NETGEAR® Installation Guide

FVS338 ProSafe VPN Firewall 50

Start Here

Follow these instructions to set up your firewall. You can also consult the *Planning Guide* and tutorials on the *Resource CD* or the NETGEAR knowledge base at *http://kbserver.netgear.com.*

Prepare to Install Your FVS338 VPN Firewall

- *For Cable Modem Service*: When you perform the firewall setup steps be sure to use the computer you used when you first set up your cable Internet connection.

- *For DSL Service*: You may need information such as the DSL login name (usually an e-mail address) and password in order to complete the firewall setup.

First, Connect the FVS338

1. CONNECT THE CABLES BETWEEN THE FVS338, COMPUTER, AND MODEM

a. Turn off your computer.

b. Turn off *and* unplug the broadband modem.

c. Locate the Ethernet cable (Cable 1 in the diagram) that connects your modem and computer.
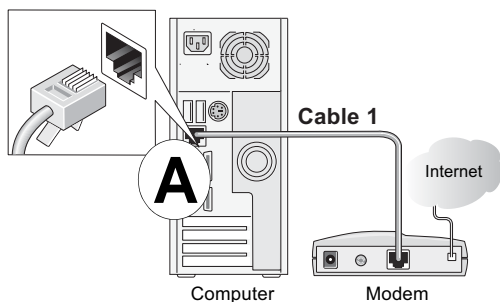

d. Disconnect the cable *at the computer end only*, point **A** in the diagram.

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e. Securely insert the Ethernet cable from your modem (Cable 1 in the diagram) into the Internet port of the FVS338 as shown in point **B** of the diagram.
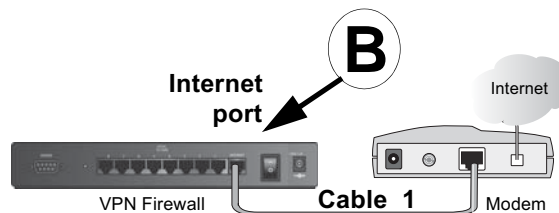
f. Securely insert the blue cable that came with your firewall (the Blue NETGEAR Cable in the diagram below) into a LOCAL port on the router such as LOCAL port 8 (point **C** in the diagram), and the other end into the Ethernet port of your computer (point **D** in the diagram).
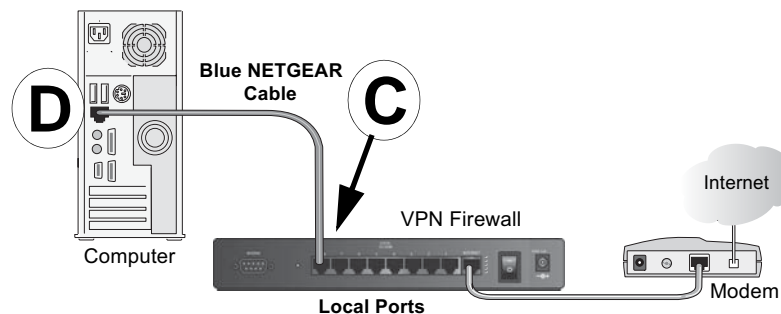

Your network cables are connected and you are ready to restart your network.

2. RESTART YOUR NETWORK IN THE CORRECT SEQUENCE

Warning: Failure to restart your network in the correct sequence could prevent you from connecting to the Internet.

a. First, plug in the power cord, turn on the broadband modem, and wait two minutes.

b. Now, plug in the power cord, turn on your FVS338, and wait one minute.

c. Last, turn on your computer.

Note: For DSL customers, if ISP provided software logs you in to the Internet, *do not* run that software. You may need to go to the Internet Explorer Tools menu, Internet Options, Connections tab page where you can select "Never dial a connection."

