



## VPN Configuration Guide

Ubiquiti UniFi Dream Machine, UniFi Dream Machine Pro,  
UniFi Security Gateway



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Revised September 2021

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# Contents

## **[Configuration Checklist](#)**

### **[Task One - UniFi Security Configuration](#)**

[Step One: Enable the RADIUS Server](#)

[Step Two: Add a new RADIUS User](#)

[Step Three: Add a new RADIUS Profile](#)

[Step Four: Add a VPN Network](#)

### **[Task Two - Setting up VPN Tracker](#)**

[Step One: Add a connection](#)

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

### **[Task Three - Testing the VPN connection](#)**

[Connect to your VPN](#)

[Connected!](#)

[Troubleshooting](#)

[VPN Tracker Manual](#)

[Technical Support](#)



# Configuration Checklist

Throughout this guide, there are certain pieces of information that are needed later on for configuring VPN Tracker 365. This information is marked with red numbers to make it easier to reference. You can use this checklist to help keep track of the various settings of your UniFi Security VPN gateway.

(1) UniFi Security WAN IP Address: \_\_\_\_\_

or host name: \_\_\_\_\_

(2) LAN Network: \_\_\_\_\_

(3) Shared Secret: \_\_\_\_\_

(4) Username: \_\_\_\_\_

(5) Password: \_\_\_\_\_



# Task One - UniFi Security Configuration

This guide assumes that your UniFi Security has Internet access and that a LAN network is configured.

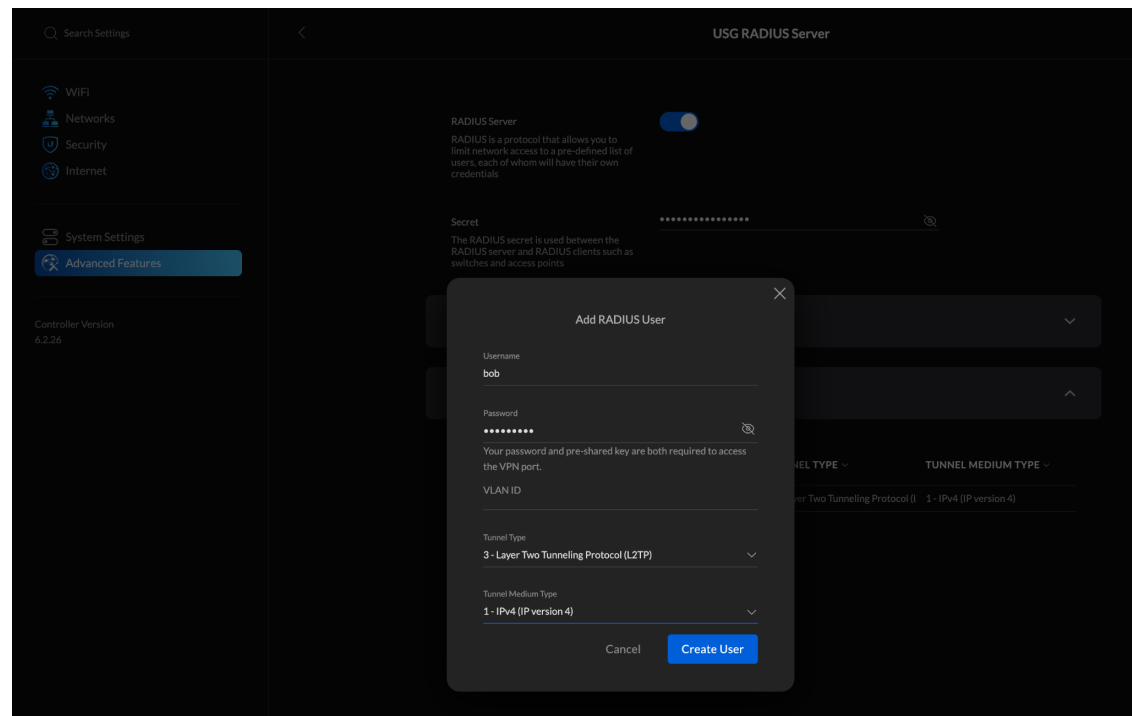
Configuration of the device is done entirely using the “UniFi Controller” software. This guide applies to UniFi Controller versions 6.2 or newer.

