

GB-200

Firewall APPLIANCE

Product Guide

powered by
GNAT Box
System Software



Global
Technology
Associates, Inc.

Copyright

© 1996-2003, Global Technology Associates, Incorporated (GTA). All rights reserved.

Except as permitted under copyright law, no part of this manual may be reproduced or distributed in any form or by any means without the prior permission of Global Technology Associates, Incorporated.

RoBoX GB-200 Product Guide

July 2003

Technical Support

GTA includes 30 days installation support from the day you receive the initial shipment. GTA's direct customers in the USA should call or email GTA using the telephone and email address below. International customers should contact a local GTA authorized channel partner.

Tel: +1.407.482.6925 Email: support@gta.com

Disclaimer

Neither GTA, nor its distributors and dealers, make any warranties or representations, either expressed or implied, as to the software and documentation, including without limitation, the condition of software and implied warranties of its merchantability or fitness for a particular purpose. GTA shall not be liable for any lost profits or for any direct, indirect, incidental, consequential or other damages suffered by licensee or others resulting from the use of the program or arising out of any breach of warranty. GTA further reserves the right to make changes to the specifications of the program and contents of the manual without obligation to notify any person or organization of such changes.

Mention of third-party products is for informational purposes only and constitutes neither an endorsement nor a recommendation for their use. GTA assumes no responsibility with regard to the performance or use of these products.

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

Trademarks

GNAT Box is a registered trademark of Global Technology Associates, Incorporated. RoBoX and Surf Sentinel are trademarks of Global Technology Associates, Incorporated.

GTA acknowledges all trademarks appearing in this document. This product includes software developed by the University of California, Berkeley and its contributors. Netscape Navigator is a trademark of Netscape Communications Corporation. Internet Explorer is a trademark of Microsoft Corporation. WELF and WebTrends are trademarks of NetIQ. All other products are trademarks of their respective companies.

Global Technology Associates, Inc.

3505 Lake Lynda Drive, Suite 109 • Orlando, FL 32817 USA

Tel: +1.407.380.0220 • Fax: +1.407.380.6080 • Web: <http://www.gta.com> • Email: info@gta.com

Lead Development Team: Larry Baird, Richard Briley, Jim Silas, Brad Plank.

Technical Consulting: David Brooks. **Documentation:** Mary Swanson.

Contents

1 INTRODUCTION	1
GNAT Box Basics	1
Requirements	1
Registration	2
Activation Codes	2
Support	2
Support Options	3
Upgrades	3
About This Guide	3
Additional Documentation	4
About GB-200	5
Features	5
Optional Features	5
Additional Software Products	5
Software Specifications	6
Hardware Design	6
Status Displays	7
Hardware Specifications	8
2 INSTALLATION	9
Preinstallation	9
Utilities & Documentation	9
Temporary Workstation Configuration	9
LAN Using the Default IP Network	10
Connect the GB-200	10
3 SET UP DEFAULT CONFIGURATION	11
Basic Configuration using Web Interface	11
Network Information	13
Re-configure Workstation	14
Access the GB-200	14
Basic Configuration using GBAdmin	14
Network Information	15
Re-configure Workstation	16
Access the GB-200	16
4 TROUBLESHOOTING	17
Guidelines	17
Troubleshooting Q & A	18
INDEX	21

1 Introduction

GNAT Box Basics

Global Technology Associates, Inc., has been designing and building Internet firewalls since 1994. In 1996, GTA developed the first truly affordable commercial-grade firewall, the GNAT Box[®]. Since then, ICSA-certified GNAT Box System Software has become the engine that drives all GTA firewall systems.

Powered by GNAT Box System Software, GTA's firewall systems currently include the small-to-medium enterprise (SME) firewalls, GB-1500 and GB-1200; the RoBoX line, for remote office/branch office applications, including GB-750, GB-500, and GB-200; and GTA's powerful software-based products.

Requirements

To connect the GB-200 Firewall Appliance, you will need:

- External power supply.
- Two Ethernet cables, one for each required network.
- A crossover cable to connect to a host or router, or a straight-through cable to connect to a hub or switch.

An external power supply, a yellow crossover cable and a grey straight-through cable, as well as a null modem cable for the Console interface, are included with firewall appliances.

In addition, to use GNAT Box System Software, you will need:

- An understanding of TCP/IP networking.
- Network IP addresses for all network interfaces used.
- Netmasks for each attached network.
- Default route for External Network.
- Which services to allow inbound (if any).
- Which services to restrict outbound (if any).