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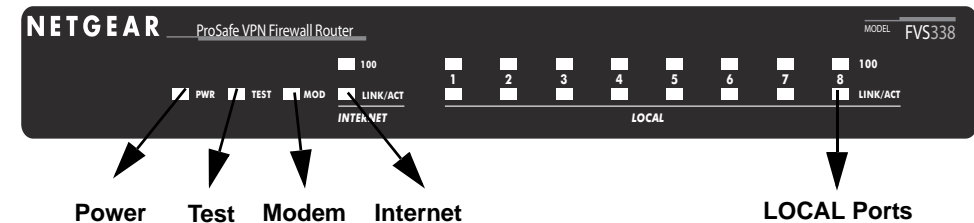
d. Check the FVS338 status lights to verify the following:

- *Power*: The power light should turn solid green. If it does not turn solid green, see the Troubleshooting Tips in this guide.

- *Test*: The test light blinks when the router is first turned on then goes off. If after two minutes it is still on, see the Troubleshooting Tips in this guide.

- *Internet*: The Internet port light should be lit. If not, make sure the Ethernet cable is securely attached to the firewall Internet port and the modem, and the modem is powered on.

- *LOCAL*: A LOCAL light should be lit. Green indicates your computer is communicating at 100 Mbps; amber indicates 10 Mbps. If a LOCAL light is not lit, check that the Ethernet cable from the computer to the router is securely attached at both ends, and that the computer is turned on.

Now, Configure the FVS338 for Internet Access

Before you begin, be sure you have the configuration parameters from your ISP handy.

1. LOG IN TO THE ROUTER

a. Use a browser like Internet Explorer or Netscape to connect to http://192.168.1.1

Note: To connect to the firewall, your computer needs to be configured to obtain an IP address automatically via DHCP. If you need instructions on how to do this, please refer to the *Resource CD* that came with your firewall.

b. For security reasons, the firewall has its own user name and password. When prompted, enter **admin** for the firewall User Name and **password** for the firewall Password.

2. CONNECT TO THE INTERNET

a. You are now connected to the firewall. Click the Yes button in the Setup Wizard.

b. Click Next.

Please follow the steps in the Setup Wizard to input the configuration parameters from your ISP to connect to the Internet.

Note: If you were unable to connect to the firewall, please refer to the Troubleshooting Chapter in the *Planning Guide* that came with the firewall.

Troubleshooting Tips

Here are some tips for correcting common problems you may encounter.

Be sure to restart your network in this sequence:

1. Turn off *and* unplug the modem, turn off the FVS338, and shut down the computer.
2. Plug in and turn on the modem. Wait two minutes.
3. Turn on the FVS338. Wait one minute.
4. Turn on the computer.

Make sure the Ethernet cables are securely plugged in.

- The Internet status light on the firewall will be lit if the Ethernet cable to the firewall from the modem is plugged in securely and the modem and firewall are turned on.

- For each powered on computer connected to the firewall with a securely plugged in Ethernet cable, the corresponding firewall LOCAL port status light will be lit. The front and back of the FVS338 identifies the number of each LOCAL port.

Make sure the network settings of the computer are correct.

Computers *must* be configured to obtain IP *and* DNS addresses automatically via DHCP. For help with this, please see the animated tutorials that came with the router or the *Planning Guide* that came with the router.

For Cable Modem connections, use MAC spoofing.

Some cable modem ISPs require you to use the MAC address of the computer registered on the account. If so, in the Router MAC Address section of the Basic Settings menu, select, "Use this Computer's MAC Address." The router will then capture and use the MAC address of the computer that you are now using. You must be using the computer that is registered with the ISP. Click **Apply** to save your settings. Restart the network in the correct sequence.

Use the FVS338 status lights to verify correct operation.

If the FVS338 Test light does not go out within two minutes of turning the router on, reset the router as described in the *Planning Guide* that came with the router.

Technical Support

Thank you for selecting NETGEAR products.

After completing the Smart Wizard configuration assistant, locate the serial number on the bottom label of your product and use it to register your product at *http://www.NETGEAR.com/register.*

Registration on the web site or over the phone is required before you can use our telephone support service. The phone numbers for worldwide regional customer support centers are on the Warranty and Support Information card that came with your product.

Go to *http://kbserver.netgear.com* for product updates and web support.