

CHAPTER 6

Wireless Screens

This chapter discusses how to configure wireless settings and wireless security on your ZyXEL Device.

6.1 Wireless LAN Overview

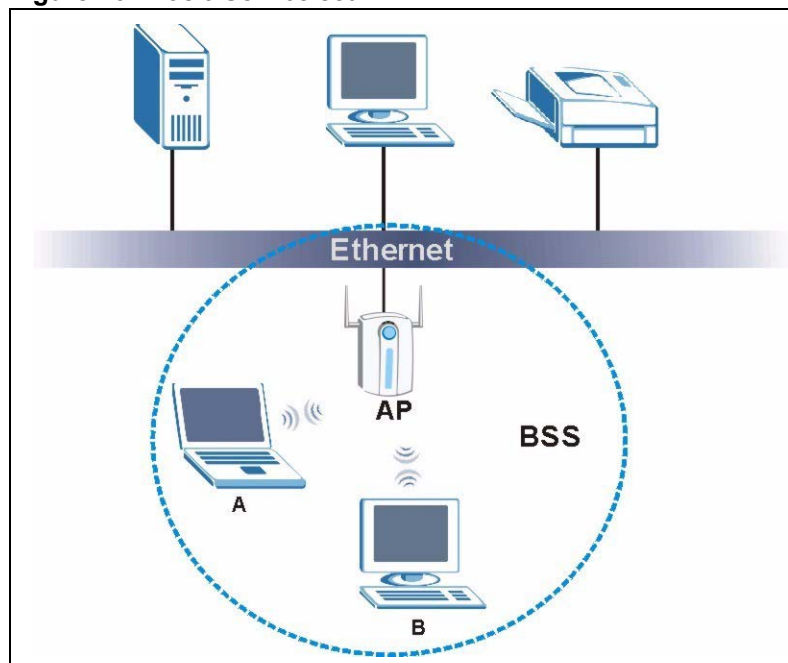
This section introduces the wireless LAN (WLAN) and some basic scenarios.

6.1.1 BSS (Infrastructure)

A Basic Service Set (BSS), also called an Infrastructure network, exists when all communications between wireless stations or between a wireless station and a wired network client go through one access point (AP).

Intra-BSS traffic is traffic between wireless stations in the BSS. When Intra-BSS is enabled, wireless station **A** and **B** can access the wired network and communicate with each other. When Intra-BSS is disabled, wireless station **A** and **B** can still access the wired network but cannot communicate with each other.

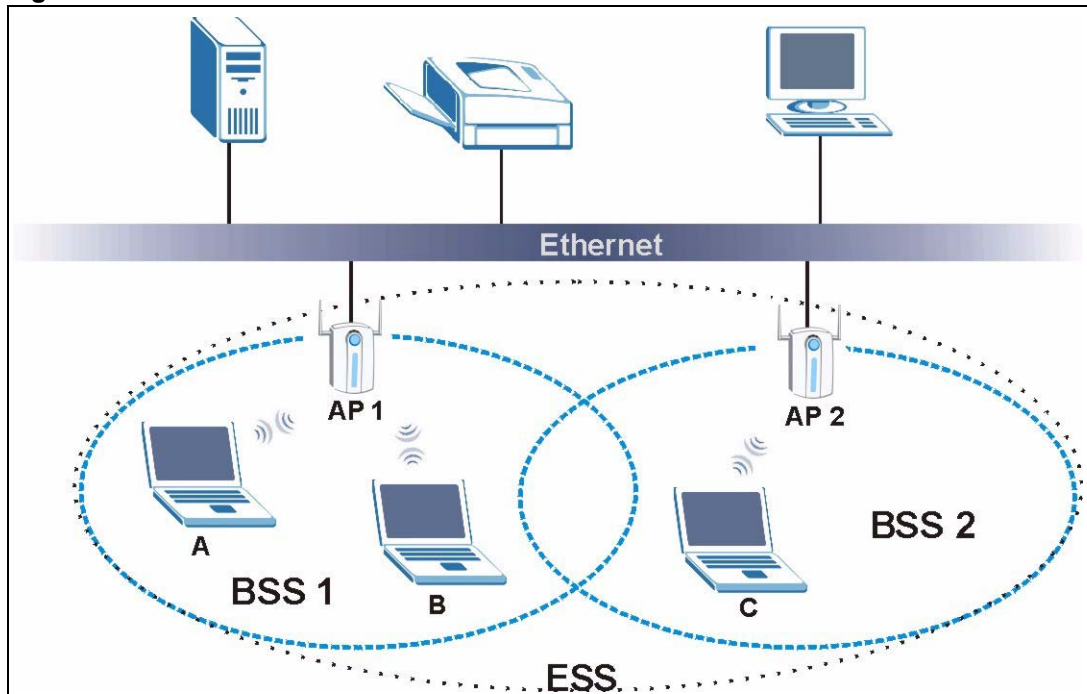
Figure 26 Basic Service set



6.1.2 ESS

An Extended Service Set (ESS) consists of a series of overlapping BSSs, each containing an access point, with each access point connected together by a wired network. This wired connection between APs is called a Distribution System (DS). An ESSID (ESS IDentification) uniquely identifies each ESS. All access points and their associated wireless stations within the same ESS must have the same ESSID in order to communicate.

Figure 27 Extended Service Set



6.2 Wireless LAN Basics

This section describes the wireless LAN network terms.

6.2.1 Channel

A channel is the radio frequency or frequencies used by IEEE 802.11b wireless devices. Channels available depend on your geographical area. You may have a choice of channels (for your region) so you should use a different channel from an adjacent AP (access point) to reduce interference. Interference occurs when radio signals from different access points overlap, causing signal disruption and degrading performance.

Adjacent channels partially overlap, however. To avoid interference due to overlap, your AP should be on a channel at least five channels away from a channel that an adjacent AP is using. For example, if your region has 11 channels and an adjacent AP is using channel 1, then you need to select a channel between 6 or 11.

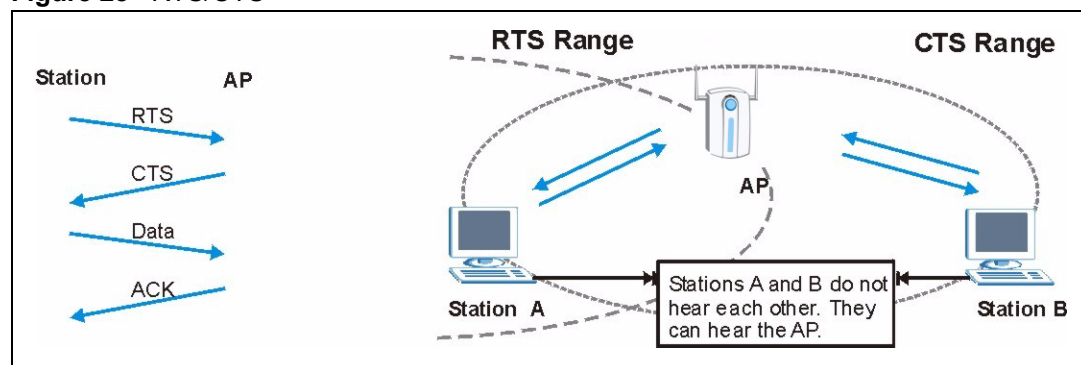
6.2.2 SSID

The SSID (Service Set Identity) is a unique name shared among all wireless devices in a wireless network. Wireless devices must have the same SSID to communicate with each other.

6.2.3 RTS/CTS

A hidden node occurs when two stations are within range of the same access point, but are not within range of each other. The following figure illustrates a hidden node. Both stations are within range of the access point (AP) or wireless gateway, but out of range of each other, so they cannot “hear” each other; that is they do not know if the channel is currently being used. Therefore, they are considered hidden from each other.

Figure 28 RTS/CTS



When station A sends data to the AP, it might not know that the station B is already using the channel. If these two stations send data at the same time, collisions may occur when both sets of data arrive at the AP at the same time, resulting in a loss of messages for both stations.

RTS/CTS is designed to prevent collisions due to hidden nodes. An **RTS/CTS** defines the biggest size data frame you can send before an RTS (Request To Send)/CTS (Clear to Send) handshake is invoked.

When a data frame exceeds the **RTS/CTS** value you set (between 0 to 2432 bytes), the station that wants to transmit this frame must first send an RTS (Request To Send) message to the AP for permission to send it. The AP then responds with a CTS (Clear to Send) message to all other stations within its range to notify them to defer their transmission. It also reserves and confirms with the requesting station the time frame for the requested transmission.

Stations can send frames smaller than the specified **RTS/CTS** directly to the AP without the RTS (Request To Send)/CTS (Clear to Send) handshake.

You should only configure **RTS/CTS** if the possibility of hidden nodes exists on your network and the “cost” of resending large frames is more than the extra network overhead involved in the RTS (Request To Send)/CTS (Clear to Send) handshake.

If the **RTS/CTS** value is greater than the **Fragmentation Threshold** value (see next), then the RTS (Request To Send)/CTS (Clear to Send) handshake will never occur as data frames will be fragmented before they reach **RTS/CTS** size.

Note: Enabling the RTS Threshold causes redundant network overhead that could negatively affect the throughput performance instead of providing a remedy.

6.2.4 Fragmentation Threshold

A **Fragmentation Threshold** is the maximum data fragment size (between 256 and 2432 bytes) that can be sent in the wireless network before the ZyXEL Device will fragment the packet into smaller data frames.

A large **Fragmentation Threshold** is recommended for networks not prone to interference while you should set a smaller threshold for busy networks or networks that are prone to interference.

If the **Fragmentation Threshold** value is smaller than the **RTS/CTS** value (see previously) you set then the RTS (Request To Send)/CTS (Clear to Send) handshake will never occur as data frames will be fragmented before they reach **RTS/CTS** size.

6.3 Configuring Wireless

Click **Wireless** to display the **Wireless Settings** screen.

Figure 29 Wireless: Wireless Settings

The screenshot shows the 'Wireless Settings' configuration page. It includes the following fields and options:

- Basic Settings:**
 - SSID: ZyXEL (max. 32 printable characters)
 - Wireless Mode: Mixed Mode
 - Clone Mac Address: Disable, Auto-Single, Auto-Multi, Manual
- Advanced Settings:**
 - Radio Enable: Yes, No
 - Output Power Management: Full
 - Data Rate Management: best
 - Preamble Type: Dynamic
 - RTS/CTS Threshold: 2345 (0~2345)
 - Fragmentation Threshold: 2340 (256~2340)

Buttons: Apply, Reset

The following table describes the labels in this screen.