Registration

To register, go to www.gta.com, click on Support and then the GTA Support Center link. If you already have an account, enter your user ID and password in the login screen; if not, click New Account, enter the profile information. Once you have completed the form, click Add to save the profile.

Return to the login screen and enter your user ID and password. Click on the Support Center link, then click on Product Registration in the Account Home screen for your support information. Enter your serial number and activation (unlock) code, then click Submit. Your new product will now appear in the View Registered Products screen, accessible from the Account Home page.

In addition to qualifying you for installation support, your product registration will allow GTA to inform you about upgrades and special offers.

Note

If you cannot retrieve your registration code, or a code does not appear under Registered Products, please email support with a brief description of your problem in the body of the email. Include the product serial number and your Support Center User ID in the message subject.

Activation Codes

All commercial GTA Firewalls use activation codes to protect software. For firewall appliances, the required code is pre-installed. Additional features require separate feature activation codes. Serial numbers and activation codes are printed on packaging and are also available under **View Registered Products** on the GTA Support site, www.gta.com. GNAT Box System Software can be copied for backup purposes.

Support

Installation ("up and running") support is available to registered users. If you have registered your product and need installation assistance during the first 30 days, contact the GTA Support team by email at support@gta.com. Include your product name, serial number, registration number, feature activation code numbers for your optional products, and a System or Hardware Configuration Report, if possible.

Installation support covers only the aspects of configuration related to installation and default setup of the firewall. For further assistance, contact GTA Sales staff for information about support offerings.

Support Options

If you need support after installation and configuration to defaults, a variety of support contracts are available. Contact GTA Sales staff for more information. Contracts range from support by the incident to full coverage for a year.

Other avenues for assistance are available through the GNAT Box Mailing List, on the GTA website, found at www.gta.com, or through an authorized GTA Channel Partner.

Upgrades

Once registered, you can view available upgrades in the GTA Support Center. If the Action field in the Registered Products section indicates that there is an upgrade for your product, click on the Free Upgrade link. When you return to the Registered Product List, click the product's serial number and see the Product Details section to obtain the new activation code. The section will also display previous activation codes. Upgrades are also available in Support Center Downloads. Only downloads for your version will be shown.

Caution

Back up your configuration before upgrading!

About This Guide

This Product Guide shows how to set up and install the GB-200 and change the factory settings to your network's default configuration. The **GNAT BOX SYSTEM SOFTWARE USER'S GUIDE** includes configuration functions, descriptions of GBAdmin and the Web interface, administrative tools and GNAT Box-specific terms.

A few conventions are used in this guide to help you recognize specific elements of the text. If you are viewing this in a PDF, color variations are also used to emphasize notes, warnings and new sections.

Documentation Conventions

SMALL CAPS	FIELD NAMES IN BODY TEXT.
BOLD SMALL CAPS	NAMES OF PUBLICATIONS.
<i>Bold Italics</i>	<i>Emphasis.</i>
Courier	Screen text.
Condensed Bold	Menus, menu items, buttons.

Additional Documentation

For instructions on installation, registration and setup of a GTA Firewall in default configuration, see your GTA Firewall’s product guide; for optional features, see the appropriate Feature Guide. User’s Guides, Product Guides and Feature Guides are delivered with new GTA products; these manuals and other documentation for registered products can also be found on the GTA website, www.gta.com.

Documents on the website are either in plain text (*.txt) or Portable Document Format (PDF) which requires Adobe Acrobat Reader version 5.0. A free copy of the reader can be obtained at www.adobe.com. Documents received from GTA Support may also be in email or Microsoft Word format (*.doc).

Documentation Map

Products and Options

GNAT Box System Software	GNAT Box System Software User’s Guide
GTA Firewall Installation	Product Guides
Global Management System for Firewalls.....	GMS User’s Guide
Reporting	GTA Reporting Suite User’s Guide
Content Filtering	Surf Sentinel Content Filtering Feature Guide
High Availability	H ₂ A High Availability Feature Guide
Virtual Private Networking	GNAT Box VPN Feature Guide
VPN Examples	GNAT Box VPN to VPN Tech Docs

Utilities & Information

Logging Utilities	GNAT Box System Software User’s Guide & Addendum
Database Maintenance	GMS & GTA Reporting Suite User’s Guides
Troubleshooting	Product and Feature Guides
Ports & Services	Product CDs
Drivers & NICs	www.gta.com
Frequently Asked Questions	FAQs on www.gta.com
Web Interface, GBAdmin.....	GNAT Box System Software User’s Guide
Console interface	Console Interface User’s Guide

About GB-200

The GB-200 Firewall Appliance is a self-contained desktop unit with the system software pre-installed. This guide describes and explains how to install and initially configure the GB-200. For configuration options and field descriptions see the **GNAT BOX SYSTEM SOFTWARE USER'S GUIDE**.

