



# **Security Gateway Manual**

*Netgate-4200*

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This Quick Start Guide covers the first time connection procedures for the [Netgate® 4200 Desktop Firewall Appliance](#) and will provide the information needed to keep the appliance up and running.

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**Tip:** Before getting started, a good practice is to download the [PDF version of the Product Manual](#) and the [PDF version of the pfSense Documentation](#) in case Internet access is not available during setup.

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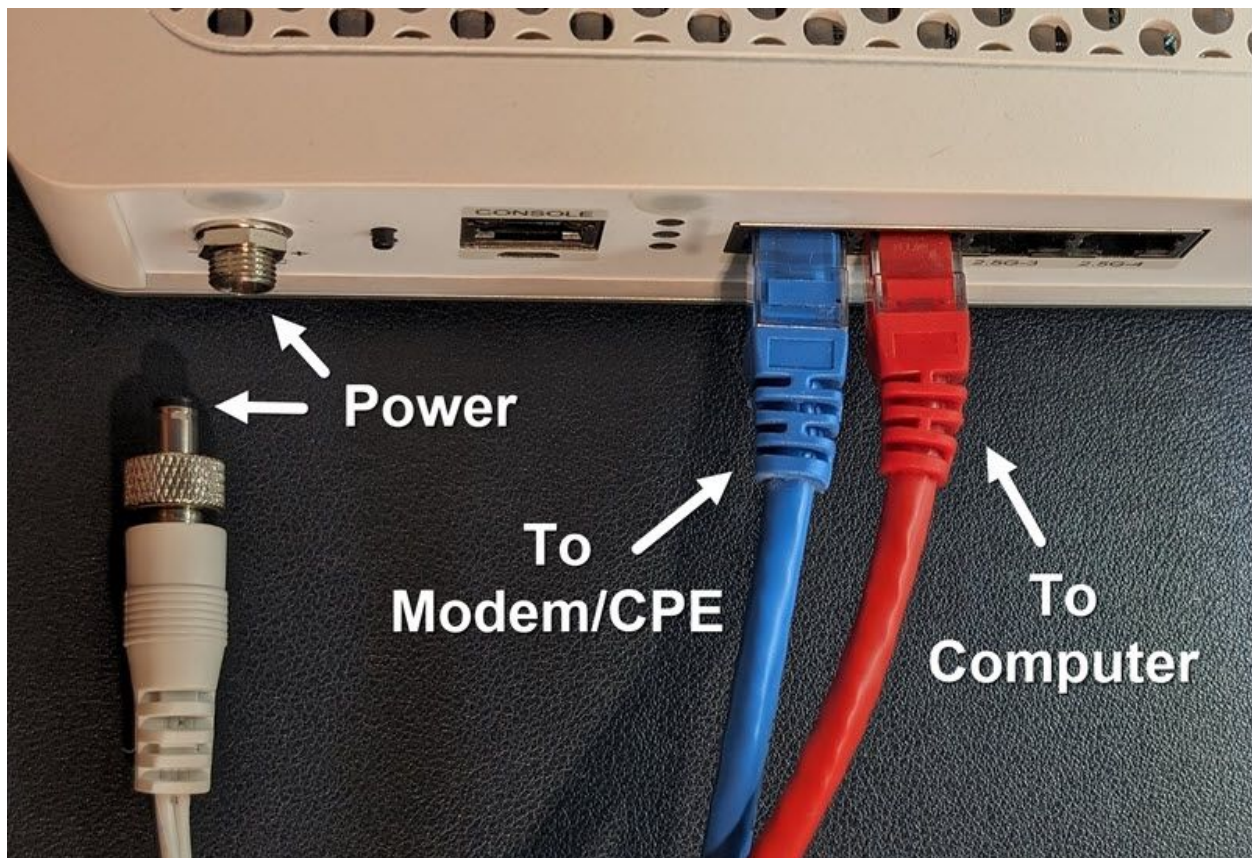
## OUT OF THE BOX

## 1.1 Getting Started

The basic firewall configuration begins with connecting the Netgate® appliance to the Internet. The Netgate appliance should be unplugged at this time.

Connect one end of an Ethernet cable to the WAN port (shown in the *Input and Output Ports* section) of the Netgate appliance. The other end of the same cable should be inserted into a LAN port on the ISP CPE device, such as a cable or fiber modem. If the CPE device provided by the ISP has multiple LAN ports, any LAN port should work in most circumstances.

Next, connect one end of a second Ethernet cable to the LAN port (shown in the *Input and Output Ports* section) of the Netgate appliance. Connect the other end to the computer.



### 1.1.1 What next?

To connect to the GUI and configure the firewall in a browser, continue on to *Initial Configuration*.

To connect to the console and make adjustments before connecting to the GUI, see *Connecting to the USB Console Port*.

**Warning:** The default IP Address on the LAN subnet on the Netgate firewall is 192.168.1.1/24. The same subnet **cannot** be used on both WAN and LAN, so if the default IP address on the ISP-supplied modem is also 192.168.1.1/24, **disconnect the WAN** interface until the LAN interface on the firewall has been renumbered to a different subnet (like 192.168.2.1/24) to avoid an IP Address conflict.

To change an interface IP address, choose option 2 from the *Console Menu* and walk through the steps to change it, or from the GUI, go through the Setup Wizard (opens at first boot, also found at **System > Setup Wizard**) and change the IP address on Step 5. Complete the Wizard and save the changes.

## 1.2 Initial Configuration

Plug the power cable into the power port (shown in the *Input and Output Ports* section) to turn on the Netgate® Firewall. Allow 4 or 5 minutes to boot up completely.

**Warning:** If the CPE on WAN (e.g. Fiber or Cable Modem) has a default IP Address of 192.168.1.1, disconnect the Ethernet cable from the **1** port on the Netgate 4200 Security Gateway before proceeding.

Change the default LAN IP Address of the device during a later step in the configuration to avoid having conflicting subnets on the WAN and LAN.

### 1.2.1 Connecting to the Web Interface (GUI)

1. From the computer, log into the web interface

Open a web browser (Google Chrome in this example) and enter 192.168.1.1 in the address bar. Press Enter.

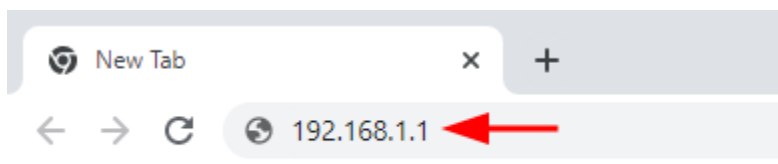


Fig. 1: Enter the default LAN IP address in the browser

2. A warning message may appear. If this message or similar message is encountered, it is safe to proceed. Click the **Advanced** Button and then click **Proceed to 192.168.1.1 (unsafe)** to continue.
3. At the **Sign In** page, enter the default pfSense® Plus username and password and click **Next**.
  - Default Username: admin
  - Default Password: pfsense



## Your connection is not private

Attackers might be trying to steal your information from **192.168.1.1** (for example, passwords, messages, or credit cards). [Learn more](#)

NET::ERR\_CERT\_AUTHORITY\_INVALID



To get Chrome's highest level of security, [turn on enhanced protection](#)

Hide advanced



1

Back to safety

This server could not prove that it is **192.168.1.1**; its security certificate is not trusted by your computer's operating system. This may be caused by a misconfiguration or an attacker intercepting your connection.

[Proceed to 192.168.1.1 \(unsafe\)](#)



2

Fig. 2: Example certificate warning message

## 1.2.2 The Setup Wizard

This section steps through each page of the Setup Wizard to perform the initial configuration of the firewall. The wizard collects information one page at a time but it does not make any changes to the firewall until the wizard is completed.

**Tip:** The wizard can be safely stopped at any time for those who wish to perform the configuration manually or restore an existing backup ([Backup and Restore](#)).

To stop the wizard, navigate away from the wizard pages by clicking the logo in the upper left of the page or by choosing an entry from one of the menus.

**Note:** Ignore the warning at the top of each wizard page about resetting the `admin` account password. One of the steps in the Setup Wizard is to change the default password, but the new password is not applied until the end of the wizard.

1. Click **Next** to start the **Setup Wizard**.

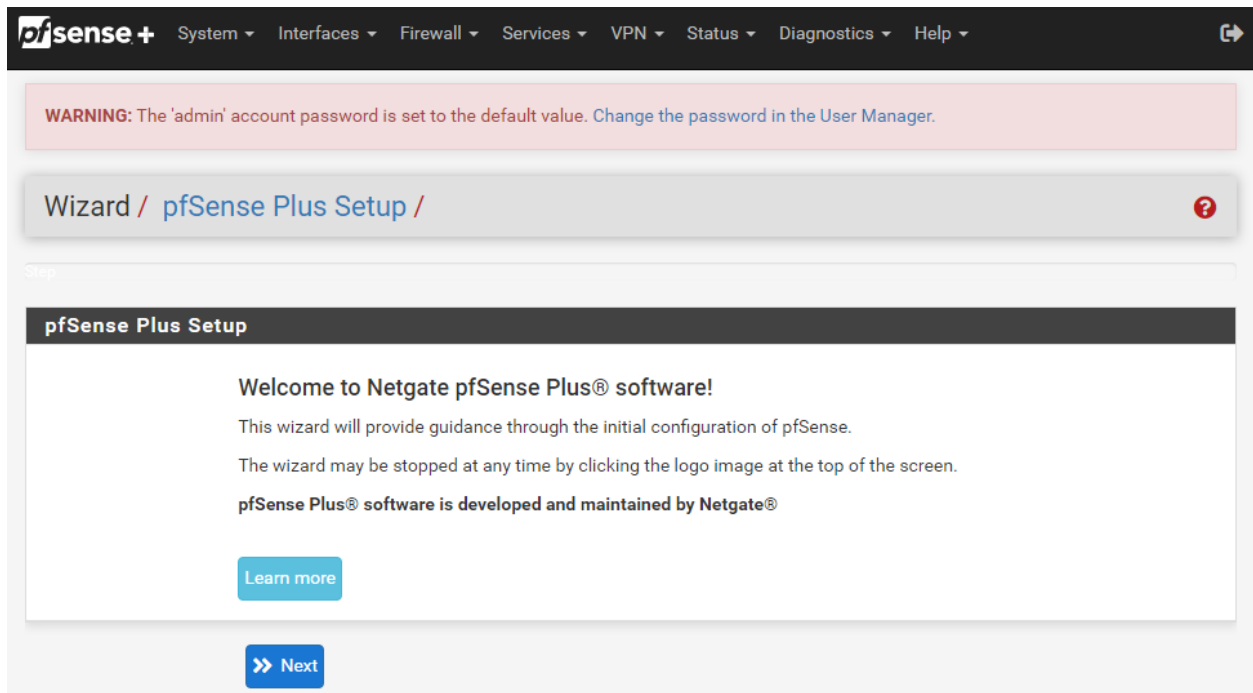


Fig. 3: Setup Wizard starting page

2. Click **Next** after reading the information on **Netgate Global Support**.
3. Use the following items as a guide to configure the options on the **General Information** page:

**Hostname** Any desired hostname name can be entered to identify the firewall. For the purposes of this guide, the default hostname `pfSense` is used.

**Domain** The domain name under which the firewall operates. The default `home.arpa` is used for the purposes of this tutorial.

**DNS Servers** For purposes of this setup guide, use the Google public DNS servers (8.8.8.8 and 8.8.4.4).

**Note:** The firewall defaults to acting as a resolver and clients will not utilize these forwarding DNS servers. However, these servers give the firewall itself a way to ensure it has working DNS if resolving the default way does not work properly.

Wizard / pfSense Plus Setup / General Information

Step 2 of 9

### General Information

On this screen the general pfSense Plus parameters will be set.

Hostname	<input type="text" value="pfSense"/> EXAMPLE: myserver
Domain	<input type="text" value="home.arpa"/> EXAMPLE: mydomain.com
<p>The default behavior of the DNS Resolver will ignore manually configured DNS servers for client queries and query root DNS servers directly. To use the manually configured DNS servers below for client queries, visit Services &gt; DNS Resolver and enable DNS Query Forwarding after completing the wizard.</p>	
Primary DNS Server	<input type="text" value="8.8.8.8"/>
Secondary DNS Server	<input type="text" value="8.8.4.4"/>
Override DNS	<input checked="" type="checkbox"/> Allow DNS servers to be overridden by DHCP/PPP on WAN

>> Next

Fig. 4: **General Information** page in the Setup Wizard

Type in the DNS Server information and Click **Next**.

4. Use the following information for the **Time Server Information** page:

**Time Server Hostname** Use the default time server address. The default hostname is suitable for both IPv4 and IPv6 NTP clients.

**Timezone** Select a geographically named time zone for the location of the firewall.

For this guide, the Timezone will be set to `America/Chicago` for US Central time.

Change the Timezone and click **Next**.

5. Use the following information for the **Configure WAN Interface** page:

The WAN interface is the external (public) IP address the firewall will use to communicate with the Internet.

**DHCP** is the default and is the most common type of WAN interface for home fiber and cable modems.

**Default settings** for the other items on this page should be acceptable for normal home users.

Default settings should be acceptable. Click **Next**.



Wizard / pfSense Plus Setup / Time Server Information ?

Step 3 of 9

### Time Server Information

Please enter the time, date and time zone.

Time server hostname	<input type="text" value="2.pfsense.pool.ntp.org"/>
Enter the hostname (FQDN) of the time server.	
Timezone	<input type="text" value="America/Chicago"/>

[» Next](#)

Fig. 5: Time Server Information page in the Setup Wizard

Wizard / pfSense Plus Setup / Configure WAN Interface ?

Step 4 of 9

### Configure WAN Interface

On this screen the Wide Area Network information will be configured.

