

DI-804V

Frequently Asked Questions (FAQ)

GENERAL QUESTIONS

1. Does DI-804V do point to point VPN tunnel between 2 or more sites using the same product?
2. Does DI-804V support Remote Software IPSEC client linking to it?
3. After the IPsec tunnel is built and connected, how can I access to my shared drive/disk space?
4. How many VPN tunnels can DI-804V handle simultaneously?
5. What if I need more than 8 VPN tunnels like I do in my corporate HQ?
6. Is your VPN product the VPN Server or only a "Pass through" product? i.e. would I need an additional VPN server?
7. Does DI-804V work with other VPN products?
8. Does DI-804V support UPnP applications?
9. When I am accessing my VPN tunnels, can I access the Internet at the same time via DI-804V?
10. Can DI-804V be a PPTP VPN server or L2TP VPN server?
11. I heard about Main mode and Aggressive Mode? What is it and do I need it?
12. What VPN client and VPN server gateway have been tested with DI-804V successfully?

TROUBLESHOOTING

1. I have problems connecting to the web configuration of the home internet gateway.
2. The internet gateway has successfully connected to the ISP (from the connection status shown in the status screen) but I can not surf the internet through the gateway.
3. I can not connect to the internet.
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7. Does it matter if I use a Dynamic IP address or static IP address for my computer?
8. Does the home internet gateway support VPN?
9. Does the home internet gateway prevent hacker attacks?

1. Does DI-804V do point to point VPN tunnel between 2 or more sites using the same product?([Back to top](#))

Yes, this is achievable using two or more DI-804V (one on each site) forming IPsec tunnel. It is always recommended to use Static IP address on both IPsec end points.

2. Does DI-804V support Remote Software IPSEC client linking to it?([Back to top](#))

Yes, this is achievable. There are a number of IPsec clients free for non-commercial use on the Internet. However, the support of these products should be provided by the IPsec client vendor (in the form of purchasing license from

them) to ensure regular updates and patches. D-Link will not provide any support for the third-party software but we might be able to provide those information that we already have.

3. After the IPSec tunnel is built and connected, how can I access to my shared drive/disk space?([Back to top](#))

For sharing the file across IPSec VPN tunnel, commuters could certainly map the shared drive at home/enterprise (eg. Tools > Map Network Drive..., specify \\192.168.0.100\Cdrive\) . That way, whenever they are connecting via VPN tunnel to home/enterprise, they could browse/copy/edit their eg. C drive, folder or shared drive. This is the prime reason for endusers using VPN connection and DI-804V certainly provides this common function.

All the other apps using IP address (like Mail server, etc) can certainly run via VPN tunnel as well (since VPN tunnel configuration requires IP address to be configured correctly anyway).

4. How many VPN tunnels can DI-804V handle simultaneously?([Back to top](#))

You could create in total 8 VPN tunnels information in DI-804V and the whole hardware is effectively designed to handle 8 VPN tunnels simultaneously.

5. What if I need more than 8 VPN tunnels like I do in my corporate HQ?([Back to top](#))

Then, you could select our SME/Corporate range of VPN/Firewall product - [DFL-500](#) (20 tunnels) and [DFL-1000](#) (100 tunnels).

6. Is your VPN product the VPN Server or only a "Pass through" product? i.e. would I need an additional VPN server?([Back to top](#))

All our VPN products (DI-804V, DFL-500, DFL-1000) are VPN servers capable of building tunnel with other IPSec VPN gateway. Our pass-through products are DI-704P, DI-707P, DI-713P and DI-804.

7. Does DI-804V work with other VPN products?([Back to top](#))

For IPSec VPN tunnels, the following parameters are needed to be configured before VPN tunnel can be built with other VPN products:

a) In Auto-IKE or IKE mode

- Encryption Protocol: DES (56-bit) or 3DES (168-bit)
- Pre-Shared Key
- Keylife
- IKE Life Time

b) In Manual-Key or Manual mode

- Incoming SPI
- Outgoing SPI

- Encryption Protocol: Null, DES or 3DES
- Encryption Key
- Authentication Protocol: MD5 or SHA-1
- Authentication Key

8. Does DI-804V support UPnP applications?([Back to top](#))

Yes, DI-804V has UPnP support.

9. When I am accessing my VPN tunnels, can I access the Internet at the same time via DI-804V?([Back to top](#))

Yes, you can have access to your VPN networks and Internet simultaneously via DI-804V.

10. Can DI-804V be a PPTP VPN server or L2TP VPN server?([Back to top](#))

Ans: No, DI-804 is a IPSec VPN server only. However, it does passthrough for PPTP and/or L2TP VPN traffic. If you require IPSec/PPTP/L2TP VPN server capability, please consider our VPN/Firewall range - DFL-500 and DFL-1000.

11. I heard about Main mode and Aggressive Mode? What is it and do I need it?([Back to top](#))

Main mode and Aggressive mode are two kinds of Phase 1 IKE negotiation process. Most VPN servers support Main mode and so does DI-804V. Aggressive mode is a more recent implementation and DI-804V will support this in firmware version 4.73 and above (available mid/late-August).