Features

- 5,000 concurrent sessions
- 10 or 25 concurrent outbound users (upgradeable to 50)
- DHCP Server
- Three 10/100 Ethernet ports
- ICSA-certified GNAT Box System Software
- IPSec VPN with 1 mobile user license standard on 25 user version (optional on 10 user version)
- Local Content List (LCL) filtering
- PPP/PPPoE/PPTP
- Secure Email Proxy (SMTP)
- Secure remote management
- Stateful Packet Inspection
- Time-based filters
- Transparent NAT (Network Address Translation)
- DB-9 serial interface
- User authentication

Optional Features

- Surf Sentinel
- Support Contracts
- Additional VPN mobile user licenses

Additional Software Products

- GTA Reporting Suite
- GMS (Global Management System)

Software Specifications

• Address Objects	50
• Concurrent Connections	5,000
• Maximum Concurrent Mobile VPNs	10
• IP Aliases	5
• IP Pass Through Filters	10
• PPPs	5
• Outbound Filters	75
• Protocols	255
• Remote Access Filters	75
• Security Associations	20
• Static Maps	25
• Static Routes	10
• Time Groups	75
• Tunnels	25
• URL Access Lists	10
• Local Content Lists	25
• User Authentication	50
• VPN Objects	5

Hardware Design

The GB-200 Firewall Appliance is a small desktop unit designed to minimize heat generation without cooling fans. It has three high speed 10/100 Ethernet interfaces to ensure high performance and network design flexibility and one multifunction DB-9 serial interface to provide access for a serial console or a dial-up modem/ISDN TA. Flash memory stores and runs the pre-installed system software. Power is supplied by an external block type transformer.

Caution

At least three (3) inches of clearance should be provided above and below the system to allow efficient cooling. Inadequate clearance can cause the system to overheat.

Status Displays

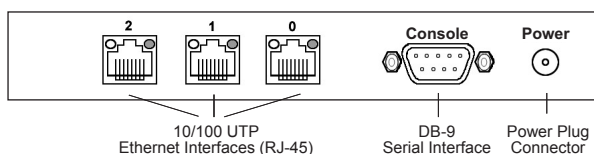
The GB-200 has three LED lights on the front panel, indicating power, activity and operational/error. On the back panel, green and amber LEDs found on either side of each of three RJ-45 network connectors, labeled 0, 1, and 2, correspond to the network interfaces.

Warning

There are no user serviceable parts in the GB-200. Opening the unit will void the warranty on the system.



GB-200 Front Panel



GB-200 Back Panel

LED Indicators

Front Panel

Power LED	When the firewall is powered up, the green Power LED on the left side of the front panel will be lit.
Activity LED	When data is being transmitted or received, the green Activity LED will flash for lower level activity and turn solid for higher levels. When there is no activity on the link, the LED will not light.
Error LED	The red Error LED will be lit while the system boots up and performs diagnostic tests; and when the power is on, but the connection has failed.

Back Panel

10/100 Link LED	The LED on the left side of each interface indicates that the unit is linked, green for 100 Mb and amber for 10 Mb.
Activity LED	When data is being transmitted or received, the green Activity LED on the right of each interface will flash for lower level activity and turn solid for higher levels. When there is no activity on the link, the LED will not light.