SelectedType	<input type="text" value="DHCP"/>
--------------	-----------------------------------

### General configuration

MAC Address	<input type="text"/>
This field can be used to modify ("spoof") the MAC address of the WAN interface (may be required with some cable connections). Enter a MAC address in the following format: xx:xx:xx:xx:xx:xx or leave blank.	
MTU	<input type="text"/>
Set the MTU of the WAN interface. If this field is left blank, an MTU of 1492 bytes for PPPoE and 1500 bytes for all other connection types will be assumed.	
MSS	<input type="text"/>
If a value is entered in this field, then MSS clamping for TCP connections to the value entered above minus 40 (TCP/IP header size) will be in effect. If this field is left blank, an MSS of 1492 bytes for PPPoE and 1500 bytes for all other connection types will be assumed. This should match the above MTU value in most all cases.	

Fig. 6: Configure WAN Interface page in the Setup Wizard

6. Configuring LAN IP Address & Subnet Mask. The default LAN IP address of 192.168.1.1 and subnet mask of 24 is usually sufficient.

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**Tip:** If the CPE on WAN (e.g. Fiber or Cable Modem) has a default IP Address of 192.168.1.1, the Ethernet cable should be disconnected from the **1** port on the Netgate 4200 Security Gateway before starting.

Change the default LAN IP Address of the device during this step in the configuration to avoid having conflicting subnets on the WAN and LAN.

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7. Change the **Admin Password**. Enter the same new password in both fields.
8. Click **Reload** to save the configuration.
9. After a few seconds, a message will indicate the Setup Wizard has completed. To proceed to the pfSense® Plus dashboard, click **Finish**.

---

**Note:** This step of the wizard also contains several useful links to Netgate resources and methods of obtaining assistance with the product. Be sure to read through the items on this page before finishing the wizard.

---

### 1.2.3 Finishing Up

After completing or exiting the wizard, during the first time loading the **Dashboard** the firewall will display a notification modal dialog with the **Copyright and Trademark Notices**.

Read and click **Accept** to continue to the dashboard.

If the Ethernet cable was unplugged at the beginning of this configuration, reconnect it to the **1** port now.

This completes the basic configuration for the Netgate appliance.

## 1.3 pfSense Plus Software Overview

This page provides an overview of the pfSense® Plus dashboard and navigation. It also provides information on how to perform frequent tasks such as backing up the pfSense® Plus software and connecting to the Netgate firewall console.

### 1.3.1 The Dashboard

pfSense® Plus software is highly configurable, all of which can be done through the dashboard. This orientation will help to navigate and further configure the firewall.

**Section 1** Important system information such as the model, Serial Number, and Netgate Device ID for this Netgate firewall.

**Section 2** Identifies what version of pfSense® Plus software is installed, and if an update is available.

**Section 3** Describes Netgate Service and Support.

**Section 4** Shows the various menu headings. Each menu heading has drop-down options for a wide range of configuration choices.

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Accept

Fig. 7: Copyright and Trademark Notices

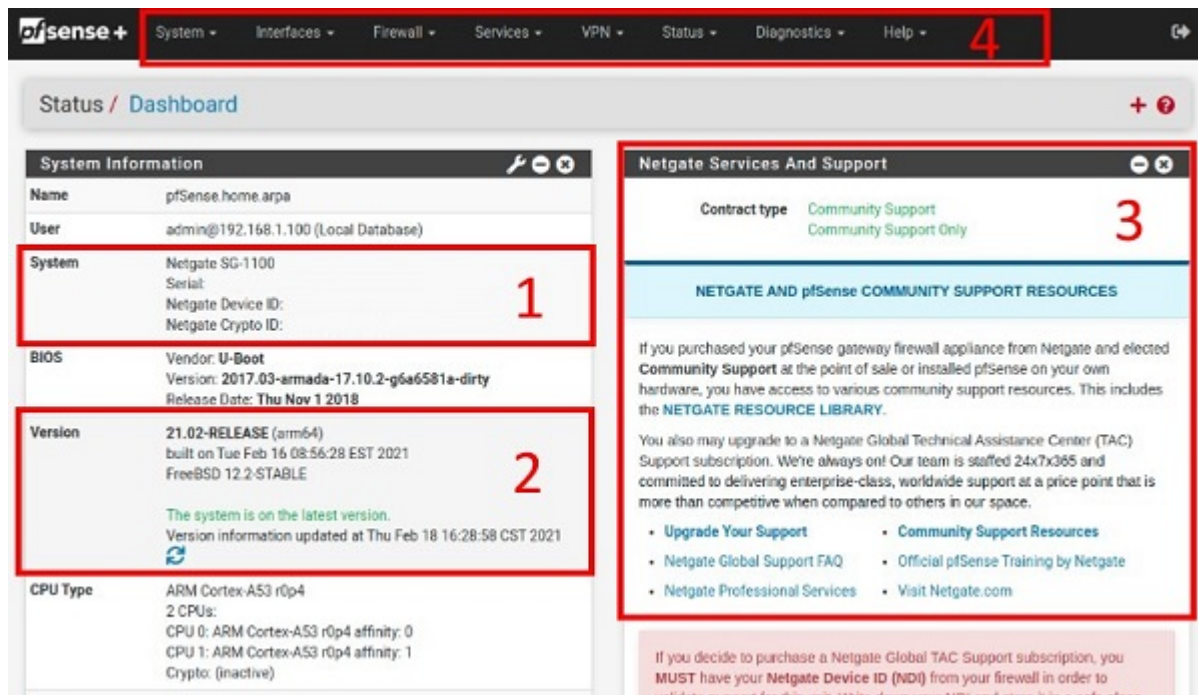


Fig. 8: The pfSense® Plus Dashboard

### 1.3.2 Re-running the Setup Wizard

To re-run the Setup Wizard, navigate to **System > Setup Wizard**.

### 1.3.3 Backup and Restore

It is important to backup the firewall configuration prior to updating or making any configuration changes. From the menu at the top of the page, browse to **Diagnostics > Backup/Restore**.

Click **Download configuration as XML** and save a copy of the firewall configuration to the computer connected to the Netgate firewall.

This backup (or any backup) can be restored from the same screen by choosing the backed up file under **Restore Configuration**.

**Note:** Auto Config Backup is a built-in service located at **Services > Auto Config Backup**. This service will save up to 100 encrypted backup files automatically, any time a change to the configuration has been made. Visit the [Auto Config Backup](#) page for more information.

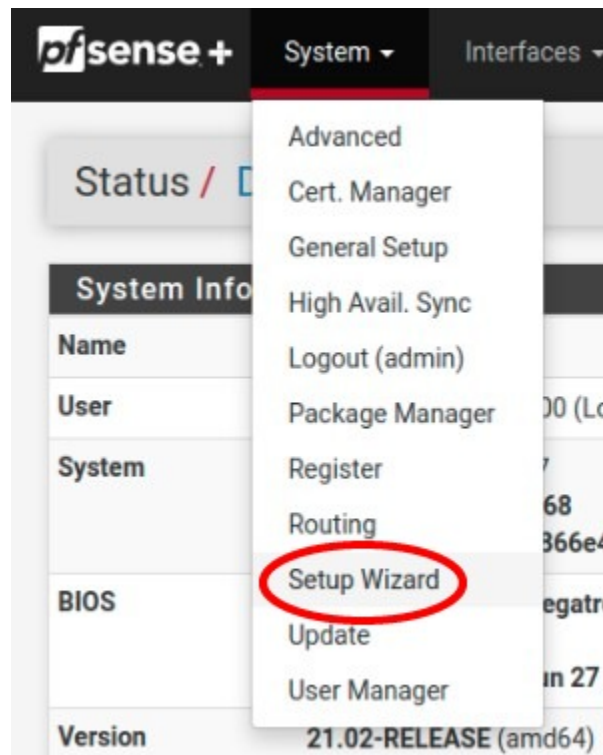


Fig. 9: Re-run the Setup Wizard

### 1.3.4 Connecting to the Console

There are times when accessing the console is required. Perhaps GUI console access has been locked out, or the password has been lost or forgotten.

**See also:**

*Connecting to the USB Console Port.* Cable is required.

---

**Tip:** To learn more about getting the most out of a Netgate appliance, sign up for a [pfSense Plus Software Training](#) course or browse the extensive [Resource Library](#).

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### 1.3.5 Updates

When a new version of pfSense Plus software is available, the device will indicate the availability of the new version on the System Information dashboard widget. Users can perform a manual check as well by visiting **System > Update**.

Users can initiate an upgrade from the **System > Update** page as needed.

For more information, see the [Upgrade Guide](#).

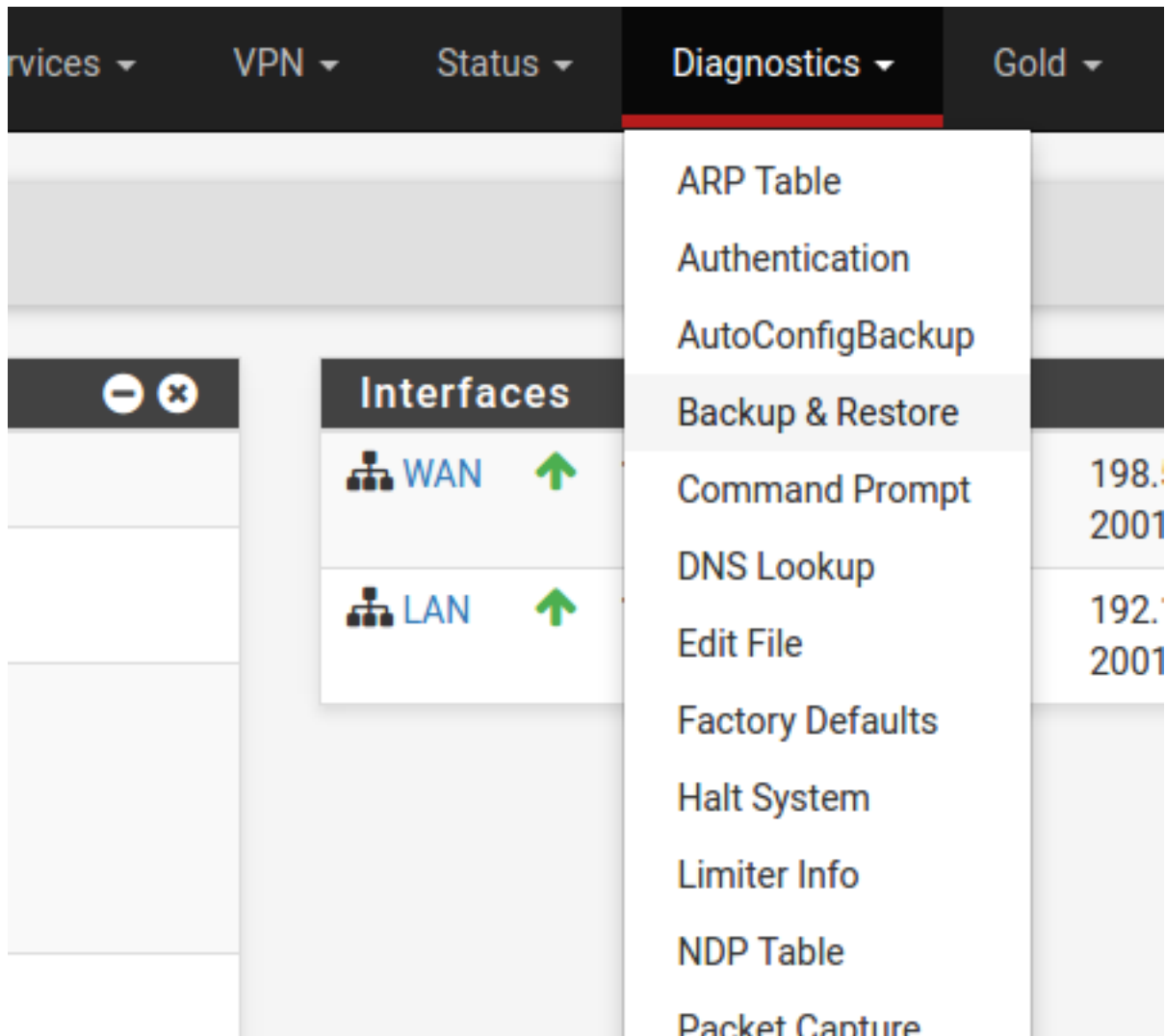


Fig. 10: Backup &amp; Restore

Backup & Restore    Config History

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**Backup Configuration**

Backup area	<div>All</div>
Skip packages	<input type="checkbox"/> Do not backup package information.
Skip RRD data	<input checked="" type="checkbox"/> Do not backup RRD data (NOTE: RRD Data can consume 4+ megabytes of config.xml space!)
Encryption	<input type="checkbox"/> Encrypt this configuration file.

[Download configuration as XML](#)

Fig. 11: Click Download configuration as XML

## 1.4 Input and Output Ports

### 1.4.1 Rear Side

The rear side of the Netgate 4200 contains several items of interest for connecting to and managing the device.

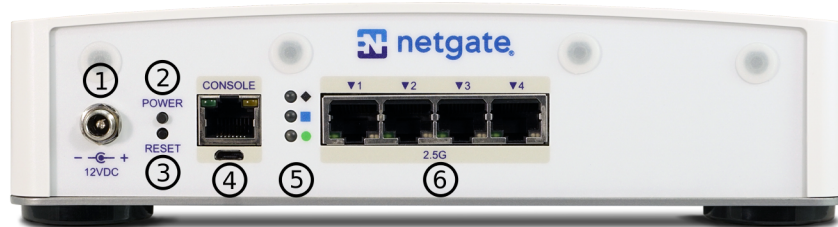


Fig. 12: Rear view of the Netgate 4200 Firewall Appliance

The items below are marked with circled numbers on figure *Rear view of the Netgate 4200 Firewall Appliance*:

Item	Description
1	Power Connector
2	ACPI Power Button (Protruding) - Graceful shutdown, hard power off (Hold 10s), power on
3	Reset Button (Recessed) - Used when performing the <a href="#">Factory Reset Procedure</a> .
4	Serial Console ( <a href="#">USB</a> or <a href="#">RJ45</a> )
5	Rear <a href="#">Status LEDs</a>
6	<a href="#">Networking Ports</a>

**Power Connector (1)** The Power connector is 12VDC with threaded locking connector. Power consumption is approximately 13W when idle.