12. What VPN client and VPN server gateway have been tested with DI-804V successfully?([Back to top](#))

The following VPN clients and gateways proved

- Windows 2000 IPSec
- Linux
- Safenet
- SSH
- Netgear FV318
- SonicWall
- Nortel Contivity
- Nokia CC500
- Checkpoint Firewall-1 4.1
- Multitech RF650
- Cisco PIX VPN/Firewall

TROUBLESHOOTING

1. I have problems connecting to the web configuration of the home internet gateway.([Back to top](#))

1. Check power light status of internet gateway is on.
2. Check Link light status of internet gateway is on.
3. Set your computer up to obtain IP address automatically.

You can check this under Control Panel > Network > TCP/IP (linked to your network card) > Properties. In Windows XP select Local Area Connection > Properties.

Reboot if you have done any changes.

4. After rebooting check the IP address that you have got:
in Win95/98 - go to Start > Run > **winipcfg** > OK > select your adapter and look under IP Address.
in Win2000/XP go to Start > Run > **cmd** > OK > **ipconfig /all** > look for IP Address.

It should be something like 192.168.0.x

If it is not - do the following:

- in Win95/98 - go to Start > Run > **winipcfg** > OK > select your adapter and press **Release All** and then **Renew All**.
in Win2000/XP go to Start > Run > **cmd** > OK > **ipconfig /release** (hit Enter)
> **ipconfig /renew** (hit Enter)

5. Open Internet Explorer and type the default IP address of the router:
192.168.0.1 in the address bar and hit Enter.

2. The internet gateway has successfully connected to the ISP (from the connection status shown in the status screen) but I can not surf the internet through the gateway.([Back to top](#))

1. Check if your computer's IP settings are correct:
 - Your computer's IP address should be in the range from 192.168.0.2 to 192.168.0.254.
 - Your computer's network mask should be 255.255.255.0.
 - Your computer's gateway should be 192.168.0.1 (The IP address of Home Internet Gateway).
 - Your computer's DNS IP settings should be a valid ISP DNS server's IP address.
2. Try to ping an existing internet IP, eg. the DNS IP address.

3. I can not connect to the Internet.([Back to top](#))

1. Check if the power of your Cable/DSL is on.
2. Check if your Cable/DSL link light is on to verify a good physical Cable / Telephone connection.
3. Check if WAN ethernet link of home internet gateway is on to verify if your Cable/DSL modem is connected to the gateway.
4. Check if my computer is successfully connected to the network.
 - a. Check if network adapter is successfully installed.
 - b. Check if TCP/IP stack is successfully installed.
 - c. Check if my computer is physically connected to the network (ethernet).
 - d. Check if my computer's IP settings are correct (refer to [FAQ: 1](#) and [FAQ: 2](#)).
 - e. Try to ping from your computer: **ping 192.168.0.1**
5. Connect to the gateway (192.168.0.1) via Internet Explorer and click on System Status menu to see the connection status.

4. The home internet gateway has problem getting IP settings from the ISP.([Back to top](#))

1. Make sure that your Cable or DSL modem is connected properly.
2. Try resetting your Cable or DSL modem by powering the modem off and on.
3. If you are using dynamic IP addressing, make sure that your Cable or DSL modem is DHCP capable.
4. Some ISPs require a MAC address to be registered with them.
 - You can see the WAN ethernet MAC address from the device information or device status of the browser interface.
 - In case you have to change WAN ethernet MAC address, you have to connect to the gateway through telnet. The gateway supports to change WAN ethernet MAC address through Telnet.
5. If your connection is DSL and your ISP requires you to input username and password, your connection is PPPoE connection. To connect to ISP's PPPoE server, you have to input (PPPoE) username/password from "Setup Wizard" -> "ISP additional settings" of your browser interface.
6. If your connection is Cable and your ISP requires you to input host computer name, you have to input host computer name from "Setup Wizard" -> "ISP additional settings".

5. If all else fails, what can I do?([Back to top](#))

1. Reset your cable modem or DSL modem by powering the unit off and on.
2. Reset the router's factory default by holding down the reset button for at least 3 seconds.
3. Configure the device from "Setup Wizard" through the browser interface.

6. Does the home internet gateway support PPP over Ethernet (PPPoE)?([Back to top](#))

1. Reach the web-based administrative utility by typing "http://192.168.0.1" in your web browser's address line. Press Enter.
2. Click on the "ADVANCED SETTINGS" a password windows will appear. Type "admin" in the password box and click "ISP ADDITIONAL SETTINGS (PPPoE)"
3. Click Enable for the PPPoE option and enter the username and password as provides by your ISP.
4. After save and restart, click on the "Device STATUS" to ensure that PPPoE is enabled and that the status is "Connected".

7. Does it matter if I use a Dynamic IP address or static IP address for my computer?([Back to top](#))

No, the home internet gateway can be configured for either cases. For Static IP address, you have to make sure the following:

1. If the IP address is in the range from 192.168.0.2 to 192.168.0.254.
2. The network mask is 255.255.255.0.
3. The gateway is 192.168.0.1.
4. The DNS server IP address is correctly setup. For dynamic IP setting, you can check if your computer has successfully acquired IP settings for the gateway. (eg. for windows 95/98, type winipcfg in DOS prompt). We strongly recommend your computer to setup to acquire IP settings from DHCP server.

8. Does the home internet gateway support VPN?([Back to top](#))

Yes, home internet gateway support VPN (PPTP pass through) in the current firmware version.

9. Does the home internet gateway prevent hacker attacks?([Back to top](#))

Yes, home internet gateway supports hacker attack logging mechanism and will be able to log most recently attacked hacker patterns. You can view the hacker logging from system tools of the browser interface.