



Web Remote Access



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Web Remote Access Overview

The Web Remote Access enhanced service allows 2Wire Gateway users to access their home computer files from remote locations (such as work, school, or while traveling) using any standard Web browser. Web Remote Access authenticates and encrypts access between the Web browser and the 2Wire Gateway, enabling users to *securely* access and download important files or manage other enhanced services such as Internet Access Controls or Firewall Monitor.

Web Remote Access users define a unique Web Domain Name during setup (for example, <http://myname.accessmyhome.net>), making it easy for the 2Wire Gateway administrator (or other users allowed to access the home network) to manage the gateway when away from the home.

2Wire Web Remote Access allows you to:

- Access your home computer files from a remote location using a standard Web browser—no need to load additional software on your home or remote computer.
- Publish photos, music, and other files for friends and family to access from anywhere in the world.
- Access your 2Wire Gateway configuration pages and logs.
- Enjoy piece of mind with authenticated and secure access.

All functions of the Web Remote Access application are accessed from the Remote Access area of the 2Wire Gateway user interface.

Setting Up Web Remote Access

After you have downloaded the latest firmware version, you can begin configuring Web Remote Access by clicking **SET UP NOW**.

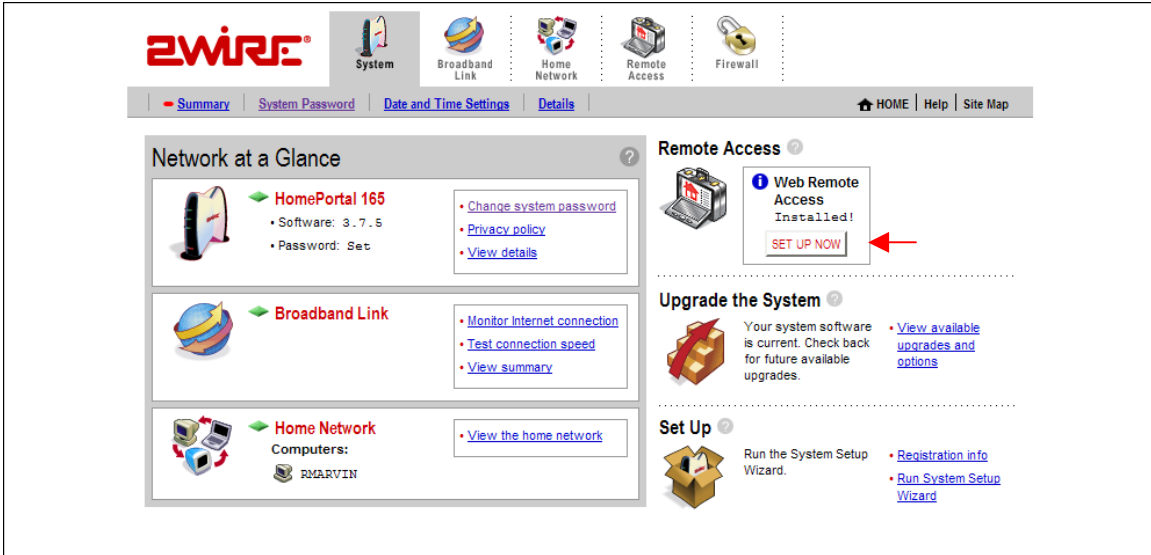


Figure 1

The Set Up Web Remote Access page opens.

- Read the Introduction for a summary of Web Remote Access features and configuration set up sequence.
- Click **NEXT** (Figure 2) to open the Web Remote Access Settings page.

Set Up Web Remote Access

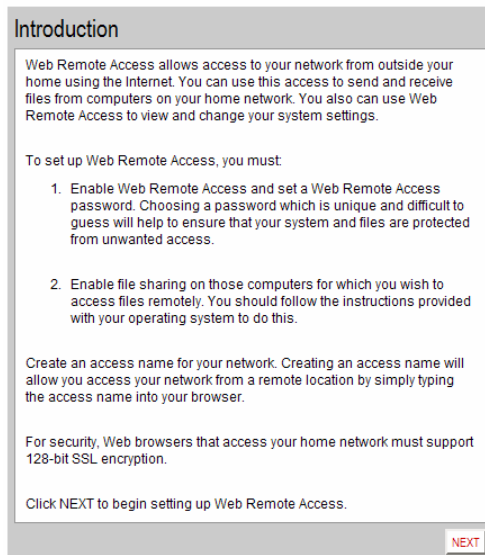


Figure 2

1. Click the **Enable** checkbox (Figure 3) to activate Web Remote Access and choose a remote access password.

The Web Remote Access password protects your 2Wire Gateway and home network files from unwanted access. 2Wire suggests that you choose a password that includes a combination of letters and numbers, and is at least 8 characters long. For optimal security, do *not* select easily guessed passwords such as your name, phone number, or common English words for your Web Remote Access password.

2. Click **SAVE**.

Settings

Web Remote Access

Enable Check ENABLE to allow secure remote access to your network.

.....