**Power Button (2)** The upper protruding Power Button behaves the same as a typical ACPI power button.

If the device is powered on and running, pressing the button immediately performs a graceful shutdown and the system enters a standby state.

If the system is in a powered off or standby state, pressing the power button immediately powers on the device and starts the boot process.

If the system is unresponsive, holding in the power button for 10 seconds will forcefully power off the device. Press the power button again to turn it back on.

**Reset Button (3)** The lower recessed Reset Button is used to perform the [Factory Reset Procedure](#).

Pressing and immediately releasing the button has no effect, it does not perform a hardware reset.

See [Factory Reset Procedure](#) for details on how to use the button to perform a factory reset.

**Serial Console Port (4)** Clients can access the serial console using the [USB Micro-B \(5-pin\)](#) serial adapter port and a compatible USB cable or via the [RJ45](#) “Cisco” style port with a separate cable and USB serial adapter or client hardware port.

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**Note:** Only one type of console connection will work at a time and the RJ45 console connection has priority. If both ports are connected only the RJ45 console port will function.

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**Note:** The serial console in the OS is a memory mapped serial port and not a traditional COM port. pfSense® Plus automatically detects and uses the correct console type for this device.

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**Note:** The RJ45 Serial Console port is only for use with the Serial Console. It cannot be used for any other purpose.

---

**Status LEDs (5)** The rear status LEDs show the same output as the status LEDs on the front of the unit. See [Status LEDs](#) for information on interpreting the meaning of different LED states.

**Networking Ports (6)** This group of four ports are the network interfaces. They are explained in detail in the next section, [Networking Ports](#).

## Networking Ports

The section on the rear of the device numbered **6** in [Rear view of the Netgate 4200 Firewall Appliance](#) contains the network interfaces. These ports are labeled **1** through **4** on the device.

Label	Assigned Name	Device Name	Type	Speed
1	PORT1WAN	igc3	RJ-45	2.5 Gbps
2	PORT2LAN	igc2	RJ-45	2.5 Gbps
3	PORT3	igc1	RJ-45	2.5 Gbps
4	PORT4	igc0	RJ-45	2.5 Gbps

---

**Note:** The `igc(4)` network interfaces on this device **do not** support fixed speed operation. These interfaces emulate a speed/duplex choice by limiting the values offered during autonegotiation to the speed/duplex value selected in the GUI.

When connecting different devices to these interfaces the peer should typically be set to autonegotiate, not to a specific speed or duplex value. The exception to this is if the peer interface has the same limitation, in which case both peers should select the same negotiation speed.

---

### 1.4.2 Front Side

The front of the device has [Status LEDs](#) as well as an access panel for future expansion uses.



Fig. 13: Front view of the Netgate 4200 Firewall Appliance



### 1.4.3 Right Side

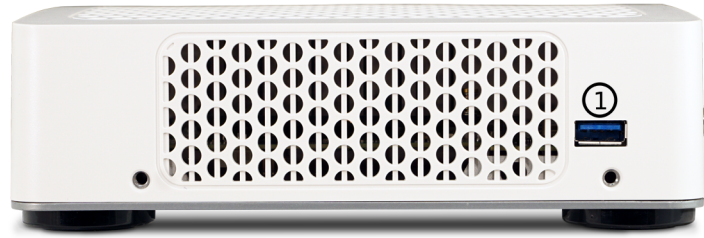


Fig. 14: Right side view of the Netgate 4200 Firewall Appliance

The right side panel of the device (when facing the front) contains:

#	Description	Purpose
1	USB 3.0 Port	Connect USB devices

### USB Ports

USB ports on the device can be used for a variety of purposes.

The primary use for the USB ports is to install or reinstall the operating system on the device. Beyond that, there are numerous USB devices which can expand the base functionality of the hardware, including some supported by add-on packages. For example, UPS/Battery Backups, Cellular modems, GPS units, and storage devices. Though the operating system also supports wired and wireless network devices, these are not ideal and should be avoided.

### 1.4.4 Status LEDs

The Netgate 4200 has two sets of status LEDs: One on the front of the device and one on the rear. The status LEDs on the front are horizontal while the LEDs on the rear are arranged vertically. Though the placement is different, both sets are labeled consistently.

### LED Patterns

Description	LED Pattern
Standby	Circle pulsing orange
Boot in Process	Diamond flashing blue
Boot Completed/Ready	Diamond solid blue
Upgrade Available	Square solid purple
Upgrade in Progress	All rapidly flash green
Triggering Reset	Circle, Square, then Diamond solid red ( <i>Factory Reset Procedure</i> )
Reset In Progress	All rapidly flash red ( <i>Factory Reset Procedure</i> )



Fig. 15: Status LEDs on the front (left) and rear (right) of the Netgate 4200 Firewall Appliance

## 1.5 Safety and Legal

### 1.5.1 Safety Notices

1. Read, follow, and keep these instructions.
2. Heed all warnings.
3. Only use attachments/accessories specified by the manufacturer.

**Warning:** Do not use this product in location that can be submerged by water.

**Warning:** Do not use this product during an electrical storm to avoid electrical shock.

### 1.5.2 Electrical Safety Information

1. Compliance is required with respect to voltage, frequency, and current requirements indicated on the manufacturer's label. Connection to a different power source than those specified may result in improper operation, damage to the equipment or pose a fire hazard if the limitations are not followed.
2. There are no operator serviceable parts inside this equipment. Service should be provided only by a qualified service technician.
3. This equipment is provided with a detachable power cord which has an integral safety ground wire intended for connection to a grounded safety outlet.

- a) Do not substitute the power cord with one that is not the provided approved type. If a 3 prong plug is provided, never use an adapter plug to connect to a 2-wire outlet as this will defeat the continuity of the grounding wire.
- b) The equipment requires the use of the ground wire as a part of the safety certification, modification or misuse can provide a shock hazard that can result in serious injury or death.
- c) Contact a qualified electrician or the manufacturer if there are questions about the installation prior to connecting the equipment.
- d) Protective grounding/earthing is provided by Listed AC adapter. Building installation shall provide appropriate short-circuit backup protection.
- e) Protective bonding must be installed in accordance with local national wiring rules and regulations.

**Warning:** To help protect your Netgate appliance from sudden, transient increases and decreases in electrical power, use a surge suppressor, line conditioner, uninterruptible power supply (UPS) or a combination of those devices.

Failure to take such precautions could result in premature failure, and/or damage to your Netgate appliance, which is not covered under the product warranty. Such an event may also present the risk of electric shock, fire, or explosion.

### 1.5.3 FCC Compliance

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential environment.

### 1.5.4 Industry Canada

This Class B digital apparatus complies with Canadian ICES-3(B). Cet appareil numérique de la classe B est conforme à la norme NMB-3(B) Canada.

### 1.5.5 Australia and New Zealand

This is a AMC Compliance level 2 product. This product is suitable for domestic environments.

## 1.5.6 CE Marking

CE marking on this product represents the product is in compliance with all directives that are applicable to it.

## 1.5.7 RoHS/WEEE Compliance Statement

### English

European Directive 2002/96/EC requires that the equipment bearing this symbol on the product and/or its packaging must not be disposed of with unsorted municipal waste. The symbol indicates that this product should be disposed of separately from regular household waste streams. It is your responsibility to dispose of this and other electric and electronic equipment via designated collection facilities appointed by the government or local authorities. Correct disposal and recycling will help prevent potential negative consequences to the environment and human health. For more detailed information about the disposal of your old equipment, please contact your local authorities, waste disposal service, or the shop where you purchased the product.

### Deutsch

Die Europäische Richtlinie 2002/96/EC verlangt, dass technische Ausrüstung, die direkt am Gerät und/oder an der Verpackung mit diesem Symbol versehen ist, nicht zusammen mit unsortiertem Gemeindeabfall entsorgt werden darf. Das Symbol weist darauf hin, dass das Produkt von regulärem Haushaltsmüll getrennt entsorgt werden sollte. Es liegt in Ihrer Verantwortung, dieses Gerät und andere elektrische und elektronische Geräte über die dafür zuständigen und von der Regierung oder örtlichen Behörden dazu bestimmten Sammelstellen zu entsorgen. Ordnungsgemäßes Entsorgen und Recyceln trägt dazu bei, potentielle negative Folgen für Umwelt und die menschliche Gesundheit zu vermeiden. Wenn Sie weitere Informationen zur Entsorgung Ihrer Altgeräte benötigen, wenden Sie sich bitte an die örtlichen Behörden oder städtischen Entsorgungsdienste oder an den Händler, bei dem Sie das Produkt erworben haben.

### Español

La Directiva 2002/96/CE de la UE exige que los equipos que lleven este símbolo en el propio aparato y/o en su embalaje no deben eliminarse junto con otros residuos urbanos no seleccionados. El símbolo indica que el producto en cuestión debe separarse de los residuos domésticos convencionales con vistas a su eliminación. Es responsabilidad suya desechar este y cualesquiera otros aparatos eléctricos y electrónicos a través de los puntos de recogida que ponen a su disposición el gobierno y las autoridades locales. Al desechar y reciclar correctamente estos aparatos estará contribuyendo a evitar posibles consecuencias negativas para el medio ambiente y la salud de las personas. Si desea obtener información más detallada sobre la eliminación segura de su aparato usado, consulte a las autoridades locales, al servicio de recogida y eliminación de residuos de su zona o pregunte en la tienda donde adquirió el producto.

### Français

La directive européenne 2002/96/CE exige que l'équipement sur lequel est apposé ce symbole sur le produit et/ou son emballage ne soit pas jeté avec les autres ordures ménagères. Ce symbole indique que le produit doit être éliminé dans un circuit distinct de celui pour les déchets des ménages. Il est de votre responsabilité de jeter ce matériel ainsi que tout autre matériel électrique ou électronique par les moyens de collecte indiqués par le gouvernement et les pouvoirs publics des collectivités territoriales. L'élimination et le recyclage en bonne et due forme ont pour but de lutter contre l'impact néfaste potentiel de ce type de produits sur l'environnement et la santé publique. Pour plus d'informations sur le mode d'élimination de votre ancien équipement, veuillez prendre contact avec les pouvoirs publics locaux, le service de traitement des déchets, ou l'endroit où vous avez acheté le produit.

## Italiano

La direttiva europea 2002/96/EC richiede che le apparecchiature contrassegnate con questo simbolo sul prodotto e/o sull'imballaggio non siano smaltite insieme ai rifiuti urbani non differenziati. Il simbolo indica che questo prodotto non deve essere smaltito insieme ai normali rifiuti domestici. È responsabilità del proprietario smaltire sia questi prodotti sia le altre apparecchiature elettriche ed elettroniche mediante le specifiche strutture di raccolta indicate dal governo o dagli enti pubblici locali. Il corretto smaltimento ed il riciclaggio aiuteranno a prevenire conseguenze potenzialmente negative per l'ambiente e per la salute dell'essere umano. Per ricevere informazioni più dettagliate circa lo smaltimento delle vecchie apparecchiature in Vostro possesso, Vi invitiamo a contattare gli enti pubblici di competenza, il servizio di smaltimento rifiuti o il negozio nel quale avete acquistato il prodotto.

## 1.5.8 Declaration of Conformity

### Česky[Czech]

NETGATE tímto prohlašuje, že tento NETGATE device, je ve shodě se základními požadavky a dalšími požadavky ustanovenými směrnicí 1999/5/ES.

### Dansk [Danish]

Undertegnede NETGATE erklærer herved, at følgende udstyr NETGATE device, overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.

### Nederlands [Dutch]

Hierbij verklaart NETGATE dat het toestel NETGATE device, in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG. Bij deze verklaart NETGATE dat deze NETGATE device, voldoet aan de essentiële eisen en aan de overige relevante bepalingen van Richtlijn 1999/5/EC.

### English

Hereby, NETGATE, declares that this NETGATE device, is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

### Eesti [Estonian]

Käesolevaga kinnitab NETGATE seadme NETGATE device, vastavust direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

### Suomi [Finnish]

NETGATE vakuuttaa täten että NETGATE device, tyypinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen. Français [French] Par la présente NETGATE déclare que l'appareil Netgate, device est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.

**Deutsch [German]**

Hiermit erklärt Netgate, dass sich diese NETGATE device, in Übereinstimmung mit den grundlegenden Anforderungen und den anderen relevanten Vorschriften der Richtlinie 1999/5/EG befindet". (BMW)

**Ελληνικά [Greek]**

ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ ΝΕΤΓΑΤΕ ΔΗΛΩΝΕΙ ΟΤΙ ΝΕΤΓΑΤΕ device, ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΠΙΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1995/5/ΕΚ.

**Magyar [Hungarian]**

Alulírott, NETGATE nyilatkozom, hogy a NETGATE device, megfelel a vonatkozó alapvető követelményeknek és az 1999/5/EC irányelv egyéb előírásainak.

**Íslenska [Icelandic]**

Hér me l sir NETGATE yfir ví a NETGATE device, er í samræmi við grunnkröfur og a rar kröfur, sem ger ar eru í tilskipun 1999/5/EC.

**Italiano [Italian]**

Con la presente NETGATE dichiara che questo NETGATE device, è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.

**Latviski [Latvian]**

Ar o NETGATE deklar , ka NETGATE device, atbilst Direkt vas 1999/5/EK b tiskaj m pras b m un citiem ar to saist tajiem noteikumiem.

**Lietuviškai [Lithuanian]**

NETGATE deklaruoja, kad šis NETGATE įrenginys atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.

**Malti [Maltese]**

Hawnhekk, Netgate, jiddikjara li dan NETGATE device, jikkonforma mal- ti ijjiet essenzjali u ma provvedimenti o rajn relevanti li hemm fid-Direttiva 1999/5/EC.