Hardware Specifications

Physical Specifications

Chassis	1" h x 6" d x 6.25" w (2.54 cm x 15.24 cm x 15.875 cm)
Weight	1.25 lbs (0.568 kg)

Power Specifications

MTBF	(Mean Time Between Failure) Minimum—300,000 Hours		
Location	Input Voltage	Input Frequency	Output Voltage
Australia	240 VAC	50Hz	12 VDC
Europe	230 VAC	50Hz	12 VDC
Japan	100 VAC	50-60Hz	12 VDC
USA	120 VAC	60Hz	12 VDC
UK	230 VAC	50Hz	12 VDC

Operational Specifications

Temperature	0 to 140° F (0° to 60° C)
Relative Humidity	10% - 90%, non-condensing
Elevation	0 - 10,000 ft

Storage Specifications

Temperature	-20°C - 85°C
Relative Humidity	5% - 95%, non-condensing

Memory

CPU	133 Mhz AMD SC 520
Memory	64 Mb
Flash Memory	64 Mb

I/O Interfaces

- | | |
|---|---|
| 3 | 10/100 Ethernet interfaces. Ethernet 10Base-T on UTP Cat. 3, 4 and 5, and Fast Ethernet 100Base-TX on UTP Cat. 5. Interfaces 0, 1 and 2 are active and available. The 0 factory setting is IP address 192.168.71.254. |
| 1 | RS-232 (DB-9). The Serial Console port should be set to 38,400 bps, 8 bit, 1 stop, no parity and flow control to Hardware. |
-

2 Installation

Preinstallation

Installing the GB-200 requires that the system be connected to your local area network (LAN). This allows the administrator to connect to the GB-200, configure the network settings to match the local network address scheme and perform connectivity tests. The GB-200 can be configured and administered using any of the user interfaces. Installation procedures for GBAAdmin and the Web user interfaces are described in this document.

Note that the IP Address 192.168.71.254 is the factory setting for the Protected Network interface (0) port on the GB-200.

Utilities & Documentation

Prior to installation of the GB-200, install the utility software and documentation on your workstation. If the workstation is running Windows 95, 98, NT 4.0, Me, XP or Windows 2000, there is an automated installer on the Installation CD that will install these files. If the workstation is running a non-Windows based OS (e.g., Macintosh or Unix) or an older version of Windows, locate the directory on the CD-ROM for your OS and use the Read Me document to install the documentation and utility programs.

Temporary Workstation Configuration

The factory network information settings on the GB-200 are unlikely to match your network, so you must temporarily configure a local workstation to match the GB-200's network information settings in order to configure the GB-200 and integrate it into your network.

Note

Please refer to the **GNAT BOX SYSTEM SOFTWARE USER'S GUIDE** for specific information about editing Network Information.

Once you are able to connect to the firewall, the network information can be changed to match the existing address scheme on your network and you can reset your local machine to its original IP Address.

LAN Using the Default IP Network

If your local area network is currently using the 192.168.71.0 network, make sure that the IP address 192.168.71.254 is not currently assigned to any device on your network. If a device *does* have this IP address assigned:

- Set up an isolated network that contains only the GB-200 Firewall Appliance and a workstation that will be used to configure the system; connect the GB-200 and your workstation to a hub that has no other connections.
- Optionally, use an Ethernet crossover cable and connect your workstation directly to the GB-200's Protected Network interface, (port 0). A yellow crossover cable is included with hardware appliances.

Connect the GB-200

Connect the GB-200 to a hub or switch on your local area network using the Protected Network interface, (the first interface port 0, see illustration GB-200 Rear Panel) and a standard (straight-through) network cable. By default, 0 is assigned the IP address 192.168.71.254. Use a crossover cable to connect the firewall directly to a host or router.

Connect the power transformer into a power outlet, then insert the power connector tip into the GB-200. Since there is no power switch on the GB-200 system, applying power will cause the boot process to begin.

The system will be operational in about one minute. Check to see that the Power LED on the front panel is lit and the Error LED is not lit. The Link LED on the NIC "0" should be lit, amber for a 10 Mb connection and green for 100 Mb.

Installation of the GB-200 is complete. The next step is to enter your basic network information in the GB-200's default configuration.

3 Set Up Default Configuration

The following sections will describe how to set up your GB-200 in the default configuration, in which all internal users are allowed outbound and no unsolicited inbound connections are allowed.

Basic Configuration using Web Interface

Start a web browser on your workstation and enter the following URL into the browser Address field: `https://192.168.71.254`.

Note

Web setup requires a browser that supports frames.

If your network and cables are configured correctly, you will be prompted with a Security Alert dialog indicating that the Certificate Authority is not one you have chosen to trust; that the security certificate date is valid; and that the name on the security certificate does not match the name of the site.



Security Alert

Select Yes, or if your alert differs, choose the selection that allows you to proceed. You will establish your GB-200 certificate once you have logged on to the firewall. See the **GNAT BOX SYSTEM SOFTWARE USER'S GUIDE**.