Table 7 Wireless: Wireless Settings

LABEL	DESCRIPTION
SSID	<p>Your ZyXEL Device must have the same SSID as the AP you want to connect to. Enter a descriptive name (up to 32 printable characters) for the wireless LAN. Spaces are allowed.</p> <p>Note: If you are configuring the device from a computer connected to the wireless LAN and you change the device's SSID, channel or security settings, you will lose your wireless connection when you press Apply to confirm. You must then change the wireless settings of your computer to match the device's new settings.</p>
AP Survey	Click this button to open the AP Survey window and select an access point.
Wireless Mode	<p>Select Mixed Mode to set the ZyXEL Device to operate in a wireless network with both 802.11b and 802.11g wireless devices.</p> <p>Select Pure B Mode to set the ZyXEL Device to operate in a wireless network with only 802.11b wireless devices. If you select this, the ZyXEL Device may not communicate with IEEE802.11g wireless devices</p> <p>Select Pure G Mode to set the ZyXEL Device to operate in a wireless network with only 802.11g wireless devices. If you select this, the ZyXEL Device may not communicate with IEEE802.11b wireless devices</p>
Clone MAC Address	<p>Every Ethernet-capable device is issued with a unique Media Access Control (MAC) address at the factory. This address is used to identify the device across a network.</p> <p>Your ZyXEL Device is capable of “cloning”, or emulating, the MAC addresses of one or more other devices.</p> <p>Select Auto-Single to have the ZyXEL Device automatically use the MAC address of a single Ethernet device connected to the ETHERNET port.</p> <p>Select Auto-Multi to have the ZyXEL Device automatically use the MAC addresses of multiple Ethernet devices connected to the ETHERNET port via a hub.</p> <p>Alternatively, enter a MAC address into the Clone MAC address field and select Manual to have the ZyXEL Device use that address.</p>
Advanced Settings	
Radio Enable	Select Yes to allow wireless communications between the device and other IEEE 802.11b and IEEE 802.11g compliant wireless devices. Select No to stop wireless communications between the device and other IEEE 802.11b and IEEE 802.11g compliant wireless devices.
Output Power Management	Set the output power of the device in this field. If there is a high density of APs within an area, decrease the output power of the device to reduce interference with other wireless LAN devices.
Data Rate Management	Use this field to select a maximum data rate for the wireless connection.

Table 7 Wireless: Wireless Settings (continued)

LABEL	DESCRIPTION
Preamble Type	<p>Preamble is used to signal that data is coming to the receiver. Select the preamble type that the AP uses. Short and Long refer to the length of the synchronization field in a packet.</p> <p>Short Preamble increases performance as less time sending preamble means more time for sending data. All IEEE 802.11b/g compliant wireless adapters support Long Preamble, but not all support short preamble.</p> <p>Select Auto to have the ZyXEL Device automatically use short preamble when all access point or wireless stations support it; otherwise the ZyXEL Device uses long preamble.</p> <p>Note: The ZyXEL Device and the access point MUST use the same preamble mode in order to communicate.</p>
RTS/CTS Threshold	Enter a value between 0 and 2345. The default is 2345 .
Fragmentation Threshold	Enter a value between 256 and 2340. The default is 2340 . It is the maximum data fragment size that can be sent.
Apply	Click Apply to save your changes back to the device.
Reset	Click Reset to begin configuring this screen afresh.

6.3.1 The AP Survey Window

Click on **Wireless > Wireless Settings > AP Survey** to display the **AP Survey** screen. The ZyXEL Device searches for available access points (APs).

Figure 30 Wireless: the AP Survey Screen

Access Point List				
No.	SSID	Channel	Signal Strength	Security Mode
1	CPE 5548	6	80%	[WEP]
2	121	6	71%	[WPA-PSK-TKIP]
3	ZYS	11	71%	[WPA-EAP-TKIP]
4	330W	11	66%	[WPA-PSK-TKIP]

.....

The following table describes the labels in this screen.

Table 8 Wireless: the AP Survey Screen

LABEL	DESCRIPTION
Access Point List	
No.	This field displays the number of the access point. The access points are ranked by signal strength.

Table 8 Wireless: the AP Survey Screen

LABEL	DESCRIPTION
SSID	This field displays the SSID (Service Set Identifier) of each access point. Click on an SSID to select that wireless device.
Channel	This field displays the channel number used by each access point.
Signal Strength	This field displays the signal strength of each access point.
Security Mode	This field displays details of the access point's security and data encryption settings.
Rescan	Click Rescan to have the ZyXEL Device search again for available access points.

6.4 Wireless Security Overview

Wireless security is vital to your network to protect wireless communication between wireless stations, access points and the wired network.

The figure below shows the possible wireless security levels on your ZyXEL Device. EAP (Extensible Authentication Protocol) is used for authentication and utilizes dynamic WEP key exchange. It requires interaction with a RADIUS (Remote Authentication Dial-In User Service) server either on the WAN or your LAN to provide authentication service for wireless stations.

Table 9 Wireless Security Levels

SECURITY LEVEL	SECURITY TYPE
Least Secure	Unique SSID (Default)
	Unique SSID with Hide SSID Enabled
	MAC Address Filtering
	WEP Encryption
	IEEE802.1x EAP with RADIUS Server Authentication
Most Secure	Wi-Fi Protected Access (WPA)
	WPA2

If you do not enable any wireless security on your ZyXEL Device, your network is accessible to any wireless networking device that is within range.

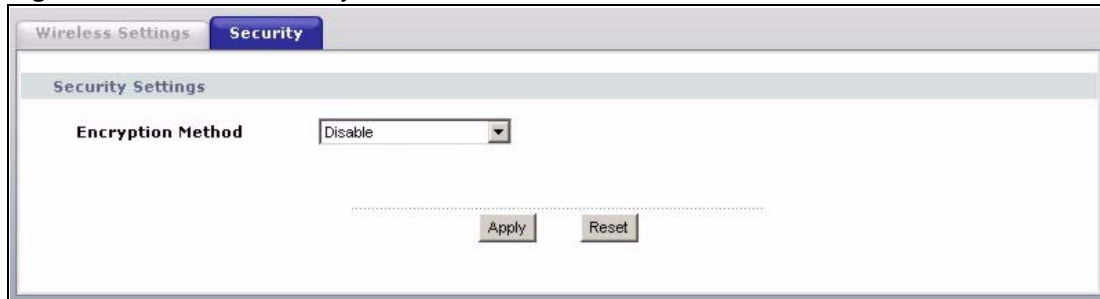
6.5 Configuring Wireless Security

In order to configure and enable wireless security; click **Wireless > Security** to display the **Security** screen. This screen varies according to the encryption method you select.

6.5.1 Wireless Security: Disable

If you do not enable any wireless security on your device, your network is accessible to any wireless networking device that is within range.

Figure 31 Wireless Security: Disable



The following table describes the labels in this screen.

Table 10 Wireless Security: Disable

LABEL	DESCRIPTION
Encryption Method	Select Disable to have no wireless LAN security configured.
Apply	Click Apply to save your changes back to the device.
Reset	Click Reset to begin configuring this screen afresh.

6.5.2 Wireless Security: WEP

WEP provides a mechanism for encrypting data using encryption keys. Both the AP and the wireless stations must use the same WEP key to encrypt and decrypt data. You can configure up to four 64-bit or 128-bit WEP keys, but only one key can be used at any one time.

Figure 32 Wireless Security: WEP

Wireless Settings **Security**

Security Settings

Encryption Method: WEP

Authentication Type: Open

Data Encryption: 64 bit WEP

Enter a passphrase to automatically generate a WEP key or leave it blank if you want to manually enter the WEP key

Passphrase: (max. 16 alphanumeric, printable characters)

ASCII HEX

Key 1:

Key 2:

Key 3:

Key 4:

Note:
 64-bit WEP: Enter 5 ASCII characters or 10 hexadecimal characters (0-9, A-F)
 128-bit WEP: Enter 13 ASCII characters or 26 hexadecimal characters (0-9, A-F)

The following table describes the labels in this screen.

Table 11 Wireless Security: WEP

LABEL	DESCRIPTION
Encryption Method	Select WEP if you want to configure WEP encryption parameters.
Authentication Type	Select Open or Shared from the drop-down list box.
Data Encryption	Select 64 bit WEP or 128 bit WEP to enable data encryption.
Passphrase	With 64-bit or 128-bit WEP, you can enter a "passphrase" (password phrase) of up to 32 case-sensitive printable characters and click Generate to have the device create four different WEP keys.
Generate	After you enter the passphrase, click Generate to have the device generate four different WEP keys automatically.
Key 1 to Key 4	If you want to manually set the WEP keys, enter the WEP key in the field provided. Select a WEP key to use for data encryption. The WEP keys are used to encrypt data. Both the device and the wireless stations must use the same WEP key for data transmission. If you chose 64 bit WEP , then enter any 5 ASCII characters or 10 hexadecimal characters ("0-9", "A-F"). If you chose 128 bit WEP , then enter 13 ASCII characters or 26 hexadecimal characters ("0-9", "A-F").
Apply	Click Apply to save your changes back to the device.
Reset	Click Reset to begin configuring this screen afresh.

6.5.3 Wireless Security: WPA(2)-PSK

Select **WPA-PSK**, **WPA2-PSK** or **WPA-PSK & WPA2-PSK** in the **Encryption Method** drop down list-box to display the next screen.

Figure 33 Wireless Security: WPA(2)-PSK

The screenshot shows a web interface for configuring wireless security. At the top, there are tabs for 'Wireless Settings' and 'Security'. Below this is a 'Security Settings' section. It contains three main configuration areas: 'Encryption Method' with a dropdown menu currently showing 'WPA-PSK', 'Data Encryption' with a dropdown menu showing 'TKIP', and 'Pre-Shared Key' with a text input field and a note '(8-63 ASCII characters)'. At the bottom of the form are two buttons: 'Apply' and 'Reset'.

The following table describes the labels in this screen.

Table 12 Wireless Security: WPA-PSK

LABEL	DESCRIPTION
Encryption Method	Select WPA-PSK , WPA2-PSK or WPA-PSK & WPA2-PSK if you want to configure a pre-shared key. Choose this option only if your AP supports it.
Data Encryption	Select TKIP , AES or TKIP + AES to enable data encryption. For more information, see the Wireless Security appendix.
Pre-Shared Key	The encryption mechanisms used for WPA and WPA-PSK are the same. The only difference between the two is that WPA-PSK uses a simple common password, instead of user-specific credentials. Type a pre-shared key from 8 to 63 ASCII characters (including spaces and symbols). This field is case-sensitive.
Apply	Click Apply to save your changes to the device.
Reset	Click Reset to begin configuring this screen afresh.

6.5.4 Wireless Security: WPA(2)

WPA (Wi-Fi Protected Access) is a subset of the IEEE 802.11i standard. WPA2 (IEEE 802.11i) is a wireless security standard that defines stronger encryption, authentication and key management than WPA. Key differences between WPA(2) and WEP are user authentication and improved data encryption.

Figure 34 Wireless Security: WPA(2)

The following table describes the labels in this screen.

