



VPN Tracker 365

VPN Configuration Guide

NETGEAR® Orbi

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www.vpntracker.com

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Task One: NETGEAR® Configuration

Step One: Enable OpenVPN on the device

- Go to the web interface for your NETGEAR® Orbi at orbilogin.com
- Go to the “Advanced” tab
- Choose “Advanced Setup” → “VPN Service”
- Check “Enable VPN Service”

Note: You may need to wait for your NETGEAR Orbi to create a configuration. You may also be prompted to set up Dynamic DNS first.

The screenshot displays the NETGEAR Orbi web interface. The top left features the Orbi logo and the tagline "Better WiFi. Everywhere." Below this, there are two tabs: "BASIC" and "ADVANCED". The "ADVANCED" tab is selected, and a sidebar on the left lists various configuration categories: "ADVANCED Home", "Setup Wizard", "Setup", "Security", "Administration", "Advanced Setup", "Wireless Settings", "Router / AP Mode", "Port Forwarding / Port Triggering", "Dynamic DNS", "VPN Service", "Static Routes", "Remote Management", "UPnP", and "IPv6". The "VPN Service" category is highlighted with a red box. The main content area is titled "VPN Service" and includes a "CANCEL" button and an "APPLY" button. A checkbox labeled "Enable VPN Service" is checked and highlighted with a red box. Below this, there are three buttons for downloading OpenVPN configuration packages: "FOR WINDOWS", "FOR MACOSX", and "FOR SMART PHONE", with the latter highlighted by a red box. The "Advanced Configurations" section includes options for "TUN Mode Service Type" (UDP selected), "TUN Mode Service Port" (12973), "TAP Mode Service Type" (UDP selected), and "TAP Mode Service Port" (12974). At the bottom, there is a radio button selection for "Clients will use this VPN connection to access" with "Auto" selected.

Step Two: Download the OpenVPN settings

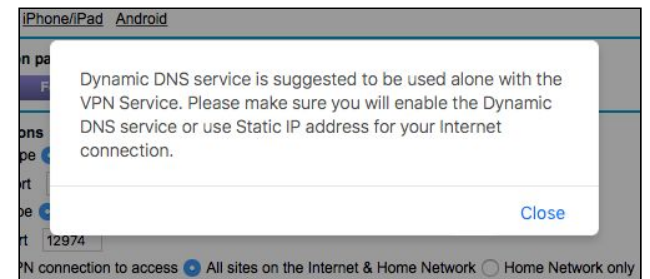
- Stay in “VPN Services”.
- Now you can choose what you want to access via the VPN connection. For most users, this will be “Home Network only” (Host to Network.) If you require a connection that sends everything through your Home network, please select “All sites on the Internet & Home Network.”
- Then click on “Apply”.
- Finally click on “For Smart Phone” in the section “OpenVPN configuration package download” to download the configuration files. Note please use the “For Smart Phone” package, not the “For MACOSX” package!

Following this step, you should receive a .zip file (Safari will automatically unarchive it) containing a .ovpn file. You will need this to set up VPN Tracker 365.