## Step One: Enable the RADIUS Server

- Go to **Advanced Features** > **USG RADIUS Server** and enable the **RADIUS Server**
- Enter a **Secret** (this will be the password for your RADIUS server) and make a note of it as **(3)** on your Configuration Checklist

## Step Two: Add a new RADIUS User

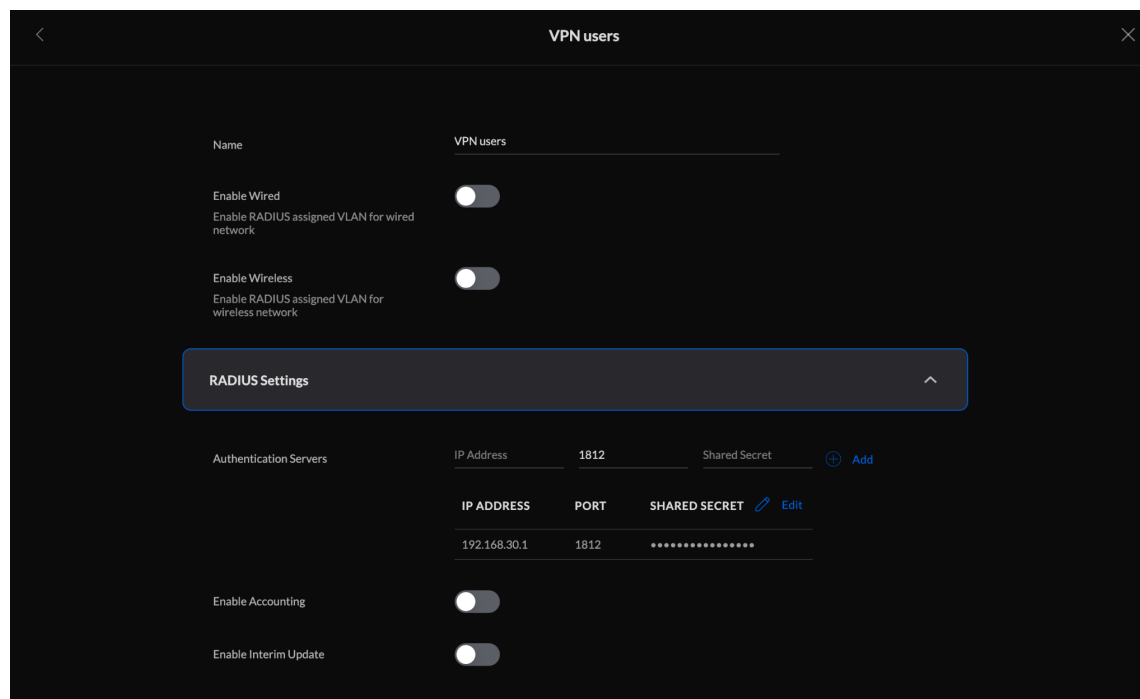
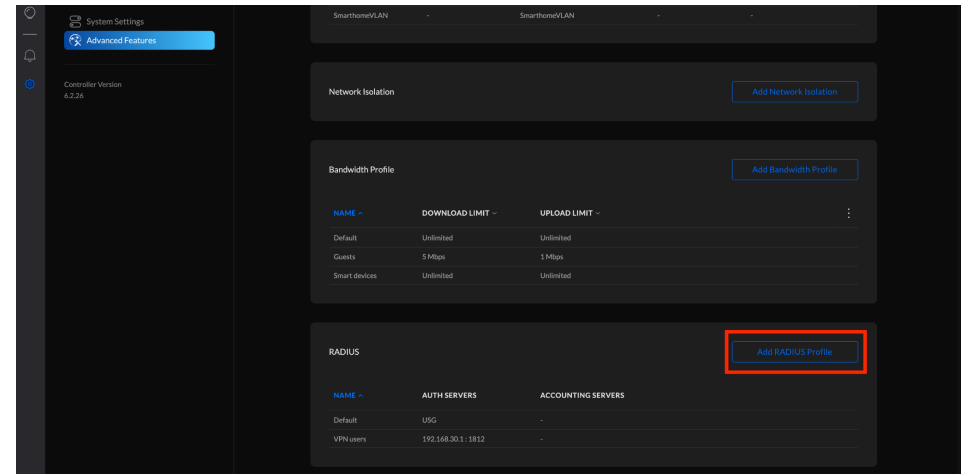
- Select **Add RADIUS User**
- Enter a **Username** **(4)** and **Password** **(5)** and add them to your Configuration Checklist
- Important: **Set Tunnel Type** to **L2TP** and **Tunnel Medium Type** to **IPv4**
- Click **Create User** when you are done