Table 13 Wireless Security: WPA(2)

LABEL	DESCRIPTION
Encryption Method	Select WPA , WPA2 or WPA & WPA2 to configure user authentication and improved data encryption.
EAP Type	Select EAP-TLS, EAP-TTLS, EAP-LEAP or EAP-PEAP from the drop-down box. See the Wireless Security appendix for more information.
Data Encryption	Select TKIP , AES or TKIP + AES to enable data encryption. For more information, see the Wireless Security appendix.
Trusted Root CA File (EAP-TLS, EAP-TTLS and EAP-PEAP only)	This is the name of the certificate issued by the certificate authority (CA).
Select File	Click here to choose a certificate. Select a certificate from the list box and click Select to activate it. Click Delete if you want to remove a certificate from the list. Alternatively, click Browse to locate a certificate. Click Upload to add it to the list. The certificate file must have a .pem or .cer ending. Note: You must first have a wired connection to a network and obtain the certificate(s) from a certificate authority (CA).
Login Name	Enter a user name. This is the user name that you or an administrator set up on a RADIUS server.
Password (EAP-TTLS, EAL-LEAP and EAP-PEAP only)	Enter the password associated with the login name above.
User Certificate File	This is your encrypted private key file.

Table 13 Wireless Security: WPA(2) (continued)

LABEL	DESCRIPTION
Select File	Click here to choose a private key. Select a private key from the list box and click Select to activate it. Click Delete if you want to remove a private key from the list. Alternatively, click Browse to locate a private key. Click Upload to add it to the list. The private key file must have a .pfx ending.
Private Key Password (EAP-TLS only)	Enter the password associated with the private key above.
Validate Server Certificate (EAP-TLS, EAP-TTLS and EAP-PEAP only)	Select the check box to verify the certificate of the authentication server.
Apply	Click Apply to save your changes to the device.
Reset	Click Reset to begin configuring this screen afresh.

6.5.5 Wireless Security: IEEE 802.1x

The IEEE 802.1x standard outlines enhanced security methods for both the authentication of wireless stations and encryption key management.

Note: Once you enable user authentication, you need to specify an external RADIUS server on the device for authentication.

Figure 35 Wireless Security: 802.1x

The following table describes the labels in this screen.

Table 14 Wireless Security: 802.1x

LABEL	DESCRIPTION
Encryption Method	Select 802.1X to configure encryption key management.
EAP Type	Select EAP-TLS, EAP-TTLS, EAP-LEAP or EAP-PEAP from the drop-down box. See the Wireless Security appendix for more information.
Data Encryption (EAP-MD5 only)	Select 64 bit WEP or 128 bit WEP to enable data encryption.
Trusted Root CA File (EAP-TLS, EAP-TTLS and EAP-PEAP only)	This is the name of the certificate issued by the certificate authority (CA).
Select File (EAP-TLS, EAP-TTLS and EAP-PEAP only)	Click here to choose a certificate. Select a certificate from the list box and click Select to activate it. Click Delete if you want to remove a certificate from the list. Alternatively, click Browse to locate a certificate. Click Upload to add it to the list. The certificate file must have a .pem or .cer ending. Note: You must first have a wired connection to a network and obtain the certificate(s) from a certificate authority (CA).

Table 14 Wireless Security: 802.1x

LABEL	DESCRIPTION
Login Name	Enter a user name. This is the user name that you or an administrator set up on a RADIUS server.
Password (EAP-TTLS, EAP-LEAP and EAP-PEAP only)	Enter the password associated with the login name above.
User Certificate File (EAP-TLS only)	This is your encrypted private key file.
Select File (EAP-TLS only)	Click here to choose a private key. Select a private key from the list box and click Select to activate it. Click Delete if you want to remove a private key from the list. Alternatively, click Browse to locate a private key. Click Upload to add it to the list. The private key file must have a .pfx ending.
Private Key Password (EAP-TLS only)	Enter the password associated with the private key above.
Validate Server Certificate (EAP-TLS, EAP-TTLS and EAP-PEAP only)	Select the check box to verify the certificate of the authentication server.
Passphrase (EAP-MD5 only)	With 64-bit or 128-bit WEP, you can enter a "passphrase" (password phrase) of up to 32 case-sensitive printable characters and click Generate to have the device create four different WEP keys.
Generate (EAP-MD5 only)	After you enter the passphrase, click Generate to have the device generate four different WEP keys automatically.
Key 1 to Key 4 (EAP-MD5 only)	If you want to manually set the WEP keys, enter the WEP key in the field provided. Select a WEP key to use for data encryption. The WEP keys are used to encrypt data. Both the device and the wireless stations must use the same WEP key for data transmission. If you chose 64 bit WEP , then enter any 5 ASCII characters or 10 hexadecimal characters ("0-9", "A-F"). If you chose 128 bit WEP , then enter 13 ASCII characters or 26 hexadecimal characters ("0-9", "A-F").
Apply	Click Apply to save your changes to the device.
Reset	Click Reset to begin configuring this screen afresh.

CHAPTER 7

Management Screens

This chapter describes the Management screens.

7.1 Management Overview

Use these management screens to change the password, back up or restore the configuration files and upgrade your ZyXEL Device's firmware.

7.2 Password

To change your device's password (recommended), click **Management**. The screen appears as shown. This screen allows you to change the device's password.

If you forget your password (or the device IP address), you will need to reset the device. See [Section 4.3 on page 41](#) for details.

Figure 36 Management: Password

The following table describes the labels in this screen.

Table 15 Management: Password

LABEL	DESCRIPTION
Password Setup (admin)	Use this section to change the password details for the admin username.
Current Password	Type in your existing system password (1234 is the default password).

Table 15 Management: Password (continued)

LABEL	DESCRIPTION
New Password	Type your new system password (up to 19 printable characters). Spaces are not allowed. As you type a password, the screen displays an asterisk (*) for each character you type.
Retype to Confirm	Retype your new system password for confirmation.
Apply	Save your changes back to the device.
Reset	Reload the previous configuration for this screen.

7.3 Configuration File

The configuration file (often called the romfile or rom-0) contains the factory default settings such as password and TCP/IP Setup, etc. It arrives from ZyXEL with a .rom filename extension. Once you have customized the device's settings, they can be saved back to your computer under a filename of your choosing.

Click **Management > Configuration File**. Information related to factory defaults, backup configuration, and restoring configuration appears as shown next.

Figure 37 Management: Configuration File

The screenshot shows a web interface with three tabs: "Password", "Configuration File" (selected), and "F/W Upload". The main content area is divided into three sections:

- Backup Configuration:** A text block stating "This page allows you to backup your current configuration to your computer. Click the **Backup** button to start the backup process." followed by a "Backup" button.
- Restore Configuration:** A text block stating "To restore your configuration from a previously saved configuration file, browse to the location of the configuration file and click the **Upload** button". Below this is a "File Path:" label, an input field, and a "Browse..." button. An "Upload" button is positioned below the input field.
- Back to Factory Defaults:** A text block stating "The **Reset** button will clear all user-entered configuration and will reset the device settings back to its factory default value. After reset to factory default settings, please remember the following values needed to access the device..". Below this is a list of default values:
 - username: admin
 - Password: 1234
 - LAN IP Address: 192.168.1.11
 followed by a "Reset" button.

7.3.1 Backup Configuration

Backup configuration allows you to back up (save) the device's current configuration to a file on your computer. Once your device is configured and functioning properly, it is strongly recommended that you back up your configuration file before making configuration changes. The backup configuration file will be useful in case you need to return to your previous settings.

Click **Backup** to save the device's current configuration to your computer.

7.3.2 Restore Configuration

Restore configuration allows you to upload a new or previously saved configuration file from your computer to your device.

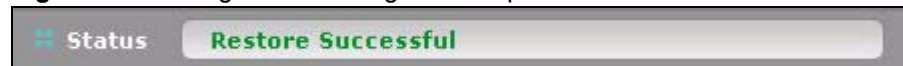
Table 16 Management: Configuration File: Restore Configuration

LABEL	DESCRIPTION
File Path	Type in the location of the file you want to upload in this field or click Browse ... to find it.
Browse...	Click Browse... to find the file you want to upload. Remember that you must decompress compressed (.zip) files before you can upload them.
Upload	Click Upload to begin the upload process.

Warning: Do not turn off the device while configuration file upload is in progress.

The following screen displays in the Status bar at the bottom of the configurator screen.

Figure 38 Management: Configuration Upload Successful

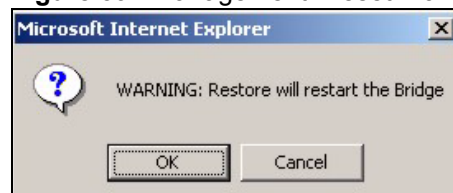


If you uploaded the default configuration file you may need to change the IP address of your computer to be in the same subnet as that of the default device IP address (192.168.1.12 to 1.192.168.1.254).

7.3.3 Back to Factory Defaults

Clicking the **RESET** button in this section clears all user-entered configuration information and returns the device to its factory defaults. The following warning screen will appear.

Figure 39 Management: Reset Warning Message



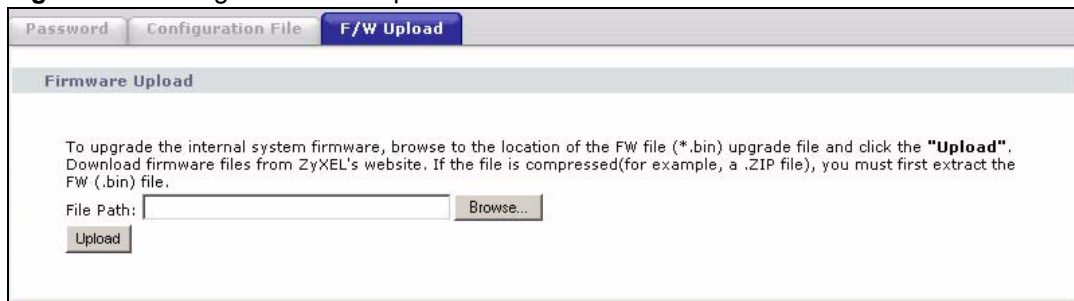
You can also press the **RESET** button on the rear panel to reset the factory defaults of your device. Refer to [Section 4.6.1 on page 49](#) for more information on the **RESET** button.

7.4 F/W Upload Screen

Find firmware at www.zyxel.com in a file that (usually) uses the system model name with a .rmt extension, for example, "zyxel.rmt". The upload process uses HTTP (Hypertext Transfer Protocol) and may take up to two minutes. After a successful upload, the system will reboot.

Click **Management > F/W Upload** to display the screen as shown. Follow the instructions in this screen to upload firmware to your device.

Figure 40 Management: F/W Upload



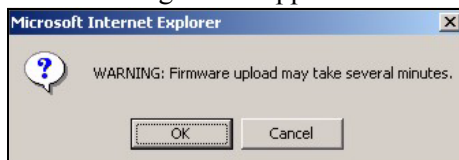
The following table describes the labels in this screen.

Table 17 Management: F/W Upload

LABEL	DESCRIPTION
File Path	Type in the location of the file you want to upload in this field or click Browse ... to find it.
Browse...	Click Browse... to find the .rmt file you want to upload. Remember that you must decompress compressed (.zip) files before you can upload them.
Upload	Click Upload to begin the upload process. This process may take up to two minutes.

Warning: Do not turn off the device while firmware upload is in progress!

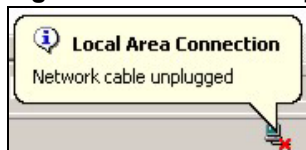
The following screen appears. Click **OK** to continue.



