



Ethershield Remote Beta User Guide

Ethershield Remote is a new feature that will allow you to administer your filtering policies to computers outside your network. This feature is particularly useful for users with laptops that take them home, or employees that travel. Typically, when a computer is protected by the Ethershield on your network, the Internet traffic is inspected and categorized, and action is taken to either block or allow that traffic. Essentially, Ethershield Remote works in a similar way. The traffic is inspected on the actual client computer, but your Ethershield is queried for filtering rules and policies over the Internet.

In order to use Ethershield Remote, you must configure your Ethershield to act as a remote server, and you must install and configure the Ethershield Remote client on the client's computer to connect to the Ethershield. You will need at least Ethershield firmware version 1.2.0 to use Ethershield Remote.

Configuring Your Ethershield

Although configuring an Ethershield for Ethershield Remote is slightly more complicated than configuring an Ethershield for local filtering, it only requires a few simple steps. The configuration of the Ethershield Remote functionality is intended for network administrators. If you have any questions or need assistance, please refer to the section "Reporting Bugs and Technical Support" for contact information.

- **Configure Remote Network Interface**

Before the Ethershield can act as a remote server, port 4 of the Ethershield must be configured to handle the remote server traffic. Basically, this can be done with one of two different configuration styles: Port Forwarding and Public IP Address.

- Port Forwarding (Recommended)

With Port Forwarding, port 4 on the Ethershield is wired into your local network just like any other client. You will need to configure your router to forward incoming ports 80 and 443 TCP traffic to the IP address you will choose for port 4. This IP address is different than the one you have selected for the bridge over ports 1 and 2. Once you have configured your router in this manner, you will need to access the Ethershield administration interface at <http://admin.ethershield.com> and click on "System Configuration". At the System Configuration page, select "Enable Ethershield Remote functionality" and select Port Forwarding as your Remote Connection Type. Enter your IP Address, Netmask, and default

gateway for port 4. Finally, click Apply and verify that your settings have been saved successfully.

- Public IP Address

Another possible way to configure your Ethershield remote server connection is by Public IP Address. Port 4 will be wired as a publicly available IP address. The only caveat of using this configuration is that since the Ethershield can only have one default gateway, all your local and remote traffic will go back out over the Internet. In most cases this is acceptable and does not cause noticeable latency. You will need to access the Ethershield administration interface at <http://admin.ethershield.com> and click on “System Configuration”. At the System Configuration page, select “Enable Ethershield Remote functionality” and select “Public IP Address” as your Remote Connection Type. Enter your IP Address, Netmask, and default gateway for port 4. Make sure this default gateway is accurate, since it will be the one your Ethershield will use. Finally, click Apply and verify that your settings have been saved successfully.

Network Configuration

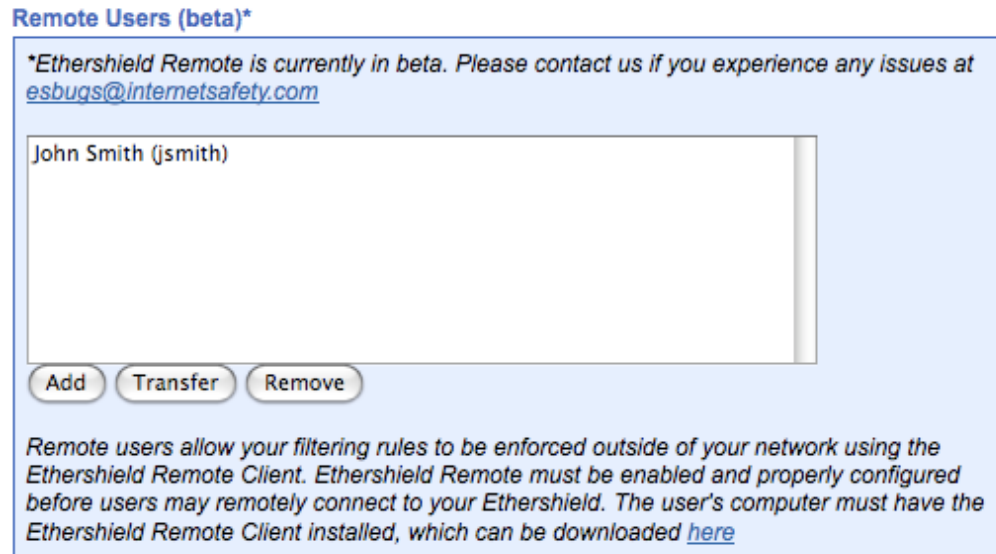
Active Local Network Configuration IP Address: 192.168.10.230 Subnet mask: 255.255.255.0 Def. gateway:	Active Remote Network Configuration IP Address: 72.54.145.206 Subnet mask: 255.255.255.240 Def. gateway: 72.54.145.193
Change Local Network Configuration IP Address: 192 . 168 . 10 . 230 Subnet mask: 255 . 255 . 255 . 0 Default gateway: 192 . 168 . 10 . 1 Primary DNS: 192 . 168 . 10 . 200 Secondary DNS: 192 . 168 . 10 . 201	Change Remote Network Configuration <input checked="" type="checkbox"/> Enable Ethershield Remote functionality (beta)* Remote Connection Type: Public IP Address IP Address: 72 . 54 . 145 . 206 Subnet mask: 255 . 255 . 255 . 240 Default gateway: 72 . 54 . 145 . 193
<input type="button" value="Apply"/>	<small>*Ethershield Remote is currently in beta. Please contact us if you experience any issues at esbugs@internetsafety.com</small>

