an IP address from a DHCP server     Specify an IP address  |  |
| IP Address:  |  |
| Subnet Mask:   |  |
| Default <u>G</u> ateway:   |  |
| Advanced   |  |
| OK Cancel Apply  |  |

- 3. Select the IP Address Tab and click "Obtain an IP address Automatically".
- 4. Close the Network control panel.

## Setting up Windows 3.x Clients

TCP/IP setup procedures vary according to the software installed. The following is a typical example based on Netmanage NEWT:

- 1. Start up the "Custom" application that is installed with NEWT.
- 2. Select "Configuration" in the Setup Menu and check the box for "Use Dynamic Configuration".
- 3. Check the box for "DHCP".
- 4. Close the Custom application.

#### Conclusion

You should find, after reading this Guide, that you can access the Internet from both the Internet Gateway computer and your client computers. If you have any problems, it is suggested that you read the Vicomsoft Internet Gateway User Guide and Chapter 12, Troubleshooting.

If you wish to run any TCP/IP Server applications on the Gateway computer, you should read Chapter 3, The Open Transport IP Address, in the User Guide.