

e·quinix



# VPN Tracker 365

**VPN Configuration Guide**

NETGEAR® Nighthawk

© 2018 equinix AG and equinix USA, Inc. All rights reserved.

Under copyright law, this manual may not be copied, in whole or in part, without the written consent of equinix AG or equinix USA, Inc. Your rights to the software are governed by the accompanying software license agreement.

The equinix logo is a trademark of equinix AG and equinix USA, Inc., registered in the U.S. and other countries. Other product and company names mentioned herein may be trademarks and/or registered trademarks of their respective companies.

equinix shall have absolutely no liability for any direct or indirect, special or other consequential damages in connection with the use of this document or any change to the router in general, including without limitation, any lost profits, business, or data, even if equinix has been advised of the possibility of such damages.

Every effort has been made to ensure that the information in this manual is accurate. equinix is not responsible for printing or clerical errors.

Revised 27 June 2018

Apple, the Apple logo, iBook, Mac, Mac OS, MacBook, PowerBook are trademarks of Apple Computer, Inc., registered in the U.S. and other countries.

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

# Contents

## **Task One: NETGEAR® Configuration**

[Step One: Enable OpenVPN on the device](#)

[Step Two: Download the OpenVPN settings](#)

[Step Three \(Optional but recommended\): Enabling the Dynamic DNS service](#)

## **Task Two - VPN Tracker Configuration**

[Step One: Add a connection](#)

[Step Two: Configure the VPN connection for your device](#)

## **Task Three - Testing the VPN connection**

[Connect to your VPN](#)

[Troubleshooting](#)

[VPN Tracker Manual](#)

[Technical Support](#)

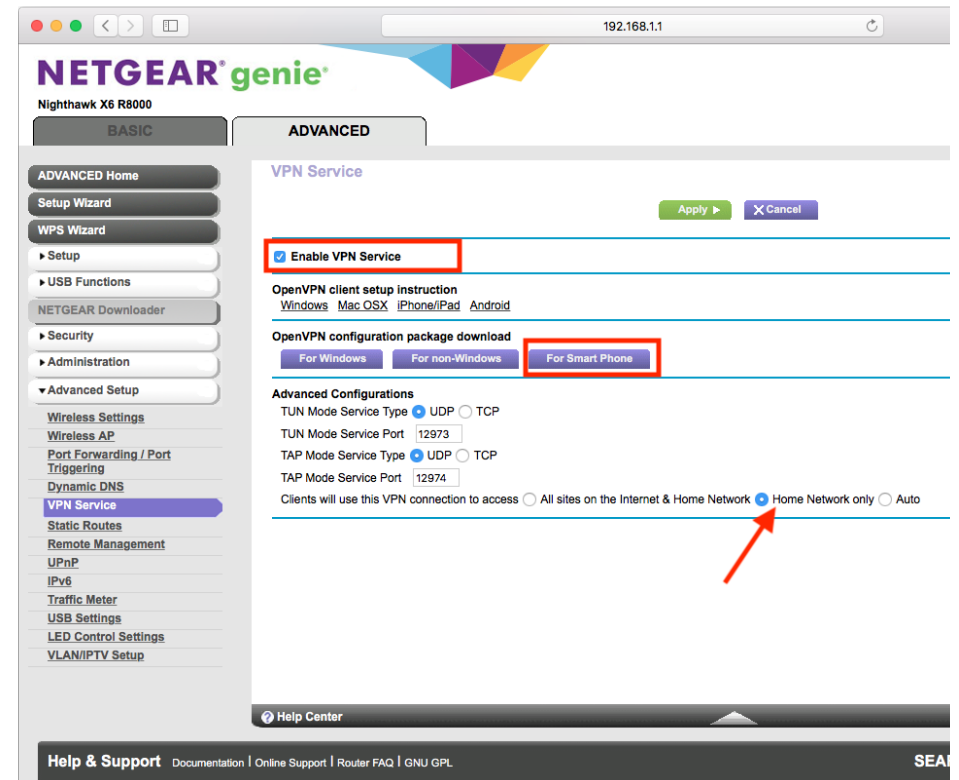
# Task One: NETGEAR® Configuration

## Step One: Enable OpenVPN on the device

- Open the web interface for your NETGEAR® device
- Go to “Advanced Setup”
- Go to “VPN Services”
- Check the box labelled “Enable VPN Service”

