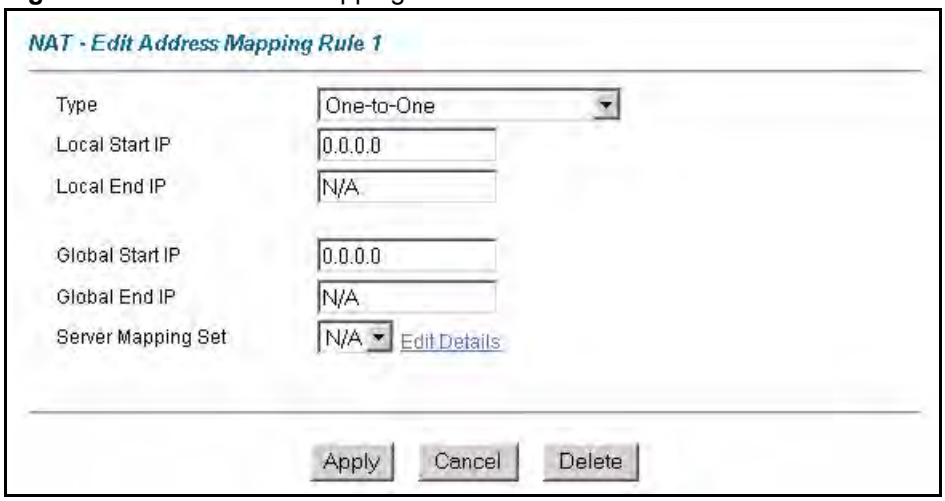
Table 33 Address Mapping Rules (continued)

LABEL	DESCRIPTION
Type	**1-1**: One-to-one mode maps one local IP address to one global IP address. Note that port numbers do not change for the One-to-one NAT mapping type. **M-1**: Many-to-One mode maps multiple local IP addresses to one global IP address. This is equivalent to SUA (i.e., PAT, port address translation), ZyXEL's Single User Account feature that previous ZyXEL routers supported only. **M-M Ov** (Overload): Many-to-Many Overload mode maps multiple local IP addresses to shared global IP addresses. **MM No** (No Overload): Many-to-Many No Overload mode maps each local IP address to unique global IP addresses. **Server**: This type allows you to specify inside servers of different services behind the NAT to be accessible to the outside world.
Back	Click **Back** to return to the **NAT Mode** screen.

8.7 Editing an Address Mapping Rule

Use this screen to edit an address mapping rule. Click the rule's link in the **NAT Address Mapping Rules** screen to display the screen shown next.

Figure 43 Edit Address Mapping Rule



The following table describes the fields in this screen.

Table 34 Edit Address Mapping Rule

LABEL	DESCRIPTION
Type	Choose the port mapping type from one of the following. • **One-to-One**: One-to-One mode maps one local IP address to one global IP address. Note that port numbers do not change for One-to-one NAT mapping type. • **Many-to-One**: Many-to-One mode maps multiple local IP addresses to one global IP address. This is equivalent to SUA (i.e., PAT, port address translation), ZyXEL's Single User Account feature that previous ZyXEL routers supported only. • **Many-to-Many Overload**: Many-to-Many Overload mode maps multiple local IP addresses to shared global IP addresses. • **Many-to-Many No Overload**: Many-to-Many No Overload mode maps each local IP address to unique global IP addresses. • **Server**: This type allows you to specify inside servers of different services behind the NAT to be accessible to the outside world.
Local Start IP	This is the starting local IP address (ILA). Local IP addresses are **N/A** for **Server** port mapping.
Local End IP	This is the end local IP address (ILA). If your rule is for all local IP addresses, then enter 0.0.0.0 as the **Local Start IP** address and 255.255.255.255 as the **Local End IP** address. This field is **N/A** for **One-to-One** and **Server** mapping types.
Global Start IP	This is the starting global IP address (IGA). Enter 0.0.0.0 here if you have a dynamic IP address from your ISP.
Global End IP	This is the ending global IP address (IGA). This field is **N/A** for **One-to-One**, **Many-to-One** and **Server** mapping types.
Server Mapping Set	Only available when **Type** is set to **Server**. Select a number from the drop-down menu to choose a server set from the **NAT - Address Mapping Rules** screen.
Edit Details	Click this link to go to the **NAT - Edit SUA/NAT Server Set** screen to edit a server set that you have selected in the **Server Mapping Set** field.
Apply	Click **Apply** to save your changes back to the ZyXEL Device.
Cancel	Click **Cancel** to return to the previously saved settings.
Delete	Click **Delete** to exit this screen without saving.

9

Dynamic DNS Setup

This chapter discusses how to configure your ZyXEL Device to use Dynamic DNS.

9.1 Dynamic DNS Overview

Dynamic DNS allows you to update your current dynamic IP address with one or many dynamic DNS services so that anyone can contact you (in NetMeeting, CU-SeeMe, etc.). You can also access your FTP server or Web site on your own computer using a domain name (for instance myhost.dhs.org, where myhost is a name of your choice) that will never change instead of using an IP address that changes each time you reconnect. Your friends or relatives will always be able to call you even if they don't know your IP address.

First of all, you need to have registered a dynamic DNS account with www.dyndns.org. This is for people with a dynamic IP from their ISP or DHCP server that would still like to have a domain name. The Dynamic DNS service provider will give you a password or key.

9.1.1 DYNDNS Wildcard

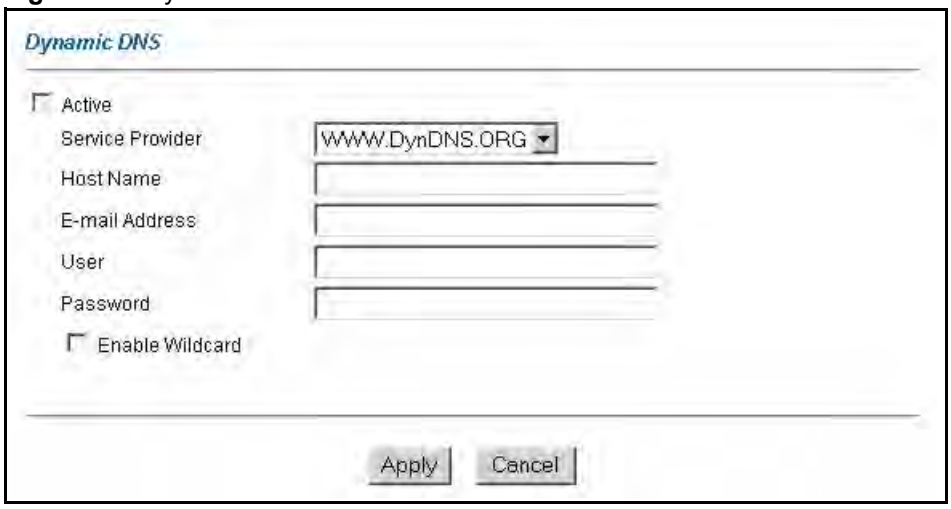
Enabling the wildcard feature for your host causes *.yourhost.dyndns.org to be aliased to the same IP address as yourhost.dyndns.org. This feature is useful if you want to be able to use, for example, www.yourhost.dyndns.org and still reach your hostname.

If you have a private WAN IP address, then you cannot use Dynamic DNS.

9.2 Configuring Dynamic DNS

To change your ZyXEL Device's DDNS, click **Dynamic DNS**. The screen appears as shown.

Figure 44 Dynamic DNS



The following table describes the fields in this screen.

Table 35 Dynamic DNS

LABEL	DESCRIPTION
Active	Select this check box to use dynamic DNS.
Service Provider	This is the name of your Dynamic DNS service provider.
Host Names	Type the domain name assigned to your ZyXEL Device by your Dynamic DNS provider.
E-mail Address	Type your e-mail address.
User	Type your user name.
Password	Type the password assigned to you.
Enable Wildcard	Select the check box to enable DYNDNS Wildcard.
Apply	Click **Apply** to save your changes back to the ZyXEL Device.
Cancel	Click **Cancel** to begin configuring this screen afresh.

10

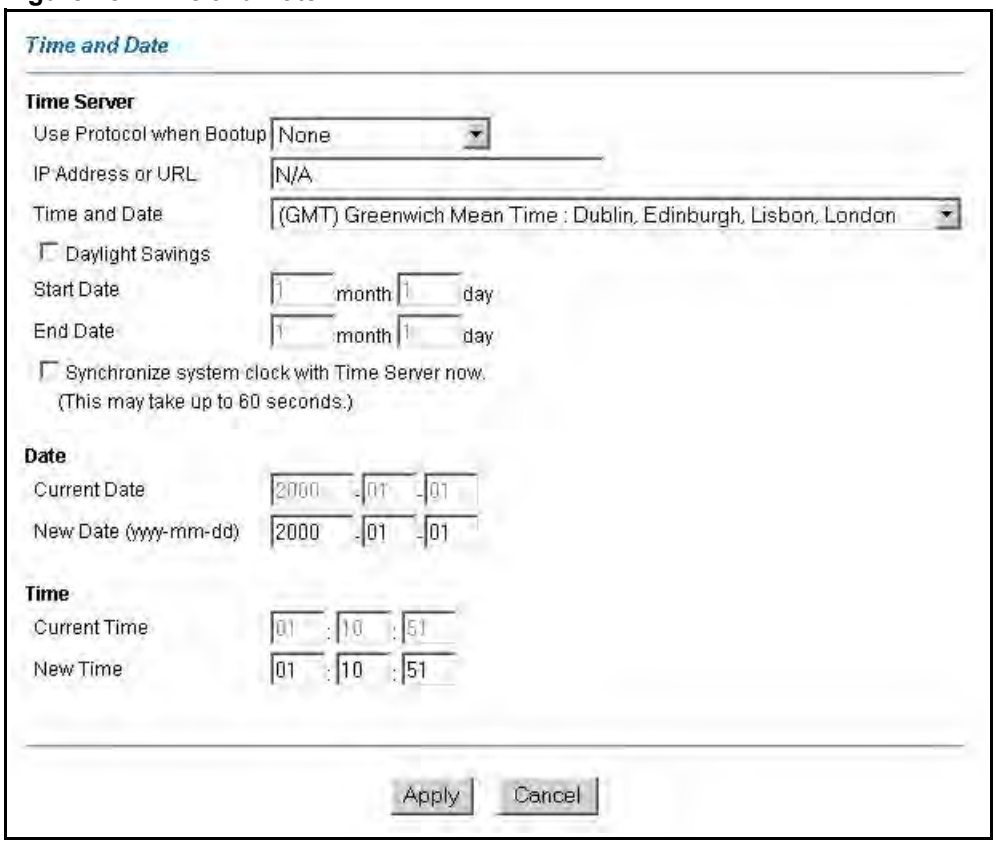
Time and Date

This screen is not available on all models. Use this screen to configure the ZyXEL Device's time and date settings.

10.1 Configuring Time and Date

To change your ZyXEL Device's time and date, click **Time And Date**. The screen appears as shown. Use this screen to configure the ZyXEL Device's time based on your local time zone.

Figure 45 Time and Date



The following table describes the fields in this screen.

Table 36 Time and Date

LABEL	DESCRIPTION
Time Server	
Use Protocol when Bootup	Select the time service protocol that your time server sends when you turn on the ZyXEL Device. Not all time servers support all protocols, so you may have to check with your ISP/network administrator or use trial and error to find a protocol that works. The main difference between them is the format. **Daytime (RFC 867)** format is day/month/year/time zone of the server. **Time (RFC 868)** format displays a 4-byte integer giving the total number of seconds since 1970/1/1 at 0:0:0. **NTP (RFC 1305)** is similar to **Time (RFC 868)**. Select **None** to enter the time and date manually.
IP Address or URL	Enter the IP address or URL of your time server. Check with your ISP/network administrator if you are unsure of this information.
Time and Date	Choose the time zone of your location. This will set the time difference between your time zone and Greenwich Mean Time (GMT).
Daylight Savings	Select this option if you use daylight savings time. Daylight saving is a period from late spring to early fall when many countries set their clocks ahead of normal local time by one hour to give more daytime light in the evening.
Start Date	Enter the month and day that your daylight-savings time starts on if you selected **Daylight Savings**.
End Date	Enter the month and day that your daylight-savings time ends on if you selected **Daylight Savings**.
Synchronize system clock with Time Server now.	Select this option to have your ZyXEL Device use the time server (that you configured above) to set its internal system clock. Please wait for up to 60 seconds while the ZyXEL Device locates the time server. If the ZyXEL Device cannot find the time server, please check the time server protocol and its IP address. If the IP address was entered correctly, try pinging it for example to test the connection.
Date	
Current Date	This field displays the date of your ZyXEL Device. Each time you reload this page, the ZyXEL Device synchronizes the time with the time server.
New Date (yyyy-mm-dd)	This field displays the last updated date from the time server. When you select **None** in the **Use Protocol when Bootup** field, enter the new date in this field and then click **Apply**.
Time	
Current Time	This field displays the time of your ZyXEL Device. Each time you reload this page, the ZyXEL Device synchronizes the time with the time server.
New Time	This field displays the last updated time from the time server. When you select **None** in the **Use Protocol when Bootup** field, enter the new time in this field and then click **Apply**.
Apply	Click **Apply** to save your changes back to the ZyXEL Device.
Cancel	Click **Cancel** to begin configuring this screen afresh.

11

Firewalls

This chapter gives some background information on firewalls and introduces the ZyXEL Device firewall.

11.1 Firewall Overview

Originally, the term *firewall* referred to a construction technique designed to prevent the spread of fire from one room to another. The networking term "firewall" is a system or group of systems that enforces an access-control policy between two networks. It may also be defined as a mechanism used to protect a trusted network from an untrusted network. Of course, firewalls cannot solve every security problem. A firewall is *one* of the mechanisms used to establish a network security perimeter in support of a network security policy. It should never be the *only* mechanism or method employed. For a firewall to guard effectively, you must design and deploy it appropriately. This requires integrating the firewall into a broad information-security policy. In addition, specific policies must be implemented within the firewall itself.

Refer to Section 12.6 on page 122 to configure default firewall settings.

Refer to Section 12.7 on page 123 to view firewall rules.

Refer to Section 12.7.1 on page 125 to configure firewall rules.

Refer to Section 12.8 on page 128 to configure a custom service.

Refer to Section 12.13.3 on page 136 to configure firewall thresholds.

11.2 Types of Firewalls

There are three main types of firewalls:

- Packet Filtering Firewalls
- Application-level Firewalls
- Stateful Inspection Firewalls

11.2.1 Packet Filtering Firewalls

Packet filtering firewalls restrict access based on the source/destination computer network address of a packet and the type of application.

11.2.2 Application-level Firewalls

Application-level firewalls restrict access by serving as proxies for external servers. Since they use programs written for specific Internet services, such as HTTP, FTP and telnet, they can evaluate network packets for valid application-specific data. Application-level gateways have a number of general advantages over the default mode of permitting application traffic directly to internal hosts:

Information hiding prevents the names of internal systems from being made known via DNS to outside systems, since the application gateway is the only host whose name must be made known to outside systems.

Robust authentication and logging pre-authenticates application traffic before it reaches internal hosts and causes it to be logged more effectively than if it were logged with standard host logging. Filtering rules at the packet filtering router can be less complex than they would be if the router needed to filter application traffic and direct it to a number of specific systems. The router need only allow application traffic destined for the application gateway and reject the rest.

11.2.3 Stateful Inspection Firewalls

Stateful inspection firewalls restrict access by screening data packets against defined access rules. They make access control decisions based on IP address and protocol. They also "inspect" the session data to assure the integrity of the connection and to adapt to dynamic protocols. These firewalls generally provide the best speed and transparency, however, they may lack the granular application level access control or caching that some proxies support. See Section 11.5 on page 113 for more information on stateful inspection.

Firewalls, of one type or another, have become an integral part of standard security solutions for enterprises.

11.3 Introduction to ZyXEL's Firewall

The ZyXEL Device firewall is a stateful inspection firewall and is designed to protect against Denial of Service attacks when activated (in the web configurator). The ZyXEL Device's purpose is to allow a private Local Area Network (LAN) to be securely connected to the Internet. The ZyXEL Device can be used to prevent theft, destruction and modification of data, as well as log events, which may be important to the security of your network. The ZyXEL Device also has packet filtering capabilities.

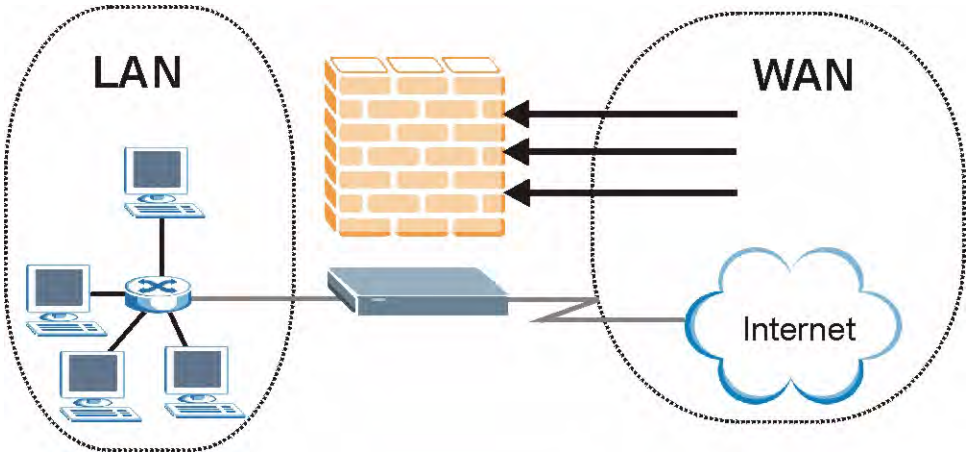
The ZyXEL Device is installed between the LAN and the Internet. This allows it to act as a secure gateway for all data passing between the Internet and the LAN.

The ZyXEL Device has one DSL/ISDN port and one Ethernet LAN port, which physically separate the network into two areas.

- The DSL/ISDN port connects to the Internet.
- The LAN (Local Area Network) port attaches to a network of computers, which needs security from the outside world. These computers will have access to Internet services such as e-mail, FTP, and the World Wide Web. However, "inbound access" will not be allowed unless you configure remote management or create a firewall rule to allow a remote host to use a specific service.

11.3.1 Denial of Service Attacks

Figure 46 ZyXEL Device Firewall Application



11.4 Denial of Service

Denials of Service (DoS) attacks are aimed at devices and networks with a connection to the Internet. Their goal is not to steal information, but to disable a device or network so users no longer have access to network resources. The ZyXEL Device is pre-configured to automatically detect and thwart all known DoS attacks.

11.4.1 Basics

Computers share information over the Internet using a common language called TCP/IP. TCP/IP, in turn, is a set of application protocols that perform specific functions. An “extension number”, called the "TCP port" or "UDP port" identifies these protocols, such as HTTP (Web), FTP (File Transfer Protocol), POP3 (E-mail), etc. For example, Web traffic by default uses TCP port 80.

When computers communicate on the Internet, they are using the client/server model, where the server "listens" on a specific TCP/UDP port for information requests from remote client computers on the network. For example, a Web server typically listens on port 80. Please note that while a computer may be intended for use over a single port, such as Web on port 80, other ports are also active. If the person configuring or managing the computer is not careful, a hacker could attack it over an unprotected port.

Some of the most common IP ports are:

Table 37 Common IP Ports

21	FTP	53	DNS
23	Telnet	80	HTTP
25	SMTP	110	POP3

11.4.2 Types of DoS Attacks

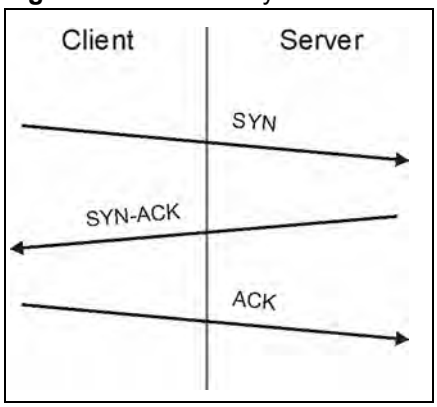
There are four types of DoS attacks:

1. Those that exploit bugs in a TCP/IP implementation.
2. Those that exploit weaknesses in the TCP/IP specification.
3. Brute-force attacks that flood a network with useless data.
4. IP Spoofing.
5. "**Ping of Death**" and "**Teardrop**" attacks exploit bugs in the TCP/IP implementations of various computer and host systems.

- Ping of Death uses a "ping" utility to create an IP packet that exceeds the maximum 65,536 bytes of data allowed by the IP specification. The oversize packet is then sent to an unsuspecting system. Systems may crash, hang or reboot.
- Teardrop attack exploits weaknesses in the re-assembly of IP packet fragments. As data is transmitted through a network, IP packets are often broken up into smaller chunks. Each fragment looks like the original IP packet except that it contains an offset field that says, for instance, "This fragment is carrying bytes 200 through 400 of the original (non fragmented) IP packet." The Teardrop program creates a series of IP fragments with overlapping offset fields. When these fragments are reassembled at the destination, some systems will crash, hang, or reboot.

6. Weaknesses in the TCP/IP specification leave it open to "**SYN Flood**" and "**LAND**" attacks. These attacks are executed during the handshake that initiates a communication session between two applications.

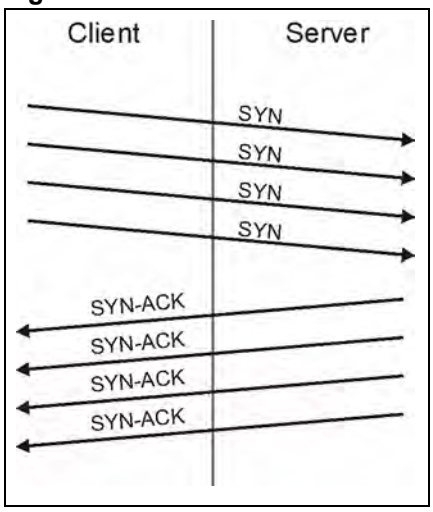
Figure 47 Three-Way Handshake



Under normal circumstances, the application that initiates a session sends a SYN (synchronize) packet to the receiving server. The receiver sends back an ACK (acknowledgment) packet and its own SYN, and then the initiator responds with an ACK (acknowledgment). After this handshake, a connection is established.

- **SYN Attack** floods a targeted system with a series of SYN packets. Each packet causes the targeted system to issue a SYN-ACK response. While the targeted system waits for the ACK that follows the SYN-ACK, it queues up all outstanding SYN-ACK responses on what is known as a backlog queue. SYN-ACKs are moved off the queue only when an ACK comes back or when an internal timer (which is set at relatively long intervals) terminates the three-way handshake. Once the queue is full, the system will ignore all incoming SYN requests, making the system unavailable for legitimate users.

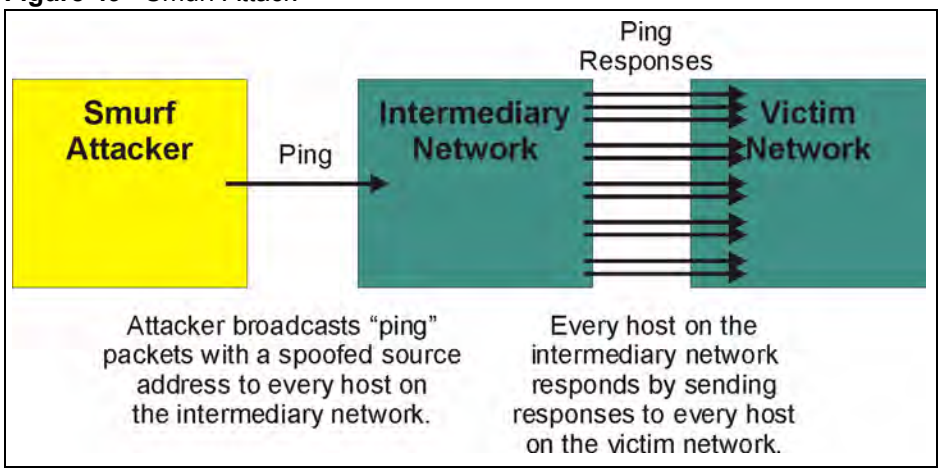
Figure 48 SYN Flood



- In a **LAND Attack**, hackers flood SYN packets into the network with a spoofed source IP address of the targeted system. This makes it appear as if the host computer sent the packets to itself, making the system unavailable while the target system tries to respond to itself.

7 A **brute-force** attack, such as a "Smurf" attack, targets a feature in the IP specification known as directed or subnet broadcasting, to quickly flood the target network with useless data. A Smurf hacker floods a router with Internet Control Message Protocol (ICMP) echo request packets (pings). Since the destination IP address of each packet is the broadcast address of the network, the router will broadcast the ICMP echo request packet to all hosts on the network. If there are numerous hosts, this will create a large amount of ICMP echo request and response traffic. If a hacker chooses to spoof the source IP address of the ICMP echo request packet, the resulting ICMP traffic will not only clog up the "intermediary" network, but will also congest the network of the spoofed source IP address, known as the "victim" network. This flood of broadcast traffic consumes all available bandwidth, making communications impossible.