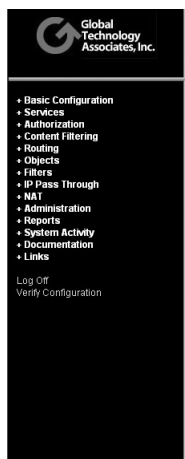
Next, in the login screen, enter the default user ID, "gnatbox" (all lower case), press the **<Tab>** key, then enter the default password, also "gnatbox" (all lower case). Select **OK** or press the **<Return>** key when finished.



User ID and Password

Note

GTA recommends changing the default user ID and password. See the **GNAT BOX SYSTEM SOFTWARE USER'S GUIDE** for instructions.



GB-200 Remote Office Branch Office Firewall Appliance

Powered by
GNAT Box System Software
v3.4.0

Registered
Host name: doc200.gta.com



Copyright © 1996-2003 Global Technology Associates, Inc.

Web Interface

Exception

GNAT Box System Software is known to be incompatible with Internet Explorer 5 for Macintosh. If your browser does not allow you to continue past the Security Alert screen in order to set up your new GB-200, GTA recommends using another compatible browser such as Mozilla (www.mozilla.org), Netscape (www.netscape.com) or Opera (www.opera.com) to administer your firewall, that allows you to use SSL encryption, or using a compatible browser, GBAdmin or Console to install GB-200, disable SSL, then use Internet Explorer 5 with SSL encryption disabled. See Technical Documents on the CD and on www.gta.com for information about installing the GTA certificate or disabling SSL encryption.

Network Information

The GB-200 comes configured with factory settings which need to be changed to match our network settings. Click on Basic Configuration and expand the menu to select Network Information. On the Network Information screen:

- Configure IP and netmasks, (expressed in either dotted decimal or CIDR notation), for your External and Protected Networks.
- Disable the DHCP option on the external interface if necessary, as it is set by default.
- Set the Default Route to your Internet router IP address.
- Set the Host Name to that given to the firewall in your DNS server.

Once you have completed Network Information, apply the changes by clicking on the **Save**. The GB-200 will now be on a different logical network (assuming you've changed the default IP address for the Protected Network) and you will not be able to access the GTA Firewall from your workstation, since the firewall will now be on a different network.

The GB-200 has three network interfaces. Only one External and one Protected Network interface are required to initially configure and test the GTA Firewall. The other interface can be defined as any of the three network types: Protected, External or PSN (Private Service Network, GTA's DMZ). See the **GNAT BOX SYSTEM SOFTWARE USER'S GUIDE** for more information about the functions of the network interface types.

GNAT-Box Network Information

Logical Interfaces

Logical Name	Type	IP Address	NIC	DHCP	Gateway
EXTERNAL	External	0.0.0.0/24	sis1	<input type="checkbox"/>	<input type="checkbox"/>
PROTECTED	Protected	192.168.71.254/24	sis0	<input type="checkbox"/>	<input type="checkbox"/>
PSN	PSN		sis2	<input type="checkbox"/>	<input type="checkbox"/>

Network Interface Cards

NIC	MAC Address	Connection	Option	MTU
sis0	00:00:24:C0:00:6C	AUTO	default	1500
sis1	00:00:24:C0:00:6D	AUTO	default	1500
sis2	00:00:24:C0:00:6E	AUTO	default	1500

Host name:

Default gateway:

Network Information

Re-configure Workstation

Re-configure your workstation back to its original IP address, now on the same network as the GTA Firewall.