Screenshot 1

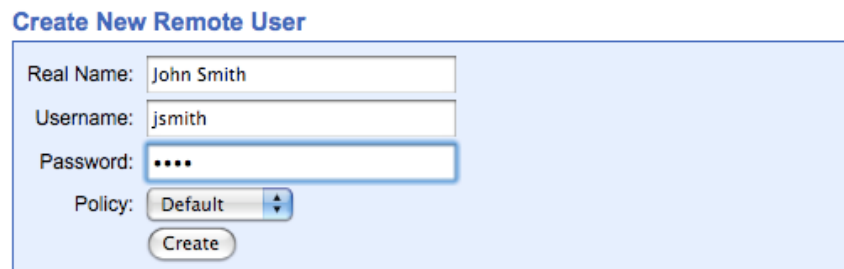
Once you have configured your Remote Network configuration, you will need to restart your Ethershield for these settings to take effect. If after 10 minutes since restarting, your Ethershield is not responding, please verify your settings and attempt to reactivate your Ethershield at <http://admin.ethershield.com/activate>.

- **Configure Remote Users**

Before a client can connect to your Ethershield remotely, you must add them to a policy. In the Ethershield's administration interface, click on "Usage Policies". Under the General Settings tab of each policy, you will be able to view, add, transfer, and delete remote users. To add a user, click "Add" and enter the real name, username, and password on the following page. To transfer a user, select that user, click "Transfer", and select the policy you would like to transfer that user to on the following page. To remove a user, select that user and click "Remove".