**Norsk [Norwegian]**

NETGATE erklærer herved at utstyret NETGATE device, er i samsvar med de grunnleggende krav og øvrige relevante krav i direktiv 1999/5/EF.

**Slovensky [Slovak]**

NETGATE týmto vyhlasuje, že NETGATE device, spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/ES.

**Svenska [Swedish]**

Härmed intygar NETGATE att denna NETGATE device, står i överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

**Español [Spanish]**

Por medio de la presente NETGATE declara que el NETGATE device, cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.

**Polski [Polish]**

Niniejszym, firma NETGATE oświadcza, że produkt serii NETGATE device, spełnia zasadnicze wymagania i inne istotne postanowienia Dyrektywy 1999/5/EC.

**Português [Portuguese]**

NETGATE declara que este NETGATE device, está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.

**Română [Romanian]**

Prin prezenta, NETGATE declară că acest dispozitiv NETGATE este în conformitate cu cerințele esențiale și alte prevederi relevante ale Directivei 1999/5/CE.

**1.5.9 Disputes**

ANY DISPUTE OR CLAIM RELATING IN ANY WAY TO YOUR USE OF ANY PRODUCTS/SERVICES, OR TO ANY PRODUCTS OR SERVICES SOLD OR DISTRIBUTED BY RCL OR ESF WILL BE RESOLVED BY BINDING ARBITRATION IN AUSTIN, TEXAS, RATHER THAN IN COURT. The Federal Arbitration Act and federal arbitration law apply to this agreement.

THERE IS NO JUDGE OR JURY IN ARBITRATION, AND COURT REVIEW OF AN ARBITRATION AWARD IS LIMITED. HOWEVER, AN ARBITRATOR CAN AWARD ON AN INDIVIDUAL BASIS THE SAME DAMAGES AND RELIEF AS A COURT (INCLUDING INJUNCTIVE AND DECLARATORY RELIEF OR STATUTORY DAMAGES), AND MUST FOLLOW THE TERMS OF THESE TERMS AND CONDITIONS OF USE AS A COURT WOULD.

To begin an arbitration proceeding, you must send a letter requesting arbitration and describing your claim to the following:

Rubicon Communications LLC  
Attn.: Legal Dept.  
4616 West Howard Lane, Suite 900  
Austin, Texas 78728  
[legal@netgate.com](mailto:legal@netgate.com)

The arbitration will be conducted by the American Arbitration Association (AAA) under its rules. The AAA's rules are available at [www.adr.org](http://www.adr.org). Payment of all filing, administration and arbitrator fees will be governed by the AAA's rules.

We each agree that any dispute resolution proceedings will be conducted only on an individual basis and not in a class, consolidated or representative action. We also both agree that you or we may bring suit in court to enjoin infringement or other misuse of intellectual property rights.

### 1.5.10 Applicable Law

By using any Products/Services, you agree that the Federal Arbitration Act, applicable federal law, and the laws of the state of Texas, without regard to principles of conflict of laws, will govern these terms and conditions of use and any dispute of any sort that might arise between you and RCL and/or ESF. Any claim or cause of action concerning these terms and conditions or use of the RCL and/or ESF website must be brought within one (1) year after the claim or cause of action arises. Exclusive jurisdiction and venue for any dispute or claim arising out of or relating to the parties' relationship, these terms and conditions, or the RCL and/or ESF website, shall be with the arbitrator and/or courts located in Austin, Texas. The judgment of the arbitrator may be enforced by the courts located in Austin, Texas, or any other court having jurisdiction over you.

### 1.5.11 Site Policies, Modification, and Severability

Please review our other policies, such as our pricing policy, posted on our websites. These policies also govern your use of Products/Services. We reserve the right to make changes to our site, policies, service terms, and these terms and conditions of use at any time.

### 1.5.12 Miscellaneous

If any provision of these terms and conditions of use, or our terms and conditions of sale, are held to be invalid, void or unenforceable, the invalid, void or unenforceable provision shall be modified to the minimum extent necessary in order to render it valid or enforceable and in keeping with the intent of these terms and conditions. If such modification is not possible, the invalid or unenforceable provision shall be severed, and the remaining terms and conditions shall be enforced as written. Headings are for reference purposes only and in no way define, limit, construe or describe the scope or extent of such section. Our failure to act with respect to a breach by you or others does not waive our right to act with respect to subsequent or similar breaches. These terms and conditions set forth the entire understanding and agreement between us with respect to the subject matter hereof, and supersede any prior oral or written agreement pertaining thereto, except as noted above with respect to any conflict between these terms and conditions and our reseller agreement, if the latter is applicable to you.



### 1.5.13 Limited Warranty

#### **DISCLAIMER OF WARRANTIES AND LIMITATION OF LIABILITY**

THE PRODUCTS/SERVICES AND ALL INFORMATION, CONTENT, MATERIALS, PRODUCTS (INCLUDING SOFTWARE) AND OTHER SERVICES INCLUDED ON OR OTHERWISE MADE AVAILABLE TO YOU THROUGH THE PRODUCTS/SERVICES ARE PROVIDED BY US ON AN “AS IS” AND “AS AVAILABLE” BASIS, UNLESS OTHERWISE SPECIFIED IN WRITING. WE MAKE NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AS TO THE OPERATION OF THE PRODUCTS/SERVICES, OR THE INFORMATION, CONTENT, MATERIALS, PRODUCTS (INCLUDING SOFTWARE) OR OTHER SERVICES INCLUDED ON OR OTHERWISE MADE AVAILABLE TO YOU THROUGH THE PRODUCTS/SERVICES, UNLESS OTHERWISE SPECIFIED IN WRITING. YOU EXPRESSLY AGREE THAT YOUR USE OF THE PRODUCTS/SERVICES IS AT YOUR SOLE RISK.

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## HOW-TO GUIDES

### 2.1 Connecting to the USB Console Port

This guide shows how to access the serial console which can be used for troubleshooting and diagnostics tasks as well as some basic configuration.

There are times when directly accessing the console is required. Perhaps GUI or SSH access has been locked out, or the password has been lost or forgotten.

#### 2.1.1 Install the Driver

A **Silicon Labs CP210x USB-to-UART Bridge** driver is used to provide access to the console, which is exposed via the **USB Micro-B (5-pin)** port on the appliance.

If needed, install an appropriate **Silicon Labs CP210x USB to UART Bridge** driver on the workstation used to connect with the device.

Windows

There are drivers available for Windows [available for download](#).

macOS

There are drivers available for macOS [available for download](#).

For macOS, choose the **CP210x VCP Mac** download.

Linux

There are drivers available for Linux [available for download](#).

FreeBSD

Recent versions of FreeBSD include this driver and will not require manual installation.

#### 2.1.2 Connect a USB Cable

Next, locate an appropriate USB cable that has a **USB Micro-B (5-pin)** connector on one end and a regular **USB Type A** plug on the other end. These cables are commonly used with smaller USB peripherals such as GPS units, cameras, and so on.

Gently push the **USB Micro-B (5-pin)** plug end into the console port on the appliance and connect the **USB Type A** plug into an available USB port on the workstation.

---

**Tip:** Be certain to gently push in the **USB Micro-B (5-pin)** connector on the device side completely. With most cables there will be a tangible “click”, “snap”, or similar indication when the cable is fully engaged.

---

### 2.1.3 Apply Power to the Device

On some devices when using a USB serial console port the serial port will not appear on the client operating system until the device is plugged into a power source.

If the client OS does not see the serial device, connect the power cord to the device to allow it to start booting.

If the device appears without power, then better to wait until the terminal is open before connecting power so the client can view the entire boot output.

### 2.1.4 Locate the Console Port Device

The appropriate console port device that the workstation assigned as the serial port must be located before attempting to connect to the console.

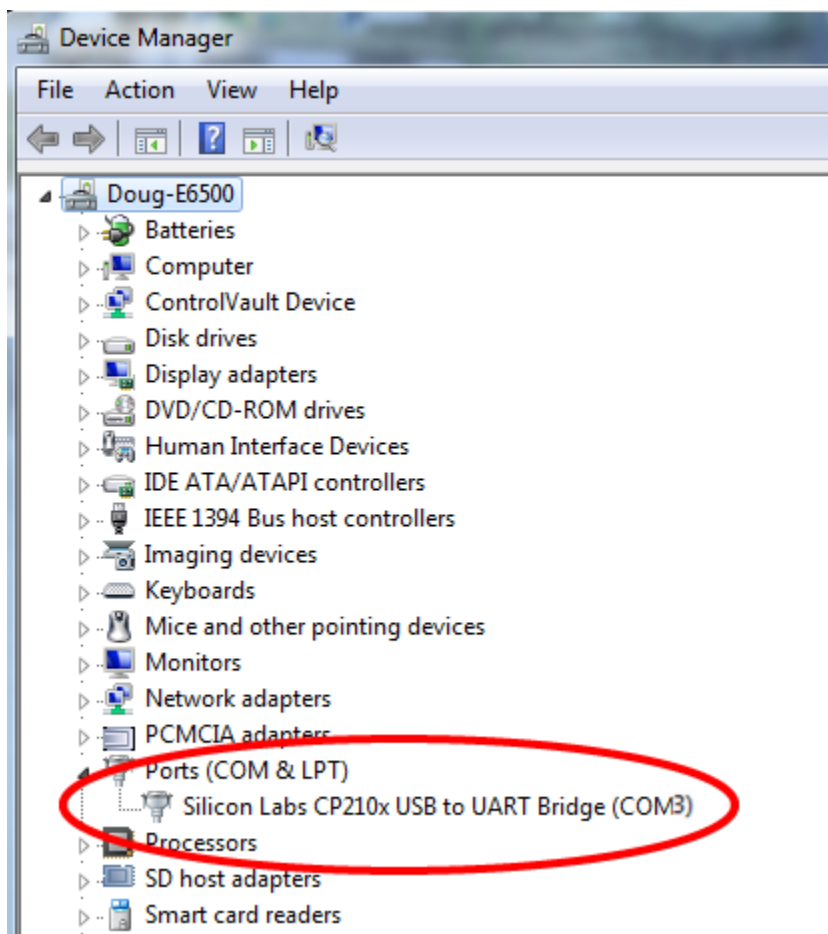
---

**Note:** Even if the serial port was assigned in the BIOS, the workstation OS may remap it to a different COM Port.

---

#### Windows

To locate the device name on Windows, open **Device Manager** and expand the section for **Ports (COM & LPT)**. Look for an entry with a title such as **Silicon Labs CP210x USB to UART Bridge**. If there is a label in the name that contains “COMX” where X is a decimal digit (e.g. COM3), that value is what would be used as the port in the terminal program.



#### macOS

The device associated with the system console is likely to show up as, or start with, `/dev/cu.usbserial-<id>`.

Run `ls -l /dev/cu.*` from a Terminal prompt to see a list of available USB serial devices and locate the appropriate one for the hardware. If there are multiple devices, the correct device is likely the one with the most recent timestamp or highest ID.

#### Linux

The device associated with the system console is likely to show up as `/dev/ttyUSB0`. Look for messages about the device attaching in the system log files or by running `dmesg`.

---

**Note:** If the device does not appear in `/dev/`, see the note above in the driver section about manually loading the Linux driver and then try again.

---

#### FreeBSD

The device associated with the system console is likely to show up as `/dev/cuaU0`. Look for messages about the device attaching in the system log files or by running `dmesg`.

---

**Note:** If the serial device is not present, ensure the device has power and then check again.

---

## 2.1.5 Launch a Terminal Program

Use a terminal program to connect to the system console port. Some choices of terminal programs:

Windows

For Windows the best practice is to run *PuTTY in Windows* or *SecureCRT*. An example of how to configure PuTTY is below.

**Warning:** Do not use **Hyperterminal**.

macOS

For macOS the best practice is to run GNU *screen*, or *cu*. An example of how to configure GNU *screen* is below.

Linux

For Linux the best practices are to run GNU *screen*, *PuTTY in Linux*, *minicom*, or *dterm*. Examples of how to configure PuTTY and GNU *screen* are below.

FreeBSD

For FreeBSD the best practice is to run GNU *screen* or *cu*. An example of how to configure GNU *screen* is below.

### Client-Specific Examples

#### PuTTY in Windows

- Open PuTTY and select **Session** under **Category** on the left hand side.
- Set the **Connection type** to **Serial**
- Set **Serial line** to the *console port determined previously*
- Set the **Speed** to 115200 bits per second.
- Click the **Open** button

PuTTY will then display the console.

#### PuTTY in Linux

- Open PuTTY from a terminal by typing `sudo putty`

**Note:** The `sudo` command will prompt for the local workstation password of the current account.

- Set the **Connection type** to **Serial**
- Set **Serial line** to `/dev/ttyUSB0`
- Set the **Speed** to 115200 bits per second
- Click the **Open** button

PuTTY will then display the console.