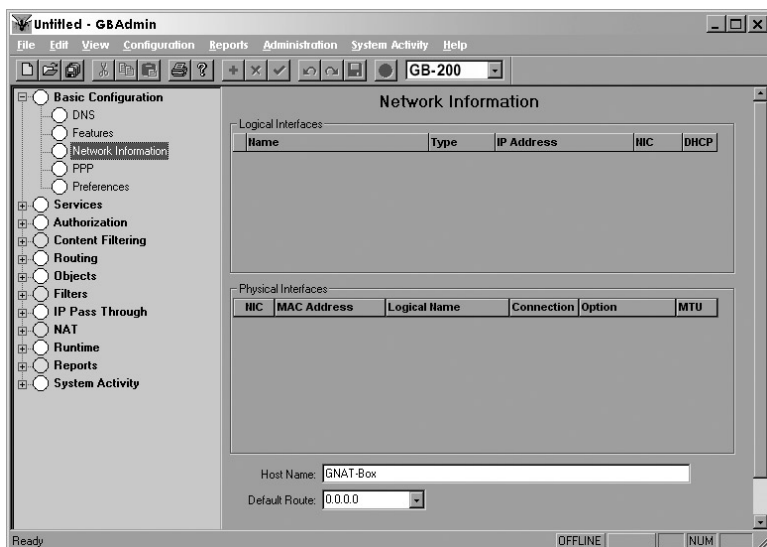
Access the GB-200

After re-configuring your workstation, you can access the GB-200 using the new IP address assigned to the Protected Network interface.

The GB-200 should now be active and functioning in default security mode, (all internal users are allowed outbound and no unsolicited inbound connections are allowed). You can now perform any additional configuration tasks. See the **GNAT BOX SYSTEM SOFTWARE USER'S GUIDE** for more information.

Basic Configuration using GBAdmin

Select GBAdmin (GBAdmin.exe) from the program menu. This opens a blank GBAdmin interface, similar to the following screen: Select File from the toolbar, then select Open.

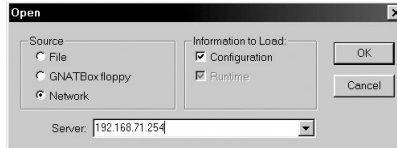


GBAdmin Interface

Note

GBAdmin must be installed on a local workstation running Windows 95, 98, NT 4.0, XP, Me, or 2000.

In Open File dialog box, in the Source area, select Network. In the Server field, enter the default IP Address for the GB-200 (192.168.71.254). Make sure that there is a check in the box next to Configuration in the Information to Load section. Once this is complete, press the **<Return>** key or click **OK**.



GBAdmin Open

The system will prompt you for a user ID and password. Enter the default user ID, which is "gnatbox" (all lower case), then press the **<Return>** key. Next, enter the default password, which is also "gnatbox" (all lower case), then press the **<Return>** key or select **OK** when finished.



User ID and Password

Note

GTA recommends changing the default user ID and password. See the GNAT BOX SYSTEM SOFTWARE USER'S GUIDE for instructions.

Network Information

The GB-200 comes configured with factory settings which need to be changed to match our network settings. Click on Basic Configuration and expand the menu to select Network Information. On the Network Information screen:

- Configure IP and netmasks, (expressed in either dotted decimal or CIDR notation), for your External and Protected Networks.
- Disable the DHCP option on the external interface if necessary, as it is set by default.
- Set the Default Route to your Internet router IP address.
- Set the Host Name to that given to the firewall in your DNS server.

Once you have completed the Network Information form, apply the changes to the GB-200 by clicking on the single diskette icon on the tool bar to save the data. The GB-200 will now be on a different logical network (assuming you've changed the default IP address for the Protected Network).

The GB-200 has three network interfaces; two are used for Protected and External Networks. The other network interfaces can be defined as any of the three network types: Protected, External or PSN (Private Service Network, GTA's DMZ). Only External and Protected Network interfaces are required to initially configure and test the GTA Firewall. See the **GNAT BOX SYSTEM SOFTWARE USER'S GUIDE** for more information about the functions of the network interface types.

Network Information

Logical Interfaces

	Name	Type	IP Address	NIC	DHCP
1	EXTERNAL	External	0.0.0.0/0	sis1	<input checked="" type="checkbox"/>
2	PROTECTED	Protected	192.168.71.254/24	sis1	<input type="checkbox"/>

Physical Interfaces

NIC	MAC Address	Logical Name	Connection	Option	MTU
sis0	00:D0:68:00:47:D1	PROTECTED	AUTO	Default	1500
sis1	00:D0:68:00:47:D2	EXTERNAL	AUTO	Default	1500
sis2	00:D0:68:00:47:D3		AUTO	Default	1500
sis3	00:D0:68:00:47:D4		AUTO	Default	1500
PPP0			PPPoE	txp0	1500

Host Name:

Default Route:

Network Information

Once you click Save on the Network Information screen you will not be able to access the GB-200 from your workstation, since the firewall will now be on a different network.

Re-configure Workstation

Re-configure your workstation back to its original IP address, now on the same network as the GTA Firewall.

Access the GB-200

After re-configuring your workstation, you can access the GB-200 using the new IP address assigned to the Protected Network interface.