Figure 49 Smurf Attack



11.4.2.1 ICMP Vulnerability

ICMP is an error-reporting protocol that works in concert with IP. The following ICMP types trigger an alert:

Table 38 ICMP Commands That Trigger Alerts

5	REDIRECT
13	TIMESTAMP_REQUEST
14	TIMESTAMP_REPLY
17	ADDRESS_MASK_REQUEST
18	ADDRESS_MASK_REPLY

11.4.2.2 Illegal Commands (NetBIOS and SMTP)

The only legal NetBIOS commands are the following - all others are illegal.

Table 39 Legal NetBIOS Commands

MESSAGE:
REQUEST:
POSITIVE:
VE:
RETARGET:
KEEPALIVE:

All SMTP commands are illegal except for those displayed in the following tables.

Table 40 Legal SMTP Commands

AUTH	DATA	EHLO	ETRN	EXPN	HELO	HELP	MAIL	NOOP
QUIT	RCPT	RSET	SAML	SEND	SOML	TURN	VRFY	

11.4.2.3 Traceroute

Traceroute is a utility used to determine the path a packet takes between two endpoints. Sometimes when a packet filter firewall is configured incorrectly an attacker can traceroute the firewall gaining knowledge of the network topology inside the firewall.

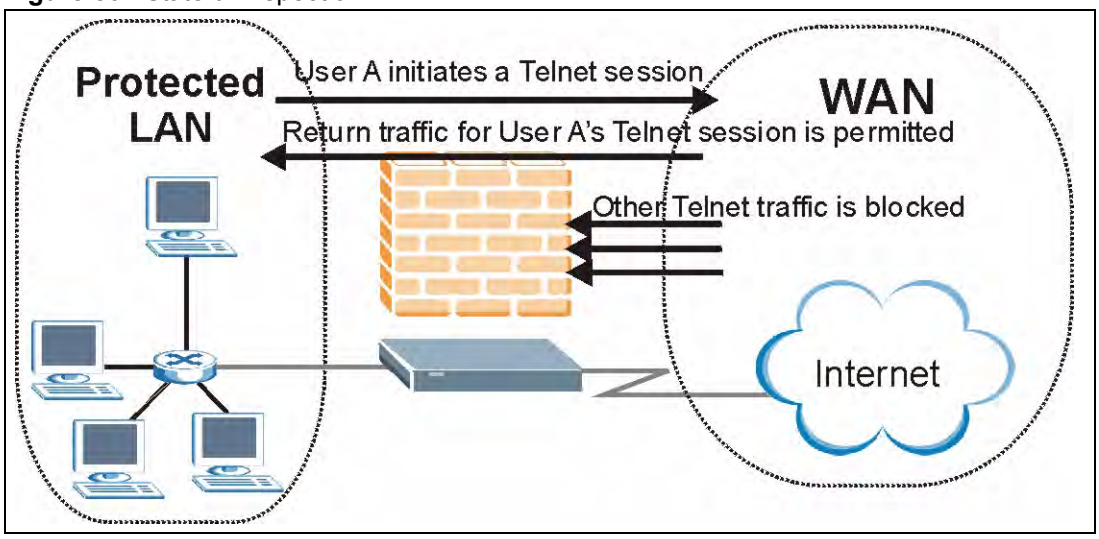
Often, many DoS attacks also employ a technique known as "**IP Spoofing**" as part of their attack. IP Spoofing may be used to break into systems, to hide the hacker's identity, or to magnify the effect of the DoS attack. IP Spoofing is a technique used to gain unauthorized access to computers by tricking a router or firewall into thinking that the communications are coming from within the trusted network. To engage in IP spoofing, a hacker must modify the packet headers so that it appears that the packets originate from a trusted host and should be allowed through the router or firewall. The ZyXEL Device blocks all IP Spoofing attempts.

11.5 Stateful Inspection

With stateful inspection, fields of the packets are compared to packets that are already known to be trusted. For example, if you access some outside service, the proxy server remembers things about your original request, like the port number and source and destination addresses. This "remembering" is called *saving the state.* When the outside system responds to your request, the firewall compares the received packets with the saved state to determine if they are allowed in. The ZyXEL Device uses stateful packet inspection to protect the private LAN from hackers and vandals on the Internet. By default, the ZyXEL Device's stateful inspection allows all communications to the Internet that originate from the LAN, and blocks all traffic to the LAN that originates from the Internet. In summary, stateful inspection:

- Allows all sessions originating from the LAN (local network) to the WAN (Internet).
- Denies all sessions originating from the WAN to the LAN.

Figure 50 Stateful Inspection



The previous figure shows the ZyXEL Device's default firewall rules in action as well as demonstrates how stateful inspection works. User A can initiate a Telnet session from within the LAN and responses to this request are allowed. However other Telnet traffic initiated from the WAN is blocked.

11.5.1 Stateful Inspection Process

In this example, the following sequence of events occurs when a TCP packet leaves the LAN network through the firewall's WAN interface. The TCP packet is the first in a session, and the packet's application layer protocol is configured for a firewall rule inspection:

1. The packet travels from the firewall's LAN to the WAN.
2. The packet is evaluated against the interface's existing outbound access list, and the packet is permitted (a denied packet would simply be dropped at this point).
3. The packet is inspected by a firewall rule to determine and record information about the state of the packet's connection. This information is recorded in a new state table entry created for the new connection. If there is not a firewall rule for this packet and it is not an attack, then the settings in the **Default Policy** screen determine the action for this packet.
4. Based on the obtained state information, a firewall rule creates a temporary access list entry that is inserted at the beginning of the WAN interface's inbound extended access list. This temporary access list entry is designed to permit inbound packets of the same connection as the outbound packet just inspected.
5. The outbound packet is forwarded out through the interface.
6. Later, an inbound packet reaches the interface. This packet is part of the connection previously established with the outbound packet. The inbound packet is evaluated against the inbound access list, and is permitted because of the temporary access list entry previously created.
7. The packet is inspected by a firewall rule, and the connection's state table entry is updated as necessary. Based on the updated state information, the inbound extended access list temporary entries might be modified, in order to permit only packets that are valid for the current state of the connection.
8. Any additional inbound or outbound packets that belong to the connection are inspected to update the state table entry and to modify the temporary inbound access list entries as required, and are forwarded through the interface.
9. When the connection terminates or times out, the connection's state table entry is deleted and the connection's temporary inbound access list entries are deleted.

11.5.2 Stateful Inspection and the ZyXEL Device

Additional rules may be defined to extend or override the default rules. For example, a rule may be created which will:

- Block all traffic of a certain type, such as IRC (Internet Relay Chat), from the LAN to the Internet.
- Allow certain types of traffic from the Internet to specific hosts on the LAN.
- Allow access to a Web server to everyone but competitors.
- Restrict use of certain protocols, such as Telnet, to authorized users on the LAN.

These custom rules work by evaluating the network traffic’s Source IP address, Destination IP address, IP protocol type, and comparing these to rules set by the administrator.

The ability to define firewall rules is a very powerful tool. Using custom rules, it is possible to disable all firewall protection or block all access to the Internet. Use extreme caution when creating or deleting firewall rules. Test changes after creating them to make sure they work correctly.

Below is a brief technical description of how these connections are tracked. Connections may either be defined by the upper protocols (for instance, TCP), or by the ZyXEL Device itself (as with the "virtual connections" created for UDP and ICMP).

11.5.3 TCP Security

The ZyXEL Device uses state information embedded in TCP packets. The first packet of any new connection has its SYN flag set and its ACK flag cleared; these are "initiation" packets. All packets that do not have this flag structure are called "subsequent" packets, since they represent data that occurs later in the TCP stream.

If an initiation packet originates on the WAN, this means that someone is trying to make a connection from the Internet into the LAN. Except in a few special cases (see "Upper Layer Protocols" shown next), these packets are dropped and logged.

If an initiation packet originates on the LAN, this means that someone is trying to make a connection from the LAN to the Internet. Assuming that this is an acceptable part of the security policy (as is the case with the default policy), the connection will be allowed. A cache entry is added which includes connection information such as IP addresses, TCP ports, sequence numbers, etc.

When the ZyXEL Device receives any subsequent packet (from the Internet or from the LAN), its connection information is extracted and checked against the cache. A packet is only allowed to pass through if it corresponds to a valid connection (that is, if it is a response to a connection which originated on the LAN).

11.5.4 UDP/ICMP Security

UDP and ICMP do not themselves contain any connection information (such as sequence numbers). However, at the very minimum, they contain an IP address pair (source and destination). UDP also contains port pairs, and ICMP has type and code information. All of this data can be analyzed in order to build "virtual connections" in the cache.

For instance, any UDP packet that originates on the LAN will create a cache entry. Its IP address and port pairs will be stored. For a short period of time, UDP packets from the WAN that have matching IP and UDP information will be allowed back in through the firewall.

A similar situation exists for ICMP, except that the ZyXEL Device is even more restrictive. Specifically, only outgoing echoes will allow incoming echo replies, outgoing address mask requests will allow incoming address mask replies, and outgoing timestamp requests will allow incoming timestamp replies. No other ICMP packets are allowed in through the firewall, simply because they are too dangerous and contain too little tracking information. For instance, ICMP redirect packets are never allowed in, since they could be used to reroute traffic through attacking machines.

11.5.5 Upper Layer Protocols

Some higher layer protocols (such as FTP and RealAudio) utilize multiple network connections simultaneously. In general terms, they usually have a "control connection" which is used for sending commands between endpoints, and then "data connections" which are used for transmitting bulk information.

Consider the FTP protocol. A user on the LAN opens a control connection to a server on the Internet and requests a file. At this point, the remote server will open a data connection from the Internet. For FTP to work properly, this connection must be allowed to pass through even though a connection from the Internet would normally be rejected.

In order to achieve this, the ZyXEL Device inspects the application-level FTP data. Specifically, it searches for outgoing "PORT" commands, and when it sees these, it adds a cache entry for the anticipated data connection. This can be done safely, since the PORT command contains address and port information, which can be used to uniquely identify the connection.

Any protocol that operates in this way must be supported on a case-by-case basis. You can use the web configurator’s Custom Ports feature to do this.

11.6 Guidelines for Enhancing Security with Your Firewall

- Change the default password via the web configurator.
- Limit who can telnet into your router.
- Don't enable any local service (such as SNMP or NTP) that you don't use. Any enabled service could present a potential security risk. A determined hacker might be able to find creative ways to misuse the enabled services to access the firewall or the network.
- For local services that are enabled, protect against misuse. Protect by configuring the services to communicate only with specific peers, and protect by configuring rules to block packets for the services at specific interfaces.
- Protect against IP spoofing by making sure the firewall is active.
- Keep the firewall in a secured (locked) room.

11.6.1 Security In General

You can never be too careful! Factors outside your firewall, filtering or NAT can cause security breaches. Below are some generalizations about what you can do to minimize them.

- Encourage your company or organization to develop a comprehensive security plan. Good network administration takes into account what hackers can do and prepares against attacks. The best defense against hackers and crackers is information. Educate all employees about the importance of security and how to minimize risk. Produce lists like this one!
- DSL or cable modem connections are “always-on” connections and are particularly vulnerable because they provide more opportunities for hackers to crack your system. Turn your computer off when not in use.
- Never give out a password or any sensitive information to an unsolicited telephone call or e-mail.

- Never e-mail sensitive information such as passwords, credit card information, etc., without encrypting the information first.
- Never submit sensitive information via a web page unless the web site uses secure connections. You can identify a secure connection by looking for a small “key” icon on the bottom of your browser (Internet Explorer 3.02 or better or Netscape 3.0 or better). If a web site uses a secure connection, it is safe to submit information. Secure web transactions are quite difficult to crack.
- Never reveal your IP address or other system networking information to people outside your company. Be careful of files e-mailed to you from strangers. One common way of getting BackOrifice on a system is to include it as a Trojan horse with other files.
- Change your passwords regularly. Also, use passwords that are not easy to figure out. The most difficult passwords to crack are those with upper and lower case letters, numbers and a symbol such as % or #.
- Upgrade your software regularly. Many older versions of software, especially web browsers, have well known security deficiencies. When you upgrade to the latest versions, you get the latest patches and fixes.
- If you use “chat rooms” or IRC sessions, be careful with any information you reveal to strangers.
- If your system starts exhibiting odd behavior, contact your ISP. Some hackers will set off hacks that cause your system to slowly become unstable or unusable.
- Always shred confidential information, particularly about your computer, before throwing it away. Some hackers dig through the trash of companies or individuals for information that might help them in an attack.

11.7 Packet Filtering Vs Firewall

Below are some comparisons between the ZyXEL Device’s filtering and firewall functions.

11.7.1 Packet Filtering:

- The router filters packets as they pass through the router’s interface according to the filter rules you designed.
- Packet filtering is a powerful tool, yet can be complex to configure and maintain, especially if you need a chain of rules to filter a service.
- Packet filtering only checks the header portion of an IP packet.

11.7.1.1 When To Use Filtering

- To block/allow LAN packets by their MAC addresses.
- To block/allow special IP packets which are neither TCP nor UDP, nor ICMP packets.
- To block/allow both inbound (WAN to LAN) and outbound (LAN to WAN) traffic between the specific inside host/network "A" and outside host/network "B". If the filter blocks the traffic from A to B, it also blocks the traffic from B to A. Filters can not distinguish traffic originating from an inside host or an outside host by IP address.
- To block/allow IP trace route.

11.7.2 Firewall

- The firewall inspects packet contents as well as their source and destination addresses. Firewalls of this type employ an inspection module, applicable to all protocols, that understands data in the packet is intended for other layers, from the network layer (IP headers) up to the application layer.
- The firewall performs stateful inspection. It takes into account the state of connections it handles so that, for example, a legitimate incoming packet can be matched with the outbound request for that packet and allowed in. Conversely, an incoming packet masquerading as a response to a nonexistent outbound request can be blocked.
- The firewall uses session filtering, i.e., smart rules, that enhance the filtering process and control the network session rather than control individual packets in a session.
- The firewall provides e-mail service to notify you of routine reports and when alerts occur.

11.7.2.1 When To Use The Firewall

- To prevent DoS attacks and prevent hackers cracking your network.
- A range of source and destination IP addresses as well as port numbers can be specified within one firewall rule making the firewall a better choice when complex rules are required.
- To selectively block/allow inbound or outbound traffic between inside host/networks and outside host/networks. Remember that filters can not distinguish traffic originating from an inside host or an outside host by IP address.
- The firewall performs better than filtering if you need to check many rules.
- Use the firewall if you need routine e-mail reports about your system or need to be alerted when attacks occur.
- The firewall can block specific URL traffic that might occur in the future. The URL can be saved in an Access Control List (ACL) database.

12

Firewall Configuration

This chapter shows you how to enable and configure the ZyXEL Device firewall.

12.1 Access Methods

The web configurator is, by far, the most comprehensive firewall configuration tool your ZyXEL Device has to offer. For this reason, it is recommended that you configure your firewall using the web configurator. CLI commands provide limited configuration options and are only recommended for advanced users.

12.2 Firewall Policies Overview

Firewall rules are grouped based on the direction of travel of packets to which they apply:

- LAN to LAN/ Router
- LAN to WAN
- WAN to LAN
- WAN to WAN/ Router

The LAN includes both the LAN port and the WLAN.

By default, the ZyXEL Device's stateful packet inspection allows packets traveling in the following directions:

- LAN to LAN/ Router
  This allows computers on the LAN to manage the ZyXEL Device and communicate between networks or subnets connected to the LAN interface.
- LAN to WAN

By default, the ZyXEL Device's stateful packet inspection blocks packets traveling in the following directions:

- WAN to LAN
- WAN to WAN/ Router
  This prevents computers on the WAN from using the ZyXEL Device as a gateway to communicate with other computers on the WAN and/or managing the ZyXEL Device.
  You may define additional rules and sets or modify existing ones but please exercise extreme caution in doing so.

If you configure firewall rules without a good understanding of how they work, you might inadvertently introduce security risks to the firewall and to the protected network. Make sure you test your rules after you configure them.

For example, you may create rules to:

- Block certain types of traffic, such as IRC (Internet Relay Chat), from the LAN to the Internet.
- Allow certain types of traffic, such as Lotus Notes database synchronization, from specific hosts on the Internet to specific hosts on the LAN.
- Allow everyone except your competitors to access a Web server.
- Restrict use of certain protocols, such as Telnet, to authorized users on the LAN.

These custom rules work by comparing the Source IP address, Destination IP address and IP protocol type of network traffic to rules set by the administrator. Your customized rules take precedence and override the ZyXEL Device's default rules.

12.3 Rule Logic Overview

Study these points carefully before configuring rules.

12.3.1 Rule Checklist

State the intent of the rule. For example, "This restricts all IRC access from the LAN to the Internet." Or, "This allows a remote Lotus Notes server to synchronize over the Internet to an inside Notes server."

1. Is the intent of the rule to forward or block traffic?
2. What direction of traffic does the rule apply to?
3. What IP services will be affected?
4. What computers on the LAN are to be affected (if any)?
5. What computers on the Internet will be affected? The more specific, the better. For example, if traffic is being allowed from the Internet to the LAN, it is better to allow only certain machines on the Internet to access the LAN.

12.3.2 Security Ramifications

1. Once the logic of the rule has been defined, it is critical to consider the security ramifications created by the rule:
2. Does this rule stop LAN users from accessing critical resources on the Internet? For example, if IRC is blocked, are there users that require this service?

3 Is it possible to modify the rule to be more specific? For example, if IRC is blocked for all users, will a rule that blocks just certain users be more effective?
4 Does a rule that allows Internet users access to resources on the LAN create a security vulnerability? For example, if FTP ports (TCP 20, 21) are allowed from the Internet to the LAN, Internet users may be able to connect to computers with running FTP servers.
5 Does this rule conflict with any existing rules?
6 Once these questions have been answered, adding rules is simply a matter of plugging the information into the correct fields in the web configurator screens.

12.3.3 Key Fields For Configuring Rules

12.3.3.1 Action

Should the action be to **Block** or **Forward**? “Block” means the firewall silently discards the packet.

12.3.3.2 Service

Select the service from the **Service** scrolling list box. If the service is not listed, it is necessary to first define it. See Section 12.11 on page 133 for more information on predefined services.

12.3.3.3 Source Address

What is the connection’s source address; is it on the LAN, WAN? Is it a single IP, a range of IPs or a subnet?

12.3.3.4 Destination Address

What is the connection’s destination address; is it on the LAN, WAN? Is it a single IP, a range of IPs or a subnet?

12.4 Connection Direction

This section describes examples for firewall rules for connections going from LAN to WAN and from WAN to LAN.

LAN to LAN/ Router, WAN to WAN/ Router rules apply to packets coming in on the associated interface (LAN, WAN respectively). LAN to LAN/ Router means policies for LAN-to-ZyXEL Device (the policies for managing the ZyXEL Device through the LAN interface) and policies for LAN-to-LAN (the policies that control routing between two subnets on the LAN). Similarly, WAN to WAN/ Router polices apply in the same way to the WAN ports.

12.4.1 LAN to WAN Rules

The default rule for LAN to WAN traffic is that all users on the LAN are allowed non-restricted access to the WAN. When you configure a LAN to WAN rule, you in essence want to limit some or all users from accessing certain services on the WAN. WAN to LAN Rules

The default rule for WAN to LAN traffic blocks all incoming connections (WAN to LAN). If you wish to allow certain WAN users to have access to your LAN, you will need to create custom rules to allow it.

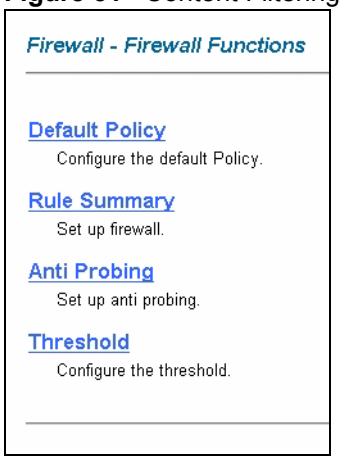
12.4.2 Alerts

Alerts are reports on events, such as attacks, that you may want to know about right away. You can choose to generate an alert when an attack is detected in the **Edit Rule** screen *(*select the **Send Alert Message to Administrator When Matched** check box) or when a rule is matched in the **Edit Rule** screen. When an event generates an alert, a message can be immediately sent to an e-mail account that you specify in the **Log Settings** screen (see the chapter on logs).

12.5 The Main Firewall Screen

Click **Content Filter** to display the main Content Filtering screen.

Figure 51 Content Filtering



The following table describes the links in this screen.

Table 41 Firewall > Firewall Functions

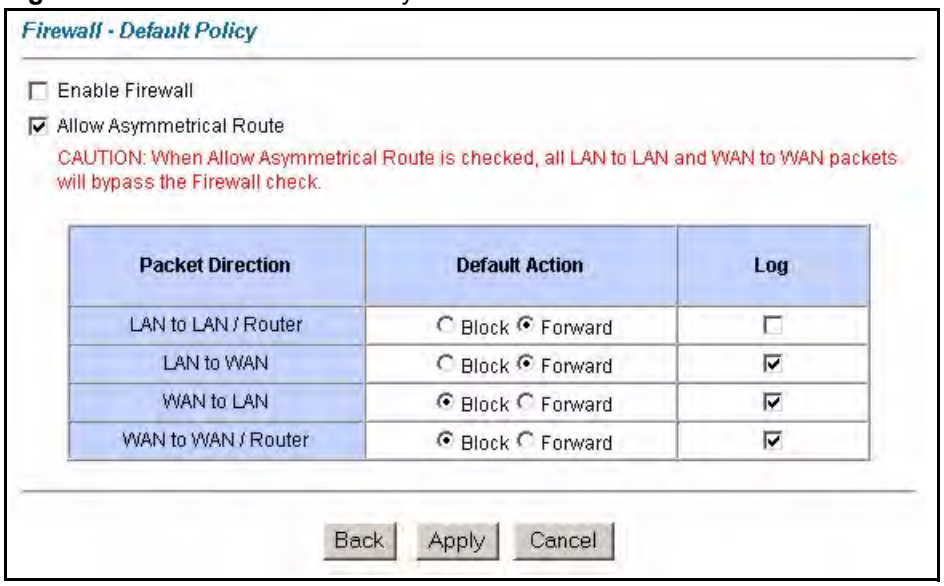
LINK	DESCRIPTION
Default Policy	Click this link to configure the default firewall policy.
Rule Summary	Click this link to configure firewall rules.
Anti-Probing	Click this link to configure anti-probing rules.
Threshold	Click this link to configure threshold values used to detect DoS attacks.

12.6 Configuring Default Firewall Policy

Click **Firewall** and then **Default Policy** to display the following screen. Activate the firewall by selecting the **Firewall Enabled** check box as seen in the following screen.

Refer to Section 11.1 on page 107 for more information.

Figure 52 Firewall: Default Policy



The following table describes the labels in this screen.

Table 42 Firewall: Default Policy

LABEL	DESCRIPTION
Firewall Enabled	Select this check box to activate the firewall. The ZyXEL Device performs access control and protects against Denial of Service (DoS) attacks when the firewall is activated.
Allow Asymmetrical Route	Select this check box to have the ZyXEL Device firewall permit the use of triangle route topology on the network. See the appendix for more on triangle route topology.
Packet Direction	This is the direction of travel of packets (**LAN to LAN/Router, LAN to WAN**, **WAN to WAN/Router**, **WAN to LAN).** Firewall rules are grouped based on the direction of travel of packets to which they apply. For example, **LAN to LAN/Router** means packets traveling from a computer/subnet on the LAN to either another computer/subnet on the LAN interface of the ZyXEL Device or the ZyXEL Device itself.
Default Action	Use the radio buttons to select whether to **Block** (silently discard) or **Forward** (allow the passage of) packets that are traveling in the selected direction.
Log	Select the check box to create a log (when the above action is taken) for packets that are traveling in the selected direction and do not match any of the rules below.
Back	Click **Back** to return to the previous screen.
Apply	Click **Apply** to save your changes back to the ZyXEL Device.
Cancel	Click **Cancel** to begin configuring this screen afresh.

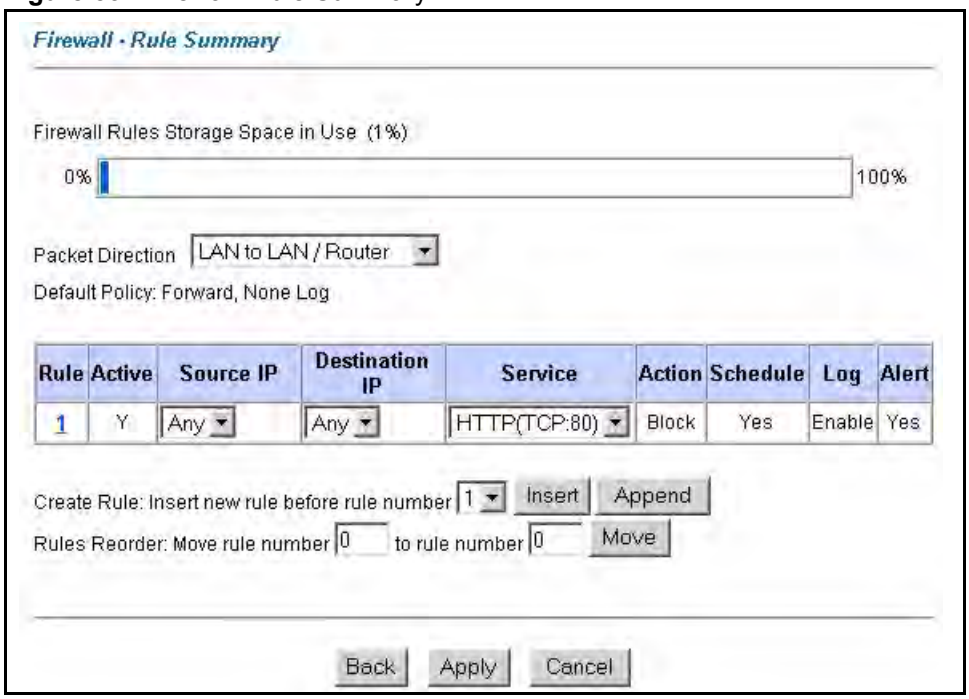
12.7 Rule Summary

The ordering of your rules is very important as rules are applied in turn.