Wait until the countdown reaches zero before logging into the device again.

Figure 41 Management: Firmware Upgrading Screen

The device automatically restarts in this time causing a temporary network disconnect. In some operating systems, you may see the following icon on your desktop.

Figure 42 Network Temporarily Disconnected

After two minutes, log in again and check your new firmware version in the **System Status** screen.

If the upload was not successful, the following status message displays at the bottom of the screen.

Figure 43 Management: Firmware Upload Error

CHAPTER 8

Troubleshooting

This chapter covers potential problems and possible remedies. After each problem description, some instructions are provided to help you to diagnose and to solve the problem.

8.1 Problems Starting Up the ZyXEL Device

Table 18 Troubleshooting the Start-Up of Your ZyXEL Device

PROBLEM	CORRECTIVE ACTION
None of the LEDs turn on when I plug in the power adaptor.	Make sure you are using the supplied power adaptor and that it is plugged in to an appropriate power source. Check that the power source is turned on. If the problem persists, you may have a hardware problem. In this case, you should contact your local vendor.
The device reboots automatically sometimes.	The supplied power to the ZyXEL Device is too low. Check that the ZyXEL Device is receiving enough power. Make sure the power source is working properly.

8.2 Problems with the Password

Table 19 Troubleshooting the Password

PROBLEM	CORRECTIVE ACTION
I cannot access the ZyXEL Device.	The Password field is case-sensitive. Make sure that you enter the correct password using the proper casing. Use the RESET button on the rear panel of the ZyXEL Device to restore the factory default configuration file (hold this button in for about 10 seconds or release the button when the PWR LED starts blinking). This will restore all of the factory defaults including the password.

8.3 Problem with the Wireless Link Quality

Table 20 Troubleshooting Link Quality

PROBLEM	CORRECTIVE ACTION
The link quality and/or signal strength is poor all the time.	<p>Search and connect to another AP with a better link quality using the Site Survey screen.</p> <p>Move your computer closer to the AP or the peer computer(s) within the transmission range.</p> <p>There may be too much radio interference (for example microwave or another AP using the same channel) around your wireless network. Lower the output power of each AP.</p> <p>Make sure there are not too many wireless stations connected to a wireless network.</p>

8.4 Problems Communicating With Other Computers

Table 21 Troubleshooting the Ethernet Interface

PROBLEM	CORRECTIVE ACTION
The computer with the ZyXEL Device installed cannot communicate with the other computer(s).	<p>In Infrastructure Mode</p> <ul style="list-style-type: none">• Make sure that the AP and the associated computers are turned on and working properly.• Make sure the ZyXEL Device and the associated AP use the same SSID.• Change the AP and the associated wireless clients to use another radio channel if interference is high.• Make sure that the computer and the AP share the same security option and key. Verify the settings in the Profile Security Settings screen.• If you are using WPA(2) or WPA(2)-PSK security, try changing your encryption type from TKIP to AES or vice versa.

8.5 Problems with the Ethernet Interface

Table 22 Troubleshooting the Ethernet Interface

PROBLEM	CORRECTIVE ACTION
I cannot access the ZyXEL Device from the LAN.	<p>If the ETHN LED on the front panel is off, check the Ethernet cable connection between your ZyXEL Device and the Ethernet device connected to the ETHERNET port.</p> <p>Check for faulty Ethernet cables.</p> <p>Make sure your computer's Ethernet adapter is installed and working properly.</p> <p>Check the IP address of the Ethernet device. Verify that the IP address and the subnet mask of the ZyXEL Device, the Ethernet device and your computer are on the same subnet.</p>
I cannot ping any computer on the LAN.	<p>If the ETHN LED on the front panel is off, check the Ethernet cable connections between your ZyXEL Device and the Ethernet device.</p> <p>Check the Ethernet cable connections between the Ethernet device and the LAN computers.</p> <p>Check for faulty Ethernet cables.</p> <p>Make sure the LAN computer's Ethernet adapter is installed and working properly.</p> <p>Verify that the IP address and the subnet mask of the ZyXEL Device, the Ethernet device and the LAN computers are on the same subnet.</p>
I cannot access the web configurator.	<p>Your computer's and the ZyXEL Device's IP addresses must be on the same subnet for LAN access.</p> <p>If you changed the ZyXEL Device's IP address, then enter the new one as the URL.</p> <p>If you don't know the ZyXEL Device's IP address, type the device name of your ZyXEL Device as the URL. ZyXELXXXX is the default where "XXXX" is the last four digits of the MAC address. The MAC address is on the bottom of the device).</p> <p>If you just changed the ZyXEL Device's IP address, your computer's cache of machine names may contain an entry that maps the name of the ZyXEL Device to its previous IP address.</p> <p>In Windows, use nbststat -R at the command prompt to delete all entries in your computer's cache of machine names.</p> <p>Open a new browser window.</p> <p>See the following section to check that pop-up windows, JavaScripts and Java permissions are allowed.</p> <hr/> <p>You may also need to clear your Internet browser's cache.</p> <p>In Internet Explorer, click Tools and then Internet Options to open the Internet Options screen.</p> <p>In the General tab, click Delete Files. In the pop-up window, select the Delete all offline content check box and click OK. Click OK in the Internet Options screen to close it.</p> <p>If you disconnect your computer from one device and connect it to another device that has the same IP address, your computer's ARP (Address Resolution Protocol) table may contain an entry that maps the management IP address to the previous device's MAC address).</p> <p>In Windows, use arp -d at the command prompt to delete all entries in your computer's ARP table.</p> <p>Open a new browser window.</p>

8.5.1 Pop-up Windows, JavaScripts and Java Permissions

In order to use the web configurator you need to allow:

- Web browser pop-up windows from your device.
- JavaScripts (enabled by default).
- Java permissions (enabled by default).

Note: Internet Explorer 6 screens are used here. Screens for other Internet Explorer versions may vary.

8.5.1.1 Internet Explorer Pop-up Blockers

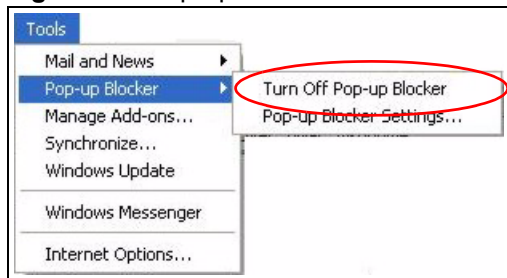
You may have to disable pop-up blocking to log into your device.

Either disable pop-up blocking (enabled by default in Windows XP SP (Service Pack) 2) or allow pop-up blocking and create an exception for your device's IP address.

8.5.1.1.1 Disable pop-up Blockers

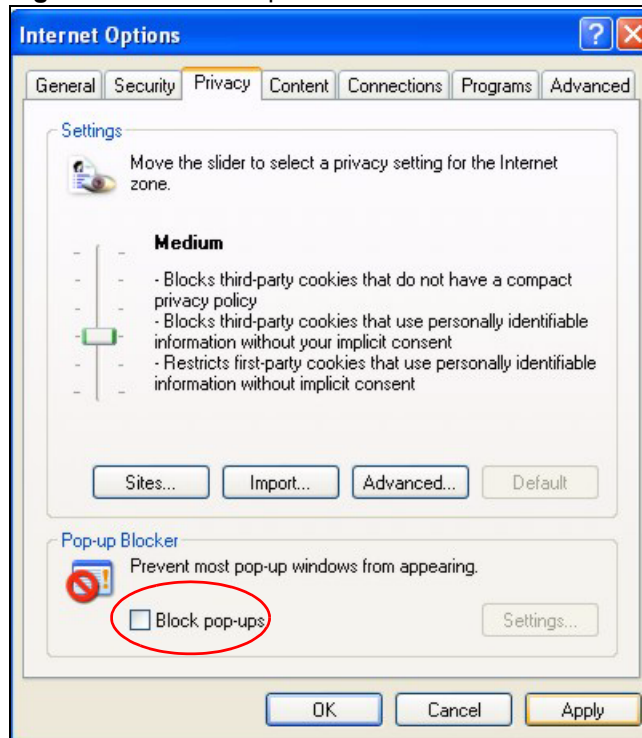
- 1 In Internet Explorer, select **Tools, Pop-up Blocker** and then select **Turn Off Pop-up Blocker**.

Figure 44 Pop-up Blocker



You can also check if pop-up blocking is disabled in the **Pop-up Blocker** section in the **Privacy** tab.

- 1 In Internet Explorer, select **Tools, Internet Options, Privacy**.
- 2 Clear the **Block pop-ups** check box in the **Pop-up Blocker** section of the screen. This disables any web pop-up blockers you may have enabled.

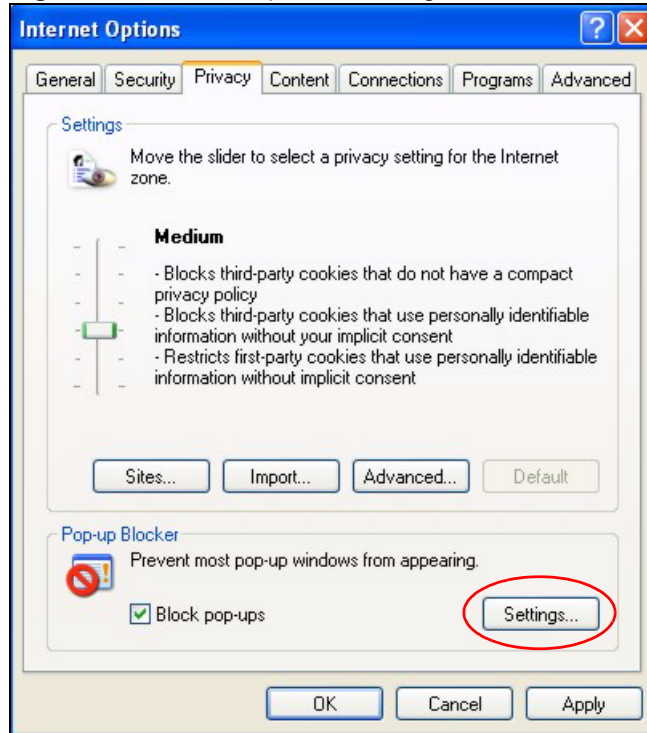
Figure 45 Internet Options

3 Click **Apply** to save this setting.

8.5.1.1.2 Enable pop-up Blockers with Exceptions

Alternatively, if you only want to allow pop-up windows from your device, see the following steps.

- 1** In Internet Explorer, select **Tools, Internet Options** and then the **Privacy** tab.
- 2** Select **Settings...** to open the **Pop-up Blocker Settings** screen.

Figure 46 Internet Options: Settings

- 3** Type the IP address of your device (the web page that you do not want to have blocked) with the prefix “http://”. For example, <http://192.168.1.11>.
- 4** Click **Add** to move the IP address to the list of **Allowed sites**.

