



# VPN Tracker 365

## VPN Configuration Guide

NETGEAR® Insight Managed Business Router (BR200)

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Revised February 2022

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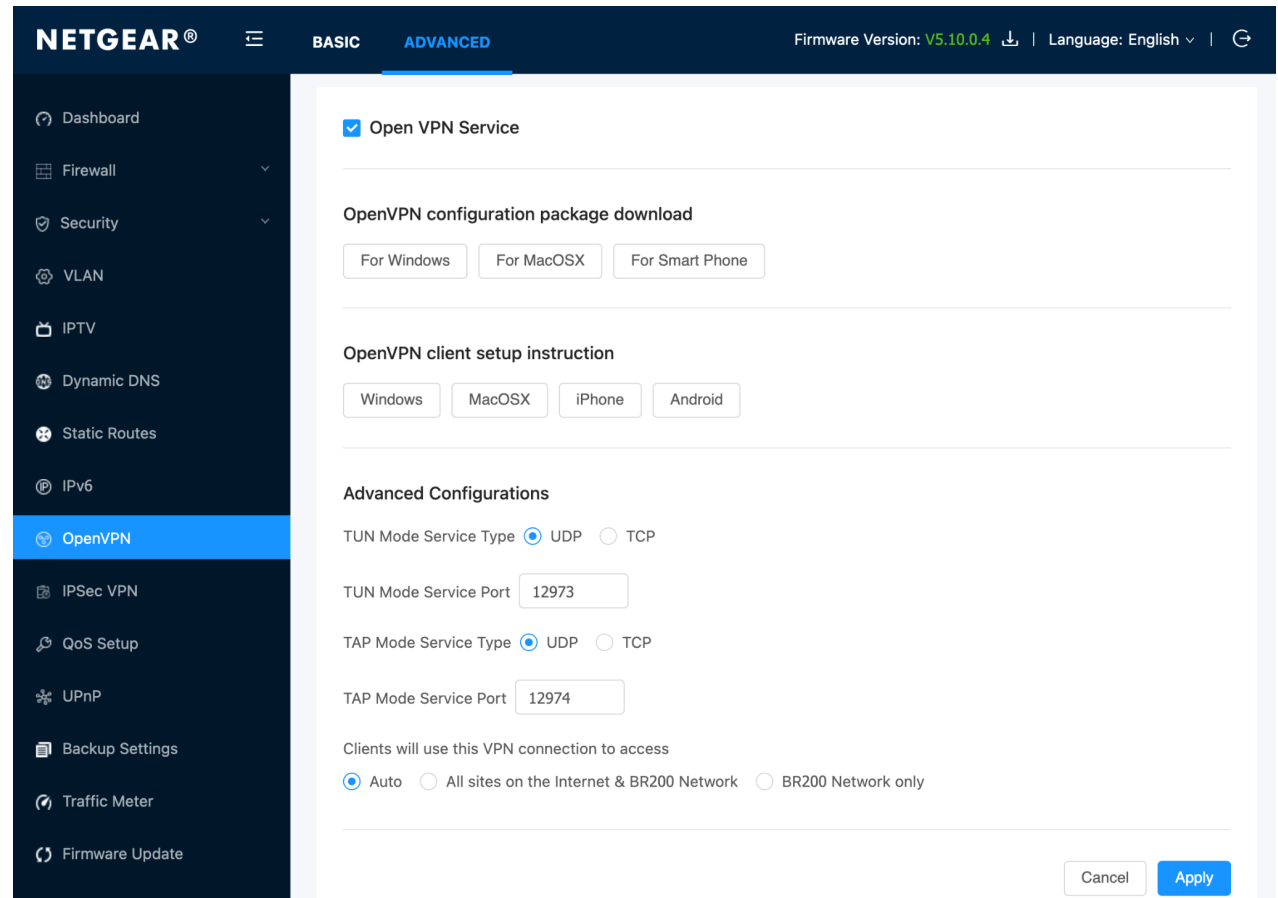
# Task One: NETGEAR® Configuration

## Step One: Enable OpenVPN on the device

- Open the web interface for your NETGEAR® device
- Go to the **Advanced** setup and choose **OpenVPN**
- On this page, check the box next to **OpenVPN Service**

## Step Two: Download the OpenVPN settings

- On the same page, go to **OpenVPN configuration package download**
- Select **For Smart Phone** to download your configuration file



Following this, you should receive a .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 in the next step to configure VPN Tracker 365.