Refer to Section 11.1 on page 107 for more information.

Click on **Firewall**, then **Rule Summary** to bring up the following screen. This screen is a summary of the existing rules. Note the order in which the rules are listed.

Figure 53 Firewall: Rule Summary



The following table describes the labels in this screen.

Table 43 Rule Summary

LABEL	DESCRIPTION
Firewall Rules Storage Space in Use	This read-only bar shows how much of the ZyXEL Device's memory for recording firewall rules it is currently using. When you are using 80% or less of the storage space, the bar is green. When the amount of space used is over 80%, the bar is red.
Packet Direction	Use the drop-down list box to select a direction of travel of packets for which you want to configure firewall rules.
Default Policy	This field displays the default action and log policy you selected in the **Default Rule** screen for the packet direction shown in the field above.
	The following read-only fields summarize the rules you have created that apply to traffic traveling in the selected packet direction. The firewall rules that you configure (summarized below) take priority over the general firewall action settings above.
Rule	This is your firewall rule number. The ordering of your rules is important as rules are applied in turn. Click a rule's number to go to the **Firewall Edit Rule** screen to configure or edit a firewall rule.
Active	This field displays whether a firewall is turned on (**Y**) or not (**N**).
Source IP	This drop-down list box displays the source addresses or ranges of addresses to which this firewall rule applies. Please note that a blank source or destination address is equivalent to **Any**.
Destination IP	This drop-down list box displays the destination addresses or ranges of addresses to which this firewall rule applies. Please note that a blank source or destination address is equivalent to **Any**.

Table 43 Rule Summary (continued)

LABEL	DESCRIPTION
Service	This drop-down list box displays the services to which this firewall rule applies. Please note that a blank service type is equivalent to **Any**. See Section 12.11 on page 133 for more information.
Action	This is the specified action for that rule, either **Block** or **Forward**. Note that **Block** means the firewall silently discards the packet.
Schedule	This field tells you whether a schedule is specified (**Yes**) or not (**No**).
Log	This field shows you whether a log is created when packets match this rule (**Enabled**) or not (**Disable**).
Alert	This field tells you whether this rule generates an alert (**Yes**) or not (**No**) when the rule is matched.
Insert/Append	Type the index number for where you want to put a rule. For example, if you type “6”, your new rule becomes number 6 and the previous rule 6 (if there is one) becomes rule 7. Click **Insert** to add a new firewall rule before the specified index number. Click **Append** to add a new firewall rule after the specified index number.
Move	Type a rule’s index number and the number for where you want to put that rule. Click **Move** to move the rule to the number that you typed. The ordering of your rules is important as they are applied in order of their numbering.
Back	Click **Back** to return to the previous screen.
Apply	Click **Apply** to save your changes back to the ZyXEL Device.
Cancel	Click **Cancel** to begin configuring this screen afresh.

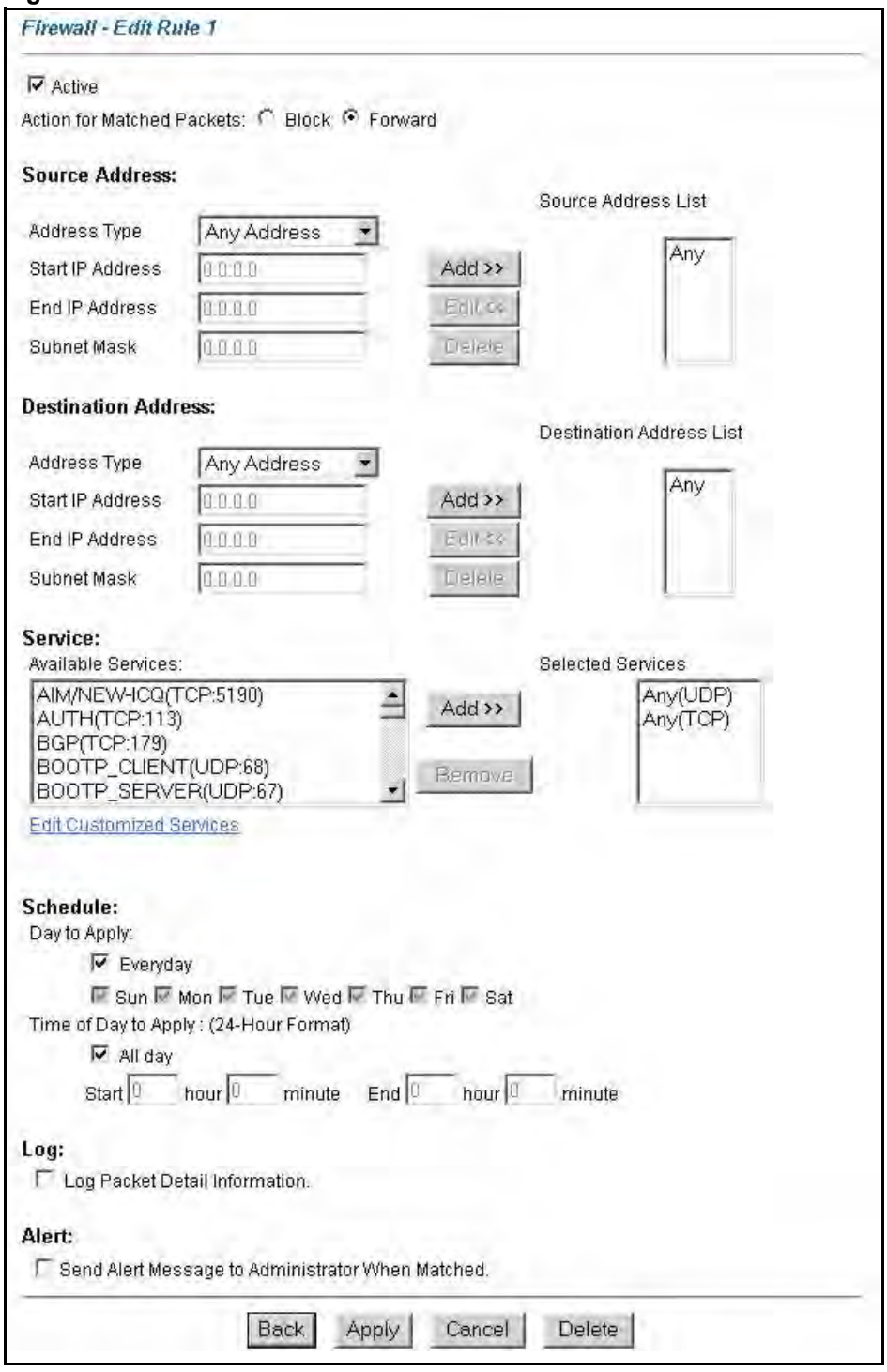
12.7.1 Configuring Firewall Rules

Refer to Section 11.1 on page 107 for more information.

Follow these directions to create a new rule.

1. In the **Rule Summary** screen, type the index number for where you want to put the rule. For example, if you type “6”, your new rule becomes number 6 and the previous rule 6 (if there is one) becomes rule 7.
2. Click **Insert** to display this screen and refer to the following table for information on the labels.

Figure 54 Firewall: Edit Rule



The following table describes the labels in this screen.

Table 44 Firewall: Edit Rule

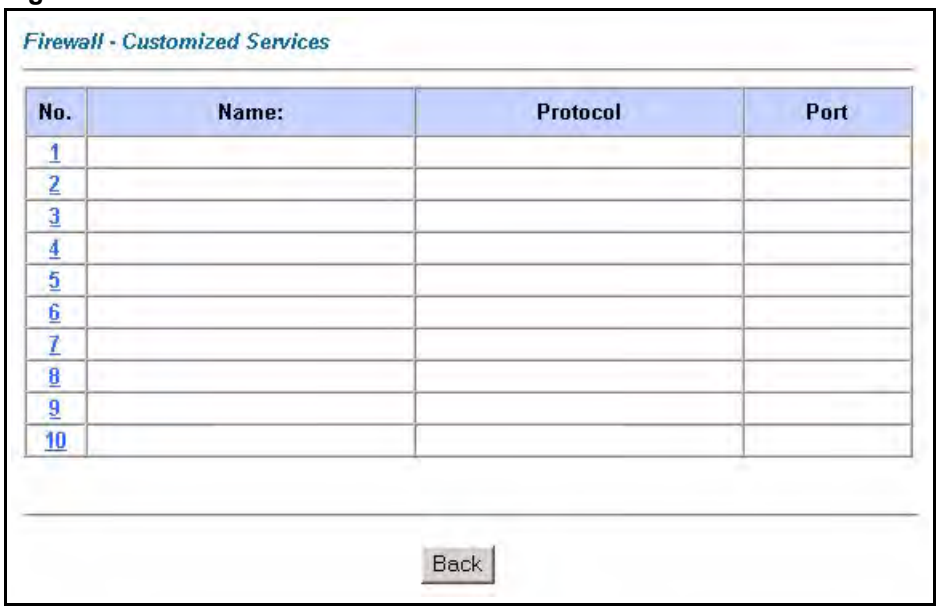
LABEL	DESCRIPTION
Active	Select this option to enable this firewall rule.
Action for Matched Packet	Use the radio button to select whether to discard (**Block**) or allow the passage of (**Forward**) packets that match this rule.
Source/Destination Address	
Address Type	Do you want your rule to apply to packets with a particular (single) IP, a range of IP addresses (e.g., 192.168.1.10 to 192.169.1.50), a subnet or any IP address? Select an option from the drop-down list box that includes: **Single Address**, **Range Address**, **Subnet Address** and **Any Address**.
Start IP Address	Enter the single IP address or the starting IP address in a range here.
End IP Address	Enter the ending IP address in a range here.
Subnet Mask	Enter the subnet mask here, if applicable.
Add	Click **Add** to add a new address to the **Source** or **Destination Address** box. You can add multiple addresses, ranges of addresses, and/or subnets.
Edit	To edit an existing source or destination address, select it from the box and click **Edit**.
Delete	Highlight an existing source or destination address from the **Source** or **Destination Address** box above and click **Delete** to remove it.
Services	
Available/ Selected Services	Please see Section 12.11 on page 133 for more information on services available. Highlight a service from the **Available Services** box on the left, then click **Add>>** to add it to the **Selected Services** box on the right. To remove a service, highlight it in the **Selected Services** box on the right, then click **Remove**.
Edit Customized Service	Click the **Edit Customized Services** link to bring up the screen that you use to configure a new custom service that is not in the predefined list of services.
Schedule	
Day to Apply	Select everyday or the day(s) of the week to apply the rule.
Time of Day to Apply (24-Hour Format)	Select **All Day** or enter the start and end times in the hour-minute format to apply the rule.
Log	
Log Packet Detail Information	This field determines if a log for packets that match the rule is created (**Enable**) or not (**Disable**). Go to the **Log Settings** page and select the **Access Control** logs category to have the ZyXEL Device record these logs.
Alert	
Send Alert Message to Administrator When Matched	Select the check box to have the ZyXEL Device generate an alert when the rule is matched.
Back	Click **Back** to return to the previous screen.
Apply	Click **Apply** to save your customized settings and exit this screen.
Cancel	Click **Cancel** to exit this screen without saving.
Delete	Click **Delete** to remove this firewall rule and return to the **Firewall Rule Summary** screen.

12.8 Customized Services

Configure customized services and port numbers not predefined by the ZyXEL Device. For a comprehensive list of port numbers and services, visit the IANA (Internet Assigned Number Authority) website. For further information on these services, please read Section 12.11 on page 133. Click the **Customized Services** link while editing a firewall rule to configure a custom service port. This displays the following screen.

Refer to Section 11.1 on page 107 for more information.

Figure 55 Firewall: Customized Services



The following table describes the labels in this screen.

Table 45 Customized Services

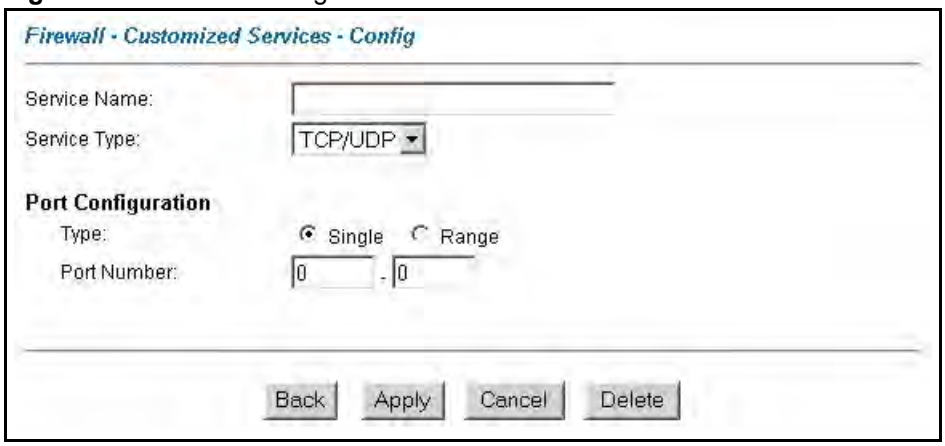
LABEL	DESCRIPTION
No.	This is the number of your customized port. Click a rule's number of a service to go to the **Firewall Customized Services Config** screen to configure or edit a customized service.
Name	This is the name of your customized service.
Protocol	This shows the IP protocol (**TCP**, **UDP** or **TCP/UDP**) that defines your customized service.
Port	This is the port number or range that defines your customized service.
Back	Click **Back** to return the **Firewall Edit Rule** screen.

12.9 Configuring A Customized Service

Click a rule number in the **Firewall Customized Services** screen to create a new custom port or edit an existing one. This action displays the following screen.

Refer to Section 11.1 on page 107 for more information.

Figure 56 Firewall: Configure Customized Services



The following table describes the labels in this screen.

Table 46 Firewall: Configure Customized Services

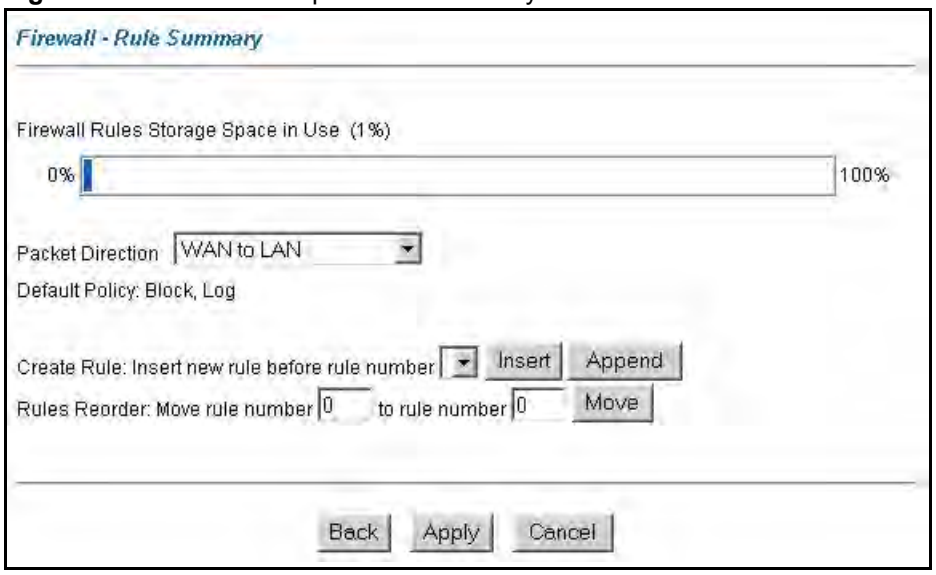
LABEL	DESCRIPTION
Service Name	Type a unique name for your custom port.
Service Type	Choose the IP port (**TCP**, **UDP** or **TCP/UDP**) that defines your customized port from the drop down list box.
Port Configuration	
Type	Click **Single** to specify one port only or **Range** to specify a span of ports that define your customized service.
Port Number	Type a single port number or the range of port numbers that define your customized service.
Back	Click **Back** to return to the **Firewall Customized Services** screen.
Apply	Click **Apply** to save your customized settings and exit this screen.
Cancel	Click **Cancel** to return to the previously saved settings.
Delete	Click **Delete** to delete the current rule.

12.10 Example Firewall Rule

The following Internet firewall rule example allows a hypothetical “My Service” connection from the Internet.

1. Click **Firewall** in the navigation panel and click **Rule Summary**.
2. Select **WAN to LAN** in the **Packet Direction** field.

Figure 57 Firewall Example: Rule Summary



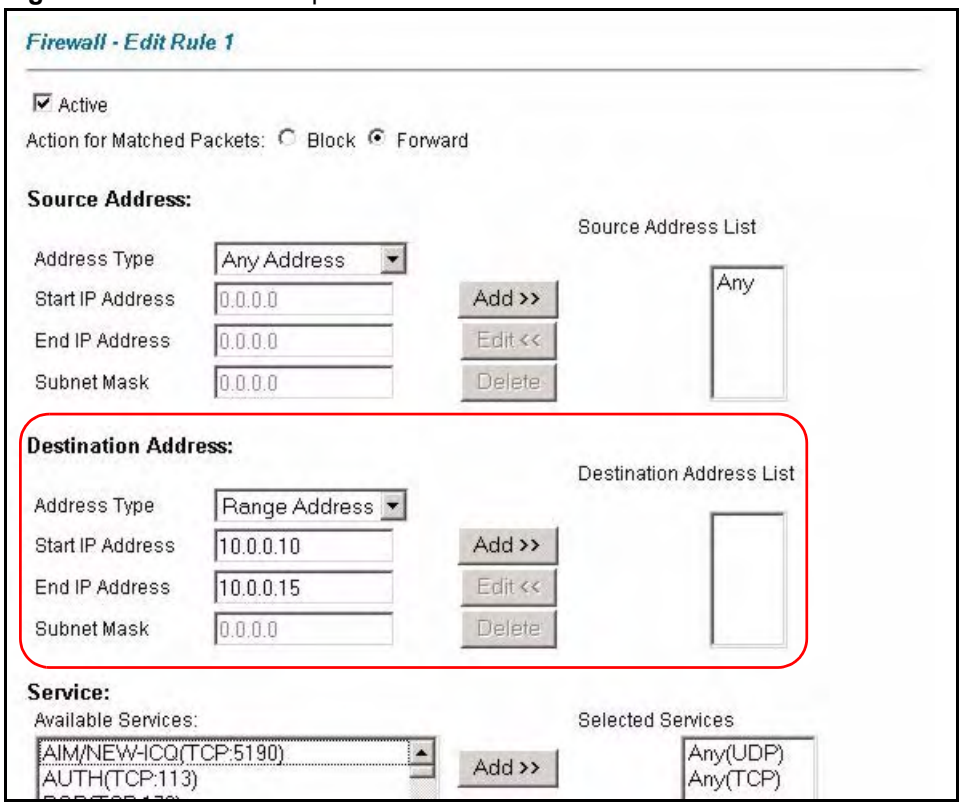
3 In the **Rule Summary** screen, type the index number for where you want to put the rule. For example, if you type "6", your new rule becomes number 6 and the previous rule 6 (if there is one) becomes rule 7.

4 Click **Insert** to display the firewall rule configuration screen.

5 Select **Any** in the **Destination Address** box and then click **Delete**.

6 Configure the destination address screen as follows and click **Add**.

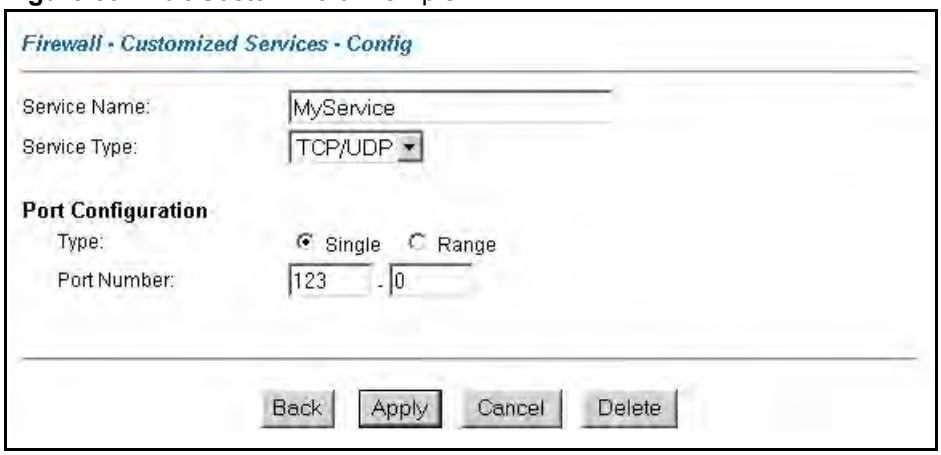
Figure 58 Firewall Example: Edit Rule: Destination Address



7 In the **Edit Rule** screen, click the **Customized Services** link to open the **Customized Service** screen.

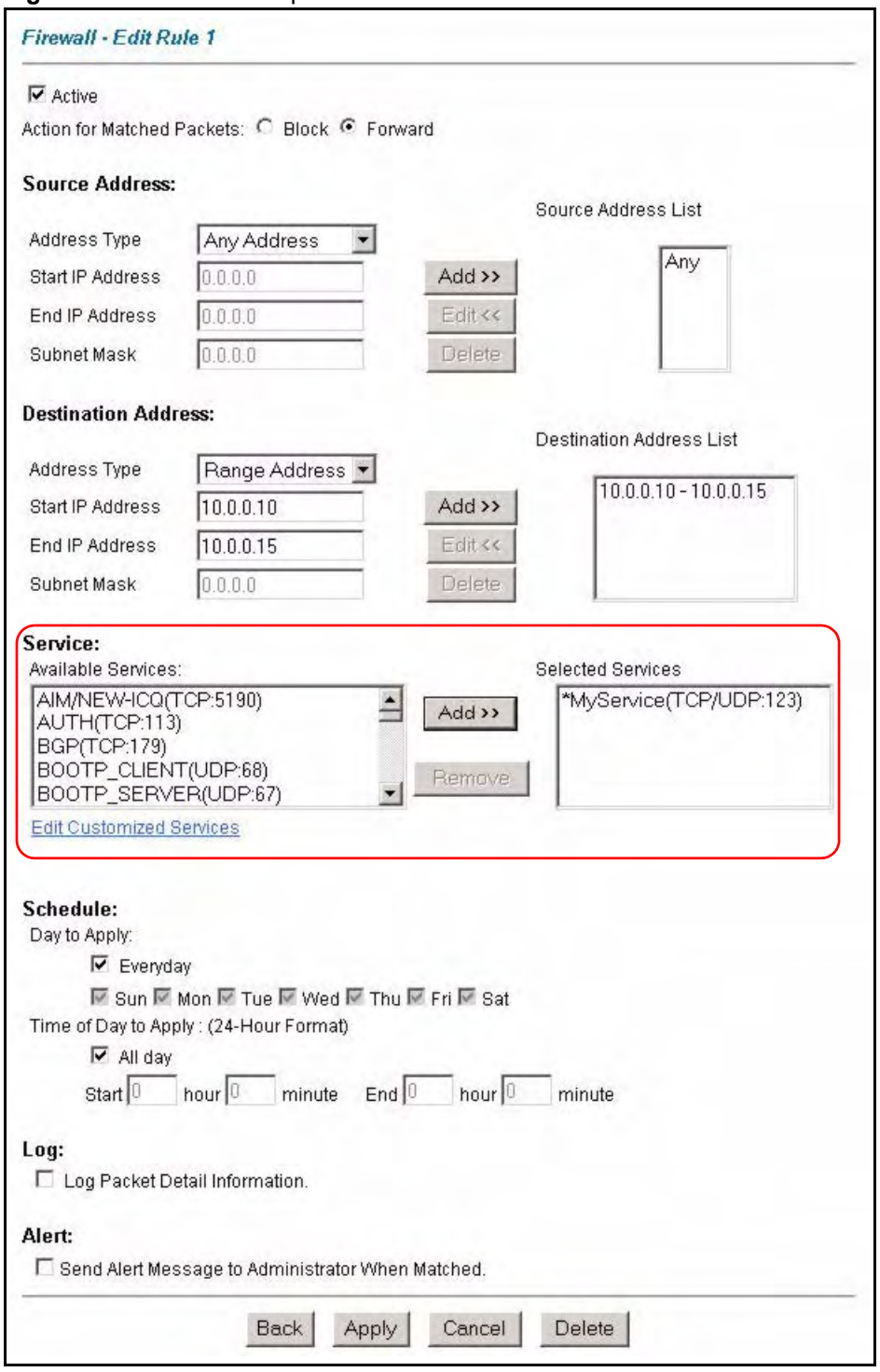
8 Click an index number to display the **Customized Services -Config** screen and configure the screen as follows and click **Apply**.