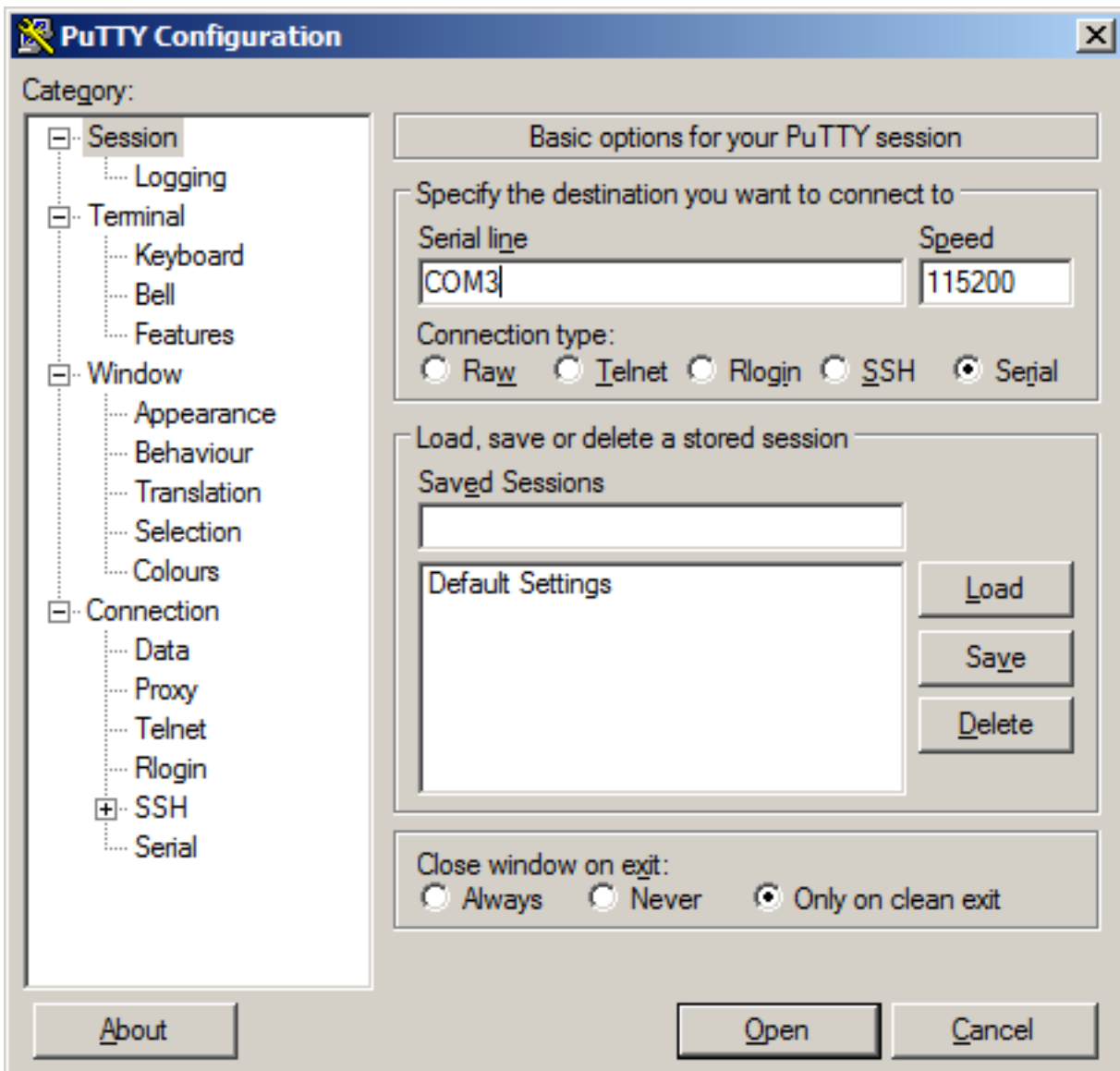


Fig. 1: An example of using PuTTY in Windows

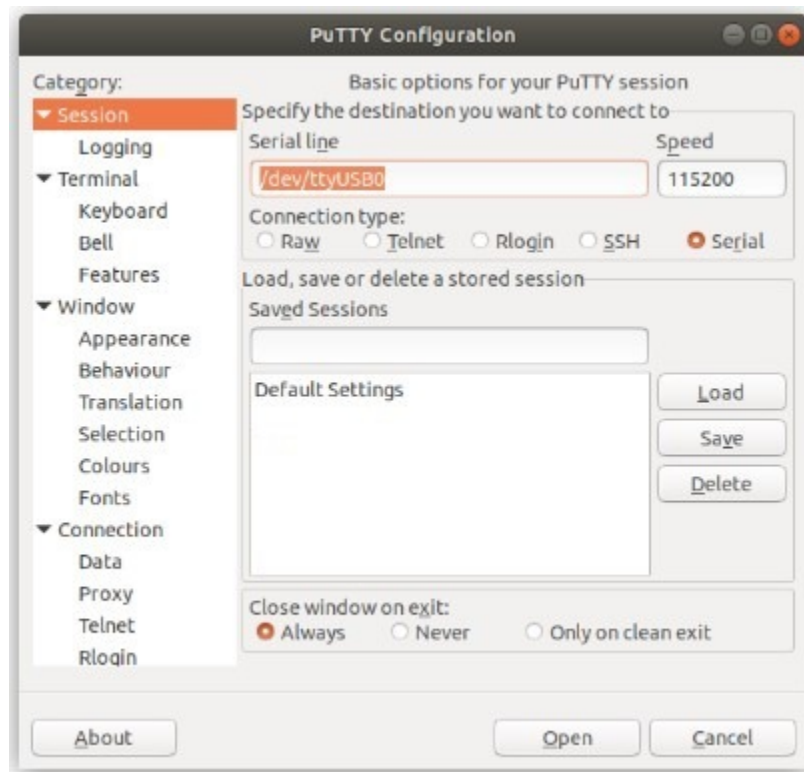


Fig. 2: An example of using PuTTY in Linux

## GNU screen

In many cases `screen` may be invoked simply by using the proper command line, where `<console-port>` is the console port that was located above.

```
$ sudo screen <console-port> 115200
```

**Note:** The `sudo` command will prompt for the local workstation password of the current account.

If portions of the text are unreadable but appear to be properly formatted, the most likely culprit is a character encoding mismatch in the terminal. Adding the `-U` parameter to the `screen` command line arguments forces it to use UTF-8 for character encoding:

```
$ sudo screen -U <console-port> 115200
```

## Terminal Settings

The settings to use within the terminal program are:

**Speed** 115200 baud, the speed of the BIOS

**Data bits** 8

**Parity** None

**Stop bits** 1

**Flow Control** Off or XON/OFF.

**Warning:** Hardware flow control (RTS/CTS) **must** be disabled.

## Terminal Optimization

Beyond the required settings there are additional options in terminal programs which will help input behavior and output rendering to ensure the best experience. These settings vary location and support by client, and may not be available in all clients or terminals.

These are:

**Terminal Type** `xterm`

This setting may be under Terminal, Terminal Emulation, or similar areas.

**Color Support** ANSI colors / 256 Color / ANSI with 256 Colors

This setting may be under Terminal Emulation, Window Colors, Text, Advanced Terminfo, or similar areas.

**Character Set / Character Encoding** UTF-8

This setting may be under Terminal Appearance, Window Translation, Advanced International, or similar areas. In GNU screen this is activated by passing the `-U` parameter.

**Line Drawing** Look for and enable setting such as “Draw lines graphically”, “Use unicode graphics characters”, and/or “Use Unicode line drawing code points”.

These settings may be under Terminal Appearance, Window Translation, or similar areas.

**Function Keys / Keypad** `Xterm R6`

In Putty this is under **Terminal > Keyboard** and is labeled **The Function Keys and Keypad**.

**Font** For the best experience, use a modern monospace unicode font such as Deja Vu Sans Mono, Liberation Mono, Monaco, Consolas, Fira Code, or similar.

This setting may be under Terminal Appearance, Window Appearance, Text, or similar areas.



## 2.1.6 What's Next?

After connecting a terminal client, it may not immediately see any output. This could be because the device has already finished booting or it may be that the device is waiting for some other input.

If the device does not yet have power applied, plug it in and monitor the terminal output.

If the device is already powered on, try pressing `Space`. If there is still no output, press `Enter`. If the device was booted, it may redisplay the console menu or login prompt, or produce other output indicating its status.

From the console, a variety of things are possible, such as changing interface addresses. There is a [full explanation of every console menu option in the pfSense software documentation](#).

## 2.1.7 Troubleshooting

### Serial Device Missing

With a USB serial console there are a few reasons why the serial port may not be present in the client operating system, including:

**No Power** Some models require power before the client can connect to the USB serial console.

**USB Cable Not Plugged In** For USB consoles, the USB cable may not be fully engaged on both ends. Gently, but firmly, ensure the cable has a good connection on both sides.

**Bad USB Cable** Some USB cables are not suitable for use as data cables. For example, some cables are only capable of delivering power for charging devices and not acting as data cables. Others may be of low quality or have poor or worn connectors.

The ideal cable to use is the one that came with the device. Failing that, ensure the cable is of the correct type and specifications, and try multiple cables.

**Wrong Device** In some cases there may be multiple serial devices available. Ensure the one used by the serial client is the correct one. Some devices expose multiple ports, so using the incorrect port may lead to no output or unexpected output.

**Hardware Failure** There could be a hardware failure preventing the serial console from working. Contact Netgate TAC for assistance.

### No Serial Output

If there is no output at all, check the following items:

**USB Cable Not Plugged In** For USB consoles, the USB cable may not be fully engaged on both ends. Gently, but firmly, ensure the cable has a good connection on both sides.

**Wrong Device** In some cases there may be multiple serial devices available. Ensure the one used by the serial client is the correct one. Some devices expose multiple ports, so using the incorrect port may lead to no output or unexpected output.

**Wrong Terminal Settings** Ensure the terminal program is configured for the correct speed. The default BIOS speed is 115200, and many other modern operating systems use that speed as well.

Some older operating systems or custom configurations may use slower speeds such as 9600 or 38400.

**Device OS Serial Console Settings** Ensure the operating system is configured for the proper console (e.g. `ttys1` in Linux). Consult the various operating install guides on this site for further information.

## PuTTY has issues with line drawing

PuTTY generally handles most cases OK but can have issues with line drawing characters on certain platforms.

These settings seem to work best (tested on Windows):

### Window

**Columns x Rows** 80x24

### Window > Appearance

**Font** *Courier New 10pt* or *Consolas 10pt*

### Window > Translation

**Remote Character Set** *Use font encoding* or *UTF-8*

**Handling of line drawing characters** *Use font in both ANSI and OEM modes* or *Use Unicode line drawing code points*

### Window > Colours

**Indicate bolded text by changing** *The colour*

## Garbled Serial Output

If the serial output appears to be garbled, missing characters, binary, or random characters check the following items:

**Flow Control** In some cases flow control can interfere with serial communication, causing dropped characters or other issues. Disabling flow control in the client can potentially correct this problem.

On PuTTY and other GUI clients there is typically a per-session option to disable flow control. In PuTTY, the **Flow Control** option is in the settings tree under **Connection**, then **Serial**.

To disable flow control in GNU Screen, add the `-ixon` and/or `-ixoff` parameters after the serial speed as in the following example:

```
$ sudo screen <console port> 115200,-ixon
```

**Terminal Speed** Ensure the terminal program is configured for the correct speed. (See [No Serial Output](#))

**Character Encoding** Ensure the terminal program is configured for the proper character encoding, such as **UTF-8** or **Latin-1**, depending on the operating system. (See [GNU Screen](#))

## Serial Output Stops After the BIOS

If serial output is shown for the BIOS but stops afterward, check the following items:

**Terminal Speed** Ensure the terminal program is configured for the correct speed for the installed operating system. (See [No Serial Output](#))

**Device OS Serial Console Settings** Ensure the installed operating system is configured to activate the serial console and that it is configured for the proper console (e.g. `ttys1` in Linux). Consult the various operating install guides on this site for further information.

**Bootable Media** If booting from a USB flash drive, ensure that the drive was written correctly and contains a bootable operating system image.

## 2.2 Connecting to the RJ45 Console Port

There are times when directly accessing the console is required. Perhaps GUI or SSH access has been locked out, or the password has been lost or forgotten.

A separate adapter is required to make a connection between a computer and the firewall using the RJ45 serial port. This can be a direct **RJ45-to-USB serial** adapter or a standard **USB-to-serial** adapter and an **RJ45-to-DB9** adapter or cable. It is also possible to utilize client hardware serial ports and compatible cables, but these ports are rare on modern hardware.

These are standard components, inexpensive and readily available from most retail outlets that sell computer cables.

Installing drivers and locating the port will vary depending on the third party device, consult its documentation for details.

### 2.2.1 Launch a Terminal Program

Use a terminal program to connect to the system console port. Some choices of terminal programs:

Windows

For Windows the best practice is to run *PuTTY in Windows* or *SecureCRT*. An example of how to configure PuTTY is below.

**Warning:** Do not use **Hyperterminal**.

macOS

For macOS the best practice is to run GNU *screen*, or *cu*. An example of how to configure GNU *screen* is below.

Linux

For Linux the best practices are to run GNU *screen*, *PuTTY in Linux*, *minicom*, or *dterm*. Examples of how to configure PuTTY and GNU *screen* are below.

FreeBSD

For FreeBSD the best practice is to run GNU *screen* or *cu*. An example of how to configure GNU *screen* is below.

### Client-Specific Examples

#### PuTTY in Windows

- Open PuTTY and select **Session** under **Category** on the left hand side.
- Set the **Connection type** to **Serial**
- Set **Serial line** to the *console port determined previously*
- Set the **Speed** to 115200 bits per second.
- Click the **Open** button

PuTTY will then display the console.