### Host-to-Everywhere or Host-to-Network? (optional)

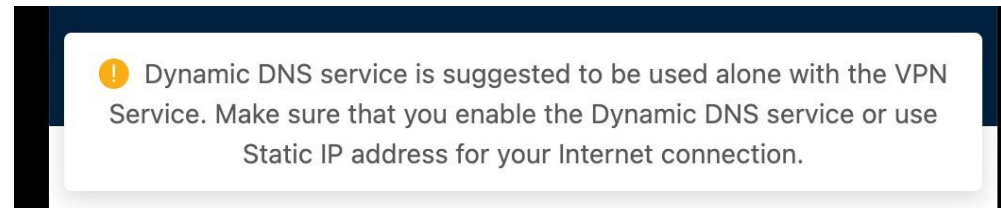
Your NETGEAR® device also allows you to determine what you want to access using the VPN. This is an optional setting. Most users will only need access to the network, however, if you wish to push all traffic through the VPN, you need a Host-to-Everywhere connection.

For this, please select **All sites on the Internet & BR200 Network**.

Please note, if you change any of the additional, *optional* VPN settings on your device, you will need to import the configuration file again.

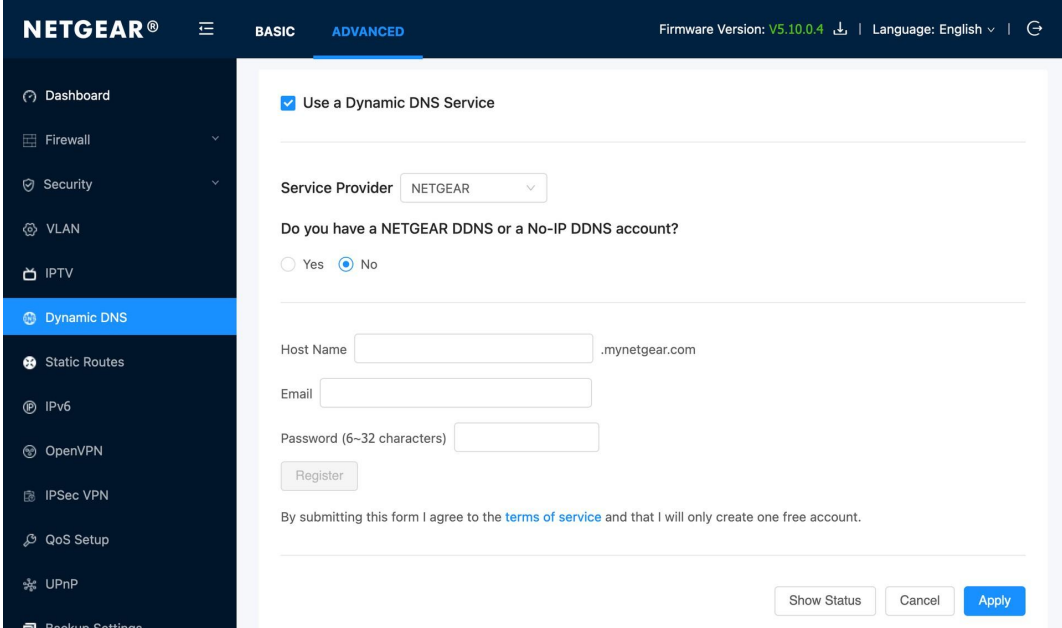
### Step Three: Enabling the Dynamic DNS service (optional but recommended)

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, 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 secure password