The GB-200 should now be active and functioning in the default security mode, (all internal users are allowed outbound and no unsolicited inbound connections are allowed). You can now perform additional configuration tasks. See the **GNAT BOX SYSTEM SOFTWARE USER'S GUIDE** for more information.

4 Troubleshooting

Guidelines

GTA Support recommends the following guidelines as a starting point when troubleshooting network problems:

1. Start with the simplest case of locally attached hosts.
2. Use IP numbers, not names. Your problem could be DNS.
3. Work with one network segment at a time.
4. Verify your system configuration. The verification check is the best method of ensuring that your system is configured correctly. Correct all errors and warnings listed.
5. Your first tests should be connectivity tests. Ping and Traceroute are very useful tools for testing connectivity.
6. Make sure the network cabling is connected to the correct network interface. Some useful guidelines are:
 - In a GB-200, the port/NIC numbers, MAC addresses and logical names are listed on the Network Information screen and in the Configuration Report.
 - Use the trial and error method. Connect one network cable and use the ping facility to reach a host on the desired network. Move the cable and use ping until you are successful. Connect the next network cable and perform the test again with the two remaining network interface cards.
 - Generate a hardware report from one of the user interfaces. Check the report to ensure all your network devices have been recognized by the system at boot time.

Troubleshooting Q & A

1. Why are the green LEDs on the back not lighting up?

This indicates that you do not have network connectivity. You may have selected the wrong network connection type. Check the Network Information screen to ensure the appropriate connection type is selected. If you have selected one of the specific settings, reset to AUTO, the factory setting.

2. Why can't *all* hosts behind the firewall reach the Internet?

This is usually a routing problem. The Traceroute facility can be very useful in debugging routing problems. Check for these problems:

- Are the hosts that can't reach the Internet on a different network subnet?
- Have you added a static route to the GB-200 to tell it which router is used to reach the problem network? Have you set the router's default route to be the GB-200? Have you set the default route for hosts on the problem network to be the router?
- Is the wrong IP address assigned? All network interfaces on the GB-200 must be on different logical networks.
- Is the default route assigned incorrectly? The default route must always be on the same subnet as the network interface of the host (this is true for all hosts, not just the GTA Firewall). For a GB-200, the default route must be an IP address on the network which is attached to the External Network interface.

Exception

When using PPP, PPTP or PPPoE, the default route is not necessarily on the same subnet. The route is assigned by your PPP provider.

3. Why can't *one* host behind the firewall reach the Internet?

This indicates that the default route is assigned incorrectly (or not at all) to hosts on the Protected or Private Service networks. All hosts protected by the GB-200 must use the IP address of the GB-200's network interface for the respective network. Hosts that reside behind routers or other gateways on these networks generally use the IP address of the gateway or router.

4. Why can't I access the Web interface from the Protected Network?

The default Remote Access filter set is generated from the configuration parameters entered in the Network Information screen. It is possible that the GB-200's Protected Network interface is on a different subnet from the remote host. Check the Remote Access filter for the Web interface; it may need to be adjusted.

5. Why do I get errors starting GBAAdmin? Why is online help not displayed?

GBAdmin requires Microsoft Internet Explorer 5.x or later installed on your workstation. Components from Internet Explorer are used to display the online help information.

For more Troubleshooting suggestions, see the **GNAT BOX SYSTEM SOFTWARE USER'S GUIDE** and GTA's website at www.gta.com.

6. Why can't I see or ping the Protected Network interface?

You may have the wrong cable for your connection.

- For a direct connection (GB-200 to host or router) you need a cross-over cable.
- For a connection to a hub or switch you need a straight-through cable.

A yellow crossover cable and grey straight-through cable are included with hardware appliances.

Note

Distinguish between crossover cables and straight-through cables by comparing the connection ends. On a straight-through cable, the wire order matches; on a crossover cable, the first three of the four cables are in reverse order.

7. I lost my user name and/or password. How can I log on to my firewall ?

If login information has been irretrievably lost, a firewall can be reset to factory defaults, erasing all configuration data from the currently used memory partition and resetting the user name and password to `gnatbox/gnatbox`. The configuration data can only be restored by loading a saved configuration with known user name and password, or by manually entering the information.