Figure 47 Pop-up Blocker Settings

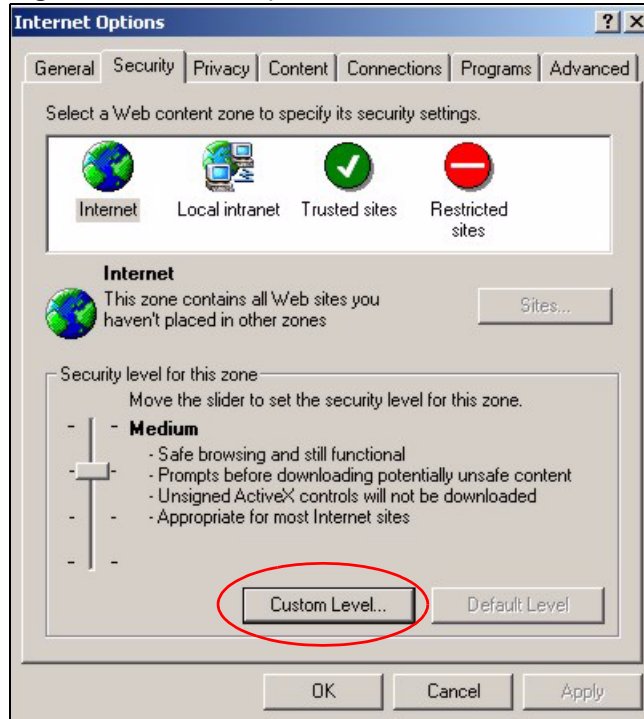
5 Click **Close** to return to the **Privacy** screen.

6 Click **Apply** to save this setting.

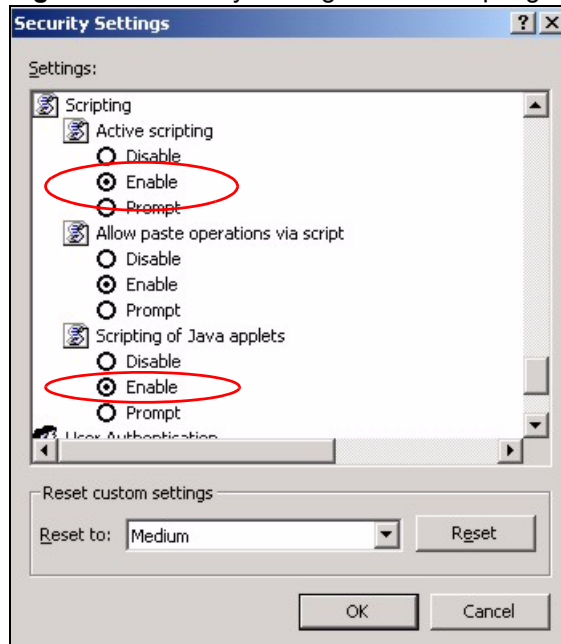
8.5.1.2 JavaScripts

If pages of the web configurator do not display properly in Internet Explorer, check that JavaScripts are allowed.

1 In Internet Explorer, click **Tools, Internet Options** and then the **Security** tab.

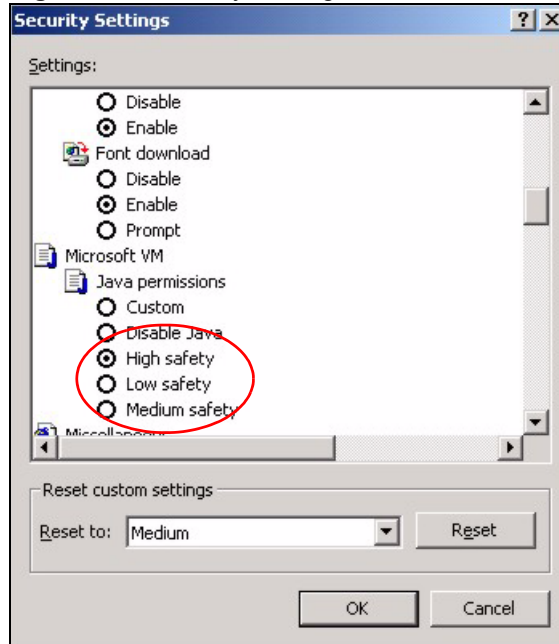
Figure 48 Internet Options: Custom Level

- 2** Click the **Custom Level...** button.
- 3** Scroll down to **Scripting**.
- 4** Under **Active scripting** make sure that **Enable** is selected (the default).
- 5** Under **Scripting of Java applets** make sure that **Enable** is selected (the default).
- 6** Click **OK** to close the window.

Figure 49 Security Settings - Java Scripting

8.5.1.3 Java Permissions

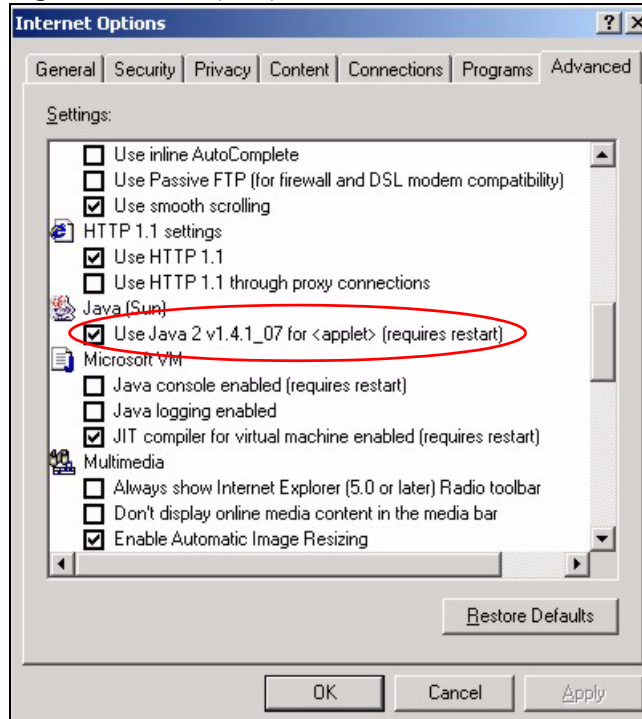
- 1 From Internet Explorer, click **Tools**, **Internet Options** and then the **Security** tab.
- 2 Click the **Custom Level...** button.
- 3 Scroll down to **Microsoft VM**.
- 4 Under **Java permissions** make sure that a safety level is selected.
- 5 Click **OK** to close the window.

Figure 50 Security Settings - Java

8.5.1.3.1 JAVA (Sun)

- 1 From Internet Explorer, click **Tools, Internet Options** and then the **Advanced** tab.
- 2 make sure that **Use Java 2 for <applet>** under **Java (Sun)** is selected.
- 3 Click **OK** to close the window.

Figure 51 Java (Sun)



8.6 Testing the Connection to the ZyXEL Device

- 1 Click **Start**, **(All) Programs**, **Accessories** and then **Command Prompt**.
- 2 In the **Command Prompt** window, type “ping” followed by a space and the IP address of the ZyXEL Device (192.168.1.11 is the default).
- 3 Press **ENTER**. The following screen displays.

Figure 52 Pinging the G-470

```

C:\>ping 192.168.1.11

Pinging 192.168.1.11 with 32 bytes of data:

Reply from 192.168.1.11: bytes=32 time=10ms TTL=254
Reply from 192.168.1.11: bytes=32 time<10ms TTL=254
Reply from 192.168.1.11: bytes=32 time<10ms TTL=254
Reply from 192.168.1.11: bytes=32 time<10ms TTL=254

Ping statistics for 192.168.1.11:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 10ms, Average = 2m
  
```

Your computer can now communicate with the ZyXEL Device via the **ETHERNET** port.

APPENDIX A

Product Specifications

Table 23 Product Specifications

PHYSICAL AND ENVIRONMENTAL	
Product Name	G-470 802.11g Wireless Ethernet Adapter
Standards	IEEE 802.11b IEEE 802.11g
Network Architectures	Infrastructure
Security	64/128-bit WEP Encryption WPA/WPA-PSK IEEE 802.1x
Operating Temperature	0 ~ 50 degrees Centigrade
Storage Temperature	-25 ~ 70 degrees Centigrade
Operating Humidity	0 ~ 70% (non-condensing)
Storage Humidity	10 ~ 90% (non-condensing)
Power Consumption	TX: 620mA RX: 600mA
Voltage	5V
Dimensions	104mm × 127mm × 26mm excluding external antenna and foot stand.
RADIO SPECIFICATIONS	
Media Access Protocol	IEEE 802.11
Frequency	USA (FCC) & Canada 11 Channels Europe (ETSI) 13 Channels Japan (TELEC) 13 Channels
Data Rate	IEEE 802.11g: 54, 48, 36, 24, 18, 12, 9, 6 Mbps IEEE 802.11b: 11, 5.5, 2, 1 Mbps
Modulation	IEEE 802.11g: OFDM (64QAM, 16QAM, QPSK, BPSK) IEEE 802.11b: Direct Sequence Spread Spectrum (DSSS), (CCK, DQPSK, DBPSK)
Peak Output Power	27.88dBm
Rx Sensitivity	IEEE 802.11g At 54Mbps -72dBm (typical) IEEE 802.11g At 24Mbps -82dBm (typical)
SOFTWARE SPECIFICATIONS	
Device Drivers	Windows 2000, Windows XP, Windows ME, Windows 98SE, Windows NT 4.0
Roaming	IEEE 802.11b/g compliant
WEP	64/128-bit WEP encryption

APPENDIX B

Wireless Security

Types of EAP Authentication

This section discusses some popular authentication types: EAP-MD5, EAP-TLS, EAP-TTLS, PEAP and LEAP.

The type of authentication you use depends on the RADIUS server or the AP. Consult your network administrator for more information. Your wireless LAN device may not support all authentication types.

EAP-MD5 (Message-Digest Algorithm 5)

MD5 authentication is the simplest one-way authentication method. The authentication server sends a challenge to the wireless station. The wireless station 'proves' that it knows the password by encrypting the password with the challenge and sends back the information. Password is not sent in plain text.

However, MD5 authentication has some weaknesses. Since the authentication server needs to get the plaintext passwords, the passwords must be stored. Thus someone other than the authentication server may access the password file. In addition, it is possible to impersonate an authentication server as MD5 authentication method does not perform mutual authentication. Finally, MD5 authentication method does not support data encryption with dynamic session key. You must configure WEP encryption keys for data encryption.

EAP-TLS (Transport Layer Security)

With EAP-TLS, digital certifications are needed by both the server and the wireless stations for mutual authentication. The server presents a certificate to the client. After validating the identity of the server, the client sends a different certificate to the server. The exchange of certificates is done in the open before a secured tunnel is created. This makes user identity vulnerable to passive attacks. A digital certificate is an electronic ID card that authenticates the sender's identity. However, to implement EAP-TLS, you need a Certificate Authority (CA) to handle certificates, which imposes a management overhead.

EAP-TTLS (Tunneled Transport Layer Service)

EAP-TTLS is an extension of the EAP-TLS authentication that uses certificates for only the server-side authentications to establish a secure connection. Client authentication is then done by sending username and password through the secure connection, thus client identity is protected. For client authentication, EAP-TTLS supports EAP methods and legacy authentication methods such as PAP, CHAP, MS-CHAP and MS-CHAP v2.