Screenshot 2

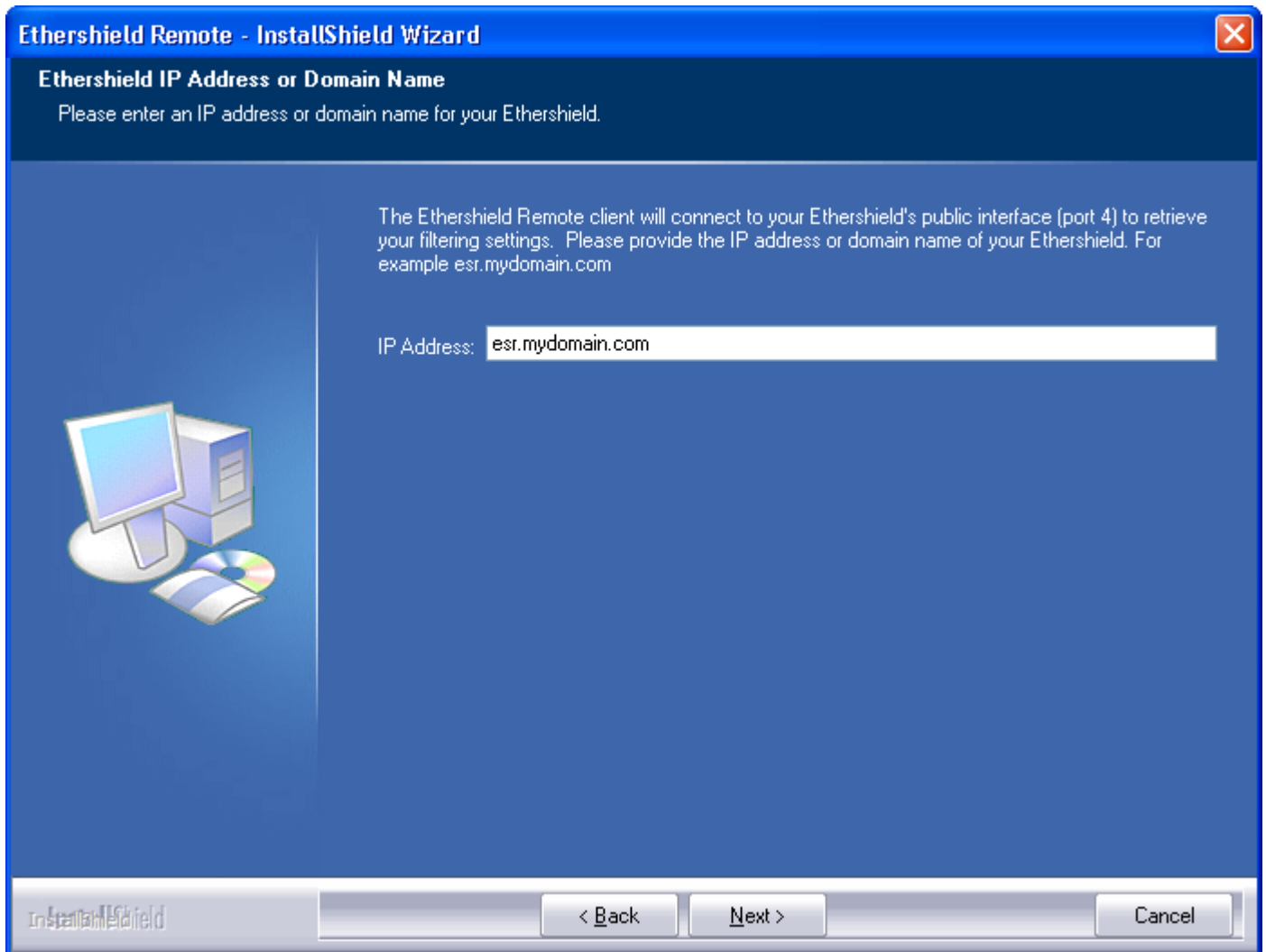


Screenshot 3

Upon configuring the remote network interface, and adding all the remote users you would like to add, you are now ready to deploy the Ethershield Remote client application on the clients' computers.