A screenshot of the NETGEAR web interface showing the Dynamic DNS configuration page. The page title is "NETGEAR" and the navigation tabs are "BASIC" and "ADVANCED". The "ADVANCED" tab is selected. The left sidebar shows a menu with options: Dashboard, Firewall, Security, VLAN, IPTV, Dynamic DNS (highlighted), Static Routes, IPv6, OpenVPN, IPSec VPN, QoS Setup, UPnP, and Backup Settings. The main content area shows the "Dynamic DNS" configuration. The "Use a Dynamic DNS Service" checkbox is checked. The "Service Provider" dropdown is set to "NETGEAR". Below this, there is a question: "Do you have a NETGEAR DDNS or a No-IP DDNS account?" with "Yes" and "No" radio buttons, where "No" is selected. There are input fields for "Host Name" (with ".mynetgear.com" as a suffix), "Email", and "Password (6-32 characters)". A "Register" button is below the password field. At the bottom, there is a disclaimer: "By submitting this form I agree to the terms of service and that I will only create one free account." and three buttons: "Show Status", "Cancel", and "Apply".

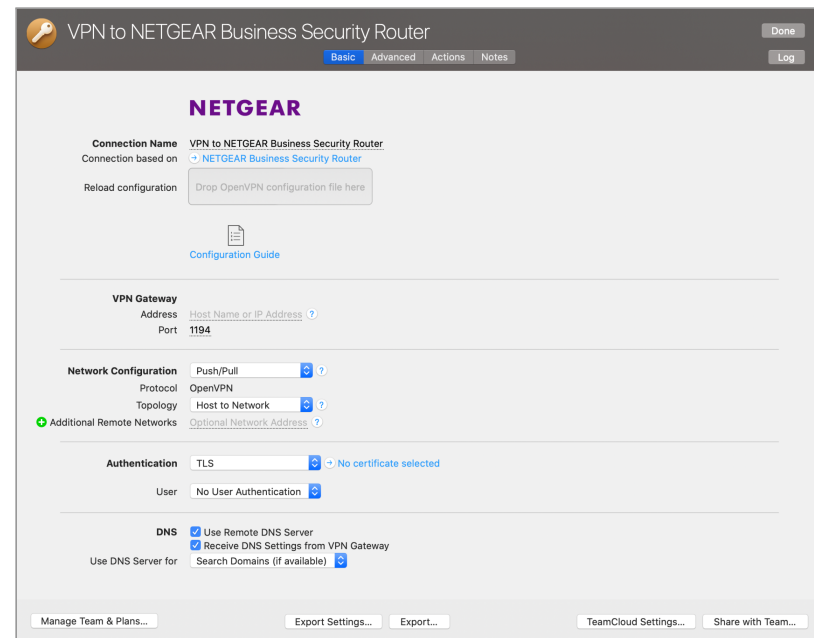
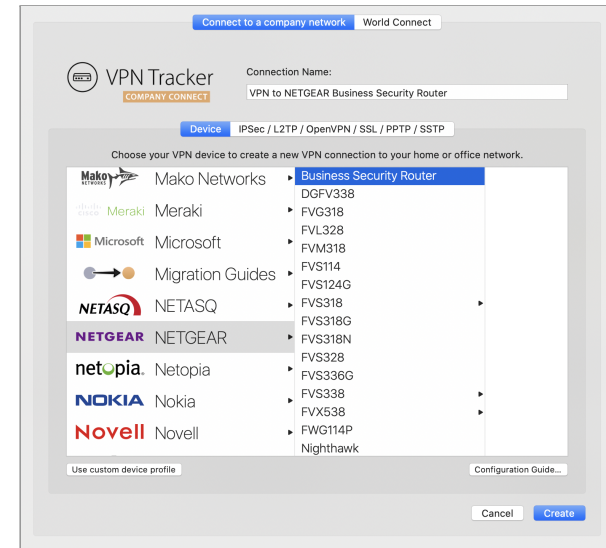
# Task Two - VPN Tracker Configuration

## Step One: Add a connection

- Open the VPN Tracker 365 app
- Click New > Company Connection
- Choose NETGEAR and select your device (i.e. Business Security Router)

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

- Drag and drop your .ovpn file from the previous task into the gray 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 and test your connection



## 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
- Start the VPN Tracker 365 app.
- Click on the On/Off slider to turn on your connection.

### IMPORTANT:

If you are using VPN Tracker 365 for the first time with your current internet connection, it will test your connection. Wait for the test to complete.

### 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.