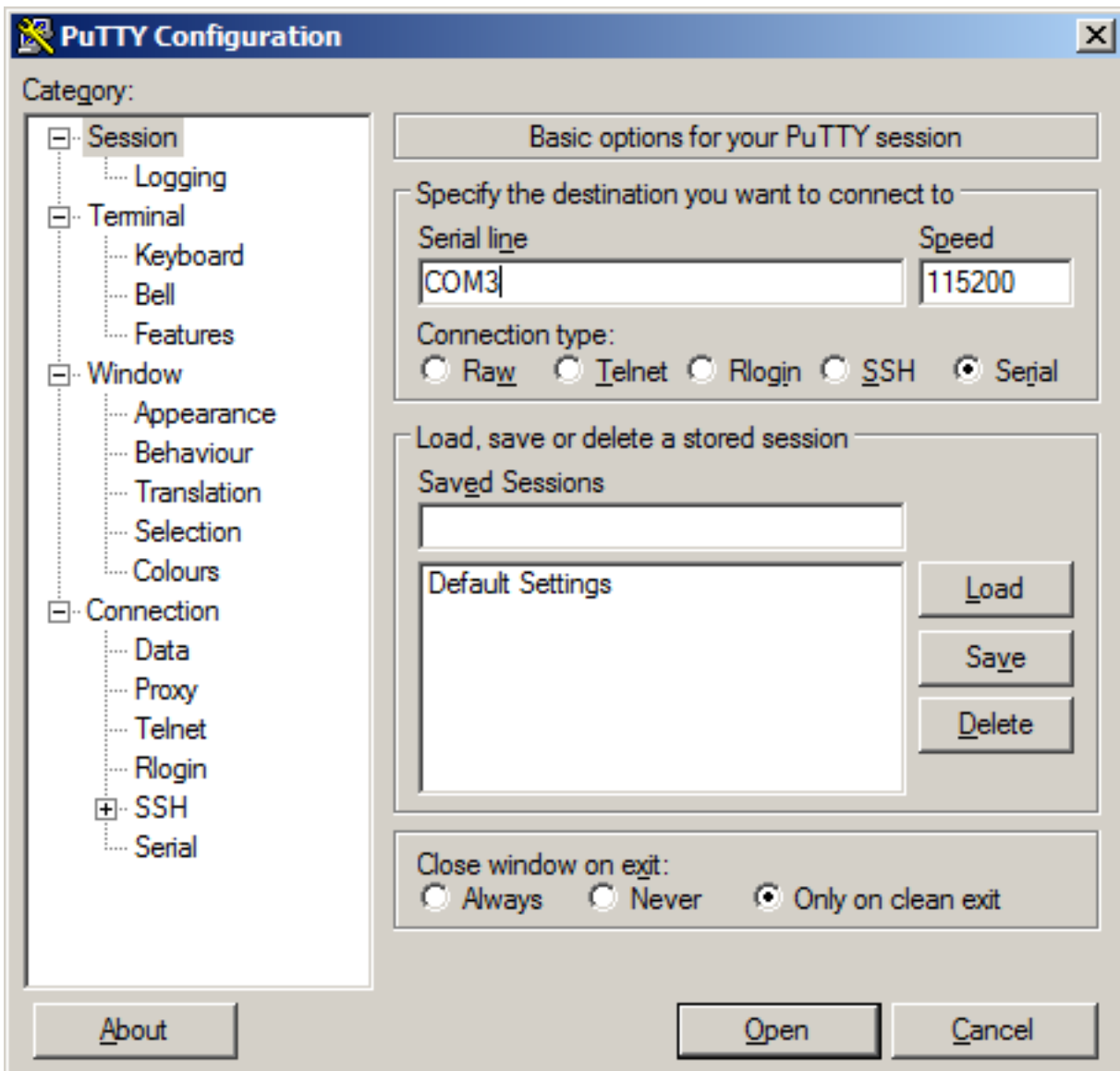


Fig. 3: An example of using PuTTY in Windows

## PuTTY in Linux

- Open PuTTY from a terminal by typing `sudo putty`

---

**Note:** The `sudo` command will prompt for the local workstation password of the current account.

---

- Set the **Connection type** to **Serial**
- Set **Serial line** to `/dev/ttyUSB0`
- Set the **Speed** to 115200 bits per second
- Click the **Open** button

PuTTY will then display the console.

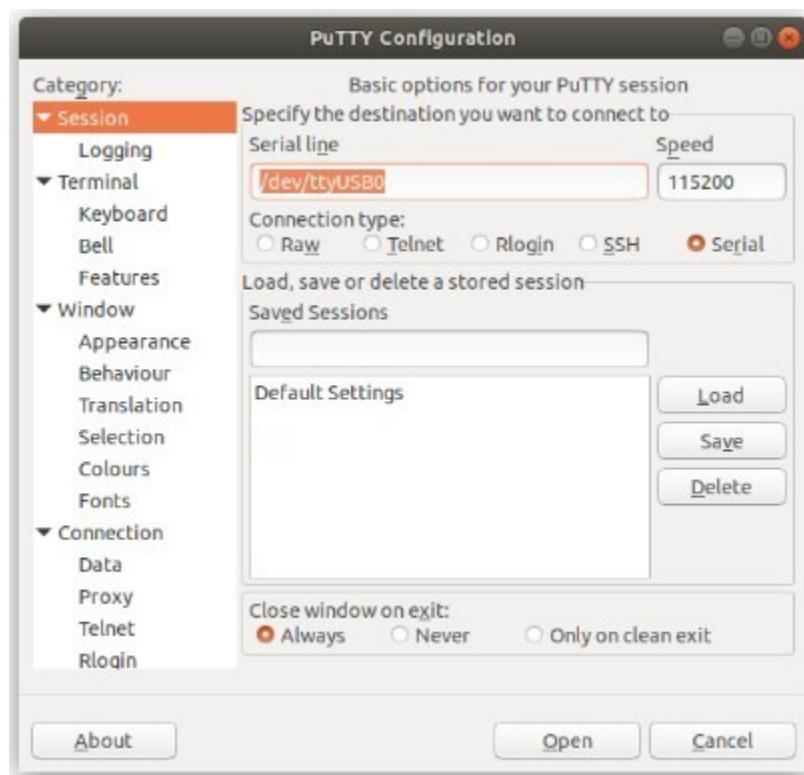


Fig. 4: An example of using PuTTY in Linux

## GNU screen

In many cases `screen` may be invoked simply by using the proper command line, where `<console-port>` is the console port that was located above.

```
$ sudo screen <console-port> 115200
```

---

**Note:** The `sudo` command will prompt for the local workstation password of the current account.

---

If portions of the text are unreadable but appear to be properly formatted, the most likely culprit is a character encoding mismatch in the terminal. Adding the `-U` parameter to the `screen` command line arguments forces it to use UTF-8 for character encoding:

```
$ sudo screen -U <console-port> 115200
```

## Terminal Settings

The settings to use within the terminal program are:

**Speed** 115200 baud, the speed of the BIOS

**Data bits** 8

**Parity** None

**Stop bits** 1

**Flow Control** Off or XON/OFF.

**Warning:** Hardware flow control (RTS/CTS) **must** be disabled.

## Terminal Optimization

Beyond the required settings there are additional options in terminal programs which will help input behavior and output rendering to ensure the best experience. These settings vary location and support by client, and may not be available in all clients or terminals.

These are:

**Terminal Type** `xterm`

This setting may be under Terminal, Terminal Emulation, or similar areas.

**Color Support** ANSI colors / 256 Color / ANSI with 256 Colors

This setting may be under Terminal Emulation, Window Colors, Text, Advanced Terminfo, or similar areas.

**Character Set / Character Encoding** UTF-8

This setting may be under Terminal Appearance, Window Translation, Advanced International, or similar areas. In GNU screen this is activated by passing the `-U` parameter.

**Line Drawing** Look for and enable setting such as “Draw lines graphically”, “Use unicode graphics characters”, and/or “Use Unicode line drawing code points”.

These settings may be under Terminal Appearance, Window Translation, or similar areas.

**Function Keys / Keypad** `Xterm R6`

In Putty this is under **Terminal > Keyboard** and is labeled **The Function Keys and Keypad**.

**Font** For the best experience, use a modern monospace unicode font such as Deja Vu Sans Mono, Liberation Mono, Monaco, Consolas, Fira Code, or similar.

This setting may be under Terminal Appearance, Window Appearance, Text, or similar areas.

## 2.2.2 What's Next?

After connecting a terminal client, it may not immediately see any output. This could be because the device has already finished booting or it may be that the device is waiting for some other input.

If the device does not yet have power applied, plug it in and monitor the terminal output.

If the device is already powered on, try pressing `Space`. If there is still no output, press `Enter`. If the device was booted, it may redisplay the console menu or login prompt, or produce other output indicating its status.

From the console, a variety of things are possible, such as changing interface addresses. There is a [full explanation of every console menu option in the pfSense software documentation](#).

## 2.2.3 Troubleshooting

### Serial Device Missing

With a USB serial console there are a few reasons why the serial port may not be present in the client operating system, including:

**No Power** Some models require power before the client can connect to the USB serial console.

**USB Cable Not Plugged In** For USB consoles, the USB cable may not be fully engaged on both ends. Gently, but firmly, ensure the cable has a good connection on both sides.

**Bad USB Cable** Some USB cables are not suitable for use as data cables. For example, some cables are only capable of delivering power for charging devices and not acting as data cables. Others may be of low quality or have poor or worn connectors.

The ideal cable to use is the one that came with the device. Failing that, ensure the cable is of the correct type and specifications, and try multiple cables.

**Wrong Device** In some cases there may be multiple serial devices available. Ensure the one used by the serial client is the correct one. Some devices expose multiple ports, so using the incorrect port may lead to no output or unexpected output.

**Hardware Failure** There could be a hardware failure preventing the serial console from working. Contact Netgate TAC for assistance.

### No Serial Output

If there is no output at all, check the following items:

**USB Cable Not Plugged In** For USB consoles, the USB cable may not be fully engaged on both ends. Gently, but firmly, ensure the cable has a good connection on both sides.

**Wrong Device** In some cases there may be multiple serial devices available. Ensure the one used by the serial client is the correct one. Some devices expose multiple ports, so using the incorrect port may lead to no output or unexpected output.

**Wrong Terminal Settings** Ensure the terminal program is configured for the correct speed. The default BIOS speed is 115200, and many other modern operating systems use that speed as well.

Some older operating systems or custom configurations may use slower speeds such as 9600 or 38400.

**Device OS Serial Console Settings** Ensure the operating system is configured for the proper console (e.g. `ttys1` in Linux). Consult the various operating install guides on this site for further information.

## PuTTY has issues with line drawing

PuTTY generally handles most cases OK but can have issues with line drawing characters on certain platforms.

These settings seem to work best (tested on Windows):

### Window

**Columns x Rows** 80x24

### Window > Appearance

**Font** *Courier New 10pt* or *Consolas 10pt*

### Window > Translation

**Remote Character Set** *Use font encoding* or *UTF-8*

**Handling of line drawing characters** *Use font in both ANSI and OEM modes* or *Use Unicode line drawing code points*

### Window > Colours

**Indicate bolded text by changing** *The colour*

## Garbled Serial Output

If the serial output appears to be garbled, missing characters, binary, or random characters check the following items:

**Flow Control** In some cases flow control can interfere with serial communication, causing dropped characters or other issues. Disabling flow control in the client can potentially correct this problem.

On PuTTY and other GUI clients there is typically a per-session option to disable flow control. In PuTTY, the **Flow Control** option is in the settings tree under **Connection**, then **Serial**.

To disable flow control in GNU Screen, add the `-ixon` and/or `-ixoff` parameters after the serial speed as in the following example:

```
$ sudo screen <console port> 115200,-ixon
```

**Terminal Speed** Ensure the terminal program is configured for the correct speed. (See [No Serial Output](#))

**Character Encoding** Ensure the terminal program is configured for the proper character encoding, such as **UTF-8** or **Latin-1**, depending on the operating system. (See [GNU Screen](#))

## Serial Output Stops After the BIOS

If serial output is shown for the BIOS but stops afterward, check the following items:

**Terminal Speed** Ensure the terminal program is configured for the correct speed for the installed operating system. (See [No Serial Output](#))

**Device OS Serial Console Settings** Ensure the installed operating system is configured to activate the serial console and that it is configured for the proper console (e.g. `ttys1` in Linux). Consult the various operating install guides on this site for further information.

**Bootable Media** If booting from a USB flash drive, ensure that the drive was written correctly and contains a bootable operating system image.



## 2.3 Reinstalling pfSense Plus Software

1. Please [open a TAC ticket](#) to request access to the Plus firmware by selecting **Firmware Access** as the **General Problem** and then select **Netgate 4200** for the platform. Make sure to include the serial number in the ticket to expedite access.

Once the ticket is processed, the latest stable version of the firmware will be attached to the ticket, with a name such as:

```
pfSense-plus-memstick-serial-23.09.1-RELEASE-amd64.img.gz
```

---

**Note:** pfSense® Plus is preinstalled on Netgate appliances, which is optimally tuned for Netgate hardware and contains features that cannot be found elsewhere, such as ZFS Boot Environments, OpenVPN DCO, and the [AWS VPC Wizard](#).

---

2. Write the image to a USB memstick.

**See also:**

Locating the image and writing it to a USB memstick is covered in detail under [Writing Flash Drives](#).

3. [Connect to the console port](#) of the Netgate device.
4. Insert the memstick into the USB port on the right side and boot the system.
5. Wait for the BIOS prompt to appear.
6. Press `Esc` to enter the BIOS.
7. Use the left/right arrow keys to select the “Save & Exit” header.
8. Use the up/down arrow keys to move into the **Boot Override** section.
9. Select the entry for the USB memstick

The entry is likely at or near the bottom of the list. The name of the entry varies by brand/make/model of the USB memstick.

10. After a minute the pfSense® Plus loader menu will be displayed with a 3 second timer. Either allow the menu to timeout or press `1` (the default) to continue.
11. Choose one of the console type options the installer offers for serial console installation.

The optimal choice for a properly configured terminal is `xterm`. Choose the correct console output most compatible with the serial client.

---

**Note:** Of the choices, `vt100` is the most widely compatible type but it is also limited in how it can display output. The `xterm` option renders the best on GNU `screen` and many popular modern clients and terminals.