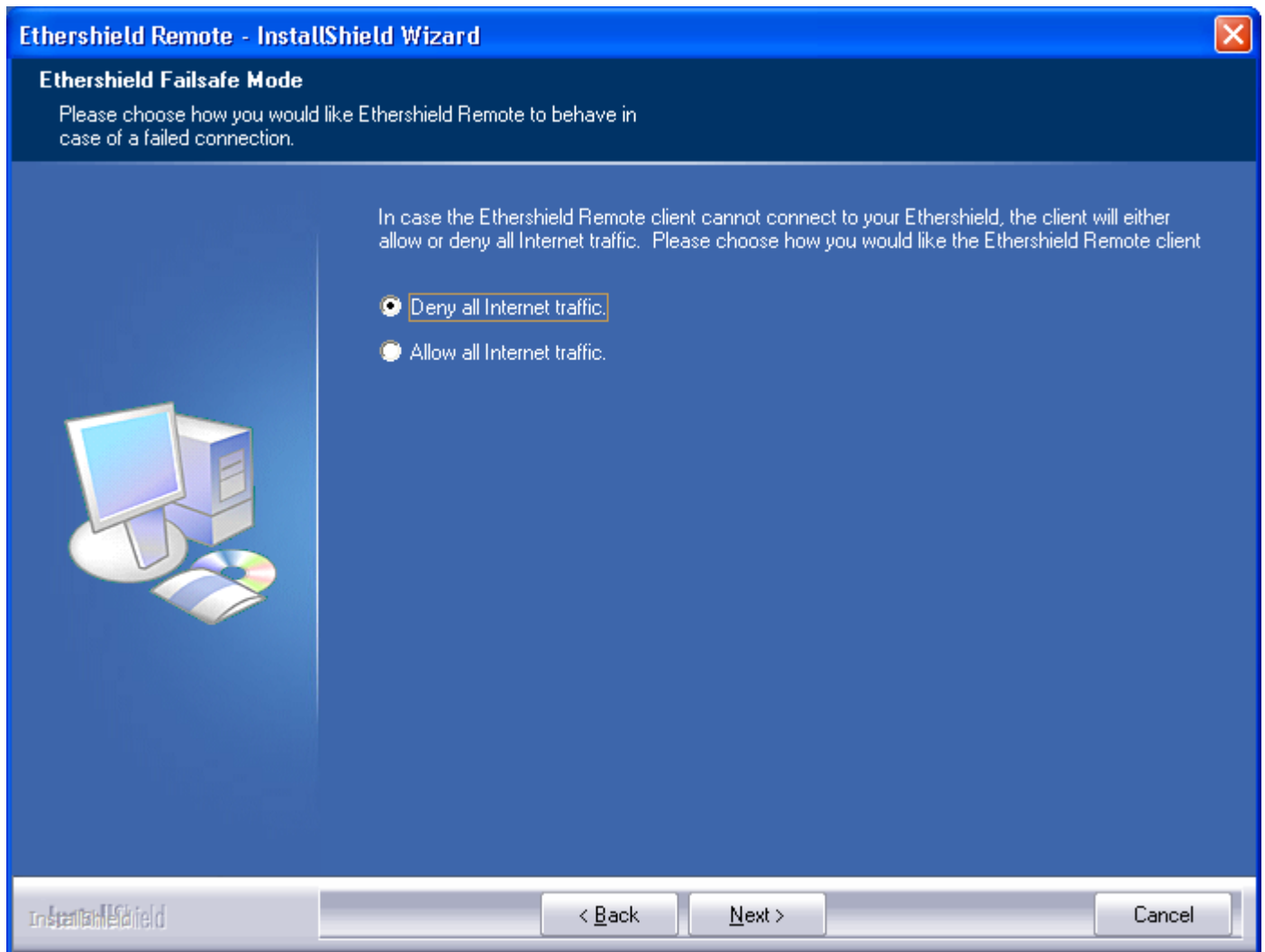
Configuring Your Client

Configuring the client computers with the Ethershield Remote Client is a simple matter of installing the application. From the Ethershield administration interface's main page, you can download the Ethershield Remote client. It is an executable self-extracting installer. The installer operates like most windows install packages and will require you to accept a license agreement. The first step that will require input is when you enter your IP address or domain name of your Ethershield's remote interface. If you are using a domain name, ensure the domain name is public on the Internet and not just on your internal domain since your remote clients will most likely be using whatever DNS was assigned to them. Using a domain name is recommended, as this will allow you to change the IP address without having to reconfigure each client.

A screenshot of a Windows-style dialog box titled "Ethershield Remote - InstallShield Wizard". The dialog has a blue header and a white body. The title bar includes a close button (X). The main content area has a dark blue header with the text "Ethershield IP Address or Domain Name" and a sub-header "Please enter an IP address or domain name for your Ethershield." Below this, there is a paragraph of text: "The Ethershield Remote client will connect to your Ethershield's public interface (port 4) to retrieve your filtering settings. Please provide the IP address or domain name of your Ethershield. For example esr.mydomain.com". Underneath the text is a text input field labeled "IP Address:" containing the text "esr.mydomain.com". To the left of the text area is an icon depicting a computer monitor, a tower PC, and a CD/DVD. At the bottom of the dialog, there is a footer area with the "InstallShield" logo on the left and three buttons: "< Back", "Next >", and "Cancel".