PEAP (Protected EAP)

Like EAP-TTLS, server-side certificate authentication is used to establish a secure connection, then use simple username and password methods through the secured connection to authenticate the clients, thus hiding client identity. However, PEAP only supports EAP methods, such as EAP-MD5, EAP-MSCHAPv2 and EAP-GTC (EAP-Generic Token Card), for client authentication. EAP-GTC is implemented only by Cisco.

LEAP

LEAP (Lightweight Extensible Authentication Protocol) is a Cisco implementation of IEEE 802.1x.

Dynamic WEP Key Exchange

The AP maps a unique key that is generated with the RADIUS server. This key expires when the wireless connection times out, disconnects or reauthentication times out. A new WEP key is generated each time reauthentication is performed.

If this feature is enabled, it is not necessary to configure a default encryption key in the Wireless screen. You may still configure and store keys here, but they will not be used while Dynamic WEP is enabled.

Note: EAP-MD5 cannot be used with Dynamic WEP Key Exchange

For added security, certificate-based authentications (EAP-TLS, EAP-TTLS and PEAP) use dynamic keys for data encryption. They are often deployed in corporate environments, but for public deployment, a simple user name and password pair is more practical. The following table is a comparison of the features of authentication types.

Table 24 Comparison of EAP Authentication Types

	EAP-MD5	EAP-TLS	EAP-TTLS	PEAP	LEAP
Mutual Authentication	No	Yes	Yes	Yes	Yes
Certificate – Client	No	Yes	Optional	Optional	No
Certificate – Server	No	Yes	Yes	Yes	No
Dynamic Key Exchange	No	Yes	Yes	Yes	Yes
Credential Integrity	None	Strong	Strong	Strong	Moderate

Table 24 Comparison of EAP Authentication Types

	EAP-MD5	EAP-TLS	EAP-TTLS	PEAP	LEAP
Deployment Difficulty	Easy	Hard	Moderate	Moderate	Moderate
Client Identity Protection	No	No	Yes	Yes	No

WPA(2)

Wi-Fi Protected Access (WPA) is a subset of the IEEE 802.11i standard. WPA2 (IEEE 802.11i) is a wireless security standard that defines stronger encryption, authentication and key management than WPA.

Key differences between WPA(2) and WEP are improved data encryption and user authentication.

If both an AP and the wireless clients support WPA2 and you have an external RADIUS server, use WPA2 for stronger data encryption. If you don't have an external RADIUS server, you should use WPA2-PSK (WPA2-Pre-Shared Key) that only requires a single (identical) password entered into each access point, wireless gateway and wireless client. As long as the passwords match, a wireless client will be granted access to a WLAN.

If the AP or the wireless clients do not support WPA2, just use WPA or WPA-PSK depending on whether you have an external RADIUS server or not.

Select WEP only when the AP and/or wireless clients do not support WPA or WPA2. WEP is less secure than WPA or WPA2.

Encryption

Both WPA and WPA2 improve data encryption by using Temporal Key Integrity Protocol (TKIP), Message Integrity Check (MIC) and IEEE 802.1x. WPA and WPA2 use Advanced Encryption Standard (AES) in the Counter mode with Cipher block chaining Message authentication code Protocol (CCMP) to offer stronger encryption than TKIP.

TKIP uses 128-bit keys that are dynamically generated and distributed by the authentication server. AES (Advanced Encryption Standard) is a block cipher that uses a 256-bit mathematical algorithm called Rijndael. They both include a per-packet key mixing function, a Message Integrity Check (MIC) named Michael, an extended initialization vector (IV) with sequencing rules, and a re-keying mechanism.

WPA and WPA2 regularly change and rotate the encryption keys so that the same encryption key is never used twice.

The RADIUS server distributes a Pairwise Master Key (PMK) key to the AP that then sets up a key hierarchy and management system, using the PMK to dynamically generate unique data encryption keys to encrypt every data packet that is wirelessly communicated between the AP and the wireless stations. This all happens in the background automatically.

The Message Integrity Check (MIC) is designed to prevent an attacker from capturing data packets, altering them and resending them. The MIC provides a strong mathematical function in which the receiver and the transmitter each compute and then compare the MIC. If they do not match, it is assumed that the data has been tampered with and the packet is dropped.

By generating unique data encryption keys for every data packet and by creating an integrity checking mechanism (MIC), with TKIP and AES it is more difficult to decrypt data on a Wi-Fi network than WEP and difficult for an intruder to break into the network.

The encryption mechanisms used for WPA(2) and WPA(2)-PSK are the same. The only difference between the two is that WPA(2)-PSK uses a simple common password, instead of user-specific credentials. The common-password approach makes WPA(2)-PSK susceptible to brute-force password-guessing attacks but it's still an improvement over WEP as it employs a consistent, single, alphanumeric password to derive a PMK which is used to generate unique temporal encryption keys. This prevent all wireless devices sharing the same encryption keys. (a weakness of WEP)

User Authentication

WPA and WPA2 apply IEEE 802.1x and Extensible Authentication Protocol (EAP) to authenticate wireless stations using an external RADIUS database. WPA2 reduces the number of key exchange messages from six to four (CCMP 4-way handshake) and shortens the time required to connect to a network. Other WPA2 authentication features that are different from WPA include key caching and pre-authentication. These two features are optional and may not be supported in all wireless devices.

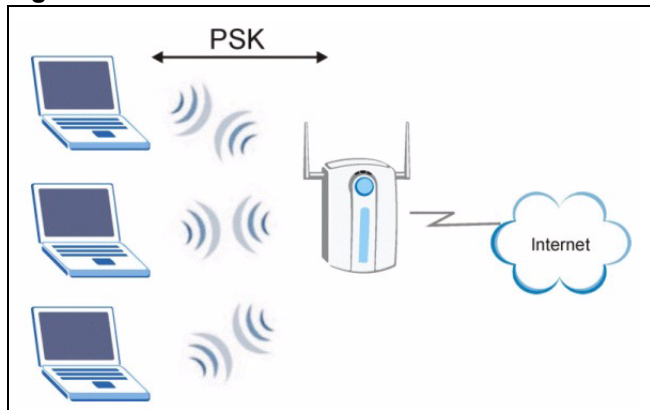
Key caching allows a wireless client to store the PMK it derived through a successful authentication with an AP. The wireless client uses the PMK when it tries to connect to the same AP and does not need to go with the authentication process again.

Pre-authentication enables fast roaming by allowing the wireless client (already connecting to an AP) to perform IEEE 802.1x authentication with another AP before connecting to it.

WPA(2)-PSK Application Example

A WPA(2)s-PSK application looks as follows.

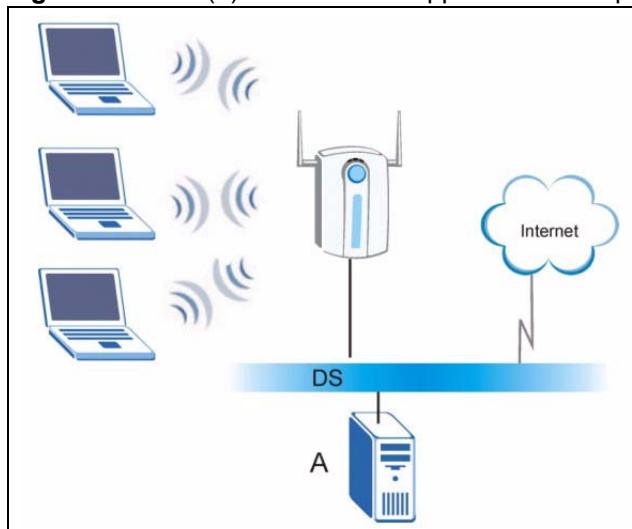
- 1** First enter identical passwords into the AP and all wireless clients. The Pre-Shared Key (PSK) must consist of between 8 and 63 ASCII characters or 64 hexadecimal characters (including spaces and symbols).
- 2** The AP checks each client's password and (only) allows it to join the network if it matches its password.
- 3** The AP and wireless clients use the pre-shared key to generate a common PMK.
- 4** The AP and wireless clients use the TKIP or AES encryption process to encrypt data exchanged between them.

Figure 53 WPA-PSK Authentication

WPA(2) with RADIUS Application Example

You need the IP address of the RADIUS server, its port number (default is 1812), and the RADIUS shared secret. A WPA(2) application example with an external RADIUS server looks as follows. "A" is the RADIUS server. "DS" is the distribution system.

- 1 The AP passes the wireless client's authentication request to the RADIUS server.
- 2 The RADIUS server then checks the user's identification against its database and grants or denies network access accordingly.
- 3 The RADIUS server distributes a Pairwise Master Key (PMK) key to the AP that then sets up a key hierarchy and management system, using the pair-wise key to dynamically generate unique data encryption keys to encrypt every data packet that is wirelessly communicated between the AP and the wireless clients.

Figure 54 WPA(2) with RADIUS Application Example

Security Parameters Summary

Refer to this table to see what other security parameters you should configure for each Authentication Method/ key management protocol type. MAC address filters are not dependent on how you configure these security features.

Table 25 Wireless Security Relational Matrix

AUTHENTICATION METHOD/ KEY MANAGEMENT PROTOCOL	ENCRYPTION METHOD	ENTER MANUAL KEY	IEEE 802.1X
Open	None	No	Disable
			Enable without Dynamic WEP Key
Open	WEP	No	Enable with Dynamic WEP Key
		Yes	Enable without Dynamic WEP Key
		Yes	Disable
Shared	WEP	No	Enable with Dynamic WEP Key
		Yes	Enable without Dynamic WEP Key
		Yes	Disable
WPA	TKIP/AES	No	Enable
WPA-PSK	TKIP/AES	Yes	Disable
WPA2	TKIP/AES	No	Enable
WPA2-PSK	TKIP/AES	Yes	Disable

APPENDIX C

Setting up Your Computer's IP Address

All computers must have a 10M or 100M Ethernet adapter card and TCP/IP installed.

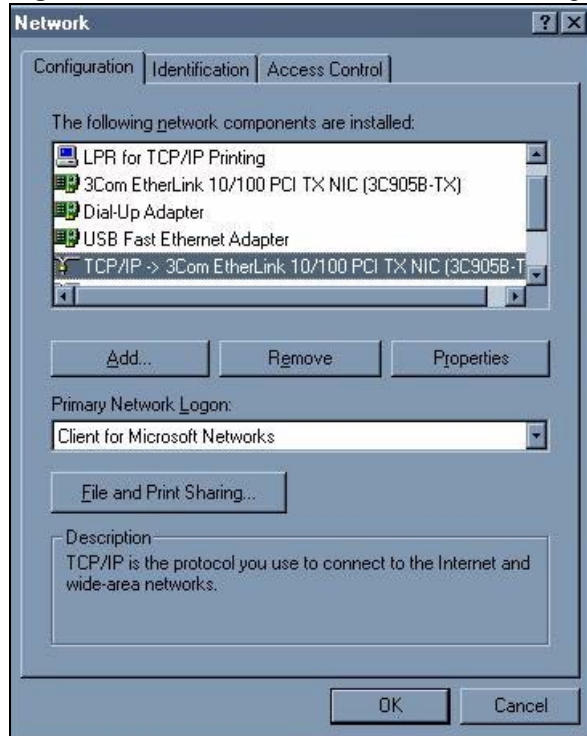
Windows 95/98/Me/NT/2000/XP, Macintosh OS 7 and later operating systems and all versions of UNIX/LINUX include the software components you need to install and use TCP/IP on your computer. Windows 3.1 requires the purchase of a third-party TCP/IP application package.