## Step Two: Download the OpenVPN settings

- Stay in “VPN Services”.
- Now you can choose what you want to access via the VPN connection. For most users, this will be “Home Network only” (Host to Network.) If you require a Host to Everywhere connection, please select “All sites on the Internet & Home Network.”
- Then click on “Apply”.
- Finally click on “For Smart Phone” in the section “OpenVPN configuration package download” to obtain the configuration files.



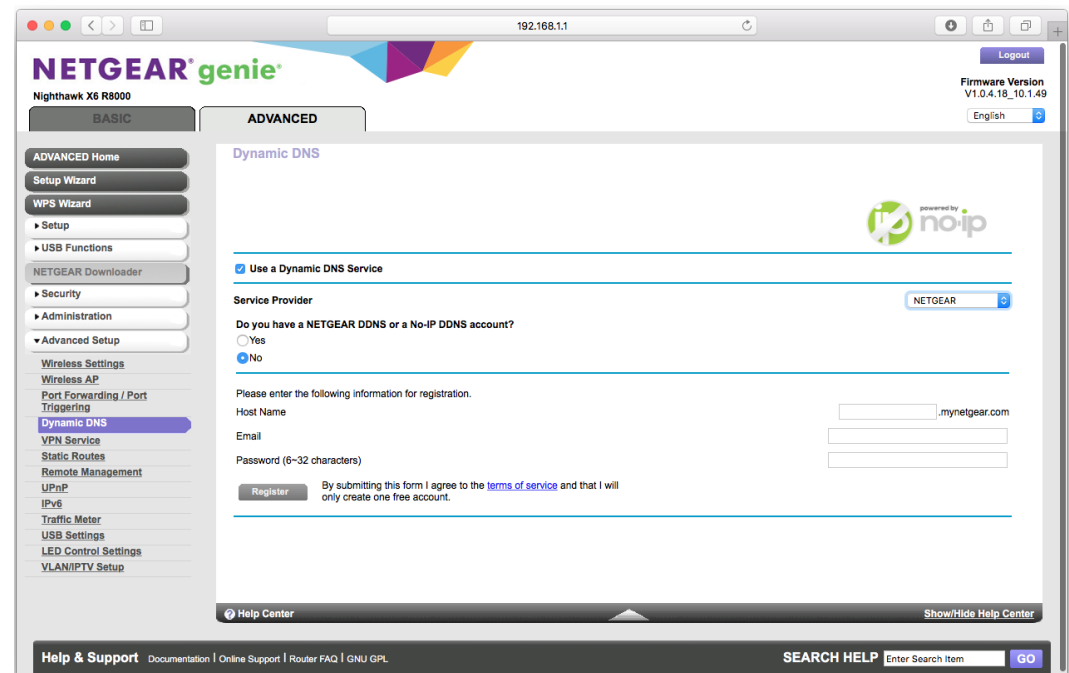
Following this step, you should receive .zip file (Safari will automatically unarchive it to a folder) containing a set of configuration settings and certificates for OpenVPN (.ovpn file.) You will need these to configure VPN Tracker 365.

### Step Three (Optional but recommended): Enabling the Dynamic DNS service

While you attempt to download your OpenVPN settings (.ovpn file), you may receive a warning about Dynamic DNS.

Although you can proceed without enabling the Dynamic DNS service, we recommend you enable it anyway. It's easy to configure and free, and if you don't have a permanent static IP address, you will have to reconfigure your device again after the dynamic IP address changes so it is better and more productive in the long run.

- Under the "Advanced Setup" tab, go to "Dynamic DNS"
- Check the box next to "Use a Dynamic DNS Service"
- If you don't already have an account, you can create one here free of charge by entering your Host Name, email address and a password.