Figure 59 Edit Custom Port Example



9 In the **Edit Rule** screen, use the **Add>>** and **Remove** buttons between **Available Services** and **Selected Services** list boxes to configure it as follows. Click **Apply** when you are done.

Figure 60 Firewall Example: Edit Rule: Select Customized Services

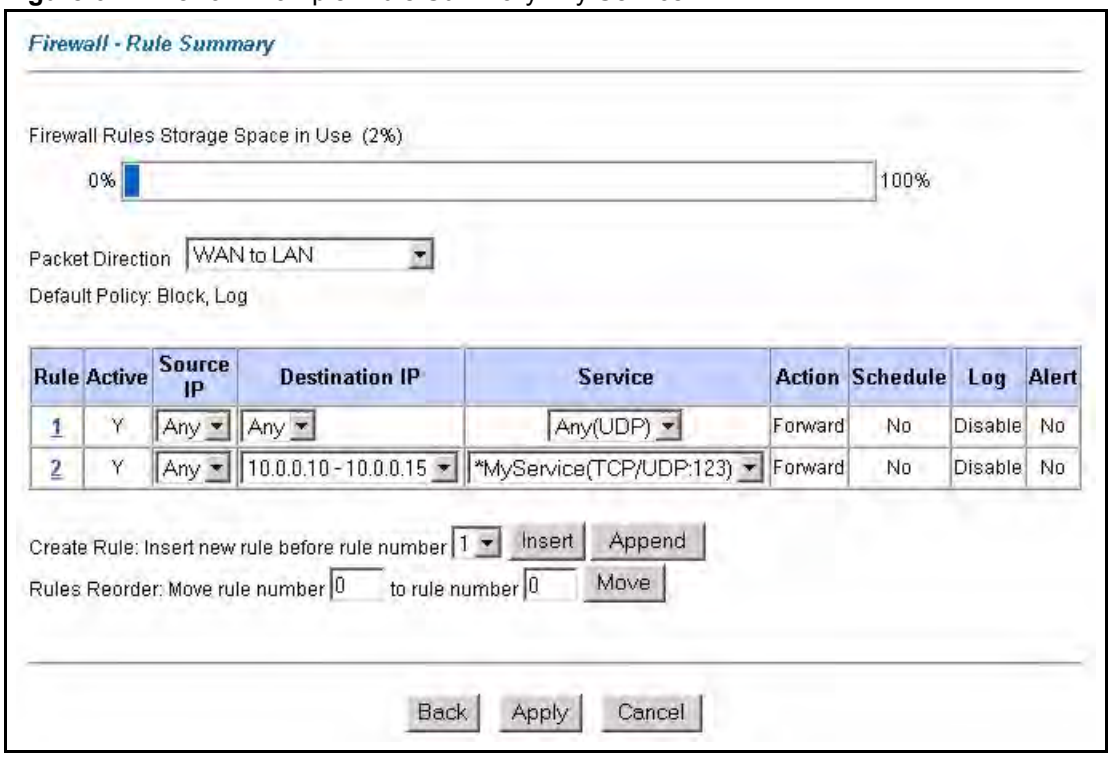


Custom ports show up with an "*" before their names in the Services list box and the **Rule Summary** list box. Click **Apply** after you've created your custom port.

On completing the configuration procedure for this Internet firewall rule, the **Rule Summary** screen should look like the following.

Rule 2 allows a "My Service" connection from the WAN to IP addresses 10.0.0.10 through 10.0.0.15 on the LAN.

Figure 61 Firewall Example: Rule Summary: My Service



12.11 Predefined Services

The **Available Services** list box in the **Edit Rule** screen (see Section 12.7.1 on page 125) displays all predefined services that the ZyXEL Device already supports. Next to the name of the service, two fields appear in brackets. The first field indicates the IP protocol type (TCP, UDP, or ICMP). The second field indicates the IP port number that defines the service. (Note that there may be more than one IP protocol type. For example, look at the default configuration labeled "(**DNS**)". **(UDP/TCP:53)** means UDP port 53 and TCP port 53. Up to 128 entries are supported. Custom service ports may also be configured using the **Edit Customized Services** function discussed previously. See Appendix C on page 231 for a list of common services.

12.12 Anti-Probing

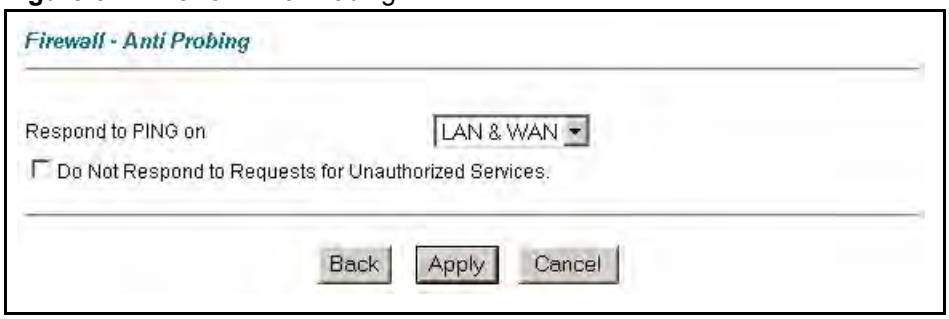
If an outside user attempts to probe an unsupported port on your ZyXEL Device, an ICMP response packet is automatically returned. This allows the outside user to know the ZyXEL Device exists. The ZyXEL Device supports anti-probing, which prevents the ICMP response packet from being sent. This keeps outsiders from discovering your ZyXEL Device when unsupported ports are probed.

Internet Control Message Protocol (ICMP) is a message control and error-reporting protocol between a host server and a gateway to the Internet. ICMP uses Internet Protocol (IP) datagrams, but the messages are processed by the TCP/IP software and directly apparent to the application user.

Refer to Section 11.1 on page 107 for more information.

Click **Firewall** in the navigation panel and click **Anti Probing** to display the screen as shown.

Figure 62 Firewall: Anti Probing



The following table describes the labels in this screen.

Table 47 Firewall: Anti Probing

LABEL	DESCRIPTION
Respond to PING on	The ZyXEL Device does not respond to any incoming Ping requests when **Disable** is selected. Select **LAN** to reply to incoming LAN Ping requests. Select **WAN** to reply to incoming WAN Ping requests. Otherwise select **LAN & WAN** to reply to both incoming LAN and WAN Ping requests.
Do not respond to requests for unauthorized services.	Select this option to prevent hackers from finding the ZyXEL Device by probing for unused ports. If you select this option, the ZyXEL Device will not respond to port request(s) for unused ports, thus leaving the unused ports and the ZyXEL Device unseen. By default this option is not selected and the ZyXEL Device will reply with an ICMP Port Unreachable packet for a port probe on its unused UDP ports, and a TCP Reset packet for a port probe on its unused TCP ports. Note that the probing packets must first traverse the ZyXEL Device 's firewall mechanism before reaching this anti-probing mechanism. Therefore if the firewall mechanism blocks a probing packet, the ZyXEL Device reacts based on the firewall policy, which by default, is to send a TCP reset packet for a blocked TCP packet. You can use the command "sys firewall tcprst rst [on|off]" to change this policy. When the firewall mechanism blocks a UDP packet, it drops the packet without sending a response packet.
Back	Click **Back** to return to the previous screen.
Apply	Click **Apply** to save your changes back to the ZyXEL Device.
Reset	Click **Reset** to begin configuring this screen afresh.

12.13 DoS Thresholds

For DoS attacks, the ZyXEL Device uses thresholds to determine when to drop sessions that do not become fully established. These thresholds apply globally to all sessions.

You can use the default threshold values, or you can change them to values more suitable to your security requirements.

Refer to Section 12.13.3 on page 136 to configure thresholds.

12.13.1 Threshold Values

Tune these parameters when something is not working and after you have checked the firewall counters. These default values should work fine for most small offices. Factors influencing choices for threshold values are:

- The maximum number of opened sessions.
- The minimum capacity of server backlog in your LAN network.
- The CPU power of servers in your LAN network.
- Network bandwidth.
- Type of traffic for certain servers.

If your network is slower than average for any of these factors (especially if you have servers that are slow or handle many tasks and are often busy), then the default values should be reduced.

You should make any changes to the threshold values before you continue configuring firewall rules.

12.13.2 Half-Open Sessions

An unusually high number of half-open sessions (either an absolute number or measured as the arrival rate) could indicate that a Denial of Service attack is occurring. For TCP, "half-open" means that the session has not reached the established state-the TCP three-way handshake has not yet been completed (see Figure 47 on page 110). For UDP, "half-open" means that the firewall has detected no return traffic.

The ZyXEL Device measures both the total number of existing half-open sessions and the rate of session establishment attempts. Both TCP and UDP half-open sessions are counted in the total number and rate measurements. Measurements are made once a minute.

When the number of existing half-open sessions rises above a threshold (**max-incomplete high**), the ZyXEL Device starts deleting half-open sessions as required to accommodate new connection requests. The ZyXEL Device continues to delete half-open requests as necessary, until the number of existing half-open sessions drops below another threshold (**max-incomplete low**).

When the rate of new connection attempts rises above a threshold (**one-minute high**), the ZyXEL Device starts deleting half-open sessions as required to accommodate new connection requests. The ZyXEL Device continues to delete half-open sessions as necessary, until the rate of new connection attempts drops below another threshold (**one-minute low**). The rate is the number of new attempts detected in the last one-minute sample period.

12.13.2.1 TCP Maximum Incomplete and Blocking Time

An unusually high number of half-open sessions with the same destination host address could indicate that a Denial of Service attack is being launched against the host.

Whenever the number of half-open sessions with the same destination host address rises above a threshold (**TCP Maximum Incomplete**), the ZyXEL Device starts deleting half-open sessions according to one of the following methods:

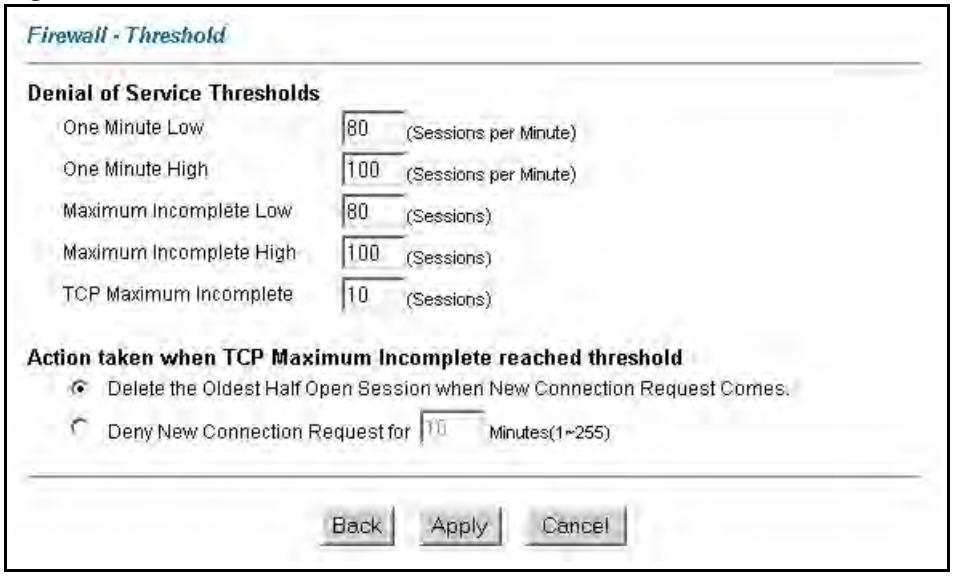
- If the **Blocking Time** timeout is 0 (the default), then the ZyXEL Device deletes the oldest existing half-open session for the host for every new connection request to the host. This ensures that the number of half-open sessions to a given host will never exceed the threshold.
- If the **Blocking Time** timeout is greater than 0, then the ZyXEL Device blocks all new connection requests to the host giving the server time to handle the present connections. The ZyXEL Device continues to block all new connection requests until the **Blocking Time** expires.

12.13.3 Configuring Firewall Thresholds

The ZyXEL Device also sends alerts whenever **TCP Maximum Incomplete** is exceeded. The global values specified for the threshold and timeout apply to all TCP connections.

Click **Firewall**, and **Threshold** to bring up the next screen.

Figure 63 Firewall: Threshold



The following table describes the labels in this screen.

Table 48 Firewall: Threshold

LABEL	DESCRIPTION	DEFAULT VALUES
Denial of Service Thresholds		
One Minute Low	This is the rate of new half-open sessions that causes the firewall to stop deleting half-open sessions. The ZyXEL Device continues to delete half-open sessions as necessary, until the rate of new connection attempts drops below this number.	80 existing half-open sessions.
One Minute High	This is the rate of new half-open sessions that causes the firewall to start deleting half-open sessions. When the rate of new connection attempts rises above this number, the ZyXEL Device deletes half-open sessions as required to accommodate new connection attempts.	100 half-open sessions per minute. The above numbers cause the ZyXEL Device to start deleting half-open sessions when more than 100 session establishment attempts have been detected in the last minute, and to stop deleting half-open sessions when fewer than 80 session establishment attempts have been detected in the last minute.
Maximum Incomplete Low	This is the number of existing half-open sessions that causes the firewall to stop deleting half-open sessions. The ZyXEL Device continues to delete half-open requests as necessary, until the number of existing half-open sessions drops below this number.	80 existing half-open sessions.
Maximum Incomplete High	This is the number of existing half-open sessions that causes the firewall to start deleting half-open sessions. When the number of existing half-open sessions rises above this number, the ZyXEL Device deletes half-open sessions as required to accommodate new connection requests. Do not set **Maximum Incomplete High** to lower than the current **Maximum Incomplete Low** number.	100 existing half-open sessions. The above values causes the ZyXEL Device to start deleting half-open sessions when the number of existing half-open sessions rises above 100, and to stop deleting half-open sessions with the number of existing half-open sessions drops below 80.
TCP Maximum Incomplete	This is the number of existing half-open TCP sessions with the same destination host IP address that causes the firewall to start dropping half-open sessions to that same destination host IP address. Enter a number between 1 and 256. As a general rule, you should choose a smaller number for a smaller network, a slower system or limited bandwidth.	30 existing half-open TCP sessions.
Action taken when the TCP Maximum Incomplete threshold is reached.		
Delete the oldest half open session when new connection request comes	Select this radio button to clear the oldest half open session when a new connection request comes.	

Table 48 Firewall: Threshold (continued)

LABEL	DESCRIPTION	DEFAULT VALUES
Deny new connection request for	Select this radio button and specify for how long the ZyXEL Device should block new connection requests when **TCP Maximum Incomplete** is reached. Enter the length of blocking time in minutes (between 1 and 256).	
Back	Click **Back** to return to the previous screen.	
Apply	Click **Apply** to save your changes back to the ZyXEL Device.	
Cancel	Click **Cancel** to begin configuring this screen afresh.	

13

Content Filtering

This chapter covers how to configure content filtering.

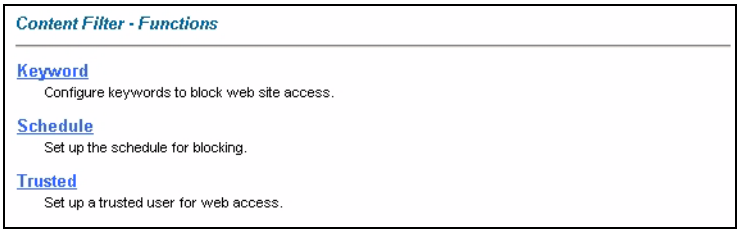
13.1 Content Filtering Overview

Internet content filtering allows you to create and enforce Internet access policies tailored to your needs. Content filtering gives you the ability to block web sites that contain key words (that you specify) in the URL. You can set a schedule for when the ZyXEL Device performs content filtering. You can also specify trusted IP addresses on the LAN for which the ZyXEL Device will not perform content filtering.

13.2 The Main Content Filter Screen

Click **Content Filter** to display the main Content Filtering screen.

Figure 64 Content Filtering



The following table describes the links in this screen.

Table 49 Content Filter > Functions

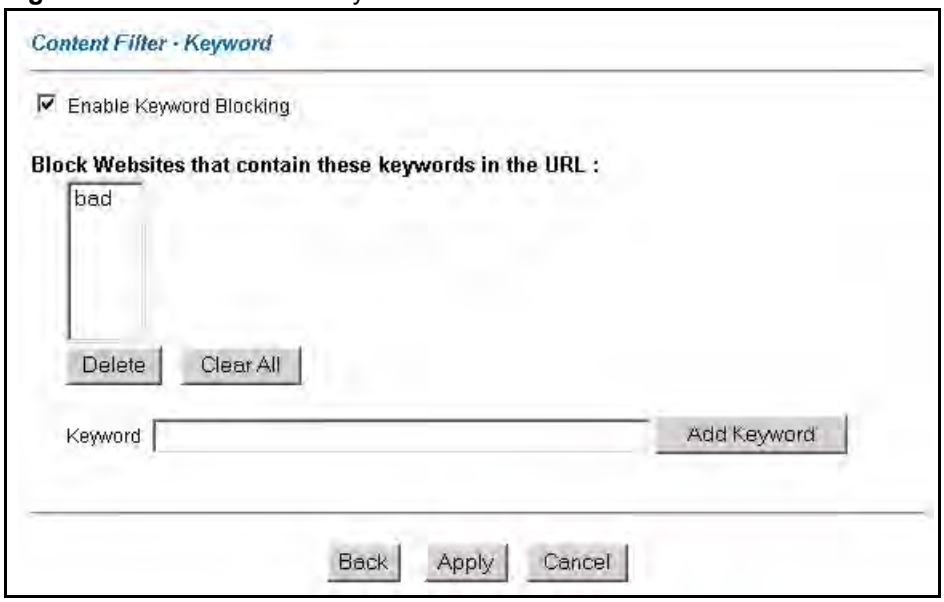
LINK	DESCRIPTION
Keyword	Click this link to display a screen where you can configure your ZyXEL Device to block Web sites containing keywords in their URLs,
Schedule	Click this link to display a screen where you can set the days and times for the ZyXEL Device to perform content filtering,
Trusted	Click this link to display a screen where you can exclude a range of users on the LAN from content filtering on your ZyXEL Device

13.3 Configuring Keyword Blocking

Use this screen to block sites containing certain keywords in the URL. For example, if you enable the keyword "bad", the ZyXEL Device blocks all sites containing this keyword including the URL http://www.website.com/bad.html, even if it is not included in the Filter List.

To have your ZyXEL Device block Web sites containing keywords in their URLs, click **Content Filter** and **Keyword**. The screen appears as shown.

Figure 65 Content Filter: Keyword



The following table describes the labels in this screen.

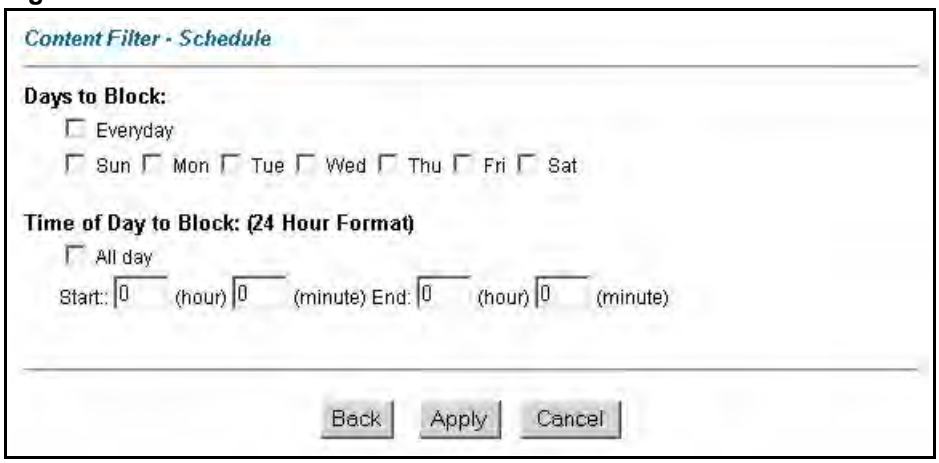
Table 50 Content Filter: Keyword

LABEL	DESCRIPTION
Enable Keyword Blocking	Select this check box to enable this feature.
Block Websites that contain these keywords in the URL:	This box contains the list of all the keywords that you have configured the ZyXEL Device to block.
Delete	Highlight a keyword in the box and click **Delete** to remove it.
Clear All	Click **Clear All** to remove all of the keywords from the list.
Keyword	Type a keyword in this field. You may use any character (up to 127 characters). Wildcards are not allowed.
Add Keyword	Click **Add Keyword** after you have typed a keyword. Repeat this procedure to add other keywords. Up to 64 keywords are allowed. When you try to access a web page containing a keyword, you will get a message telling you that the content filter is blocking this request.
Back	Click **Back** to return to the previous screen.
Apply	Click **Apply** to save your changes back to the ZyXEL Device.
Cancel	Click **Cancel** to return to the previously saved settings.

13.4 Configuring the Schedule

To set the days and times for the ZyXEL Device to perform content filtering, click **Content Filter** and **Schedule**. The screen appears as shown.

Figure 66 Content Filter: Schedule



The following table describes the labels in this screen.

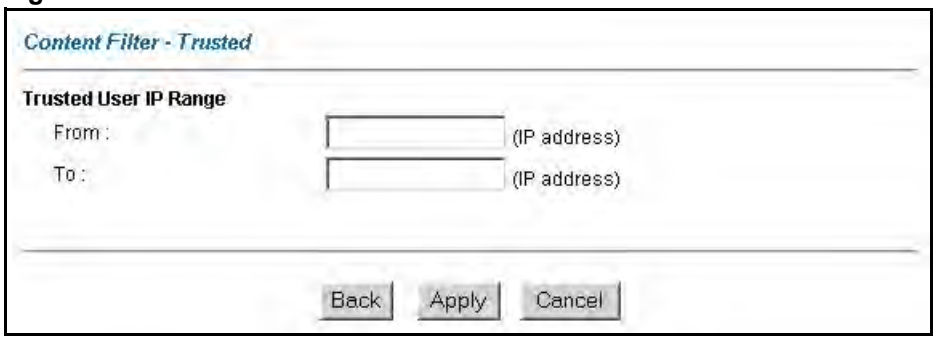
Table 51 Content Filter: Schedule

LABEL	DESCRIPTION
Days to Block:	Select a check box to configure which days of the week (or everyday) you want the content filtering to be active.
Time of Day to Block:	Use the 24 hour format to configure which time of the day (or select the **All day** check box) you want the content filtering to be active.
Back	Click **Back** to return to the previous screen.
Apply	Click **Apply** to save your changes.
Cancel	Click **Cancel** to return to the previously saved settings.

13.5 Configuring Trusted Computers

To exclude a range of users on the LAN from content filtering on your ZyXEL Device, click **Content Filter** and **Trusted**. The screen appears as shown.

Figure 67 Content Filter: Trusted



The following table describes the labels in this screen.

Table 52 Content Filter: Trusted

LABEL	DESCRIPTION
Trusted User IP Range	
From	Type the IP address of a computer (or the beginning IP address of a specific range of computers) on the LAN that you want to exclude from content filtering.
To	Type the ending IP address of a specific range of users on your LAN that you want to exclude from content filtering. Leave this field blank if you want to exclude an individual computer.
Back	Click **Back** to return to the previous screen.
Apply	Click **Apply** to save your changes back to the ZyXEL Device.
Cancel	Click **Cancel** to return to the previously saved settings.

14

Remote Management Configuration

This chapter provides information on configuring remote management.

14.1 Remote Management Overview

Remote management allows you to determine which services/protocols can access which ZyXEL Device interface (if any) from which computers.

When you configure remote management to allow management from the WAN, you still need to configure a firewall rule to allow access.

You may manage your ZyXEL Device from a remote location via:

- Internet (WAN only)
- ALL (LAN and WAN)
- LAN only,
- Neither (Disable).

When you Choose **WAN only** or **ALL** (LAN & WAN), you still need to configure a firewall rule to allow access.

To disable remote management of a service, select **Disable** in the corresponding **Server Access** field.

You may only have one remote management session running at a time. The ZyXEL Device automatically disconnects a remote management session of lower priority when another remote management session of higher priority starts. The priorities for the different types of remote management sessions are as follows.

1. Telnet
2. HTTP

14.1.1 Remote Management Limitations

Remote management over LAN or WAN will not work when:

- You have disabled that service in one of the remote management screens.
- The IP address in the **Secured Client IP** field does not match the client IP address. If it does not match, the ZyXEL Device will disconnect the session immediately.

- There is already another remote management session with an equal or higher priority running. You may only have one remote management session running at one time.
- There is a firewall rule that blocks it.

14.1.2 Remote Management and NAT

When NAT is enabled:

- Use the ZyXEL Device's WAN IP address when configuring from the WAN.
- Use the ZyXEL Device's LAN IP address when configuring from the LAN.