TCP/IP should already be installed on computers using Windows NT/2000/XP, Macintosh OS 7 and later operating systems.

After the appropriate TCP/IP components are installed, configure the TCP/IP settings in order to "communicate" with your network.

Windows 95/98/Me

Click **Start**, **Settings**, **Control Panel** and double-click the **Network** icon to open the **Network** window

Figure 55 WIndows 95/98/Me: Network: Configuration

Installing Components

The **Network** window **Configuration** tab displays a list of installed components. You need a network adapter, the TCP/IP protocol and Client for Microsoft Networks.

If you need the adapter:

- 1 In the **Network** window, click **Add**.
- 2 Select **Adapter** and then click **Add**.
- 3 Select the manufacturer and model of your network adapter and then click **OK**.

If you need TCP/IP:

- 1 In the **Network** window, click **Add**.
- 2 Select **Protocol** and then click **Add**.
- 3 Select **Microsoft** from the list of **manufacturers**.
- 4 Select **TCP/IP** from the list of network protocols and then click **OK**.

If you need Client for Microsoft Networks:

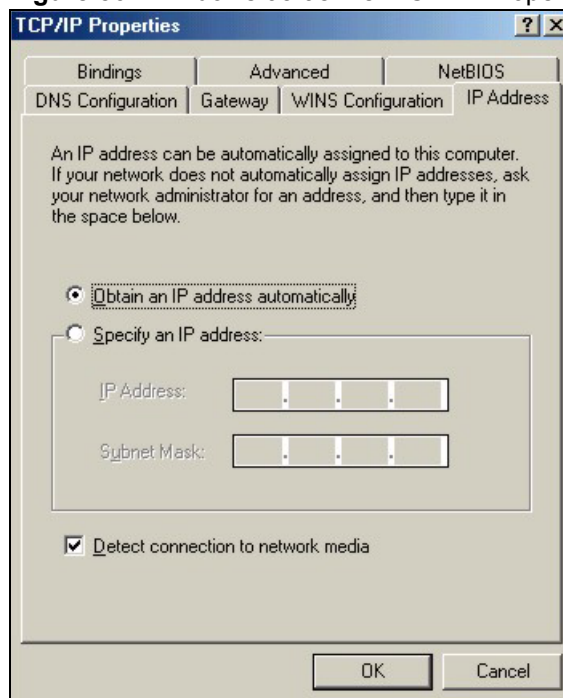
- 1 Click **Add**.
- 2 Select **Client** and then click **Add**.

- 3 Select **Microsoft** from the list of manufacturers.
- 4 Select **Client for Microsoft Networks** from the list of network clients and then click **OK**.
- 5 Restart your computer so the changes you made take effect.

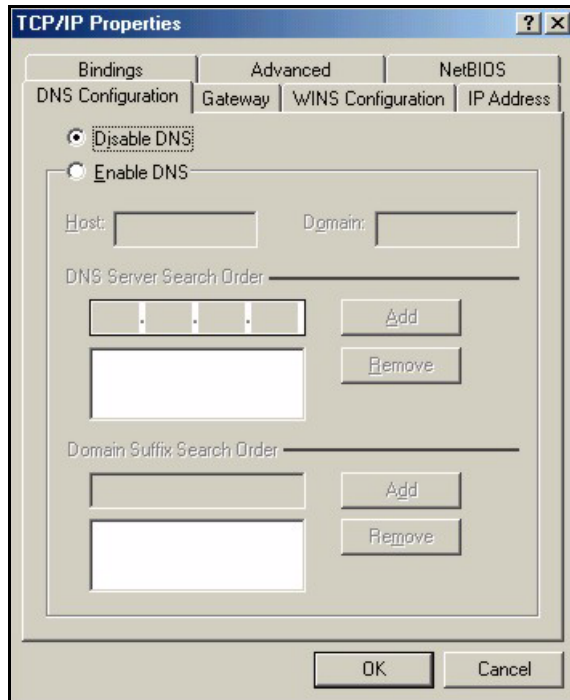
Configuring

- 1 In the **Network** window **Configuration** tab, select your network adapter's TCP/IP entry and click **Properties**
- 2 Click the **IP Address** tab.
 - If your IP address is dynamic, select **Obtain an IP address automatically**.
 - If you have a static IP address, select **Specify an IP address** and type your information into the **IP Address** and **Subnet Mask** fields.

Figure 56 Windows 95/98/Me: TCP/IP Properties: IP Address



- 3 Click the **DNS Configuration** tab.
 - If you do not know your DNS information, select **Disable DNS**.
 - If you know your DNS information, select **Enable DNS** and type the information in the fields below (you may not need to fill them all in).

Figure 57 Windows 95/98/Me: TCP/IP Properties: DNS Configuration**4** Click the **Gateway** tab.

- If you do not know your gateway's IP address, remove previously installed gateways.
- If you have a gateway IP address, type it in the **New gateway field** and click **Add**.

5 Click **OK** to save and close the **TCP/IP Properties** window.**6** Click **OK** to close the **Network** window. Insert the Windows CD if prompted.**7** Restart your computer when prompted.

Verifying Settings

1 Click **Start** and then **Run**.**2** In the **Run** window, type "winipcfg" and then click **OK** to open the **IP Configuration** window.**3** Select your network adapter. You should see your computer's IP address, subnet mask and default gateway.

Windows 2000/NT/XP

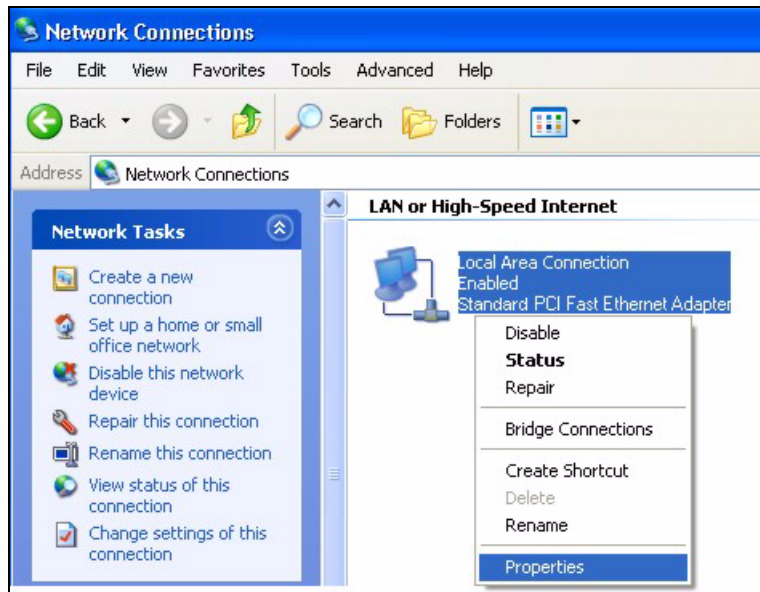
1 For Windows XP, click **start**, **Control Panel**. In Windows 2000/NT, click **Start**, **Settings**, **Control Panel**.

Figure 58 Windows XP: Start Menu

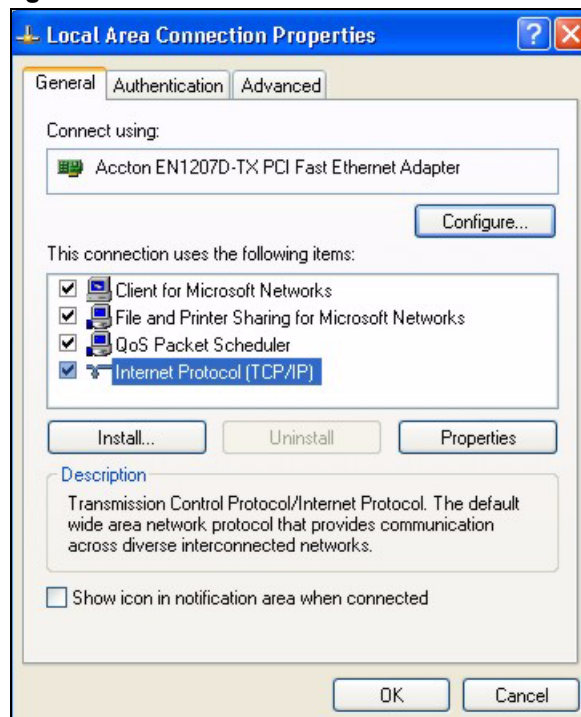
2 For Windows XP, click **Network Connections**. For Windows 2000/NT, click **Network and Dial-up Connections**.

Figure 59 Windows XP: Control Panel

3 Right-click **Local Area Connection** and then click **Properties**.

Figure 60 Windows XP: Control Panel: Network Connections: Properties

- 4** Select **Internet Protocol (TCP/IP)** (under the **General** tab in Win XP) and click **Properties**.

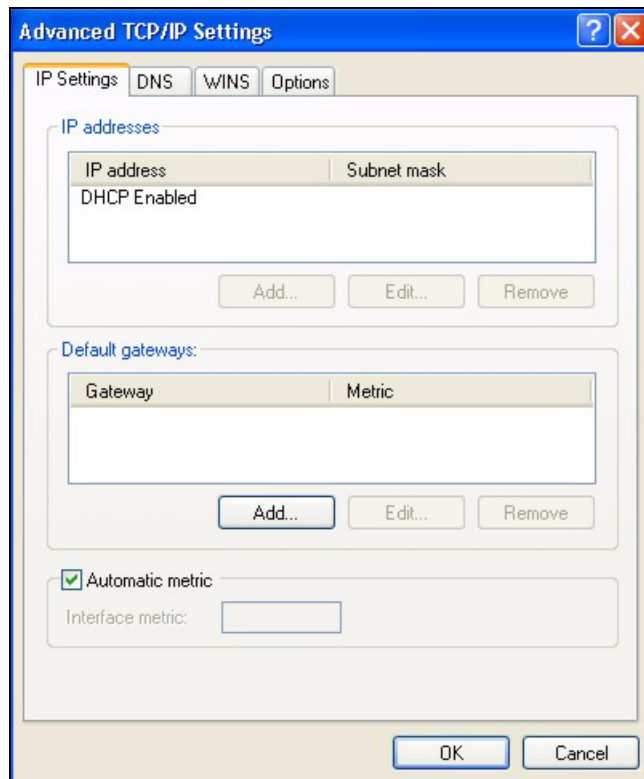
Figure 61 Windows XP: Local Area Connection Properties

- 5** The **Internet Protocol TCP/IP Properties** window opens (the **General** tab in Windows XP).

- If you have a dynamic IP address click **Obtain an IP address automatically**.

- If you have a static IP address click **Use the following IP Address** and fill in the **IP address**, **Subnet mask**, and **Default gateway** fields. Click **Advanced**.