To reset your firewall to factory defaults, attach either a terminal (using a serial console cable), or a workstation with terminal emulation software (using a DB9 null modem cable). Enter these settings for the console connection:

Emulation	VT 100
Port	COM port used on the system.
Baud Rate	38400
Data	8
Parity	None
Stop	1
Flow control	Hardware*

* Set flow control to "None" as an alternative to hardware flow control.

Power on the GTA Firewall. The following words will display:

```
GNAT Box System Software 3.4.0
loading...
```

When the word “loading” appears, immediately press <Control R>. The system will begin to load, and configuration and hardware data will appear on screen. Finally, a confirmation question displays:

```
Are you sure you want to reset your GB-200 configuration?: ("yes"
or "no")
```

To reset to factory defaults, type the word “yes” in **lower case** letters. Typing any other key will reboot the system without resetting to defaults. There is no time out, the reset confirmation question will remain until a key is pressed.

8. How do I revert to my previous configuration after a version upgrade?

The GB-200’s flash memory is in two sections; one contains the current software version plus any saved configuration, the other contains the previous software version and configuration. A new GB-200 has two identical slices.

When the GB-200 is upgraded to a new runtime, the upgrade process automatically overwrites the memory slice not in use with the new software version and the existing configuration, leaving the production firewall version and configuration intact. When the firewall is rebooted, the updated memory slice will load by default.

To select a memory slice other than the default, set up the console interface as described in Troubleshooting question #7.

When the system boots up, the memory slice information will load. When the word “Default” appears, immediately type the number of the slice you wish to load.

```
1  GNAT Box slice 1
2  GNAT Box slice 2
Default: 1
```

9. How do I use the memory slice feature for live configuration testing?

The memory slice feature can be used to test a new firewall configuration in production while preserving the current configuration in the opposite memory slice. In the following example, memory slice 1 contains the production configuration, and memory slice 2 is used for test a configuration.

1. Save a copy of the current configuration.
2. Reboot the firewall using the console interface.
3. Select and boot memory slice 2.

Caution

The test configuration will now be your active firewall.

4. Upload the configuration saved in step #1.
5. Switch to the Web interface or GAdmin to make advanced configuration changes; the slice will load by default until another is selected.
6. To revert to the production configuration, reboot the firewall using the console interface and select memory slice 1.

Index

A

Addresses, MAC 17
Alert, Security 11

B

Boot 10

C

Cable, crossover 10
Caution 3
Certificate, security 11
CIDR notation 1, 13, 15
Clearance 6
Code, activation 2
Configuration
 default 3, 11
 Report 2
Connector, network 7
Console interface 4
Content Filtering 4
conventions, documentation 3
CPU 8
crossover cable 1, 10, 19

D

DB-9 6, 8
Default
 configuration 3, 11
 route 13, 15
Default IP address 9
DHCP 13, 15
DNS
 problem 17

Documentation
 additional 4
 map 4

Drivers 4

E

email address
 support ii
Ethernet 6

F

Factory settings 3, 9, 13, 15
 AUTO connection type 18

Filter, Remote Access 18
Frequency
 input 8

G

GBAdmin 4, 9, 12
 errors 19
GBAdmin interface 4

H

High Availability 4
hub 19
Humidity 8

I

ICSA 1
ID, User 2
Installation 2

L

LCL, Local Content Lists 5
LED
 green 18
Local area network 9, 10
Login 2, 12, 15

M

Macintosh 9

N

Netmask 1, 13, 15
Network
 connection 7
 isolated 10
 Protected, External, PSN 10
Note 2, 9, 12, 15, 19
 caution 3
Number, serial 2

O

Open the roboX 7
OS 9

P

Password 2
Ping 17
Power 10
 switch 10
PPP 18

R

registration
 GTA Firewall 4

Registration, Product 2
Report, hardware 17
RJ-45 network connector 7
Route, default 13, 15
RS-232 8

WELF ii
Windows 9

S

Security certificate 11
Services
 inbound/outbound 1
Software, utility 9
Specifications
 storage 8
Storage specifications 8
straight-through cable 1, 19
Support 2
Surf Sentinel 5, ii
switch 19
System software 9

T

TCP/IP 1
Technical support ii
Temperature 8
Terms 3
Traceroute 17
Troubleshooting 17

U

Unix 9
Unlock 2
Upgrades 3
URL 11
User ID default 12, 15
Utility software 9

V

Void warranty 7
Voltage
 input 8
 output 8
VPN 4

W

Warning 7
Warranty 7
Web 3, 11
Web interface 4
Weight 8