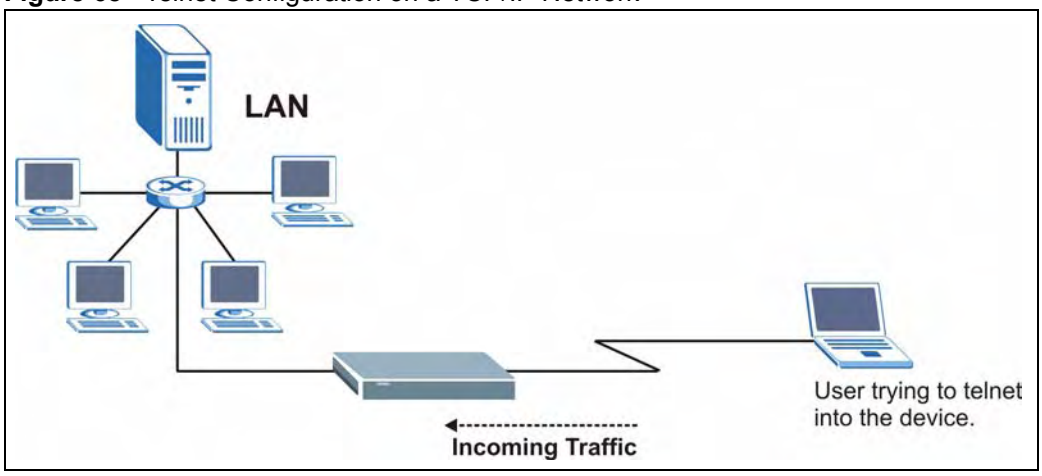
14.1.3 System Timeout

There is a default system management idle timeout of five minutes (three hundred seconds). The ZyXEL Device automatically logs you out if the management session remains idle for longer than this timeout period. The management session does not time out when a statistics screen is polling.

14.2 Telnet

You can configure your ZyXEL Device for remote Telnet access as shown next.

Figure 68 Telnet Configuration on a TCP/IP Network



14.3 FTP

You can upload and download ZyXEL Device firmware and configuration files using FTP. To use this feature, your computer must have an FTP client.

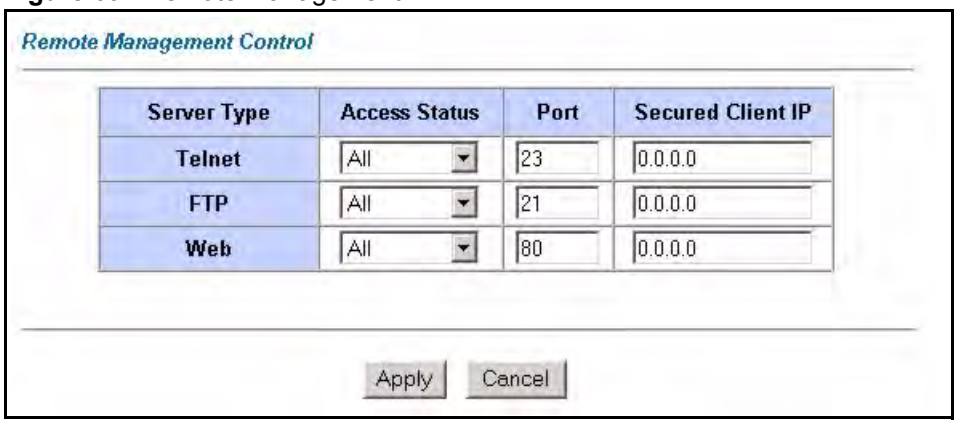
14.4 Web

You can use the ZyXEL Device's embedded web configurator for configuration and file management. See the online help for details.

14.5 Configuring Remote Management

Click **Remote Management** to open the following screen. See Section 14.1 on page 143 for more information.

Figure 69 Remote Management



The following table describes the fields in this screen.

Table 53 Remote Management

LABEL	DESCRIPTION
Server Type	Each of these labels denotes a service that you may use to remotely manage the ZyXEL Device.
Access Status	Select the access interface. Choices are **All**, **LAN Only**, **WAN Only** and **Disable**.
Port	This field shows the port number for the remote management service. You may change the port number for a service in this field, but you must use the same port number to use that service for remote management.
Secured Client IP	The default 0.0.0.0 allows any client to use this service to remotely manage the ZyXEL Device. Type an IP address to restrict access to a client with a matching IP address.
Apply	Click **Apply** to save your settings back to the ZyXEL Device.
Cancel	Click **Cancel** to begin configuring this screen afresh.

15

Universal Plug-and-Play (UPnP)

This chapter introduces the UPnP feature in the web configurator.

15.1 Introducing Universal Plug and Play

Universal Plug and Play (UPnP) is a distributed, open networking standard that uses TCP/IP for simple peer-to-peer network connectivity between devices. A UPnP device can dynamically join a network, obtain an IP address, convey its capabilities and learn about other devices on the network. In turn, a device can leave a network smoothly and automatically when it is no longer in use.

See Section 15.2.1 on page 148 for configuration instructions.

15.1.1 How do I know if I'm using UPnP?

UPnP hardware is identified as an icon in the Network Connections folder (Windows XP). Each UPnP compatible device installed on your network will appear as a separate icon. Selecting the icon of a UPnP device will allow you to access the information and properties of that device.

15.1.2 NAT Traversal

UPnP NAT traversal automates the process of allowing an application to operate through NAT. UPnP network devices can automatically configure network addressing, announce their presence in the network to other UPnP devices and enable exchange of simple product and service descriptions. NAT traversal allows the following:

- Dynamic port mapping
- Learning public IP addresses
- Assigning lease times to mappings

Windows Messenger is an example of an application that supports NAT traversal and UPnP.

See the NAT chapter for more information on NAT.

15.1.3 Cautions with UPnP

The automated nature of NAT traversal applications in establishing their own services and opening firewall ports may present network security issues. Network information and configuration may also be obtained and modified by users in some network environments.

All UPnP-enabled devices may communicate freely with each other without additional configuration. Disable UPnP if this is not your intention.

15.2 UPnP and ZyXEL

ZyXEL has achieved UPnP certification from the Universal Plug and Play Forum Creates UPnP™ Implementers Corp. (UIC). ZyXEL's UPnP implementation supports IGD 1.0 (Internet Gateway Device). At the time of writing ZyXEL's UPnP implementation supports Windows Messenger 4.6 and 4.7 while Windows Messenger 5.0 and Xbox are still being tested.

UPnP broadcasts are only allowed on the LAN.

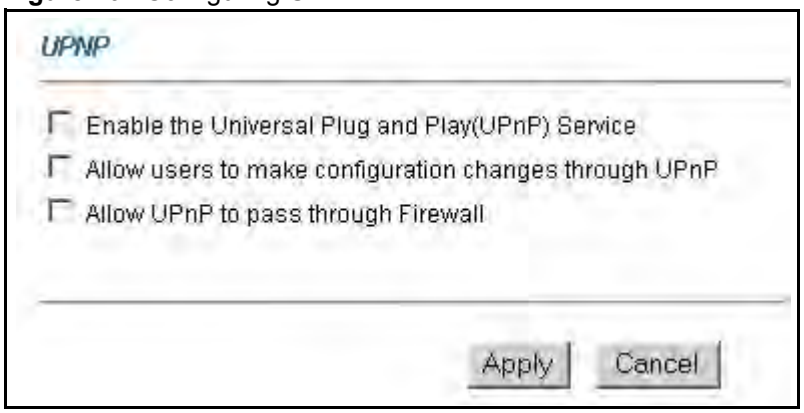
See later sections for examples of installing UPnP in Windows XP and Windows Me as well as an example of using UPnP in Windows.

15.2.1 Configuring UPnP

From the **Site Map** in the main menu, click **UPnP** under **Advanced Setup** to display the screen shown next.

See Section 15.1 on page 147 for more information.

Figure 70 Configuring UPnP



The following table describes the fields in this screen.

Table 54 Configuring UPnP

LABEL	DESCRIPTION
Enable the Universal Plug and Play (UPnP) Service	Select this check box to activate UPnP. Be aware that anyone could use a UPnP application to open the web configurator's login screen without entering the ZyXEL Device's IP address (although you must still enter the password to access the web configurator).
Allow users to make configuration changes through UPnP	Select this check box to allow UPnP-enabled applications to automatically configure the ZyXEL Device so that they can communicate through the ZyXEL Device, for example by using NAT traversal, UPnP applications automatically reserve a NAT forwarding port in order to communicate with another UPnP enabled device; this eliminates the need to manually configure port forwarding for the UPnP enabled application.

Table 54 Configuring UPnP

LABEL	DESCRIPTION
Allow UPnP to pass through Firewall	Select this check box to allow traffic from UPnP-enabled applications to bypass the firewall. Clear this check box to have the firewall block all UPnP application packets (for example, MSN packets).
Apply	Click **Apply** to save the setting to the ZyXEL Device.
Cancel	Click **Cancel** to return to the previously saved settings.

15.3 Installing UPnP in Windows Example

This section shows how to install UPnP in Windows Me and Windows XP.

Installing UPnP in Windows Me

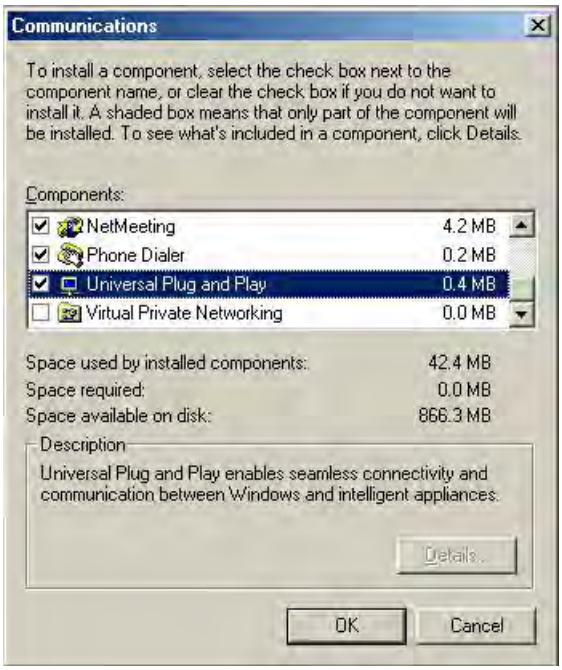
Follow the steps below to install the UPnP in Windows Me.

1. Click **Start** and **Control Panel**. Double-click **Add/Remove Programs**.
2. Click on the **Windows Setup** tab and select **Communication** in the **Components** selection box. Click **Details**.

Figure 71 Add/Remove Programs: Windows Setup: Communication

3. In the **Communications** window, select the **Universal Plug and Play** check box in the **Components** selection box.

Figure 72 Add/Remove Programs: Windows Setup: Communication: Components



4 Click **OK** to go back to the **Add/Remove Programs Properties** window and click **Next**.

5 Restart the computer when prompted.

Installing UPnP in Windows XP

Follow the steps below to install the UPnP in Windows XP.

1 Click **Start** and **Control Panel**.

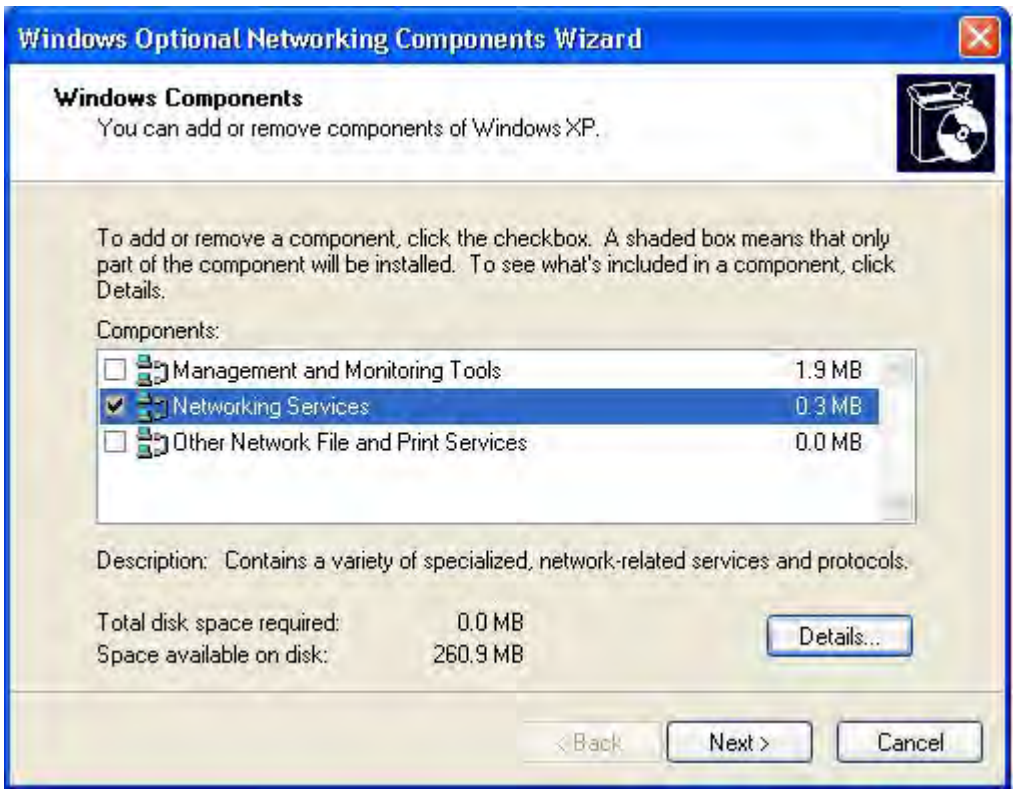
2 Double-click **Network Connections**.

3 In the **Network Connections** window, click **Advanced** in the main menu and select **Optional Networking Components ...**.

Figure 73 Network Connections

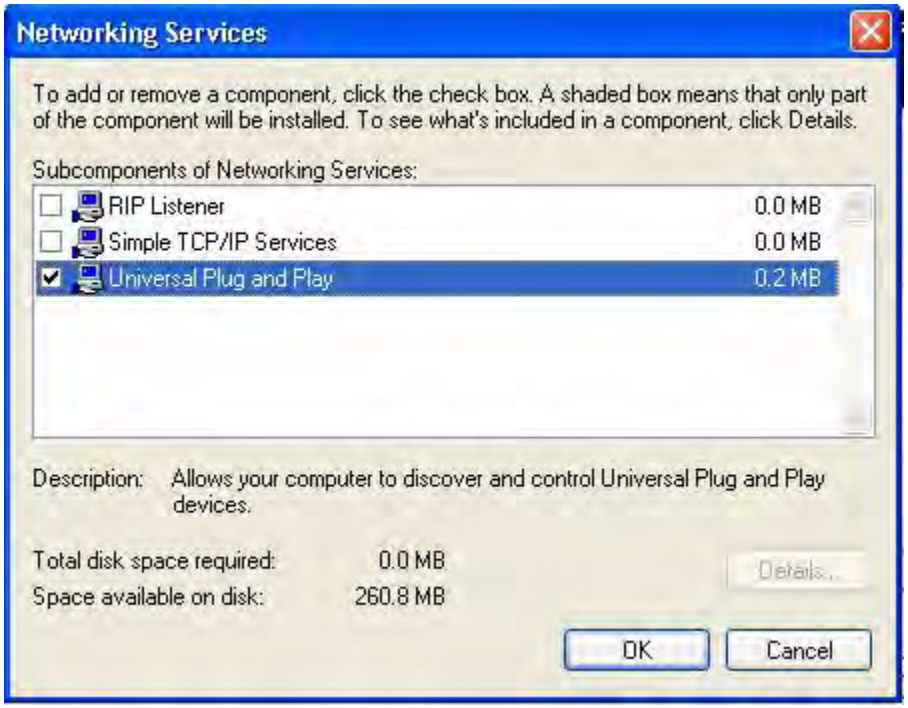
4 The **Windows Optional Networking Components Wizard** window displays. Select **Networking Service** in the **Components** selection box and click **Details**.

Figure 74 Windows Optional Networking Components Wizard



5 In the **Networking Services** window, select the **Universal Plug and Play** check box.

Figure 75 Networking Services



6 Click **OK** to go back to the **Windows Optional Networking Component Wizard** window and click **Next**.

15.4 Using UPnP in Windows XP Example

This section shows you how to use the UPnP feature in Windows XP. You must already have UPnP installed in Windows XP and UPnP activated on the ZyXEL Device.

Make sure the computer is connected to a LAN port of the ZyXEL Device. Turn on your computer and the ZyXEL Device.

Auto-discover Your UPnP-enabled Network Device

1 Click **Start** and **Control Panel**. Double-click **Network Connections**. An icon displays under Internet Gateway.

2 Right-click the icon and select **Properties**.

Figure 76 Network Connections

3 In the **Internet Connection Properties** window, click **Settings** to see the port mappings there were automatically created.

Figure 77 Internet Connection Properties

4 You may edit or delete the port mappings or click **Add** to manually add port mappings.

Figure 78 Internet Connection Properties: Advanced Settings

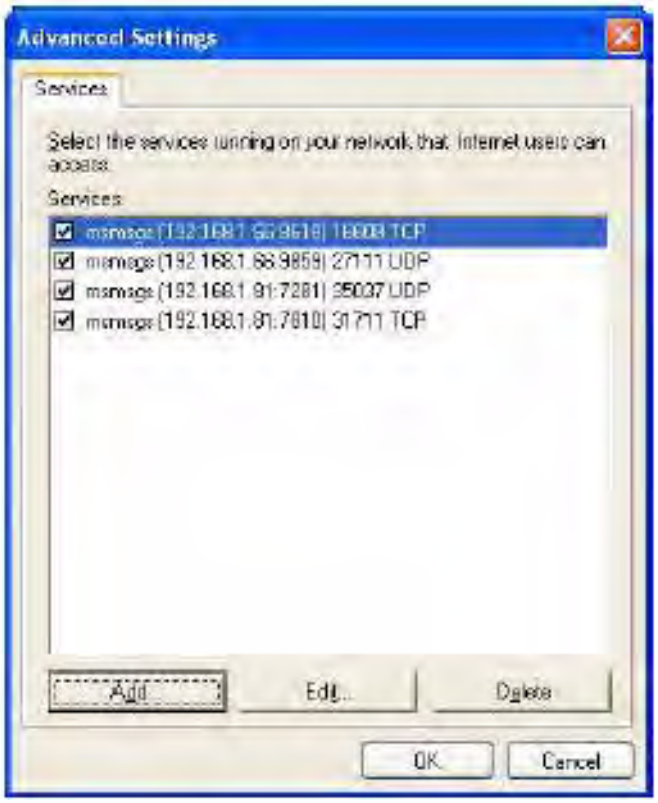
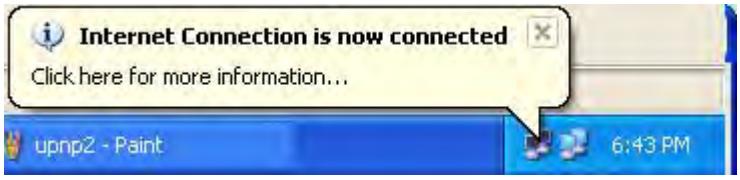


Figure 79 Internet Connection Properties: Advanced Settings: Add

5 When the UPnP-enabled device is disconnected from your computer, all port mappings will be deleted automatically.

6 Select **Show icon in notification area when connected** option and click **OK**. An icon displays in the system tray.

Figure 80 System Tray Icon



7 Double-click on the icon to display your current Internet connection status.

Figure 81 Internet Connection Status

Web Configurator Easy Access

With UPnP, you can access the web-based configurator on the ZyXEL Device without finding out the IP address of the ZyXEL Device first. This comes helpful if you do not know the IP address of the ZyXEL Device.

Follow the steps below to access the web configurator.

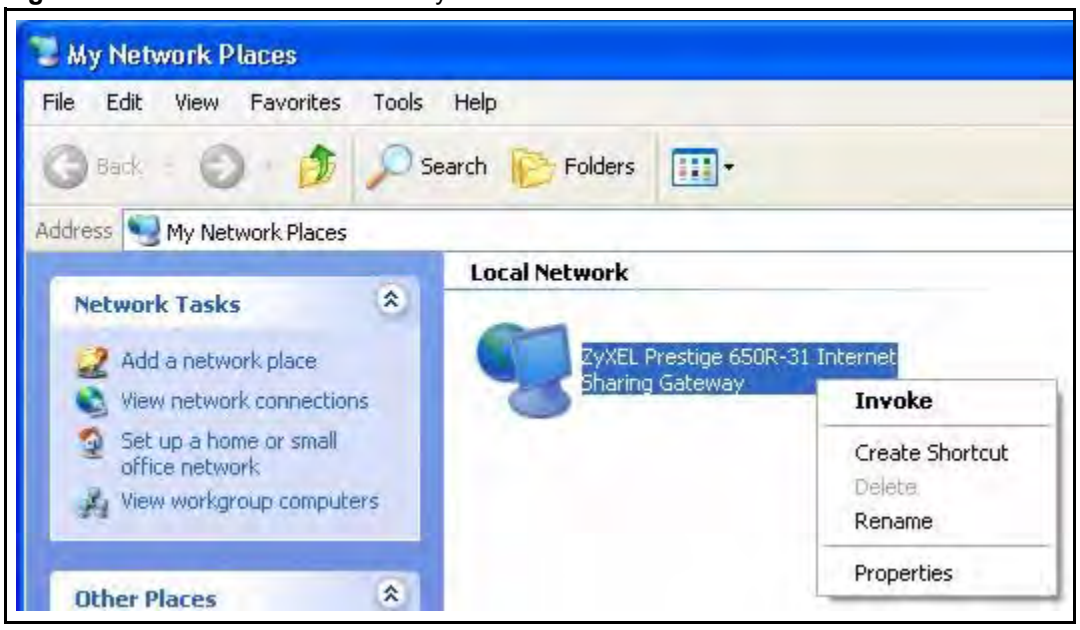
1 Click **Start** and then **Control Panel**.
2 Double-click **Network Connections**.
3 Select **My Network Places** under **Other Places**.

Figure 82 Network Connections

4 An icon with the description for each UPnP-enabled device displays under **Local Network**.

5 Right-click on the icon for your ZyXEL Device and select **Invoke**. The web configurator login screen displays.

Figure 83 Network Connections: My Network Places



6 Right-click on the icon for your ZyXEL Device and select **Properties**. A properties window displays with basic information about the ZyXEL Device.

Figure 84 Network Connections: My Network Places: Properties: Example

16

Logs Screens

This chapter contains information about configuring general log settings and viewing the ZyXEL Device's logs. Refer to the appendix for example log message explanations.

16.1 Logs Overview

The web configurator allows you to choose which categories of events and/or alerts to have the ZyXEL Device log and then display the logs or have the ZyXEL Device send them to an administrator (as e-mail) or to a syslog server.

16.1.1 Alerts and Logs

An alert is a type of log that warrants more serious attention. They include system errors, attacks (access control) and attempted access to blocked web sites. Some categories such as **System Errors** consist of both logs and alerts. You may differentiate them by their color in the **View Log** screen. Alerts display in red and logs display in black.

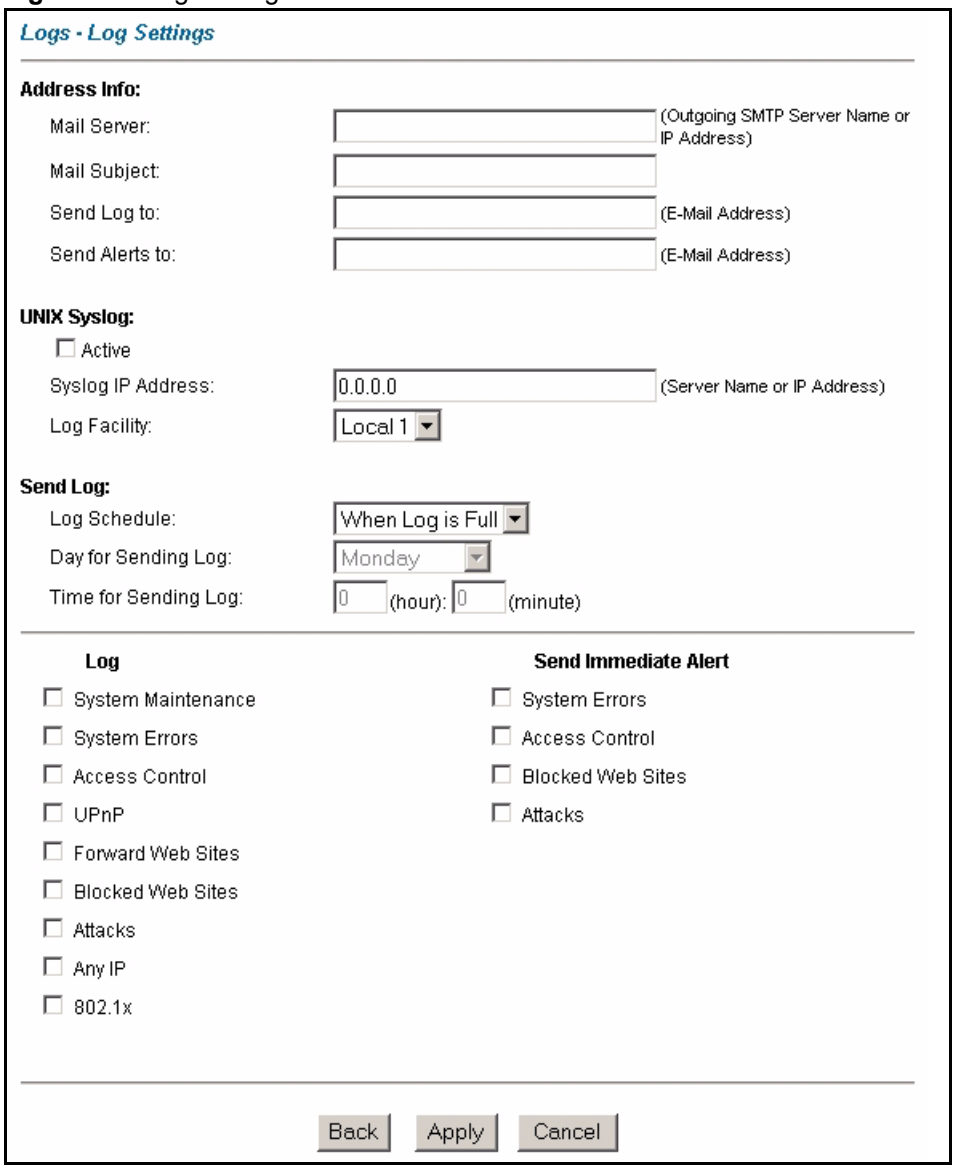
16.2 Configuring Log Settings

Use the **Log Settings** screen to configure to where the ZyXEL Device is to send logs; the schedule for when the ZyXEL Device is to send the logs and which logs and/or immediate alerts the ZyXEL Device is to record. See Section 16.1 on page 159 for more information.