### Step Three: Add a new RADIUS Profile

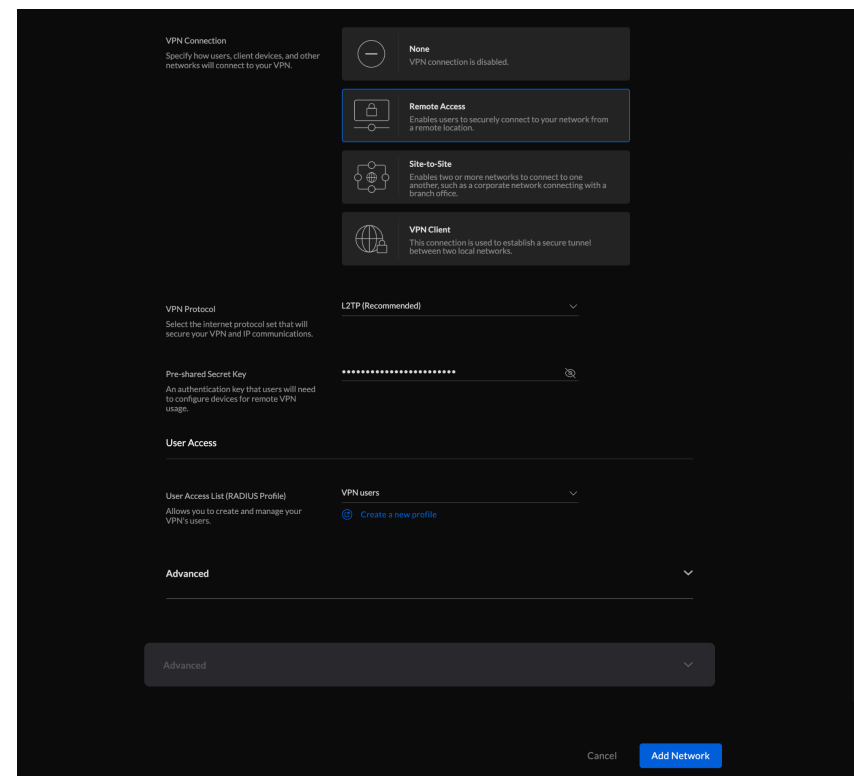
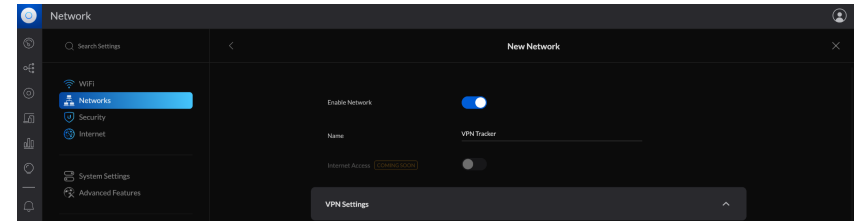
- Go to Advanced Features > RADIUS and click Add RADIUS Profile
- Add a Name (e.g. VPN Users)
- The IP Address is the (internal) LAN address of the Security Gateway as the RADIUS server runs on this device.
- Under Pre-shared Secret Key, enter the Shared Secret (3) you created earlier





## Step Four: Add a VPN Network

- Go to **Networks > VPN Settings** and click create a New network
- Give your new network a name (e.g. VPN Tracker) and **Enable Network**
- For **Connection Type**, select **Remote Access**
- For **Protocol**, choose **L2TP**
- By **Pre-shared Secret Key**, enter the password **(3)** you created earlier
- Under **User Access**, select the **RADIUS Profile** created in the previous step
- **Gateway/Subnet** needs to be set to a new address range (one that is not already being used on the Security Gateway).
- Click **Add Network** to complete setup





# Task Two - Setting up VPN Tracker

## Step One: Add a connection

- Open VPN Tracker 365
- Click **File > Create a Connection** or click the + in the bottom left corner
- Select **Ubiquiti** from the list and choose your device
- Click **Create** to configure your connection

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

- Next to **VPN Gateway**, enter your device's **Public IP Address** or **Host Name (1)**
- For **Network Configuration**, choose **Host to Everywhere**
- Under **Authentication**, enter the **Shared Secret (3)** and the **Username and Password** from the initial setup **(4 + 5)**
- Click **Done** once you're finished to save the connection

The screenshot shows the 'VPN to Ubiquiti Unifi Security Gateway' configuration window. The interface has a dark header with a key icon, the title 'VPN to Ubiquiti Unifi Security Gateway', and buttons for 'Send Feedback', 'Done', 'Log', 'Basic', 'Advanced', 'Actions', and 'Notes'. The main content area features the Ubiquiti logo and the following sections:

- Connection Name:** VPN to Ubiquiti Unifi Security Gateway. Below it, 'Connection based on' points to 'Ubiquiti Unifi Security Gateway'.
- Configuration Guide:** A link with a document icon.
- VPN Gateway:** A text field containing 'Host Name or IP Address' with a help icon.
- Network Configuration:**
  - Protocol:** L2TP over IPSec
  - Topology:** Host to Everywhere (selected with a dropdown arrow and help icon)
  - Remote Networks:** All Internet traffic is sent through the VPN
- Authentication:**
  - Password:** Password not saved
  - User:** Username and password not saved
- DNS:** A checkbox for 'Use Remote DNS Server' which is currently unchecked.

At the bottom, there are buttons for 'Manage Team & Plans...', 'Export Settings...', 'Export...', 'TeamCloud Settings...', and 'Share with Team...'.



## Task Three - Testing the VPN connection

In order to test your connection, you will need to connect from a different Internet connection than the one the gateway is using. For example, if you are setting up a VPN connection to your office, try it out at home, from an Internet cafe, or use your mobile phone as your own personal hotspot.

### 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.

### 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 equinux 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).
- Device vendor, model, and firmware version installed.
- Screenshots of the VPN settings on your VPN gateway as shown by this guide.

**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.