Figure 62 Windows XP: Advanced TCP/IP Settings



- 6** If you do not know your gateway's IP address, remove any previously installed gateways in the **IP Settings** tab and click **OK**.

Do one or more of the following if you want to configure additional IP addresses:

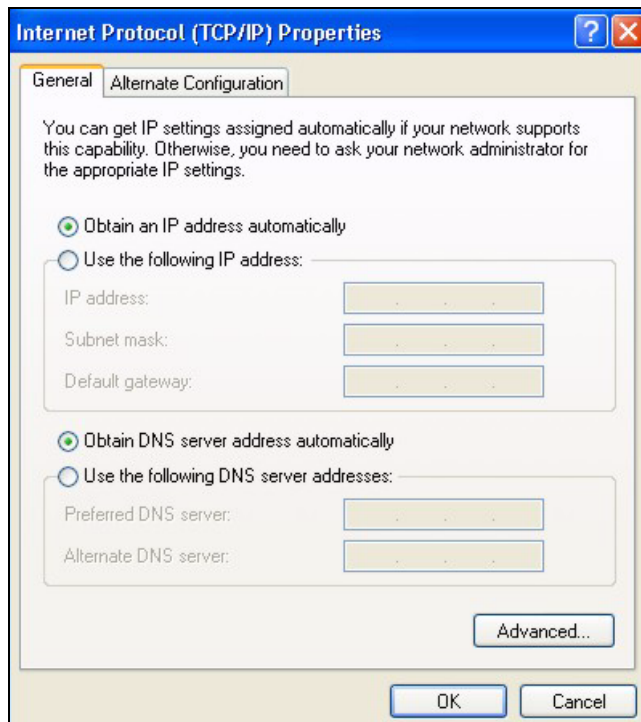
- In the **IP Settings** tab, in **IP addresses**, click **Add**.
- In **TCP/IP Address**, type an IP address in **IP address** and a subnet mask in **Subnet mask**, and then click **Add**.
- Repeat the above two steps for each IP address you want to add.
- Configure additional default gateways in the **IP Settings** tab by clicking **Add** in **Default gateways**.
- In **TCP/IP Gateway Address**, type the IP address of the default gateway in **Gateway**. To manually configure a default metric (the number of transmission hops), clear the **Automatic metric** check box and type a metric in **Metric**.
- Click **Add**.
- Repeat the previous three steps for each default gateway you want to add.
- Click **OK** when finished.

- 7** In the **Internet Protocol TCP/IP Properties** window (the **General** tab in Windows XP):

- Click **Obtain DNS server address automatically** if you do not know your DNS server IP address(es).
- If you know your DNS server IP address(es), click **Use the following DNS server addresses**, and type them in the **Preferred DNS server** and **Alternate DNS server** fields.

If you have previously configured DNS servers, click **Advanced** and then the **DNS** tab to order them.

Figure 63 Windows XP: Internet Protocol (TCP/IP) Properties



8 Click **OK** to close the **Internet Protocol (TCP/IP) Properties** window.

9 Click **OK** to close the **Local Area Connection Properties** window.

10 Restart your computer (if prompted).

Verifying Settings

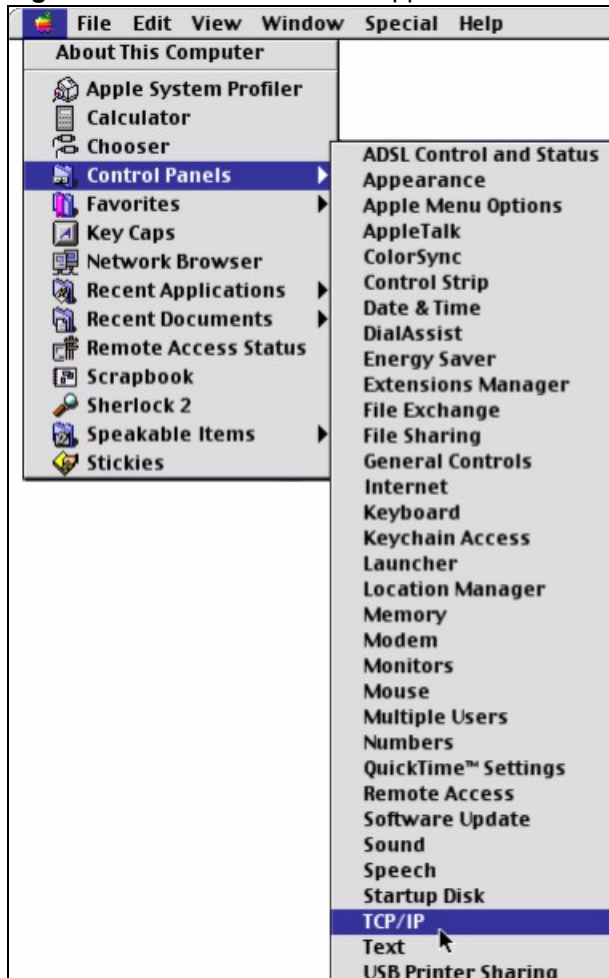
1 Click **Start**, **All Programs**, **Accessories** and then **Command Prompt**.

2 In the **Command Prompt** window, type "ipconfig" and then press [ENTER]. You can also open **Network Connections**, right-click a network connection, click **Status** and then click the **Support** tab.

Macintosh OS 8/9

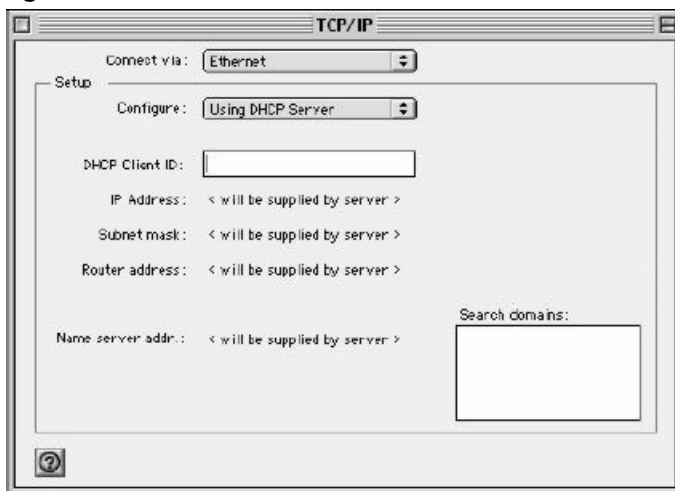
1 Click the **Apple** menu, **Control Panel** and double-click **TCP/IP** to open the **TCP/IP Control Panel**.

Figure 64 Macintosh OS 8/9: Apple Menu



- 2 Select **Ethernet built-in** from the **Connect via** list.

Figure 65 Macintosh OS 8/9: TCP/IP



- 3 For dynamically assigned settings, select **Using DHCP Server** from the **Configure:** list.
- 4 For statically assigned settings, do the following:

- From the **Configure** box, select **Manually**.
- Type your IP address in the **IP Address** box.
- Type your subnet mask in the **Subnet mask** box.
- Type the IP address of your gateway in the **Router address** box if you have one.

5 Close the **TCP/IP Control Panel**.

6 Click **Save** if prompted, to save changes to your configuration.

7 Restart your computer (if prompted).

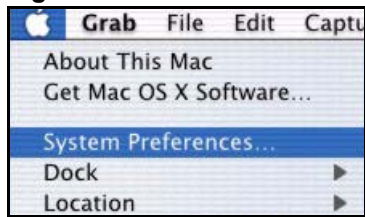
Verifying Settings

Check your TCP/IP properties in the **TCP/IP Control Panel** window.

Macintosh OS X

1 Click the **Apple** menu, and click **System Preferences** to open the **System Preferences** window.

Figure 66 Macintosh OS X: Apple Menu

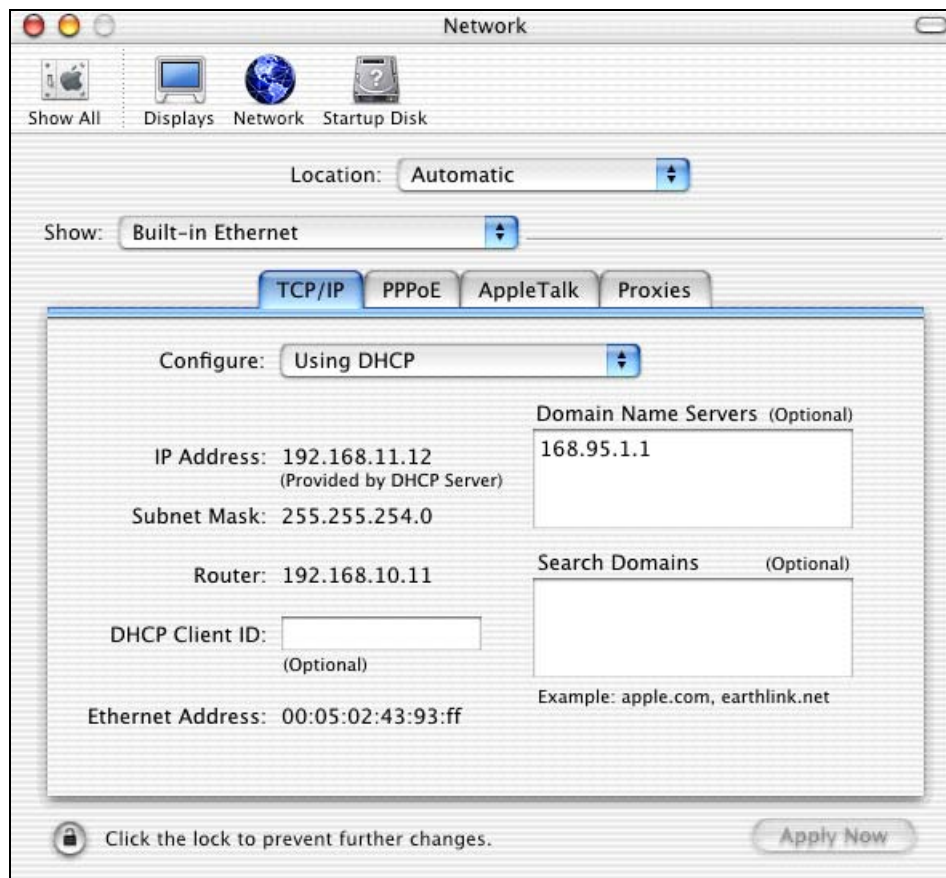


2 Click **Network** in the icon bar.

- Select **Automatic** from the **Location** list.
- Select **Built-in Ethernet** from the **Show** list.
- Click the **TCP/IP** tab.

3 For dynamically assigned settings, select **Using DHCP** from the **Configure** list.

Figure 67 Macintosh OS X: Network



4 For statically assigned settings, do the following:

- From the **Configure** box, select **Manually**.
- Type your IP address in the **IP Address** box.
- Type your subnet mask in the **Subnet mask** box.
- Type the IP address of your gateway in the **Router address** box if you have one.

5 Click **Apply Now** and close the window.

6 Restart your computer (if prompted).

Verifying Settings

Check your TCP/IP properties in the **Network** window.

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