To change your ZyXEL Device's log settings, click **Logs**, then the **Log Settings**. The screen appears as shown.

Alerts are e-mailed as soon as they happen. Logs may be e-mailed as soon as the log is full. Selecting many alert and/or log categories (especially **Access Control**) may result in many e-mails being sent.

Figure 85 Log Settings



The following table describes the fields in this screen.

Table 55 Log Settings

LABEL	DESCRIPTION
Address Info	
Mail Server	Enter the server name or the IP address of the mail server for the e-mail addresses specified below. If this field is left blank, logs and alert messages will not be sent via e-mail.
Mail Subject	Type a title that you want to be in the subject line of the log e-mail message that the ZyXEL Device sends.
Send log to	Logs are sent to the e-mail address specified in this field. If this field is left blank, logs will not be sent via e-mail.
Send alerts to	Alerts are sent to the e-mail address specified in this field. If this field is left blank, alerts will not be sent via e-mail.
UNIX Syslog	Syslog logging sends a log to an external syslog server used to store logs.

Table 55 Log Settings

LABEL	DESCRIPTION
Active	Click **Active** to enable syslog logging.
Syslog IP Address	Enter the server name or IP address of the syslog server that will log the selected categories of logs.
Log Facility	Select a location from the drop down list box. The log facility allows you to log the messages to different files in the syslog server. Refer to the documentation of your syslog program for more details.
Send Log	
Log Schedule	This drop-down menu is used to configure the frequency of log messages being sent as E-mail: • Daily • Weekly • Hourly • When Log is Full • None. If you select **Weekly** or **Daily**, specify a time of day when the E-mail should be sent. If you select **Weekly**, then also specify which day of the week the E-mail should be sent. If you select **When Log is Full**, an alert is sent when the log fills up. If you select **None**, no log messages are sent
Day for Sending Log	Use the drop down list box to select which day of the week to send the logs.
Time for Sending Log	Enter the time of the day in 24-hour format (for example 23:00 equals 11:00 pm) to send the logs.
Log	Select the categories of logs that you want to record. Logs include alerts.
Send Immediate Alert	Select the categories of alerts for which you want the ZyXEL Device to instantly e-mail alerts to the e-mail address specified in the **Send Alerts To** field.
Back	Click **Back** to return to the previous screen.
Apply	Click **Apply** to save your customized settings and exit this screen.
Cancel	Click **Cancel** to return to the previously saved settings.

16.3 Displaying the Logs

Click **Logs** and then **View Log** to open the **View Logs** screen. Use the **View Logs** screen to see the logs for the categories that you selected in the **Log Settings** screen (see Section 16.2 on page 159).

Log entries in red indicate alerts. The log wraps around and deletes the old entries after it fills. Click a column heading to sort the entries. A triangle indicates ascending or descending sort order.

Figure 86 View Logs

The following table describes the fields in this screen.

Table 56 View Logs

LABEL	DESCRIPTION
Display	The categories that you select in the **Log Settings** screen display in the drop-down list box. Select a category of logs to view; select **All Logs** to view logs from all of the log categories that you selected in the **Log Settings** page.
Time	This field displays the time the log was recorded.
Message	This field states the reason for the log.
Source	This field lists the source IP address and the port number of the incoming packet.
Destination	This field lists the destination IP address and the port number of the incoming packet.
Notes	This field displays additional information about the log entry.
Back	Click **Back** to return to the previous screen
Email Log Now	Click **Email Log Now** to send the log screen to the e-mail address specified in the **Log Settings** page (make sure that you have first filled in the **Address Info** fields in **Log Settings**).
Refresh	Click **Refresh** to renew the log screen.
Clear Log	Click **Clear Log** to delete all the logs.

16.3.1 Example E-mail Log

An "End of Log" message displays for each mail in which a complete log has been sent. The following is an example of a log sent by e-mail.

- You may edit the subject title.
- The date format here is Day-Month-Year.
- The date format here is Month-Day-Year. The time format is Hour-Minute-Second.
- "`End of Log`" message shows that a complete log has been sent.

Figure 87 E-mail Log Example

```
Subject:
        Firewall Alert From ZyXEL Device
   Date:
        Fri, 07 Apr 2000 10:05:42
   From:
        user@zyxel.com
     To:
        user@zyxel.com
  1|Apr  7 00 |From:192.168.1.1     To:192.168.1.255   |default policy  |forward
   | 09:54:03 |UDP     src port:00520 dest port:00520  |<1,00>          |
  2|Apr  7 00 |From:192.168.1.131   To:192.168.1.255   |default policy  |forward
   | 09:54:17 |UDP     src port:00520 dest port:00520  |<1,00>          |
  3|Apr  7 00 |From:192.168.1.6     To:10.10.10.10 |match           |forward
   | 09:54:19 |UDP     src port:03516 dest port:00053  |<1,01>          |
……..{snip}……..
……..{snip}……..
126|Apr  7 00 |From:192.168.1.1     To:192.168.1.255   |match           |forward
   | 10:05:00 |UDP     src port:00520 dest port:00520  |<1,02>          |
127|Apr  7 00 |From:192.168.1.131   To:192.168.1.255   |match           |forward
   | 10:05:17 |UDP     src port:00520 dest port:00520  |<1,02>          |
128|Apr  7 00 |From:192.168.1.1     To:192.168.1.255   |match           |forward
   | 10:05:30 |UDP     src port:00520 dest port:00520  |<1,02>          |
End of Firewall Log
```

17

Media Bandwidth Management Advanced Setup

This chapter describes bandwidth management with one level of child class.

17.1 Media Bandwidth Management Overview

Bandwidth management allows you to allocate an interface's outgoing capacity to specific types of traffic. It can also help you make sure that the ZyXEL Device forwards certain types of traffic (especially real-time applications) with minimum delay. With the use of real-time applications such as Voice-over-IP (VoIP) increasing, the requirement for bandwidth allocation is also increasing.

Bandwidth management addresses questions such as:

- Who gets how much access to specific applications?
- What priority level should you give to each type of traffic?
- Which traffic must have guaranteed delivery?
- How much bandwidth should be allotted to guarantee delivery?

Bandwidth management also allows you to configure the allowed output for an interface to match what the network can handle. This helps reduce delays and dropped packets at the next routing device. For example, you can set the WAN interface speed to 1000kbps if the ADSL connection has an upstream speed of 1Mbps. All configuration screens display measurements in kbps (kilobits per second), but this User's Guide also uses Mbps (megabits per second) for brevity's sake.

Refer to Section 17.9 on page 171 to enable and configure bandwidth on the interfaces.

Refer to Section 17.10 on page 172 to configure bandwidth classes.

Refer to Section 17.11 on page 177 to view bandwidth usage information.

17.2 Bandwidth Classes and Filters

Use bandwidth classes and child-classes to allocate specific amounts of bandwidth capacity (bandwidth budgets). Configure a bandwidth filter to define a bandwidth class (or child-class) based on a specific application and/or subnet. Use the **Class Configuration** screen (see Section 17.10 on page 172) to set up a bandwidth class's name, bandwidth allotment, and bandwidth filter. You can configure up to one bandwidth filter per bandwidth class. You can

also configure bandwidth classes without bandwidth filters. However, it is recommended that you configure child-classes with filters for any classes that you configure without filters. The ZyXEL Device leaves the bandwidth budget allocated and unused for a class that does not have a filter itself or child-classes with filters. View your configured bandwidth classes and child-classes in the **Class Setup** screen (see Section 17.10 on page 172 for details).

The total of the configured bandwidth budgets for child-classes cannot exceed the configured bandwidth budget speed of the parent class.

17.3 Proportional Bandwidth Allocation

Bandwidth management allows you to define how much bandwidth each class gets; however, the actual bandwidth allotted to each class decreases or increases in proportion to actual available bandwidth.

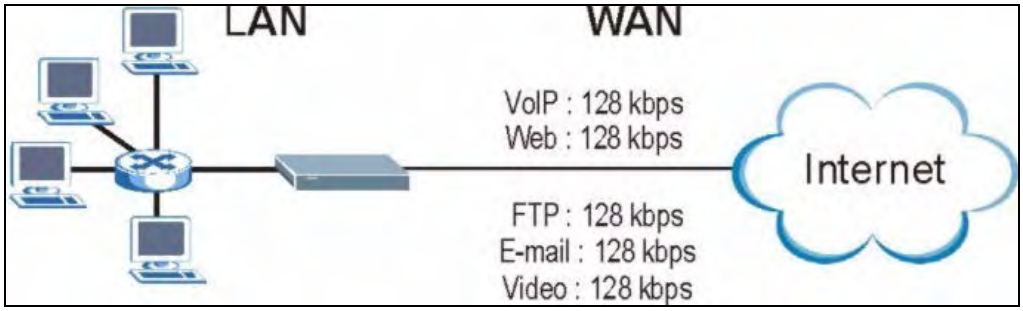
17.4 Bandwidth Management Usage Examples

These examples show bandwidth management allotments on a WAN interface that is configured for 640Kbps.

17.4.1 Application-based Bandwidth Management Example

The bandwidth classes in the following example are based solely on application. Each bandwidth class (VoIP, Web, FTP, E-mail and Video) is allotted 128kbps.

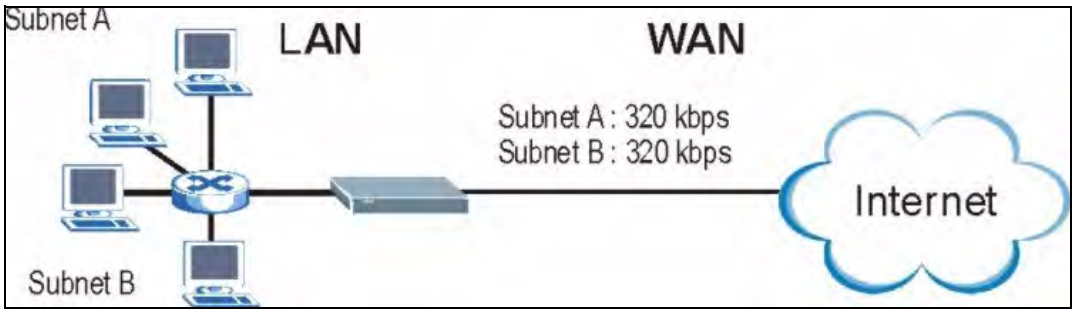
Figure 88 Application-based Bandwidth Management Example



17.4.2 Subnet-based Bandwidth Management Example

The following example uses bandwidth classes based solely on LAN subnets. Each bandwidth class (Subnet A and Subnet B) is allotted 320kbps.

Figure 89 Subnet-based Bandwidth Management Example



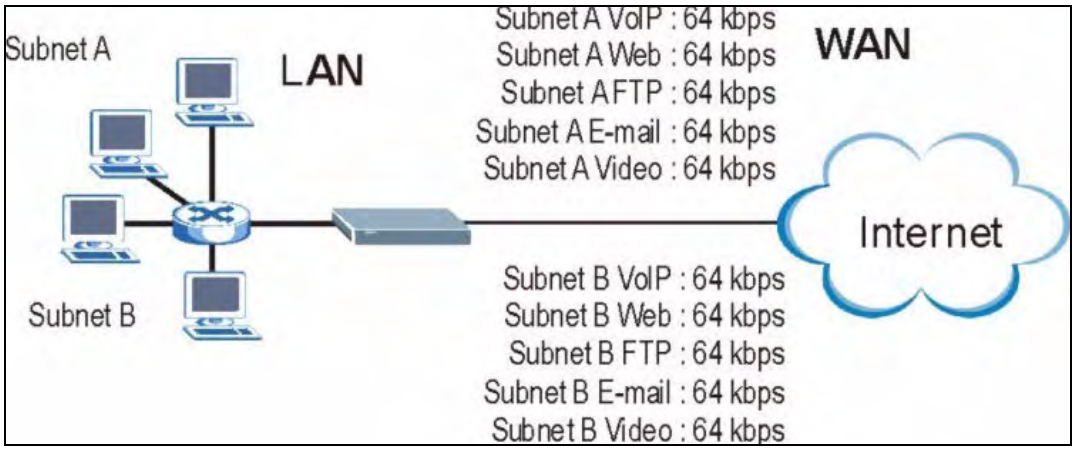
17.4.3 Application and Subnet-based Bandwidth Management Example

The following example uses bandwidth classes based on LAN subnets and applications (specific applications in each subnet are allotted bandwidth).

Table 57 Application and Subnet-based Bandwidth Management Example

TRAFFIC TYPE	FROM SUBNET A	FROM SUBNET B
VoIP	64 kbps	64 kbps
Web	64 kbps	64 kbps
FTP	64 kbps	64 kbps
E-mail	64 kbps	64 kbps
Video	64 kbps	64 kbps

Figure 90 Application and Subnet-based Bandwidth Management Example



17.5 Scheduler

The scheduler divides up an interface's bandwidth among the bandwidth classes. The ZyXEL Device has two types of scheduler: fairness-based and priority-based.

17.5.1 Priority-based Scheduler

With the priority-based scheduler, the ZyXEL Device forwards traffic from bandwidth classes according to the priorities that you assign to the bandwidth classes. The larger a bandwidth class's priority number is, the higher the priority. Assign real-time applications (like those using audio or video) a higher priority number to provide smoother operation.

17.5.2 Fairness-based Scheduler

The ZyXEL Device divides bandwidth equally among bandwidth classes when using the fairness-based scheduler; thus preventing one bandwidth class from using all of the interface's bandwidth.

17.6 Maximize Bandwidth Usage

The maximize bandwidth usage option (see Section 17.7.1 on page 170) allows the ZyXEL Device to divide up any available bandwidth on the interface (including unallocated bandwidth and any allocated bandwidth that a class is not using) among the bandwidth classes that require more bandwidth.

When you enable maximize bandwidth usage, the ZyXEL Device first makes sure that each bandwidth class gets up to its bandwidth allotment. Next, the ZyXEL Device divides up an interface's available bandwidth (bandwidth that is unbudgeted or unused by the classes) depending on how many bandwidth classes require more bandwidth and on their priority levels. When only one class requires more bandwidth, the ZyXEL Device gives extra bandwidth to that class.

When multiple classes require more bandwidth, the ZyXEL Device gives the highest priority classes the available bandwidth first (as much as they require, if there is enough available bandwidth), and then to lower priority classes if there is still bandwidth available. The ZyXEL Device distributes the available bandwidth equally among classes with the same priority level.

17.6.1 Reserving Bandwidth for Non-Bandwidth Class Traffic

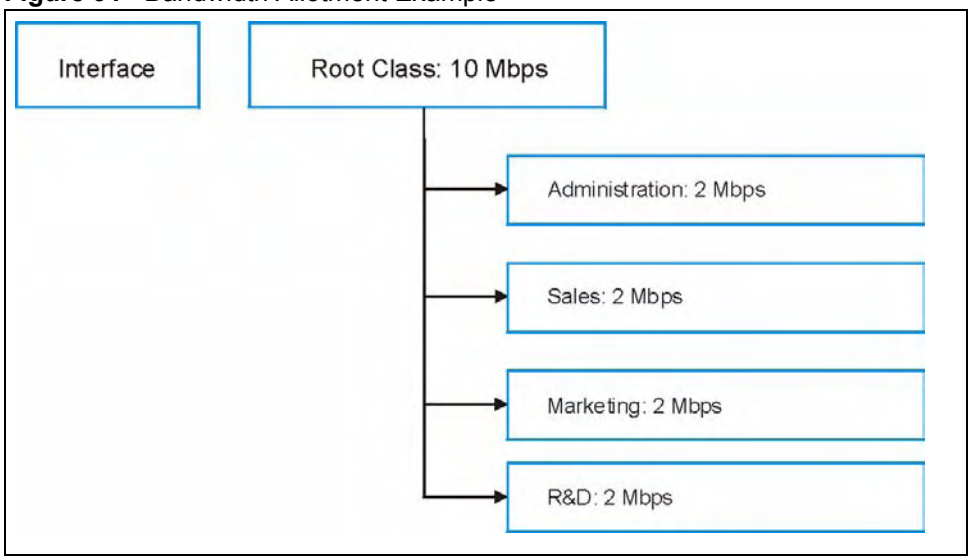
Do the following three steps to configure the ZyXEL Device to allow bandwidth for traffic that is not defined in a bandwidth filter.

1. Leave some of the interface's bandwidth unbudgeted.
2. Do not enable the interface's **Maximize Bandwidth Usage** option.
3. Do not enable bandwidth borrowing on the child-classes that have the root class as their parent (see Section 17.7 on page 170).

17.6.2 Maximize Bandwidth Usage Example

Here is an example of a ZyXEL Device that has maximized bandwidth usage enabled on an interface. The first figure shows each bandwidth class's bandwidth budget and priority. The classes are set up based on subnets. The interface is set to 10 Mbps. Each subnet is allocated 2 Mbps. The unbudgeted 2 Mbps allows traffic not defined in one of the bandwidth filters to go out when you do not select the maximize bandwidth option.

Figure 91 Bandwidth Allotment Example

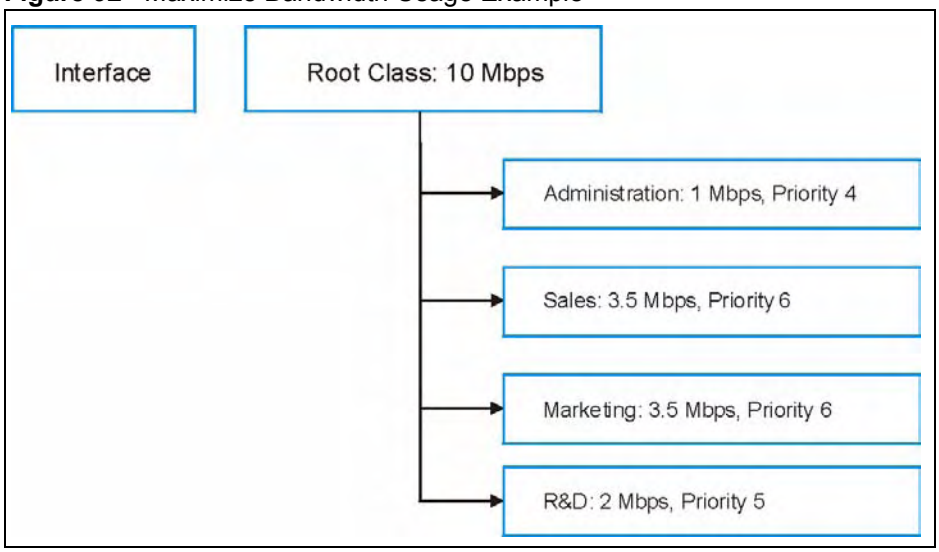


The following figure shows the bandwidth usage with the maximize bandwidth usage option enabled. The ZyXEL Device divides up the unbudgeted 2 Mbps among the classes that require more bandwidth. If the administration department only uses 1 Mbps of the budgeted 2 Mbps, the ZyXEL Device also divides the remaining 1 Mbps among the classes that require more bandwidth. Therefore, the ZyXEL Device divides a total of 3 Mbps total of unbudgeted and unused bandwidth among the classes that require more bandwidth.

In this case, suppose that all of the classes except for the administration class need more bandwidth.

- Each class gets up to its budgeted bandwidth. The administration class only uses 1 Mbps of its budgeted 2 Mbps.
- Sales and Marketing are first to get extra bandwidth because they have the highest priority (6). If they each require 1.5 Mbps or more of extra bandwidth, the ZyXEL Device divides the total 3 Mbps total of unbudgeted and unused bandwidth equally between the sales and marketing departments (1.5 Mbps extra to each for a total of 3.5 Mbps for each) because they both have the highest priority level.
- R&D requires more bandwidth but only gets its budgeted 2 Mbps because all of the unbudgeted and unused bandwidth goes to the higher priority sales and marketing classes.
- The ZyXEL Device does not send any traffic that is not defined in the bandwidth filters because all of the unbudgeted bandwidth goes to the classes that need it.

Figure 92 Maximize Bandwidth Usage Example



17.7 Bandwidth Borrowing

Bandwidth borrowing allows a child-class to borrow unused bandwidth from its parent class, whereas maximize bandwidth usage allows bandwidth classes to borrow any unused or unbudgeted bandwidth on the whole interface.

Enable bandwidth borrowing on a child-class to allow the child-class to use its parent class's unused bandwidth. A parent class's unused bandwidth is given to the highest-priority child-class that has bandwidth borrowing configured, first.

The total of the bandwidth allotments for child-classes cannot exceed the bandwidth allotment of their parent class. The ZyXEL Device uses the scheduler to divide a parent class's unused bandwidth among the child-classes.

17.7.1 Maximize Bandwidth Usage With Bandwidth Borrowing

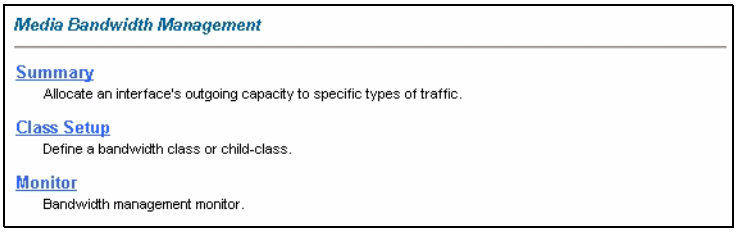
If you configure both maximize bandwidth usage (on the interface) and bandwidth borrowing (on individual child-classes), the ZyXEL Device functions as follows.

1. The ZyXEL Device sends traffic according to each bandwidth class's bandwidth budget.
2. The ZyXEL Device assigns a parent class's unused bandwidth to its child-classes that have more traffic than their budgets and have bandwidth borrowing enabled. The ZyXEL Device gives priority to bandwidth child-classes of higher priority and treats bandwidth classes of the same priority equally.
3. The ZyXEL Device assigns any remaining unused or unbudgeted bandwidth on the interface to any bandwidth class that requires it. The ZyXEL Device gives priority to bandwidth classes of higher priority and treats bandwidth classes of the same level equally.
4. The ZyXEL Device assigns any remaining unbudgeted bandwidth to traffic that does not match any of the bandwidth classes.

17.8 The Main Media Bandwidth Management Screen

Click **Media Bandwidth Mgnt.** to display the main **Media Bandwidth Management** screen as shown.

Figure 93 Media Bandwidth Mgnt.



The following table describes the links in this screen.

Table 58 Media Bandwidth Mgnt.

LINK	DESCRIPTION
Summary	Click this link to display a screen where you can enable bandwidth management on an interface and set the maximum allowed bandwidth for that interface.
Class Setup	Click this link to display a screen where you can configure bandwidth classes.
Monitor	Click this link to display a screen where you can view bandwidth usage.

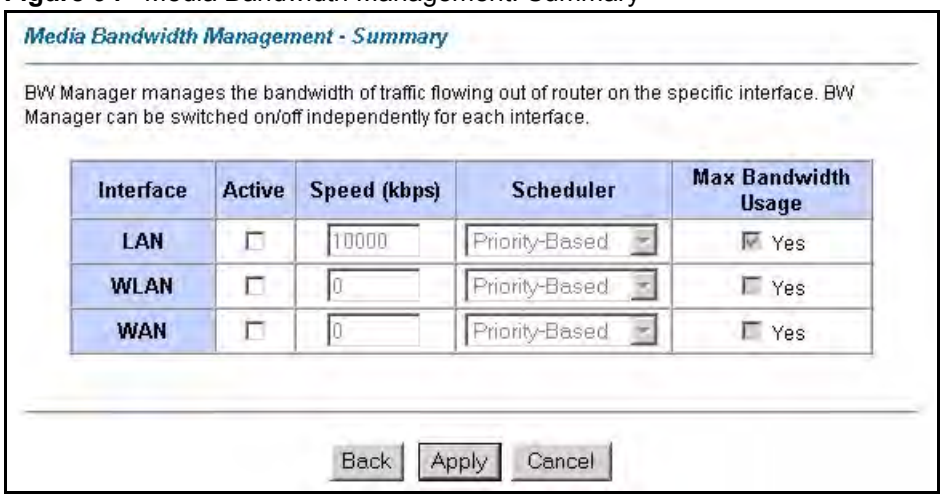
17.9 Configuring Summary

Click **Media Bandwidth Management**, **Summary** to open the screen as shown next.