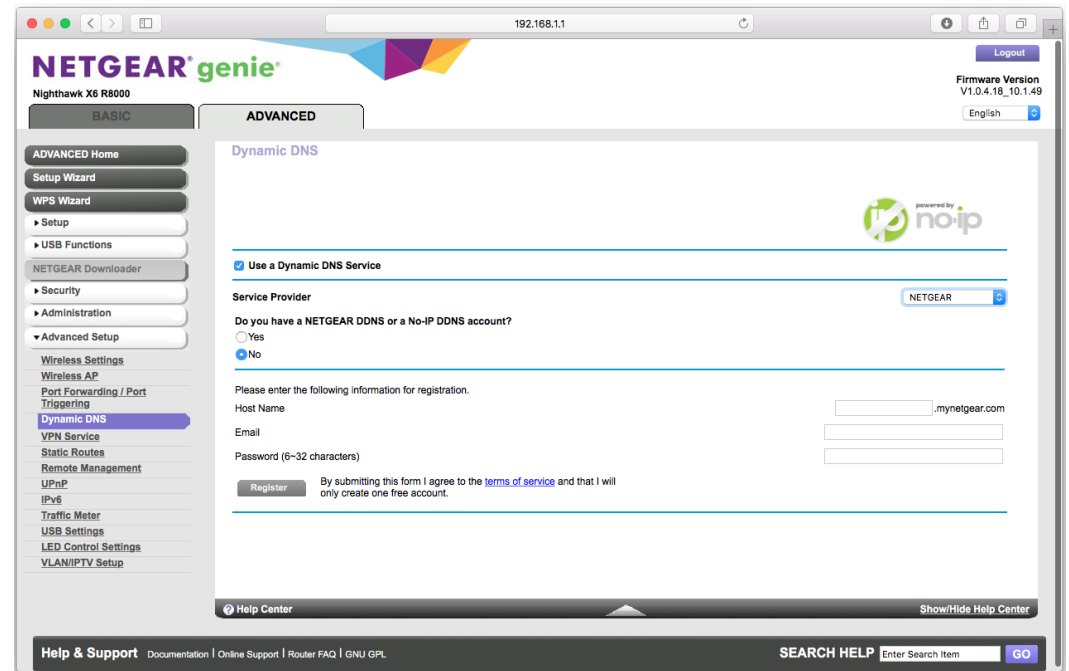
Step Three (Optional but recommended): Enabling the Dynamic DNS service

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

We strongly recommend setting this up. It's free and is required if you will be using your NETGEAR Orbi VPN connection with a regular home internet connection (without a static IP address).



- 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.



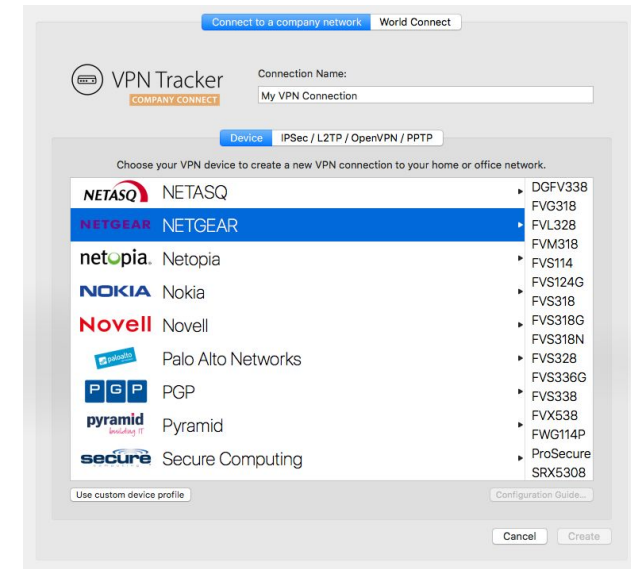
Task Two - VPN Tracker Configuration

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 Orbi 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 in by VPN Tracker 365.
- Click **“Done”** to save your settings.



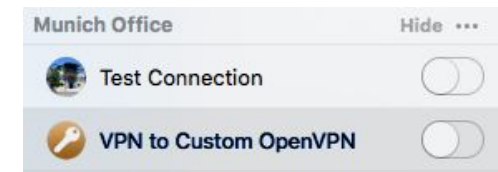
Task Three - Testing the VPN connection

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: <https://www.vpntracker.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 and give you some troubleshooting steps to try.

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](https://www.vpntracker.com/support) contains detailed troubleshooting advice. Answers to frequently asked questions (FAQs) can be found at: <https://www.vpntracker.com/support>

Technical Support

If you're stuck, the technical support team at equinix is here to help. Contact us via <https://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).
- Your exact device model and the firmware version running on it.
- Screenshots of the VPN settings on your device.

