

VPN Information Sheet

What is a VPN?

VPN stands for Virtual Private Network. A VPN is a method of establishing a secure connection of the Internet to join two networks together. Information passed back and forth between each network is encrypted to keep information secure.

What types of VPN solutions are available?

VPN solutions can be hardware or software based. The major difference is that a software VPN is installed and run on a server or workstations, and a hardware VPN is a dedicated piece of equipment that is connected to your network.

Why is a hardware VPN solution a better option?

While hardware VPNs are more expensive than software VPNs, they have significant advantages. They are consistently more reliable in their performance, require less maintenance and often include other services, such as inbuilt firewall protection and Internet routing. They are also faster, especially in handling encryption and decryption, as these functions are built into the hardware. In addition, as a dedicated item of equipment, they are more secure and less amenable to hacking than a server-based VPN. A hardware VPN solution also provides flexibility of allowing access to Sunrise™ Exchange from every desktop connected to your network.

Does EbizExchange provide a Software VPN Solution?

Yes. To use this option, you will need to have your technician install this software on each of the workstations designated to have access to Sunrise™ Exchange. EbizExchange will supply easy to follow installation and configuration instructions for your technician.

Are there any limitations with a Software VPN Solution?

Yes. There is a limit of 6 workstations on which the Cisco VPN Software Client may be installed. If you have more than 6 workstations, you will need to install a special router (hardware VPN solution).

Are there specific routers (hardware solutions) that EbizExchange has tested?

To help prevent unauthorised access to Sunrise™ Exchange, EbizExchange has installed a Cisco VPN concentrator. As a result, any intermediary with a broadband Internet connection requiring access to Sunrise™ Exchange will need to connect via a Cisco product. EbizExchange has completed successful testing on Cisco 827H, Cisco 837, Cisco 857, Cisco PIX501 and Cisco ASA 5500 devices.

Model	Configuration Required	Other requirements
Cisco 827H, Cisco 837, Cisco 857	<ul style="list-style-type: none"> ▪ IOS Features ▪ IP ▪ Firewall Plus ▪ IPSEC ▪ 3 DES ▪ 32MB DRAM ▪ 8MB FLASH 	Requires static IP address from your Internet Service Provider
PIX501	IOS Features 3DES	Does not require static IP address in EzVPN mode .
ASA 5505	IOS Features 3DES	Requires static IP address from your Internet Service Provider

What if we already have a Cisco 827H, 837, 857, PIX501 or ASA 5500 installed?

When completing your registration for Sunrise™ Exchange, make sure you advise EbixExchange that you already have a suitable router. EbixExchange will send you the configuration requirements for these routers.

For detailed information on the Cisco 800 Series Routers:

<http://www.cisco.com/en/US/products/hw/routers/ps380/>

For detailed information on the Cisco PIX 500 Series Routers –

<http://www.cisco.com/en/US/products/hw/vpndevc/ps2030/>

For detailed information on the Cisco ASA 5500 Series –

<http://www.cisco.com/en/US/products/ps6120/index.html>

What if we already have a Cisco router that has not been tested by EbixExchange?

You will need to confirm if the router supports the IPSec protocol with 3DES, or you could contact Cisco Systems (refer to www.cisco.com). Speak with your local sales executive and they will liaise with EbixExchange technical staff to determine if the router currently installed will operate with the Cisco VPN Concentrator.

Where can you get more information for this type of equipment?

EbixExchange has a preferred supplier for Cisco routers, Somerville.

Founded in 1982, The Somerville Group has established itself throughout the past 25 years as a specialist IT Infrastructure Company that supports its customers in designing, building and managing a complete IT environment.

Somerville has many vendor certifications, such as:

- Hewlett-Packard Premier Business Partner
- Cisco Premier Partner
- Microsoft Certified Business Partner
- McAfee Security Alliance Premier Partner

For more information call Somerville on 1300 366 031 or www.somerville.com.au or email info@somerville.com.au.

What if we already have another type of router (not Cisco) or I want to use a different type of router?

Use of non Cisco devices and subsequent configuration is totally at customers own risk.

- You will need to confirm if the router supports the IPSec protocol with 3DES
- The Sunrise VPN implementation requires all customer traffic to be NATed to a single address (the 172.29.xx.yy address provided by Ebix), before it is transmitted to Sunrise. Most of the common VPN routers/firewalls are unable to NAT the Sunrise traffic to this single address, as the common implementation of VPN is between the subnets of the two locations.

Technically, the endpoints for the IPSec Tunnels are given below:

- a) 172.29.xx.yy/32 and 172.27.1.0/24
- b) 172.29.xx.yy/32 and 10.125.0.0/16

It is best to check with the router vendor, if the desired router can do the above mentioned NAT, before its purchase as Ebix is unable to provide troubleshooting help, during the installation and afterwards for non Cisco devices.

Ebix has found in the past, that providing troubleshooting support for non Cisco equipment can be time consuming and therefore more expensive than the purchase of Cisco devices, as many hours can be spent by Ebix as well as the installing technical people.

Note: Some customers have been successful in using Checkpoint, Fortigate and Snapgear products to establish the VPN.

How do I find out more about Sunrise™ Exchange?

From our website www.ebix.com.au or contact our Customer Service Centre on 02 8467 3070 or 1800 331 018.