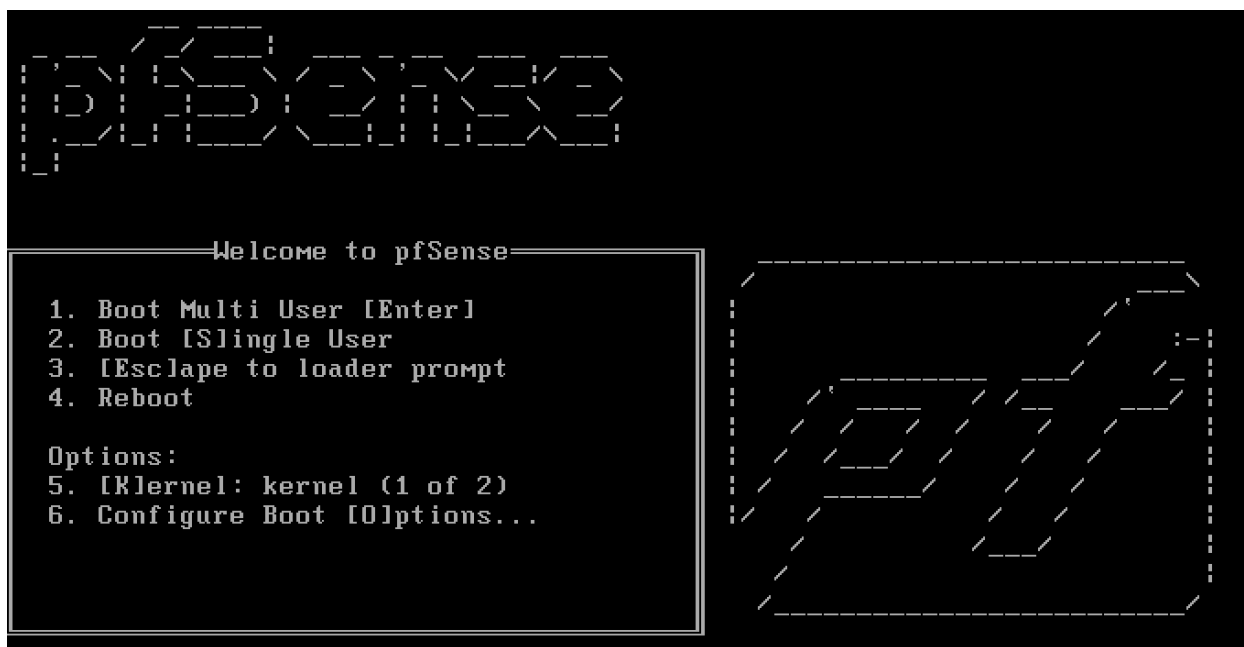
---

12. Read the Copyright and distribution notice displayed by the installer. Press `Enter` to accept the terms of the agreement.
13. The installer will automatically launch and present several options. On Netgate firewalls, choosing `Enter` for the default options on each screen will complete the installation process. One exception to this is that it may be necessary to press the space bar to select the correct target disk.

---

**Note:** Options such as the type of disk partition can be modified through this installation if required.

---

**See also:**

For more information on the available choices during this process, see the [Installation Walkthrough](#).

---

**Tip:** If there is an existing installation on this device, the `Recover config.xml` option will attempt to mount the existing installation drive and copy the previous configuration, including SSH keys. Choose that option first, then proceed through the install as usual.

---

14. If prompted to clean up multiple identical boot entries, select **Yes** and press the Enter key.
15. The installer will then prompt to Reboot. Select **Reboot** and press Enter. The device will shutdown and reboot.

```
Dec 21 22:41:37 Waiting (max 60 seconds) for system process `vnlr` to stop...  
→done  
Waiting (max 60 seconds) for system process `syncer` to stop...  
Waiting (max 60 seconds) for system process `bufdaemon` to stop... done  
All buffers synced.  
Uptime: 5m43s  
umass0: detached
```

16. Remove the USB drive from the USB port.

---

**Important:** If the USB drive remains attached, the system may boot into the installer again.

---

**See also:**

For information on restoring from a previously saved configuration, go to [Backup and Restore](#).

**Caution:** If this device contains multiple disks, such as when adding an SSD to an existing system which previously used MMC, additional steps may be necessary to ensure the device boots from and uses the correct

disk. Furthermore, having separate installations of the software on different disks is a known source of problems. For example, the kernel could boot from one disk while the root filesystem is loaded from another, or they could contain conflicting ZFS pools.

In some cases it is possible to adjust the BIOS boot order to prefer the new disk, but the best practice is to wipe the old disk to remove any chance of the previous installation causing boot issues or conflicts.

For information on how to wipe the old disk, see [Multiple Disk Boot Issues](#).

## 2.4 Configuring an OPT interface as an additional WAN

This guide configures an OPT port as an additional WAN type interface. These interfaces connect to upstream networks providing connectivity to the Internet or other remote destinations.

**See also:**

[Multi-WAN documentation](#)

### Configuring an additional WAN

- *Requirements*
- *Assign the Interface*
- *Interface Configuration*
- *Outbound NAT*
- *Firewall Rules*
- *Gateway Groups*
- *DNS*
- *Setup Policy Routing*
- *Dynamic DNS*
- *VPN Considerations*
- *Testing*

### 2.4.1 Requirements

- This guide assumes the underlying interface is already present (e.g. physical port, VLAN, etc).
- The WAN configuration type and settings must be known before starting. For example, this might be an IP address, subnet mask, and gateway value for static addresses or credentials for PPPoE.

## 2.4.2 Assign the Interface

- Navigate to **Interfaces > Assignments**

Look at list of current assignments. If the interface in question is already assigned, there is nothing to do. Skip ahead to the interface configuration.

- Pick an available interface in **Available network ports**

If there are no available interfaces, then one may need to be setup in some other way (e.g. VLANs).

- Click  **Add**

The firewall will assign the next available OPT interface number corresponding to the internal interface designation. For example, if there are no current OPT interfaces, the new interface will be **OPT1**. The next will be **OPT2**, and so on.

---

**Note:** As this guide does not know what that number will be on a given configuration, it will refer to the interface generically as **OPTx**.

---

The newly assigned interface will have its own entry under the **Interfaces** menu and elsewhere in the GUI.

## 2.4.3 Interface Configuration

The new interface must be enabled and configured.

- Navigate to **Interfaces > OPTx**
- Check **Enable interface**
- Set custom name in the **Description**, e.g. WAN2
- Set IP address and CIDR for static, or DHCP/PPPoE/etc.

**See also:**

[IPv4 Configuration Types](#)

- Create a Gateway if this is a static IP address WAN:

- Click  **Add a New Gateway**

- Configure the gateway as follows:

**Default** Check if this new WAN should be the default gateway.

**Gateway Name** Name it the same as the interface (e.g. WAN2), or a variation thereof.

**Gateway IPv4** The IPv4 address of the gateway inside the same subnet.

**Description** Optional text describing the purpose of the gateway.

- Click  **Add**

- Ensure the new gateway is selected as the **IPv4 Upstream Gateway**

- Check **Block private networks**

This will block private network traffic on the interface, though if the firewall rules for this WAN are not permissive, this may be unnecessary.

- Check **Block bogon networks**

This will traffic from bogus or unassigned networks on the interface, though if the firewall rules for this WAN are not permissive, this may be unnecessary.

- Click **Save**
- Click **Apply Changes**

The presence of a selected gateway in the interface configuration causes the firewall to treat the interface as a WAN type interface. This is manual for static configurations, as above, but is automatic for dynamic WANs (e.g. DHCP, PPPoE).

The firewall applies outbound NAT to traffic exiting WAN type interfaces but does not use WAN type interface networks as a source for outbound NAT on other interfaces. Firewall rules on WAN type interfaces get `reply-to` added to ensure traffic entering a WAN exits the same WAN, and traffic exiting the interface is nudged toward its gateway. The DNS Resolver will not accept queries from clients on WAN type interfaces without manual ACL entries.

**See also:**

[Interface Configuration](#)

## 2.4.4 Outbound NAT


For clients on local interfaces to get to the Internet from private addresses to destinations through this WAN, the firewall must apply Outbound NAT on traffic leaving this new WAN.

- Navigate to **Firewall > NAT, Outbound** tab
- Check the current outbound NAT mode

If the mode is set to **Automatic** or **Hybrid**, then this may not need further configuration. Ensure there are rules for the new WAN listed as a **Interface** in the **Automatic Rules** at the bottom of the page. If so, skip ahead to the next section.

If the mode is set to **Manual**, create a new rule or set of rules to cover the new WAN.

If there are existing rules in the **Mappings** table, they can be copied and adjusted to use the new WAN. Otherwise, create them manually:

- Click  to add a new rule at the top of the list.
- Configure the rule as follows:

**Interface** Choose the new WAN interface (e.g. **WAN2**)

**Address Family** *IPv4*

**Protocol** *Any*

**Source** *Network*, and fill in the LAN subnet, e.g. `192.168.1.0/24`.

If there is more than one LAN subnet, create rules for each or use other methods such as aliases or CIDR summarization to cover them all.

**Destination** *Any*

**Translation Address** *Interface Address*

**Description** Text describing the rule, e.g. `LAN outbound on WAN2`

- Click **Save**
- Click **Apply Changes**

Repeat as needed for additional LANs.

## 2.4.5 Firewall Rules

By default there are no rules on the new interface, so the firewall will block all traffic. This is ideal for a WAN, so is safe to leave as-is. Adding services on the new WAN, such as VPNs, may require rules but those should be handled on a case-by-case basis.


**Warning:** Do not add any blanket “allow all” style rules on any WAN.

## 2.4.6 Gateway Groups

Gateway Groups do not control traffic directly, but can be used in other places, such as firewall rules and service bindings, to influence how those areas use gateways.

For most scenarios it helps to create three gateway groups to start with: `PreferWAN`, `PreferWAN2`, and `LoadBalance`:

- Navigate to **System > Routing, Gateway Groups** tab


- Click  **Add** to create a new gateway group
- Configure the group as follows:

**Group Name** `PreferWAN`

**Gateway Priority** Gateway for WAN on **Tier 1**, and WAN2 on **Tier 2**

**Description** `Prefer WAN, fail to WAN2`

- Click **Save**

- Click  **Add** to create another gateway group


- Configure the group as follows:

**Group Name** `PreferWAN2`

**Gateway Priority** Gateway for WAN on **Tier 2**, and WAN2 on **Tier 1**

**Description** `Prefer WAN2, fail to WAN`

- Click **Save**

- Click  **Add** to create another gateway group

- Configure the group as follows:

**Group Name** `LoadBalance`

**Gateway Priority** Gateways for WAN and WAN2 both on **Tier 1**

**Description** `Prefer WAN2, fail to WAN`

---

**Note:** This performs connection-based load balancing, not per-packet load balancing.

---

- Click **Save**
- Click **Apply Changes**

Now set the default gateway to a failover group:

- Navigate to **System > Routing, Gateways** tab
- Set **Default gateway IPv4** to *PreferWAN*
- Click **Save**
- Click **Apply Changes**

---

**Note:** This is important for failover from the firewall itself so it always has outbound access. While this also enables basic failover for client traffic, it's better to use policy routing rules to control client traffic behavior.

---

## 2.4.7 DNS

DNS is critical for Internet access and it's important to ensure the firewall can always resolve hostnames using DNS even when running on a secondary WAN.

The needs here depend upon the configuration of the DNS Resolver or Forwarder.

If the DNS Resolver is in its default resolver mode, then default gateway switching will be sufficient to handle failover in most cases, though it may not be as reliable as using forwarding mode.

If the DNS Resolver is in forwarding mode or the firewall is using the DNS Forwarder instead, then maintaining functional DNS requires manually configuring gateways for forwarding DNS servers.

- Navigate to **System > General Setup**
- Add at least one DNS server for each WAN, ideally two or more  
These servers must be unique, the same server cannot be listed more than once.
- Select a gateway for each DNS server, corresponding to the WAN through which the firewall can reach the DNS server.  
For public DNS servers such as CloudFlare or Google, either WAN is OK, but if either WAN uses DNS servers from a specific ISP, ensure those exit the appropriate WAN.
- Uncheck **DNS Server Override**  
This will tell the firewall to use the DNS servers entered on this page and to ignore servers provided by dynamic WANs such as DHCP or PPPoE. Occasionally these providers may push conflicting DNS server information so the best practice is to assign the DNS servers manually.
- Click **Save**

---

**Note:** If the DNS Resolver has specific outgoing interfaces selected in its configuration, select the new WAN there well as well.

---


## 2.4.8 Setup Policy Routing

Policy routing involves setting a gateway on firewall rules which direct matching traffic out specific WANs or failover groups.

In simple cases (one LAN, no VPNs) the only requirement to configure policy routing is to add a gateway to existing rules.

- Navigate to **Firewall > Rules, LAN** tab
- Edit the default pass rule for the LAN
- Click **Display Advanced**
- Set the **Gateway** to one of the gateway groups based on the desired LAN client behavior.  
For example, pick *PreferWAN* so clients use WAN and then if WAN fails, they use WAN2.
- Click **Save**
- Click **Apply Changes**

If there are other local networks or VPNs which clients on LAN must reach, add rules **above** the default pass rules to pass local traffic without a gateway set:

- Navigate to **Firewall > Rules, LAN** tab
- Click  to add a new rule at the **top** of the list
- Configure the rule as follows:

**Action** *Pass*

**Interface** *LAN*

**Protocol** *Any*

**Source** *LAN net*

**Destination** The other local subnet, VPN network, or an alias of such networks.

**Description** *Pass to local and VPN networks*

Do not set a gateway on this rule.

- Click **Save**
- Click **Apply Changes**

## 2.4.9 Dynamic DNS

Dynamic DNS provides several benefits for multiple WANs, particularly with VPNs. If the firewall does not already have one or more Dynamic DNS hostnames configured, consider signing up with a provider and creating one or more.

It's a good practice to have a separate DNS entry for each WAN and a shared entry for failover, or one per failover group. If that is not viable, at least have one for the most common needs.

The particulars of configuring Dynamic DNS entries vary by provider and are beyond the scope of this document.



## 2.4.10 VPN Considerations

IPsec can use a gateway group as an as interface, but needs a dynamic DNS hostname as companion. The remote peer would need to use the Dynamic DNS hostname as the peer address of this firewall instead of an IP address. Because this relies on DNS, failover can be slow.

WireGuard does not bind to an interface, but can work with Multi-WAN. It will respond from WAN2 if client contacts WAN2, but when initiating it will always use the current default gateway. Static routes can nudge traffic for a specific peer out a specific WAN.

OpenVPN can use a gateway group as an interface for clients or servers. Client behavior is OK and should match default failover behavior configured on the group. For servers it is better to bind the server to localhost and use port forwards from each WAN to localhost. Remote clients can then have multiple remote entries and contact each WAN as needed at any time.