Enable bandwidth management on an interface and set the maximum allowed bandwidth for that interface.

Refer to Section 17.1 on page 165 for more information.

Figure 94 Media Bandwidth Management: Summary



The following table describes the labels in this screen.

Table 59 Media Bandwidth Management: Summary

LABEL	DESCRIPTION
LAN WLAN WAN	These read-only labels represent the physical interfaces. Select an interface's check box to enable bandwidth management on that interface. Bandwidth management applies to all traffic flowing out of the router through the interface, regardless of the traffic's source. Traffic redirect or IP alias may cause LAN-to-LAN traffic to pass through the ZyXEL Device and be managed by bandwidth management.
Active	Select an interface's check box to enable bandwidth management on that interface.
Speed (kbps)	Enter the amount of bandwidth for this interface that you want to allocate using bandwidth management. This appears as the bandwidth budget of the interface's root class. The recommendation is to set this speed to match what the interface's connection can handle. For example, set the WAN interface speed to 10000 kbps if the ADSL connection has an upstream speed of 10Mbps.
Scheduler	Select either **Priority-Based** or **Fairness-Based** from the drop-down menu to control the traffic flow. Select **Priority-Based** to give preference to bandwidth classes with higher priorities. Select **Fairness-Based** to treat all bandwidth classes equally.
Maximize Bandwidth Usage	Select this check box to have the ZyXEL Device divide up all of the interface's unallocated and/or unused bandwidth among the bandwidth classes that require bandwidth. Do not select this if you want to reserve bandwidth for traffic that does not match a bandwidth class or you want to limit the speed of this interface (see the **Speed** field description).
Back	Click **Back** to go to the main **Media Bandwidth Management** screen.
Apply	Click **Apply** to save your settings back to the ZyXEL Device.
Cancel	Click **Cancel** to begin configuring this screen afresh.

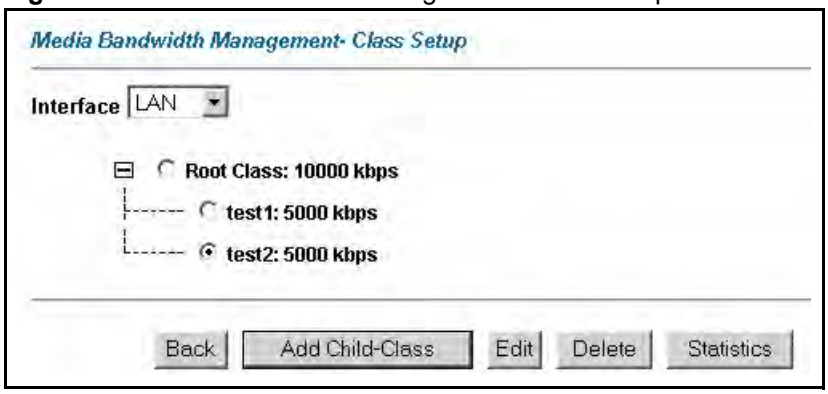
17.10 Configuring Class Setup

The class setup screen displays the configured bandwidth classes by individual interface. Select an interface and click the buttons to perform the actions described next. Click "+" to expand the class tree or click "-"to collapse the class tree. Each interface has a permanent root class. The bandwidth budget of the root class is equal to the speed you configured on the interface (see Section 17.9 on page 171 to configure the speed of the interface). Configure child-class layers for the root class.

Refer to Section 17.1 on page 165 for more information.

To add or delete child classes on an interface, click **Media Bandwidth Management**, then **Class Setup**. The screen appears as shown (with example classes).

Figure 95 Media Bandwidth Management: Class Setup



The following table describes the labels in this screen.

Table 60 Media Bandwidth Management: Class Setup

LABEL	DESCRIPTION
Interface	Select an interface from the drop-down list box for which you wish to set up classes.
Back	Click **Back** to go to the main **Media Bandwidth Management** screen.
Add Child-Class	Click **Add Child-class** to add a sub-class.
Edit	Click **Edit** to configure the selected class. You cannot edit the root class.
Delete	Click **Delete** to delete the class and all its child-classes. You cannot delete the root class.
Statistics	Click **Statistics** to display the status of the selected class.

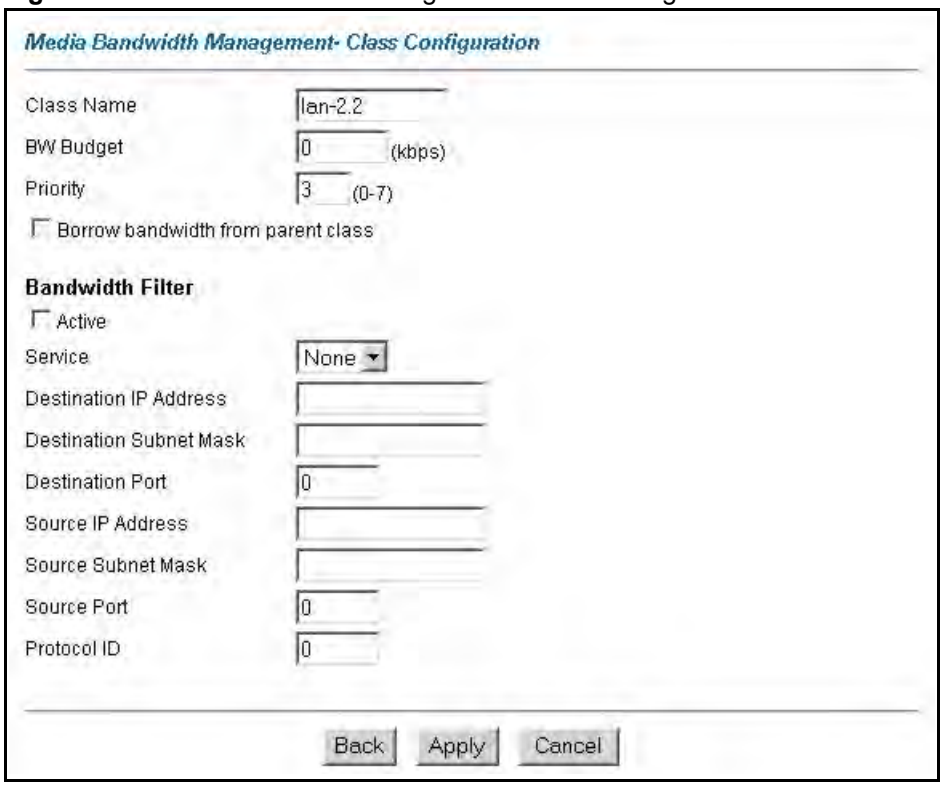
17.10.1 Media Bandwidth Management Class Configuration

Configure a bandwidth management class in the **Class Configuration** screen. You must use the **Media Bandwidth Management - Summary** screen to enable bandwidth management on an interface before you can configure classes for that interface.

Refer to Section 17.1 on page 165 for more information.

To add a child class, click **Media Bandwidth Management**, then **Class Setup**. Click the **Add Child-Class** button to open the following screen.

Figure 96 Media Bandwidth Management: Class Configuration



The following table describes the labels in this screen.

Table 61 Media Bandwidth Management: Class Configuration

LABEL	DESCRIPTION
Class Name	Use the auto-generated name or enter a descriptive name of up to 20 alphanumeric characters, including spaces.
BW Budget (kbps)	Specify the maximum bandwidth allowed for the class in kbps. The recommendation is a setting between 20 kbps and 20000 kbps for an individual class.
Priority	Enter a number between 0 and 7 to set the priority of this class. The higher the number, the higher the priority. The default setting is 3.
Borrow bandwidth from parent class	Select this option to allow a child-class to borrow bandwidth from its parent class if the parent class is not using up its bandwidth budget. Bandwidth borrowing is governed by the priority of the child-classes. That is, a child-class with the highest priority (7) is the first to borrow bandwidth from its parent class. Do not select this for the classes directly below the root class if you want to leave bandwidth available for other traffic types or you want to set the interface's speed to match what the next device in network can handle (see the **Speed** field description in the **Summary** screen).
Bandwidth Filter The ZyXEL Device uses a bandwidth filter to identify the traffic that belongs to a bandwidth class.	
Active	Select the check box to have the ZyXEL Device use this bandwidth filter when it performs bandwidth management.

Table 61 Media Bandwidth Management: Class Configuration (continued)

LABEL	DESCRIPTION
Service	You can select a predefined service instead of configuring the **Destination Port**, **Source Port** and **Protocol ID** fields. SIP (Session Initiation Protocol) is a signaling protocol used in Internet telephony, instant messaging and other VoIP (Voice over IP) applications. Select **SIP** from the drop-down list box to configure this bandwidth filter for traffic that uses SIP. File Transfer Protocol (FTP) is an Internet file transfer service that operates on the Internet and over TCP/IP networks. A system running the FTP server accepts commands from a system running an FTP client. The service allows users to send commands to the server for uploading and downloading files. Select **FTP** from the drop-down list box to configure this bandwidth filter for FTP traffic. **H.323** is a standard teleconferencing protocol suite that provides audio, data and video conferencing. It allows for real-time point-to-point and multipoint communication between client computers over a packet-based network that does not provide a guaranteed quality of service. Select **H.323** from the drop-down list box to configure this bandwidth filter for traffic that uses H.323. When you select **None**, the bandwidth class applies to all services unless you specify one by configuring the **Destination Port**, **Source Port** and **Protocol ID** fields.
Destination IP Address	Enter the destination IP address in dotted decimal notation. A blank destination IP address means any destination IP address.
Destination Subnet Mask	Enter the destination subnet mask. This field is N/A if you do not specify a **Destination IP Address**. Refer to the appendix for more information on IP subnetting.
Destination Port	Enter the port number of the destination. A blank destination port means any destination port.
Source IP Address	Enter the source IP address. A blank source IP address means any source IP address.
Source Subnet Mask	Enter the source subnet mask. This field is N/A if you do not specify a **Source IP Address**. Refer to the appendix for more information on IP subnetting.
Source Port	Enter the port number of the source. See the following table for some common services and port numbers. A blank source port means any source port number.
Protocol ID	Enter the protocol ID (service type) number, for example: 1 for ICMP, 6 for TCP or 17 for UDP. A blank protocol ID means any protocol number.
Back	Click **Back** to go to the main **Media Bandwidth Management** screen.
Apply	Click **Apply** to save your changes back to the ZyXEL Device.
Cancel	Click **Cancel** to begin configuring this screen afresh.

Table 62 Services and Port Numbers

SERVICES	PORT NUMBER
ECHO	7
FTP (File Transfer Protocol)	21
SMTP (Simple Mail Transfer Protocol)	25
DNS (Domain Name System)	53
Finger	79
HTTP (Hyper Text Transfer protocol or WWW, Web)	80
POP3 (Post Office Protocol)	110

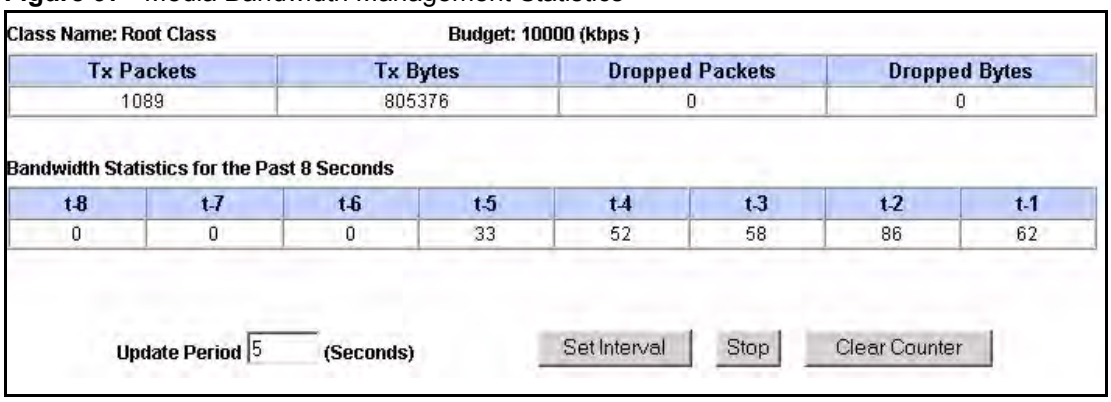
Table 62 Services and Port Numbers

SERVICES	PORT NUMBER
NNTP (Network News Transport Protocol)	119
SNMP (Simple Network Management Protocol)	161
SNMP trap	162
PPTP (Point-to-Point Tunneling Protocol)	1723

17.10.2 Media Bandwidth Management Statistics

Use the **Media Bandwidth Management Statistics** screen to view network performance information. Click the **Statistics** button in the **Class Setup** screen to open the **Statistics** screen.

Figure 97 Media Bandwidth Management Statistics



The following table describes the labels in this screen.

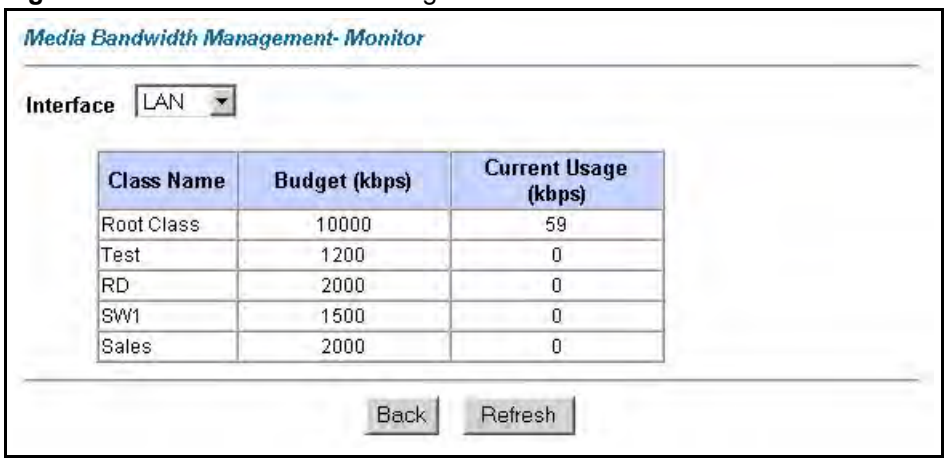
Table 63 Media Bandwidth Management Statistics

LABEL	DESCRIPTION
Class Name	This field displays the name of the class the statistics page is showing.
Budget (kbps)	This field displays the amount of bandwidth allocated to the class.
Tx Packets	This field displays the total number of packets transmitted.
Tx Bytes	This field displays the total number of bytes transmitted.
Dropped Packets	This field displays the total number of packets dropped.
Dropped Bytes	This field displays the total number of bytes dropped.
Bandwidth Statistics for the Past 8 Seconds (t-8 to t-1)	
This field displays the bandwidth statistics (in bps) for the past one to eight seconds. For example, t-1 means one second ago.	
Update Period (seconds)	Enter the time interval in seconds to define how often the information should be refreshed.
Set Interval	Click **Set Interval** to apply the new update period you entered in the **Update Period** field above.
Stop Update	Click **Stop Update** to stop the browser from refreshing bandwidth management statistics.
Clear Counter	Click **Clear Counter** to clear all of the bandwidth management statistics.

17.11 Bandwidth Monitor

To view the ZyXEL Device's bandwidth usage and allotments, click **Media Bandwidth Management**, then **Monitor**. The screen appears as shown.

Figure 98 Media Bandwidth Management: Monitor



The following table describes the labels in this screen.

Table 64 Media Bandwidth Management: Monitor

LABEL	DESCRIPTION
Interface	Select an interface from the drop-down list box to view the bandwidth usage of its bandwidth classes.
Class Name	This field displays the name of the class.
Budget (kbps)	This field displays the amount of bandwidth allocated to the class.
Current Usage (kbps)	This field displays the amount of bandwidth that each class is using.
Back	Click **Back** to go to the main **Media Bandwidth Management** screen.
Refresh	Click **Refresh** to update the page.

PART IV
Maintenance

18

Maintenance

This chapter displays system information such as ZyNOS firmware, port IP addresses and port traffic statistics.

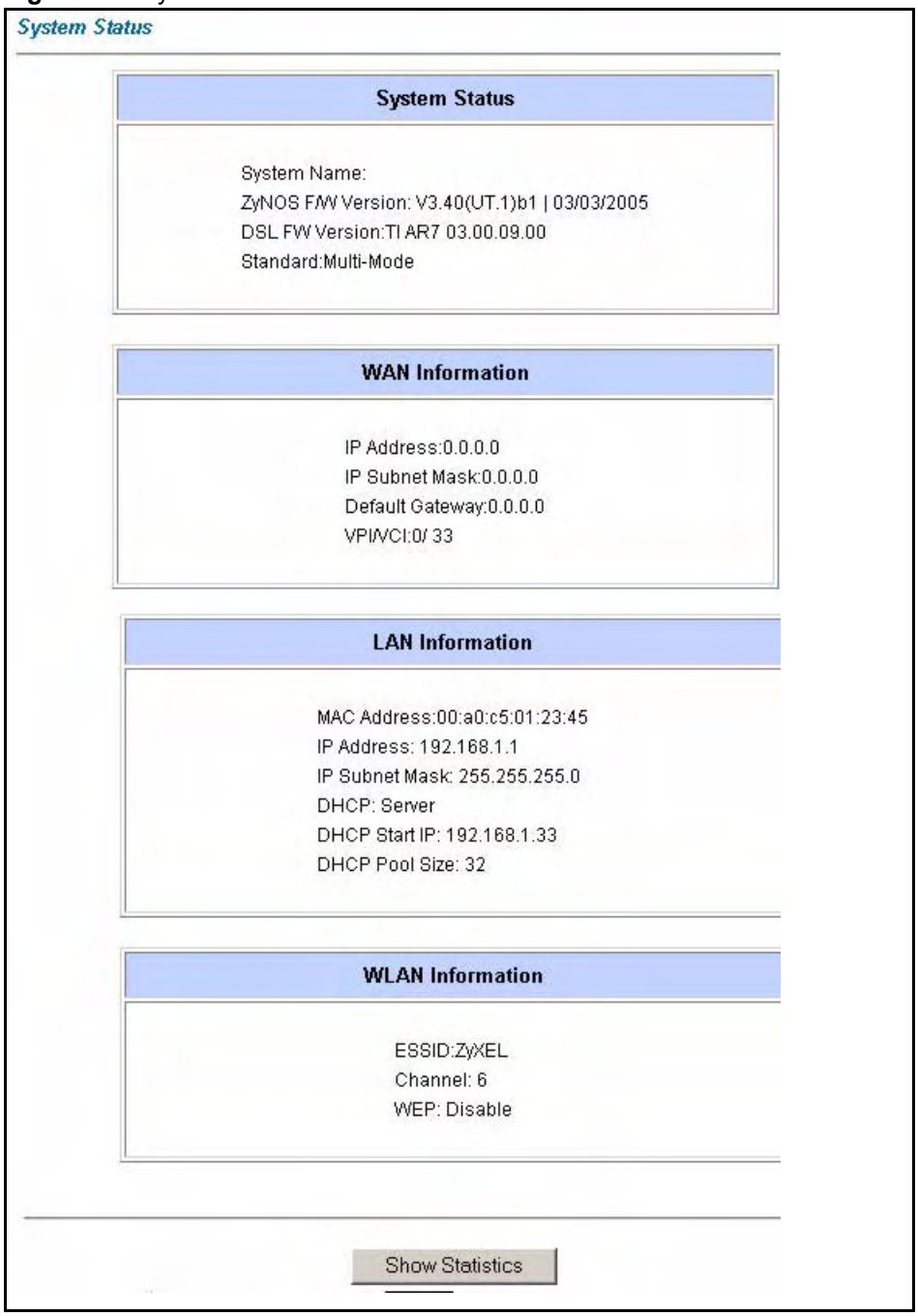
18.1 Maintenance Overview

The maintenance screens can help you view system information, upload new firmware, manage configuration and restart your ZyXEL Device.

18.2 System Status Screen

Click **System Status** under **Maintenance** to open the following screen, where you can use to monitor your ZyXEL Device. Note that these fields are READ-ONLY and only for diagnostic purposes.

Figure 99 System Status



The following table describes the fields in this screen.

Table 65 System Status

LABEL	DESCRIPTION
System Status	
System Name	This is the name of your ZyXEL Device. It is for identification purposes.
ZyNOS Firmware Version	This is the ZyNOS firmware version and the date created. ZyNOS is ZyXEL's proprietary Network Operating System design.
DSL FW Version	This is the DSL firmware version associated with your ZyXEL Device.

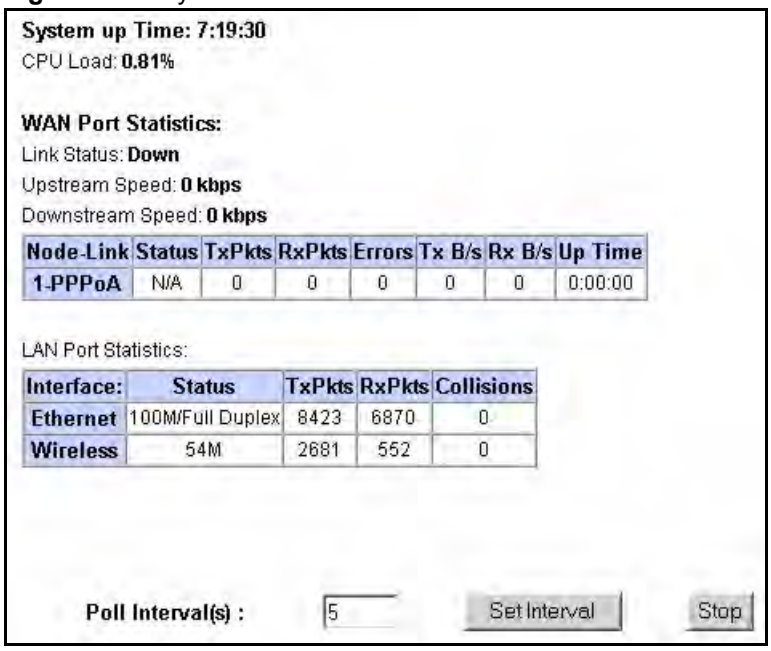
Table 65 System Status (continued)

LABEL	DESCRIPTION
Standard	This is the standard that your ZyXEL Device is using.
WAN Information	
IP Address	This is the WAN port IP address.
IP Subnet Mask	This is the WAN port IP subnet mask.
Default Gateway	This is the IP address of the default gateway, if applicable.
VPI/VCI	This is the Virtual Path Identifier and Virtual Channel Identifier that you entered in the first Wizard screen.
LAN Information	
MAC Address	This is the MAC (Media Access Control) or Ethernet address unique to your ZyXEL Device.
IP Address	This is the LAN port IP address.
IP Subnet Mask	This is the LAN port IP subnet mask.
DHCP	This is the WAN port DHCP role - **Server**, **Relay** or **None**.
DHCP Start IP	This is the first of the contiguous addresses in the IP address pool.
DHCP Pool Size	This is the number of IP addresses in the IP address pool.
WLAN Information	
ESSID	This is the descriptive name used to identify the ZyXEL Device in the wireless LAN.
Channel	This is the channel number used by the ZyXEL Device now.
WEP	This displays the status of WEP data encryption.
Show Statistics	Click **Show Statistics** to see the performance statistics such as number of packets sent and number of packets received for each port.

18.2.1 System Statistics

Click **Show Statistics** in the **System Status** screen to open the following screen. Read-only information here includes port status and packet specific statistics. Also provided are "system up time" and "poll interval(s)". The **Poll Interval(s)** field is configurable.

Figure 100 System Status: Show Statistics



The following table describes the fields in this screen.

Table 66 System Status: Show Statistics

LABEL	DESCRIPTION
System up Time	This is the elapsed time the system has been up.
CPU Load	This field specifies the percentage of CPU utilization.
LAN or WAN Port Statistics	This is the WAN or LAN port.
Link Status	This is the status of your WAN link.
Upstream Speed	This is the upstream speed of your ZyXEL Device.
Downstream Speed	This is the downstream speed of your ZyXEL Device.
Node-Link	This field displays the remote node index number and link type. Link types are PPPoA, ENET, RFC 1483 and PPPoE.
Interface	This field displays the type of port.
Status	For the WAN port, this displays the port speed and duplex setting if you're using Ethernet encapsulation and **down** (line is down), **idle** (line (ppp) idle), **dial** (starting to trigger a call) and **drop** (dropping a call) if you're using PPPoE encapsulation. For a LAN port, this shows the port speed and duplex setting.
TxPkts	This field displays the number of packets transmitted on this port.
RxPkts	This field displays the number of packets received on this port.
Errors	This field displays the number of error packets on this port.
Tx B/s	This field displays the number of bytes transmitted in the last second.
Rx B/s	This field displays the number of bytes received in the last second.
Up Time	This field displays the elapsed time this port has been up.
Collisions	This is the number of collisions on this port.
Poll Interval(s)	Type the time interval for the browser to refresh system statistics.