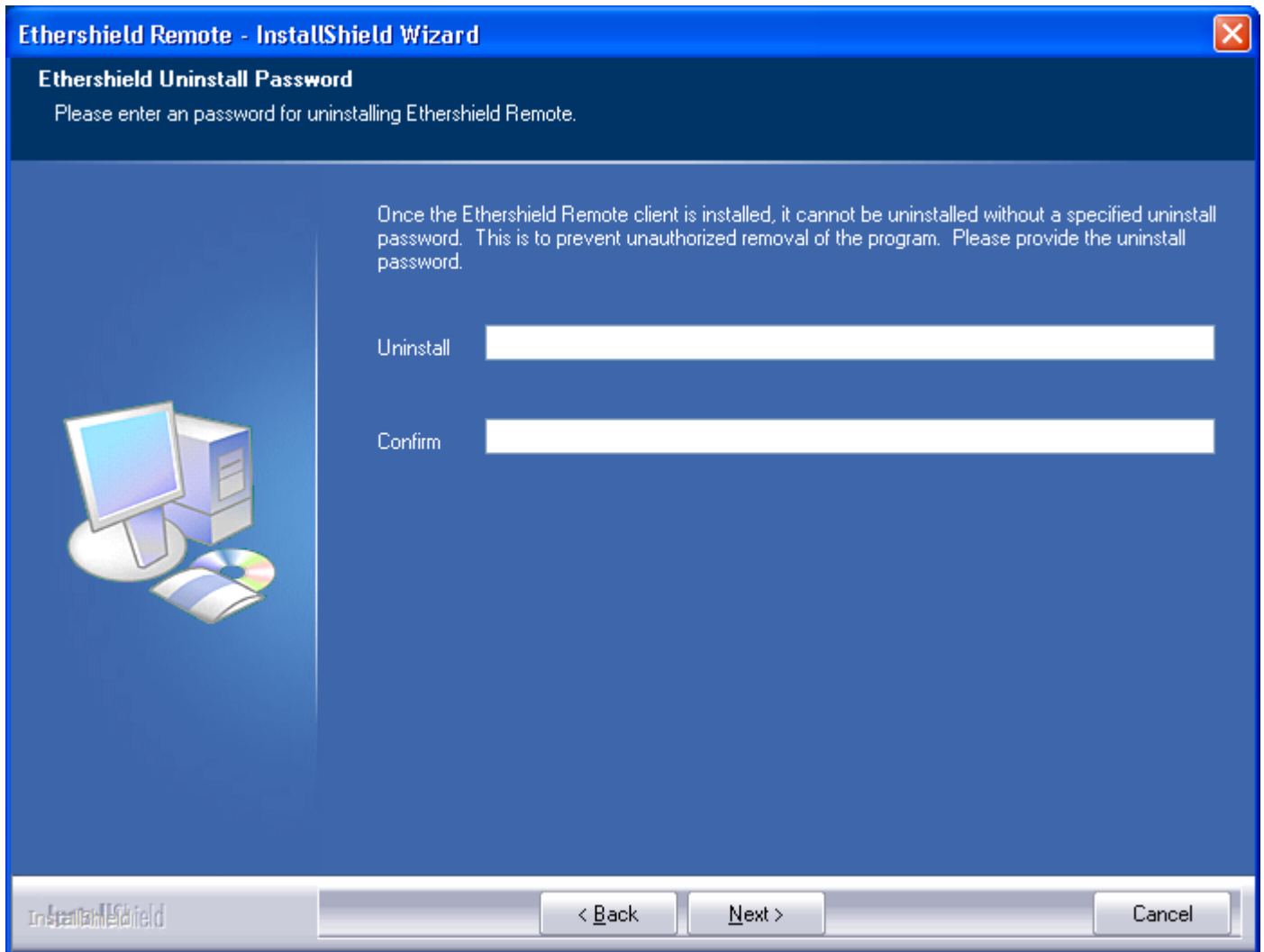
Screenshot 4

The next step will require you to select how you would like the clients to operate if your Ethershield is not reachable over the Internet. You can choose to deny or allow all traffic in this instance. This operates just like the failsafe mode configuration for your local Ethershield clients.



Screenshot 5

Finally, you will need to provide an uninstall code for each installation of the Ethershield Remote client. This prevents unauthorized uninstallation of the client. Please make sure you document this uninstall code to retrieve later, and that you keep it in a secure location.

A screenshot of the "Ethershield Remote - InstallShield Wizard" dialog box. The title bar is blue with a close button (X) in the top right corner. The main area has a dark blue header with the text "Ethershield Uninstall Password" and "Please enter an password for uninstalling Ethershield Remote." Below this, there is a light blue background with a vertical line on the left. On the left side of this area is an icon of a computer monitor, a tower PC, and a CD/DVD. To the right of the icon, there is a paragraph of text: "Once the Ethershield Remote client is installed, it cannot be uninstalled without a specified uninstall password. This is to prevent unauthorized removal of the program. Please provide the uninstall password." Below the text are two white input fields. The first is labeled "Uninstall" and the second is labeled "Confirm". At the bottom of the dialog box, there is a grey bar with the "InstallShield" logo on the left and three buttons: "< Back", "Next >", and "Cancel".

Screenshot 6



Reporting Bugs and Technical Support

While the Ethershield Remote functionality is in beta, we highly value any input you may have. Please use the following email addresses to contact us, depending on the topic.

Bug reports: esbugs@internetsafety.com

Please include a detailed description of the problem, the firmware version you are running, and any specific details necessary to reproducing it.

Technical Support: essupport@internetsafety.com

Please include a detailed description of the problem, and the best possible way and time to contact you.

Feedback: esfeedback@internetsafety.com

Please let us know how we can improve our product even more!