## 2.4.11 Testing

Methods for testing depend on the type of WANs and gateway groups in use.

- For most WANs, a better test is to unplug the **upstream** connection from the CPE. This more accurately simulates a typical type of upstream connectivity failure. Do not power off the CPE or unplug the connection between the firewall and the CPE. While this may work, it's a much less common scenario and can behave differently.
- For testing load balancing, use cURL or multiple browsers/sessions when checking the IP address multiple times. Refreshing the same browser window will reuse a connection to the server and is not helpful for testing connection-based load balancing.

## 2.5 Configuring an OPT interface as an additional LAN

This guide configures an OPT port as an additional LAN type interface. These local interfaces can perform a variety of tasks, such as being a guest network, DMZ, IOT isolation, wireless segment, lab network, and more.

### Configuring an additional LAN

- *Requirements*
- *Assign the Interface*
- *Interface Configuration*
- *DHCP Server*
- *Outbound NAT*
- *Firewall Rules*
  - *Open*
  - *Isolated*
- *Other Services*

## 2.5.1 Requirements

- This guide assumes the underlying interface is already present (e.g. physical port, VLAN, etc).
- Choose a new local subnet to use for the additional LAN type interface. This example uses 192.168.2.0/24.

## 2.5.2 Assign the Interface

The first step is to assign an OPT interface.

- Navigate to **Interfaces > Assignments**

Look at list of current assignments. If the interface in question is already assigned, there is nothing to do. Skip ahead to the interface configuration.

- Pick an available interface in **Available network ports**

If there are no available interfaces, then one may need to be setup in some other way (e.g. VLANs).

- Click  **Add**

The firewall will assign the next available OPT interface number corresponding to the internal interface designation. For example, if there are no current OPT interfaces, the new interface will be **OPT1**. The next will be **OPT2**, and so on.

---

**Note:** As this guide does not know what that number will be on a given configuration, it will refer to the interface generically as **OPTx**.

---

The newly assigned interface will have its own entry under the **Interfaces** menu and elsewhere in the GUI.

## 2.5.3 Interface Configuration

The new interface must be enabled and configured.

- Navigate to **Interfaces > OPTx**
- Check **Enable interface**
- Set custom name in the **Description**, e.g. GUESTS, DMZ, etc.
- Set the IP address and CIDR mask for the new LAN

For this example, 192.168.2.1/24.

- **Do not** add or choose a gateway
- Uncheck **Block private networks**

This interface is a private network, this option would prevent it from functioning.

- Uncheck **Block bogon networks**

The rules on this interface should only allow traffic from the subnet on the interface, making this option unnecessary.

- Click **Save**
- Click **Apply Changes**

The lack of a selected gateway in the interface configuration causes the firewall to treat the interface as a LAN type interface.

The firewall uses LAN type interfaces as sources of outbound NAT traffic but does not apply outbound NAT on traffic exiting a LAN. The firewall does not add any extra properties on firewall rules to influence traffic behavior. The DNS Resolver will accept queries from clients on LAN type interfaces.

**See also:**

[Interface Configuration](#)

## 2.5.4 DHCP Server

Next, configure DHCP service for this local interface. This is a convenient and easy way assign addresses for clients on the interface, but is optional if clients will be statically addressed instead.

- Navigate to **Services > DHCP Server**, **OPTx** tab (Or the custom name)
- Check **Enable**
- Configure the **Range**, e.g. from 192.168.2.100 to 192.168.2.199

This sets the lower (**From**) and upper (**To**) bound of automatic addresses assigned to clients.

- The rest can be left at defaults
- Click **Save**

**See also:**

[DHCPv4 Configuration](#)


## 2.5.5 Outbound NAT

For clients on this interface to get to the Internet from private addresses, the firewall must apply Outbound NAT for the new subnet.

- Navigate to **Firewall > NAT**, **Outbound** tab
- Check the current outbound NAT mode

If the mode is set to **Automatic** or **Hybrid**, then this may not need further configuration. Ensure the new LAN subnet is listed as a **Source** in the **Automatic Rules** at the bottom of the page. If so, skip ahead to the next section to configure Firewall Rules.

If the mode is set to **Manual**, create a new rule or set of rules to cover the new subnet.

- Click  to add a new rule at the top of the list
- Configure the rule as follows:

**Interface** Choose the WAN interface. If there is more than one WAN interface, add separate rules for each WAN interface.

**Address Family** *IPv4*

**Protocol** *Any*

**Source** *Network*, and fill in the new LAN subnet, e.g. 192.168.2.0/24.

**Destination** *Any*

**Translation Address** *Interface Address*

**Description** Text describing the rule, e.g. Guest LAN outbound on WAN

- Click **Save**
- Click **Apply Changes**

Alternately, clone existing NAT rules and adjust as needed to match the new LAN.

## 2.5.6 Firewall Rules

By default there are no rules on the new interface, so the firewall will block all traffic. This is not ideal for a LAN as generally speaking, the LAN clients will need to contact hosts through the firewall.

Rules for this interface can be found under **Firewall > Rules**, on the **OPTx** tab (or the custom name, e.g. **GUESTS**).


There are two common scenarios administrators typically choose for local interfaces: Open and Isolated

### Open

On an open LAN, hosts in that LAN are free to contact any other host through the firewall. This might be a host on the Internet, across a VPN, or on another local LAN.

In this case a simple “allow all” style rule for the interface will suffice.

- Navigate to **Firewall > Rules**, on the **OPTx** tab (or the custom name)

- Click  to add a new rule at the top of the list

- Configure the rule as follows:

**Action** *Pass*

**Interface** *OPTx* (or the custom name) should already be set by default

**Protocol** *Any*

**Source** *OPTx Net* (or the custom name)

**Destination** *Any*

**Description** Text describing the rule, e.g. Default allow all from OPTx

- Click **Save**
- Click **Apply Changes**
- Add rule to pass any protocol from interface net to any destination

### Isolated

In an isolated local network, hosts on the network cannot contact hosts on other networks unless explicitly allowed in the rules. Hosts can still contact the Internet as needed in this example, but that can also be restricted by more complicated rules.

This scenario is common for locked down networks such as for IOT devices, a DMZ with public services, untrusted Guest/BYOD networks, and other similar scenarios.

**Warning:** Do not rely on tricks such as using policy routing to isolate clients. A full set of reject rules as described in this example are the best practice.

Create RFC1918 alias or alias containing at least the local/private networks on this firewall, such as VPNs. Using all of the RFC1918 networks is a safer practice

- Navigate to **Firewall > Aliases**



- Click **Add**

- Configure it as follows:

**Name** `PrivateNets`

**Description** `Private Networks`

**Type** `Network(s)`

- Add entries for:

– `192.168.0.0/16`

– `172.16.0.0/12`

– `10.0.0.0/8`

- Click **Save**

- Navigate to **Firewall > Rules**, on the **OPTx** tab (or the custom name)

Add rule to pass DNS to firewall (or other DNS servers)



- Click **Add** to add a new rule at the bottom of the list.

- Configure the rule as follows:

**Action** `Pass`

**Interface** `OPTx` (or the custom name)

**Protocol** `TCP/UDP`

**Source** `OPTx Net` (or the custom name)

**Destination** `This Firewall (self)`

If clients are to use DNS servers other than the firewall, use those as the destination instead.

**Destination Port Range** `DNS`, or choose `Other` and enter `53`

To allow DNS over TLS as well, add another rule for DNS over TLS or port `853`.

**Description** Text describing the rule, e.g. `Allow clients to resolve DNS through the firewall`

- Click **Save**

Add rule to pass ICMP to firewall



- Click **Add** to add a new rule at the bottom of the list.

- Configure the rule as follows:

**Action** `Pass`

**Interface** `OPTx` (or the custom name)

**Protocol** `ICMP`

**ICMP Subtype** *Any* is OK in this case, ICMP is useful but some people prefer to limit to *Echo Request* only to allow ping and nothing else.

**Source** *OPTx Net* (or the custom name)


**Destination** *This Firewall (self)*

**Description** Allow client ICMP to the firewall

- Click **Save**

Add rule to reject any other traffic to firewall



- Click  to add a new rule at the bottom of the list.
- Configure the rule as follows:

**Action** *Reject*

**Interface** *OPTx* (or the custom name)

**Protocol** *Any*

**Source** *Any*


**Destination** *This Firewall (self)*

**Description** Reject all other traffic to the firewall

- Click **Save**

Add rule to reject traffic from this network to private networks



- Click  to add a new rule at the bottom of the list.
- Configure the rule as follows:

**Action** *Reject*

**Interface** *OPTx* (or the custom name)

**Protocol** *Any*

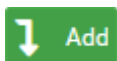
**Source** *Any*

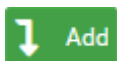
**Destination** *Single Host or Alias, PrivateNets* (the alias created earlier)

**Description** Reject all other traffic to private networks

- Click **Save**

Add rule to pass from this interface network to any destination:



- Click  to add a new rule at the bottom of the list.
- Configure the rule as follows:

**Action** *Pass*

**Interface** *OPTx* (or the custom name)

**Protocol** *Any*

**Source** *OPTx Net* (or the custom name)

**Destination** *Any*

**Description** Default allow all from OTPx

- Click **Save**

With the rules all in place, now click **Apply Changes** to finish and activate the new rules.

After the configuration, the rules should look like the following figure:

Rules (Drag to Change Order)											
<input type="checkbox"/>	States	Protocol	Source	Port	Destination	Port	Gateway	Queue	Schedule	Description	Actions
Exceptions to Local Blocks											
<input type="checkbox"/>	✓	0 / 0 B	IPv4 TCP/UDP	OPTX net	*	This Firewall	53 (DNS)	*	none	Allow clients to resolve DNS through the firewall	
<input type="checkbox"/>	✓	0 / 0 B	IPv4 ICMP	OPTX net	*	This Firewall	*	*	none	Allow client ICMP to the firewall	
Block to protected local networks											
<input type="checkbox"/>	✗	0 / 0 B	IPv4 *	*	*	This Firewall	*	*	none	Reject all other traffic to the firewall	
<input type="checkbox"/>	✗	0 / 0 B	IPv4 *	*	*	PrivateNets	*	*	none	Reject all other traffic to private networks	
General pass rules											
<input type="checkbox"/>	✓	0 / 0 B	IPv4 *	OPTX net	*	*	*	*	none	Default allow all from OTPx	
Add            Add            Delete            Toggle            Copy            Save            Separator											

Fig. 5: Example firewall rules for isolated LAN type segment

**Tip:** Rule separators are useful for documenting a ruleset in place.

Similar to the isolated network, it's also possible to be much more strict with rules to only allow specific outbound ports. When creating this type of configuration,

## 2.5.7 Other Services

In most cases the above configuration is sufficient and clients on the new LAN can now obtain an address and get out to the Internet. However, there may be other custom settings which need accounted for when adding a new local interface:

- If the DNS resolver has specific interface bindings, add the new interface to the list.
- If using ALTQ traffic shaping, re-run the shaper wizard to include this new LAN type interface.
- Consider using captive portal to control access the interface

## 2.6 Factory Reset Procedure

This procedure performs a factory reset using the hardware reset button on the Netgate 4200. This button is located on the rear side of the unit toward the left end, between the power and console connectors and under the power button. See *Input and Output Ports* for reference photos.

**See also:**

- [Factory Reset from GUI or Console](#)

Unlike some other models of Netgate hardware, the reset procedure on Netgate 4200 can be triggered while the device is running and does not require complicated timing.

1. Power on the device if it is not already running.

If the device is booting, wait for the **Diamond** LED to start flashing blue or turn solid blue.

2. **Press and hold** the reset button (bottom).

---

**Note:** This is the bottom (recessed) button and may require a pen, paperclip, or similar tool to press.

---

The LEDs will start to fill in red one by one (Circle, Square, then Diamond) while the button is held in the depressed state.

3. Continue holding in the button until **all** of the LEDs start flashing red.

This will take approximately 8 seconds. Once the LEDs start flashing red, the factory reset is in progress and the button can be released. The device will reboot automatically.

To cancel the reset procedure, release the button at any point *before* the LEDs begin to flash red. The Diamond LED will return to a solid blue state indicating that the reset has been canceled.

4. Wait for the system to complete the reset and finish the boot process.

At the end of the boot process the LEDs will return to the ready state, with the Diamond LED solid blue.

When the device boots again it will be at its factory default settings and accessible from the LAN at `https://192.168.1.1`.

If this procedure fails, *connect to the console* and perform a factory reset there.



## REFERENCES

### 3.1 Additional Resources

#### 3.1.1 Netgate Training

Netgate training offers training courses for increasing your knowledge of pfSense® Plus products and services. Whether you need to maintain or improve the security skills of your staff or offer highly specialized support and improve your customer satisfaction; Netgate training has got you covered.

<https://www.netgate.com/training>

#### 3.1.2 Resource Library

To learn more about how to use Netgate appliances and for other helpful resources, make sure to browse the Netgate Resource Library.

<https://www.netgate.com/resources>

#### 3.1.3 Professional Services

Support does not cover more complex tasks such as CARP configuration for redundancy on multiple firewalls or circuits, network design, and conversion from other firewalls to pfSense® Plus software. These items are offered as professional services and can be purchased and scheduled accordingly.

<https://www.netgate.com/our-services/professional-services.html>

#### 3.1.4 Community Options

Customers who elected not to get a [paid support plan](#), can find help from the active and knowledgeable pfSense software community on the Netgate forum.

<https://forum.netgate.com/>

## 3.2 Warranty and Support

- One year manufacturer's warranty.
- Please contact Netgate for warranty information or view the [Product Lifecycle](#) page.
- All Specifications subject to change without notice

For support information, view [support plans](#) offered by Netgate.

**See also:**

For more information on how to use pfSense® Plus software, see the [pfSense Documentation](#) and [Resource Library](#).