Table 66 System Status: Show Statistics (continued)

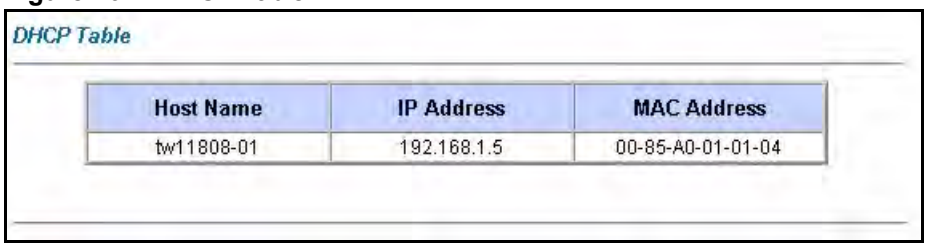
LABEL	DESCRIPTION
Set Interval	Click this button to apply the new poll interval you entered in the **Poll Interval** field above.
Stop	Click this button to halt the refreshing of the system statistics.

18.3 DHCP Table Screen

DHCP (Dynamic Host Configuration Protocol, RFC 2131 and RFC 2132) allows individual clients to obtain TCP/IP configuration at start-up from a server. You can configure the ZyXEL Device as a DHCP server or disable it. When configured as a server, the ZyXEL Device provides the TCP/IP configuration for the clients. If set to **None**, DHCP service will be disabled and you must have another DHCP server on your LAN, or else the computer must be manually configured.

Click **Maintenance**, and then the **DHCP Table** tab. Read-only information here relates to your DHCP status. The DHCP table shows current DHCP Client information (including **IP Address**, **Host Name** and **MAC Address**) of all network clients using the DHCP server.

Figure 101 DHCP Table



The following table describes the fields in this screen.

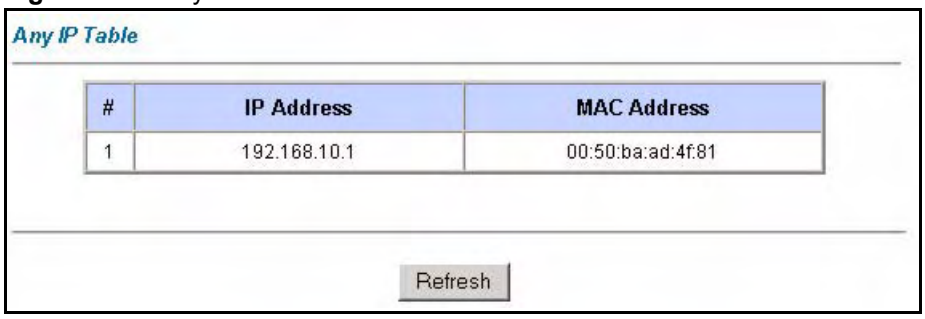
Table 67 DHCP Table

LABEL	DESCRIPTION
Host Name	This is the name of the host computer.
IP Address	This field displays the IP address relative to the **Host Name** field.
MAC Address	This field displays the MAC (Media Access Control) address of the computer with the displayed host name. Every Ethernet device has a unique MAC address. The MAC address is assigned at the factory and consists of six pairs of hexadecimal characters, for example, 00:A0:C5:00:00:02.

18.4 Any IP Table Screen

Click **Maintenance**, **Any IP**. The Any IP table shows current read-only information (including the IP address and the MAC address) of all network devices that use the Any IP feature to communicate with the ZyXEL Device.

Figure 102 Any IP Table



The following table describes the labels in this screen.

Table 68 Any IP Table

LABEL	DESCRIPTION
#	This field displays the index number.
IP Address	This field displays the IP address of the network device.
MAC Address	This field displays the MAC (Media Access Control) address of the computer with the displayed IP address. Every Ethernet device has a unique MAC address. The MAC address is assigned at the factory and consists of six pairs of hexadecimal characters, for example, 00:A0:C5:00:00:02.
Refresh	Click **Refresh** to update this screen.

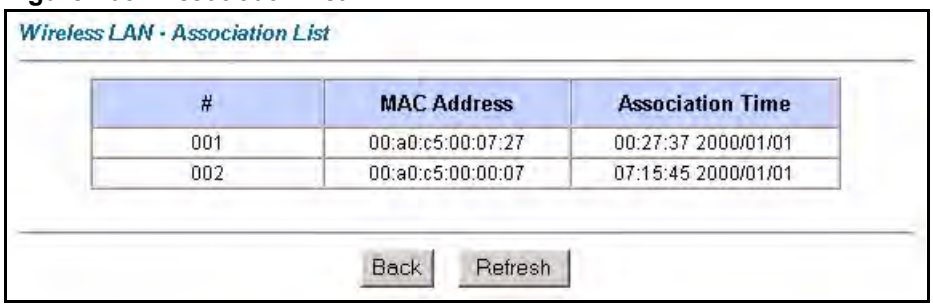
18.5 Wireless Screen

The read-only screen displays information about the ZyXEL Device's wireless LAN.

18.5.1 Association List

This screen displays the MAC address(es) of the wireless stations that are currently logged in to the network. Click **Wireless LAN** and then **Association List** to open the screen shown next.

Figure 103 Association List



The following table describes the fields in this screen.

Table 69 Association List

LABEL	DESCRIPTION
#	This is the index number of an associated wireless station.
MAC Address	This field displays the MAC (Media Access Control) address of an associated wireless station. Every Ethernet device has a unique MAC address. The MAC address is assigned at the factory and consists of six pairs of hexadecimal characters, for example, 00:A0:C5:00:00:02.
Association Time	This field displays the time a wireless station is associated to the ZyXEL Device.
Back	Click **Back** to return to the previous screen.
Refresh	Click **Refresh** to renew the information in the table.

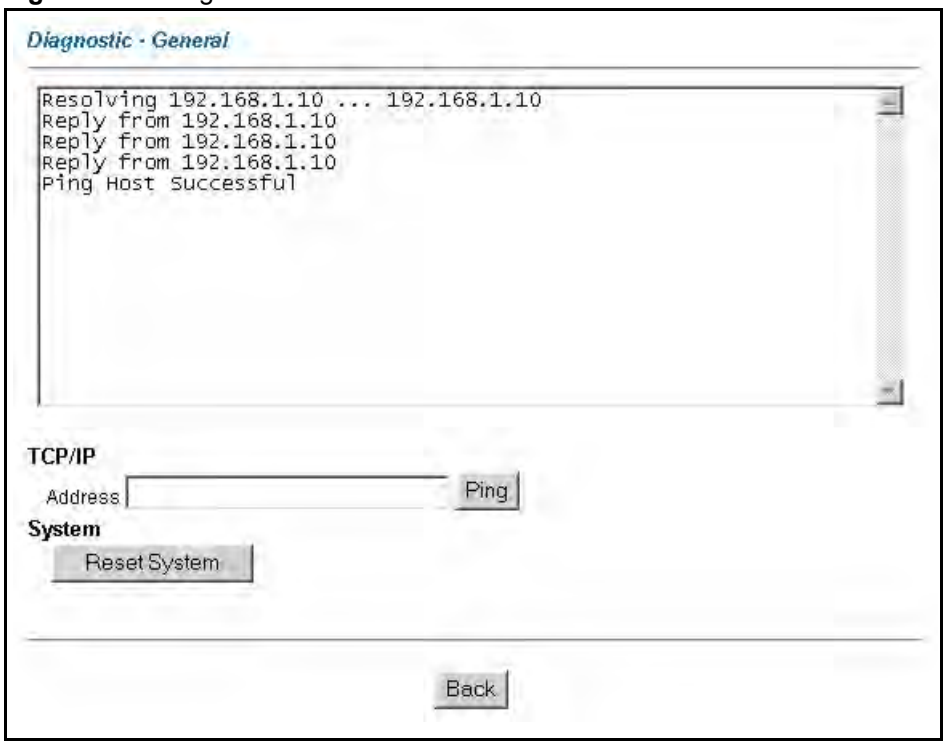
18.6 Diagnostic Screens

These read-only screens display information to help you identify problems with the ZyXEL Device.

18.6.1 General Diagnostic

Click **Diagnostic** and then **General** to open the screen shown next.

Figure 104 Diagnostic: General



The following table describes the fields in this screen.

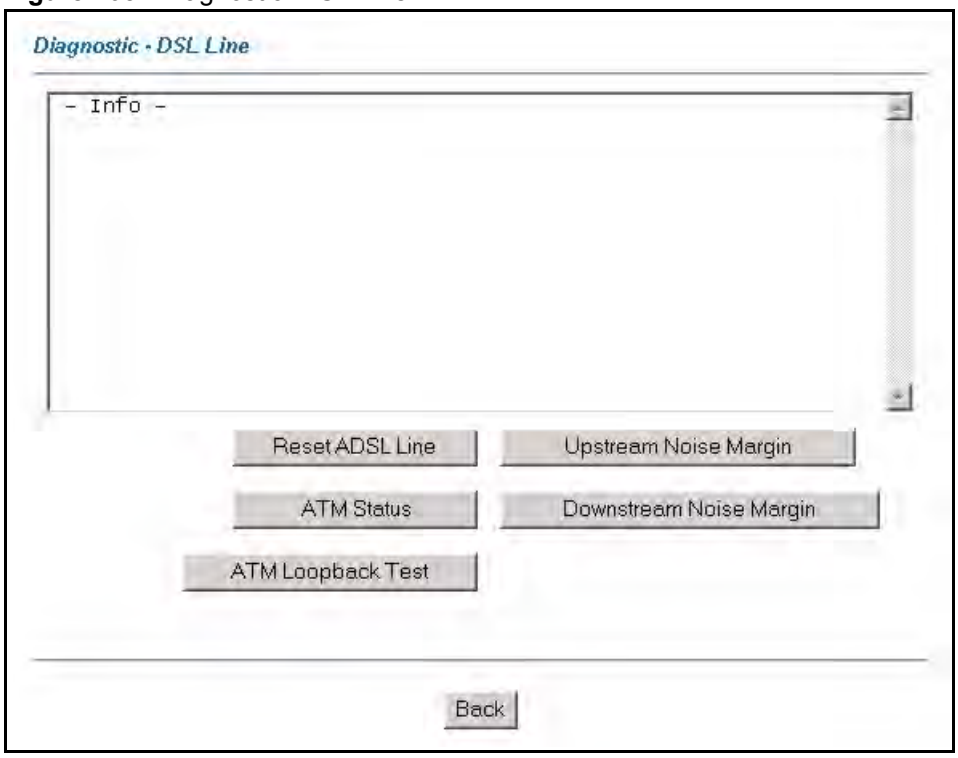
Table 70 Diagnostic: General

LABEL	DESCRIPTION
TCP/IP Address	Type the IP address of a computer that you want to ping in order to test a connection.
Ping	Click this button to ping the IP address that you entered.
Reset System	Click this button to reboot the ZyXEL Device. A warning dialog box is then displayed asking you if you're sure you want to reboot the system. Click **OK** to proceed.
Back	Click this button to go back to the main **Diagnostic** screen.

18.6.2 DSL Line Diagnostic

Click **Diagnostic** and then **DSL Line** to open the screen shown next.

Figure 105 Diagnostic: DSL Line



The following table describes the fields in this screen.

Table 71 Diagnostic: DSL Line

LABEL	DESCRIPTION

Reset ADSL Line	Click this button to reinitialize the ADSL line. The large text box above then displays the progress and results of this operation, for example:
	`"Start to reset ADSL`
	`Loading ADSL modem F/W...`
	`Reset ADSL Line Successfully!"`

ATM Status	Click this button to view ATM status.

Table 71 Diagnostic: DSL Line (continued)

LABEL	DESCRIPTION
ATM Loopback Test	Click this button to start the ATM loopback test. Make sure you have configured at least one PVC with proper VPIs/VCIs before you begin this test. The ZyXEL Device sends an OAM F5 packet to the DSLAM/ATM switch and then returns it (loops it back) to the ZyXEL Device. The ATM loopback test is useful for troubleshooting problems with the DSLAM and ATM network.
Upstream Noise Margin	Click this button to display the upstream noise margin.
Downstream Noise Margin	Click this button to display the downstream noise margin.
Back	Click this button to go back to the main **Diagnostic** screen.

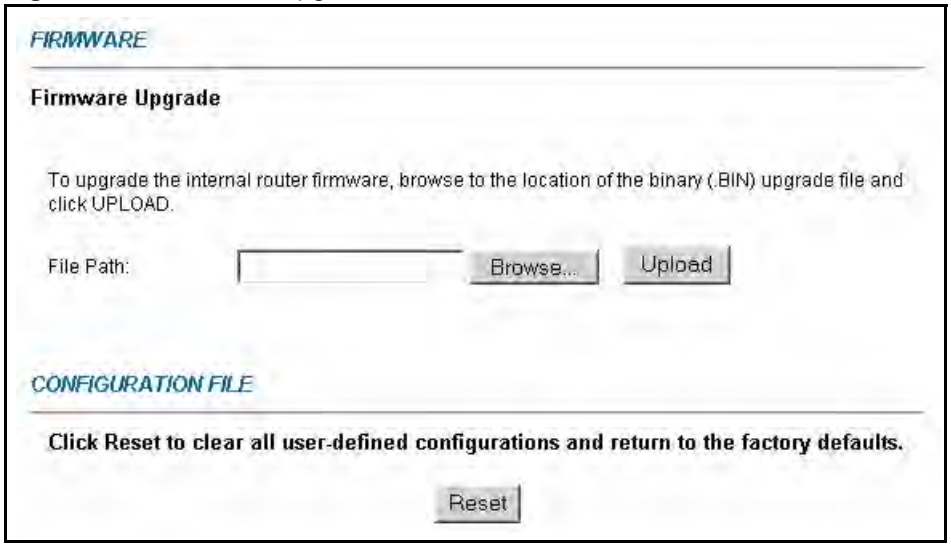
18.7 Firmware Upgrade

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

Only use firmware for your device's specific model. Refer to the label on the bottom of your device.

Click **Firmware** to open the following screen. Follow the instructions in this screen to upload firmware to your ZyXEL Device.

Figure 106 Firmware Upgrade



The following table describes the labels in this screen.

Table 72 Firmware Upgrade

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 .bin file you want to upload. Remember that you must decompress compressed (.zip) files before you can upload them.

Table 72 Firmware Upgrade (continued)

LABEL	DESCRIPTION
Upload	Click **Upload** to begin the upload process. This process may take up to two minutes.
Reset	Click this button to clear all user-entered configuration information and return the ZyXEL Device to its factory defaults.

Do NOT turn off the ZyXEL Device while firmware upload is in progress!

After you see the **Firmware Upload in Process** screen, wait two minutes before logging into the ZyXEL Device again.

The ZyXEL 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 107 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 screen will appear. Click **Back** to go back to the **Firmware** screen.

Figure 108 Error Message

18.8 FTP Command Line

This section shows some examples of uploading to or downloading files from the ZyXEL Device using FTP commands. First, understand the filename conventions.

18.8.1 Filename Conventions

The configuration file (also known as the romfile or ROM) contains the factory default settings in the screens such as password, ZyXEL Device setup, IP Setup, and so on. Once you have customized the ZyXEL Device's settings, they can be saved back to your computer under a filename of your choosing.

ZyNOS (ZyXEL Network Operating System, sometimes referred to as the "ras" file) is the system firmware and has a "bin" filename extension.

Table 73 Filename Conventions

FILE TYPE	INTERNAL NAME	EXTERNAL NAME	DESCRIPTION
Configuration File	config	*.rom	This is the configuration (config) filename on the ZyXEL Device. Uploading the config file replaces the specified configuration file system, including your ZyXEL Device configurations, system-related data (including the default password), the error log and the trace log.
Firmware	ras	*.bin	This is the generic name for the ZyNOS firmware on the ZyXEL Device.

18.8.1.1 Example FTP Commands

```
ftp> put firmware.bin ras
```

This is a sample FTP session showing the transfer of the computer file "firmware.bin" to the ZyXEL Device.

```
ftp> get config config.rom
```

This is a sample FTP session saving the current configuration to a file called "config" on your computer.

If your (T)FTP client does not allow you to have a destination filename different than the source, you will need to rename them as the ZyXEL Device only recognizes "config" and "ras". Be sure you keep unaltered copies of both files for later use.

Be sure to upload the correct model firmware as uploading the wrong model firmware may damage your device.

18.8.2 FTP Command Line Procedure

1. Launch the FTP client on your computer.
2. Enter `open`, followed by a space and the IP address of your ZyXEL Device.
3. Press [ENTER] when prompted for a username.
4. Enter your password as requested (the default is "1234").
5. Enter `bin` to set transfer mode to binary.
6. Use `put` to transfer files from the computer to the ZyXEL Device, for example, `put firmware.bin ras` transfers the firmware on your computer (firmware.bin) to the ZyXEL Device and renames it to "ras". Similarly, `put config.rom config` transfers the configuration file on your computer (config.cfg) to the ZyXEL Device and renames

it to “config”. Likewise `get config config.rom` transfers the configuration file on the ZyXEL Device to your computer and renames it to “config”. See Table 73 on page 191 for more information on filename conventions.

7 Enter `quit` to exit the ftp prompt.

18.8.3 GUI-based FTP Clients

The following table describes some of the commands that you may see in GUI-based FTP clients.

Table 74 General Commands for GUI-based FTP Clients

COMMAND	DESCRIPTION
Host Address	Enter the address of the host server.
Login Type	Anonymous. This is when a user I.D. and password is automatically supplied to the server for anonymous access. Anonymous logins will work only if your ISP or service administrator has enabled this option. Normal. The server requires a unique User ID and Password to login.
Transfer Type	Transfer files in either ASCII (plain text format) or in binary mode. Configuration and firmware files should be transferred in binary mode.
Initial Remote Directory	Specify the default remote directory (path).
Initial Local Directory	Specify the default local directory (path).

18.8.4 FTP Restrictions

FTP will not work when:

- FTP service is disabled in the **Service Access Control** screen.
- The IP address(es) in the **Remote Management** screen does not match the client IP address. If it does not match, the ZyXEL Device will disconnect the FTP session immediately.

PART V
Troubleshooting and Specifications

19

Troubleshooting

This chapter offers some suggestions to solve problems you might encounter. The potential problems are divided into the following categories.

19.1 Power, Hardware Connections, and LEDs

The ZyXEL Device does not turn on. None of the LEDs turn on.

1. Make sure the ZyXEL Device is turned on.
2. Make sure you are using the power adaptor or cord included with the ZyXEL Device.
3. Make sure the power adaptor or cord is connected to the ZyXEL Device and plugged in to an appropriate power source. Make sure the power source is turned on.
4. Turn the ZyXEL Device off and on.
5. If the problem continues, contact the vendor.

One of the LEDs does not behave as expected.

1. Make sure you understand the normal behavior of the LED. See Section 19.1 on page 195.
2. Check the hardware connections. See the Quick Start Guide and Section 19.1 on page 195.
3. Inspect your cables for damage. Contact the vendor to replace any damaged cables.
4. Turn the ZyXEL Device off and on.
5. If the problem continues, contact the vendor.

19.2 ZyXEL Device Access and Login

I forgot the IP address for the ZyXEL Device.

1. The default IP address is **192.168.1.1**.
2. If you changed the IP address and have forgotten it, you might get the IP address of the ZyXEL Device by looking up the IP address of the default gateway for your computer. To do this in most Windows computers, click **Start > Run**, enter **cmd**, and then enter **ipconfig**. The IP address of the **Default Gateway** might be the IP address of the ZyXEL Device (it depends on the network), so enter this IP address in your Internet browser.
3. If this does not work, you have to reset the ZyXEL Device to its factory defaults. See Section 19.1 on page 195.

I forgot the password.

1. The default password is **1234**.
2. If this does not work, you have to reset the ZyXEL Device to its factory defaults. See Section 19.1 on page 195.

I cannot see or access the **Login** screen in the web configurator.

1. Make sure you are using the correct IP address.
   - The default IP address is 192.168.1.1.
   - If you changed the IP address (Section 19.1 on page 195), use the new IP address.
   - If you changed the IP address and have forgotten it, see the troubleshooting suggestions for I forgot the IP address for the ZyXEL Device.
2. Check the hardware connections, and make sure the LEDs are behaving as expected. See the Quick Start Guide and Section 19.1 on page 195.
3. Make sure your Internet browser does not block pop-up windows and has JavaScripts and Java enabled. See Section 19.1 on page 195.
4. Make sure your computer is in the same subnet as the ZyXEL Device. (If you know that there are routers between your computer and the ZyXEL Device, skip this step.)
   - If there is a DHCP server on your network, make sure your computer is using a dynamic IP address. See Section 19.1 on page 195. Your ZyXEL Device is a DHCP server by default.
   - If there is no DHCP server on your network, make sure your computer's IP address is in the same subnet as the ZyXEL Device. See Section 19.1 on page 195.
5. Reset the ZyXEL Device to its factory defaults, and try to access the ZyXEL Device with the default IP address. See Section 19.1 on page 195.

6 If the problem continues, contact the network administrator or vendor, or try one of the advanced suggestions.

Advanced Suggestions

- Try to access the ZyXEL Device using another service, such as Telnet. If you can access the ZyXEL Device, check the remote management settings, and firewall rules to find out why the ZyXEL Device does not respond to HTTP.
- If your computer is connected to the **WAN** port or is connected wirelessly, use a computer that is connected to a **LAN/ETHERNET** port.

I can see the **Login** screen, but I cannot log in to the ZyXEL Device.

1 Make sure you have entered the user name and password correctly. The default password is **1234**. These fields are case-sensitive, so make sure [Caps Lock] is not on.
2 You cannot log in to the web configurator while someone is using Telnet to access the ZyXEL Device. Log out of the ZyXEL Device in the other session, or ask the person who is logged in to log out.
3 Turn the ZyXEL Device off and on.
4 If this does not work, you have to reset the ZyXEL Device to its factory defaults. See Section 19.1 on page 195.

I cannot Telnet to the ZyXEL Device.

See the troubleshooting suggestions for I cannot see or access the Login screen in the web configurator. Ignore the suggestions about your browser.

I cannot use FTP to upload / download the configuration file. / I cannot use FTP to upload new firmware.

See the troubleshooting suggestions for I cannot see or access the Login screen in the web configurator. Ignore the suggestions about your browser.

19.3 Internet Access

I cannot access the Internet.

1. Check the hardware connections, and make sure the LEDs are behaving as expected. See the Quick Start Guide and Section 19.1 on page 195.
2. Make sure you entered your ISP account information correctly in the wizard. These fields are case-sensitive, so make sure [Caps Lock] is not on.
3. If you are trying to access the Internet wirelessly, make sure the wireless settings in the wireless client are the same as the settings in the AP.
4. Disconnect all the cables from your ZyXEL Device, and follow the directions in the Quick Start Guide again.
5. If the problem continues, contact your ISP.

I cannot access the Internet anymore. I had access to the Internet (with the ZyXEL Device), but my Internet connection is not available anymore.

1. Check the hardware connections, and make sure the LEDs are behaving as expected. See the Quick Start Guide and Section 19.1 on page 195.
2. Turn the ZyXEL Device off and on.
3. If the problem continues, contact your ISP.

The Internet connection is slow or intermittent.

1. There might be a lot of traffic on the network. Look at the LEDs, and check Section 19.1 on page 195. If the ZyXEL Device is sending or receiving a lot of information, try closing some programs that use the Internet, especially peer-to-peer applications.
2. Check the signal strength. If the signal strength is low, try moving the ZyXEL Device closer to the AP if possible, and look around to see if there are any devices that might be interfering with the wireless network (for example, microwaves, other wireless networks, and so on).
3. Turn the ZyXEL Device off and on.
4. If the problem continues, contact the network administrator or vendor, or try one of the advanced suggestions.

Advanced Suggestions

- Check the settings for bandwidth management. If it is disabled, you might consider activating it. If it is enabled, you might consider changing the allocations.

19.4 Reset the ZyXEL Device to Its Factory Defaults

If you reset the ZyXEL Device, you lose all of the changes you have made. The ZyXEL Device re-loads its default settings, and the password resets to **1234**. You have to make all of your changes again.

You will lose all of your changes when you push the **RESET** button.

To reset the ZyXEL Device,

1. Make sure the **POWER LED** is on and not blinking.
2. Press and hold the **RESET** button for five to ten seconds. Release the **RESET** button when the **POWER** LED begins to blink. The default settings have been restored.

If the ZyXEL Device restarts automatically, wait for the ZyXEL Device to finish restarting, and log in to the web configurator. The password is "1234".

If the ZyXEL Device does not restart automatically, disconnect and reconnect the ZyXEL Device's power. Then, follow the directions above again.

19.5 Wireless Router/AP Troubleshooting

I cannot access the ZyXEL Device or ping any computer from the WLAN.

1. Make sure the wireless LAN is enabled on the ZyXEL Device
2. Make sure the wireless adapter on the wireless station is working properly.
3. Make sure the wireless adapter (installed on your computer) is IEEE 802.11 compatible and supports the same wireless standard as the ZyXEL Device.
4. Make sure your computer (with a wireless adapter installed) is within the transmission range of the ZyXEL Device.
5. Check that both the ZyXEL Device and your wireless station are using the same wireless and wireless security settings.
6. Make sure traffic between the WLAN and the LAN is not blocked by the firewall on the ZyXEL Device.
7. Make sure you allow the ZyXEL Device to be remotely accessed through the WLAN interface. Check your remote management settings.