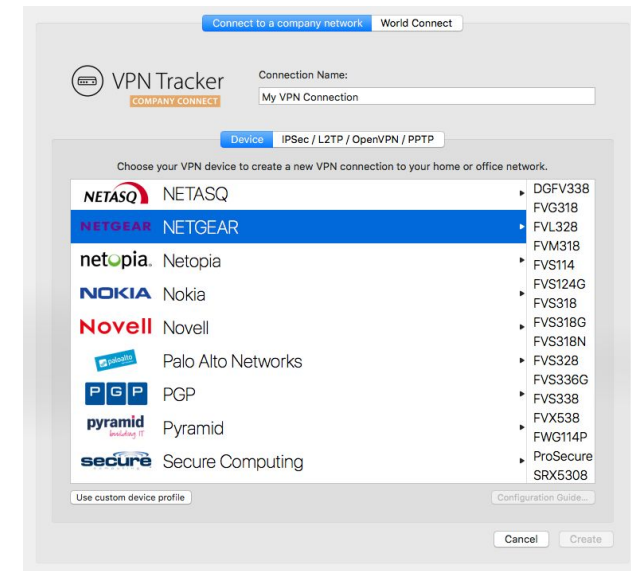
# Task Two - VPN Tracker Configuration

## Step One: Add a connection

- Open VPN Tracker 365.
- Click on “Create a connection”, or click on the + in the bottom left corner of the app window.
- Select NETGEAR
- Select your Nighthawk device.
- Click “Create.”

## Step Two: Configure the VPN connection for your device

- Click on “Configure” and go to the “Basic” tab.
- Drag and drop your .ovpn file from task one into the grey space provided, or click to browse in Finder.
- Your NETGEAR device’s unique configuration settings will be automatically filled out by VPN Tracker 365.
- Click “Done” to save your settings.



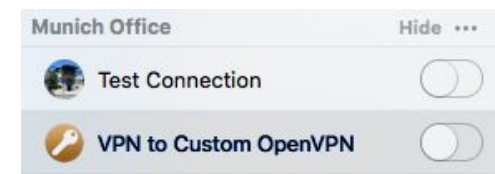
## Task Three - Testing the VPN connection

In order to test your connection, you will need to connect from a different location.

For example, if you are setting up a VPN connection to your office, try it out at home, or from an Internet cafe, or go visit a friend.

### Connect to your VPN

- Check first of all that your internet connection is working as it should be. Use this link as a test: <http://www.equinux.com>
- Start the VPN Tracker 365 app.
- Click on the On/Off slider to turn on your connection.



#### IMPORTANT:

If you are using VPN Tracker for the first time with your current Internet connection, it will test your connection. Wait for the test to complete.

- Depending on your setup, You will be prompted to enter your pre-shared key. To save time for the future, check the box "Store in Keychain" to save the password in your keychain so you are not asked for it again when connecting the next time.

### Connected!

Connecting may take a couple of seconds. If the On/Off button turns blue that's great – you're connected! Now is a great time to take a look at the [VPN Tracker Manual](#). It shows you how to use your VPN and how to get the most out of it.



## Troubleshooting

In case there's a problem connecting, a yellow warning triangle will show up. Click the yellow warning triangle to be taken to the log. The log will explain exactly what the problem is. Follow the steps listed in the log.



**TIP:** Press Cmd-L to open the log in a new window. That way, you can have the log side-by-side with your VPN configuration while making changes to troubleshoot a problem.

## VPN Tracker Manual

The [VPN Tracker Manual](http://www.vpntracker.com/support) contains detailed troubleshooting advice. Answers to frequently asked questions (FAQs) can be found at: <http://www.vpntracker.com/support>

## Technical Support

If you're stuck, the technical support team at equinix is here to help. Contact us via <http://www.vpntracker.com/support>

Please include the following information with any request for support:

- A description of the problem and any troubleshooting steps that you have already taken.
- A VPN Tracker Technical Support Report (Log > Technical Support Report).
- TP-Link model and the firmware version running on it.
- Screenshots of the VPN settings on your device.

**IMPORTANT:** A Technical Support Report contains the settings and logs necessary for resolving technical problems. Confidential information (e.g. passwords, private keys for certificates) is not included in a Technical Support Report.