Choose a Password

Password:

Confirm Password:

Choose a password that remote users will use to connect to your network from a remote location.

.....

Enhanced Login Protection

For added security, you may choose to automatically block all Web Remote Access for a period time after a specified number of failed login attempts. To enable this feature, click ENABLE below.

Enable Check ENABLE to block Web Remote Access

for:

after: unsuccessful login attempts

Figure 3

3. The View Remote Access Summary page opens. To set up your personalized domain name, click the **SET UP NOW** button in the Domain Name box (Figure 4).

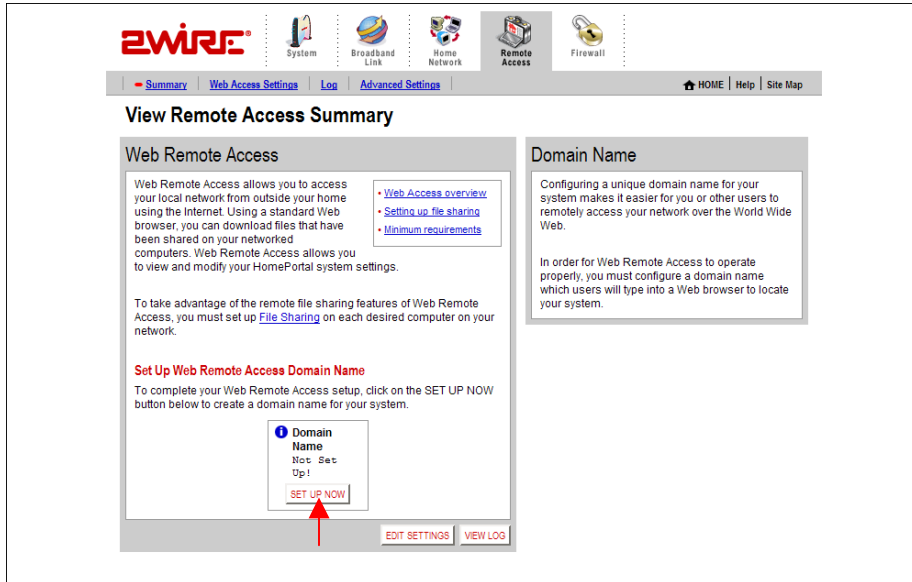


Figure 4

4. Select a domain name and click **SAVE**. The View Remote Access Summary page (Figure 5) will again appear confirming your domain name selection.

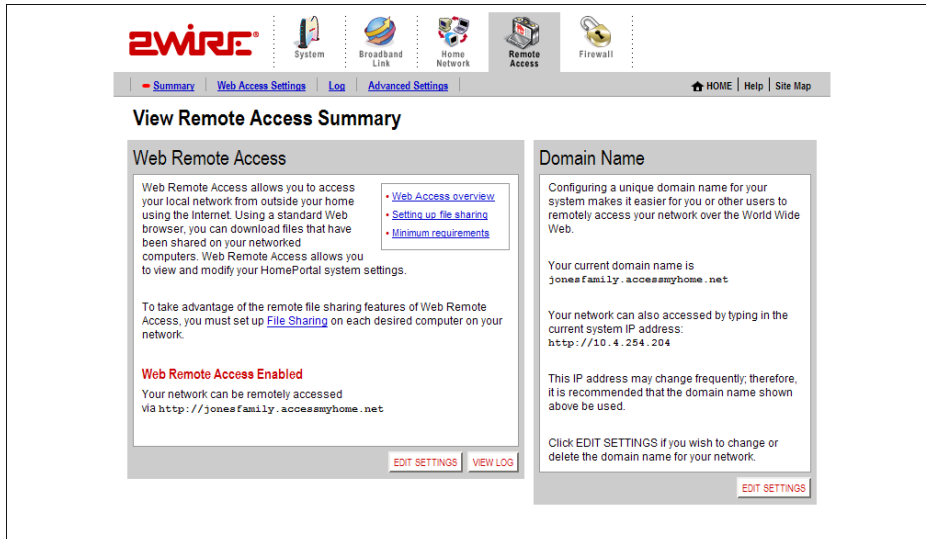


Figure 5


Note: Newly selected domain names usually become effective in a few minutes; however, it may take up to 24 hours. If you are unable to immediately remotely access your home network using the domain name, you can use your system IP address instead. This address is noted on the right side of the Web Remote Access Summary page in the Domain Name area.

- Web Remote Access is now enabled. To access your local computer files using Web Remote Access, you must enable Network File Sharing. Click the **Setting up file sharing** link on the Remote Access Summary page or click **Help** at the upper-right of any 2Wire gateway Web page for more information.

You can access your Remote Access Center directly from the Remote Access Summary page by clicking the **Click here to view your Remote Access Center** link located at the bottom of the Web Remote Access pane.

Editing Web Remote Access Settings

After Web Remote Access has been enabled, you can change the settings at any time.

To change Web Remote Access settings, click the Remote Access tab or the Remote Access briefcase icon () located on the 2Wire Gateway home page (Figure 6). You can access the home page by typing `http://home` into the address line of your browser.

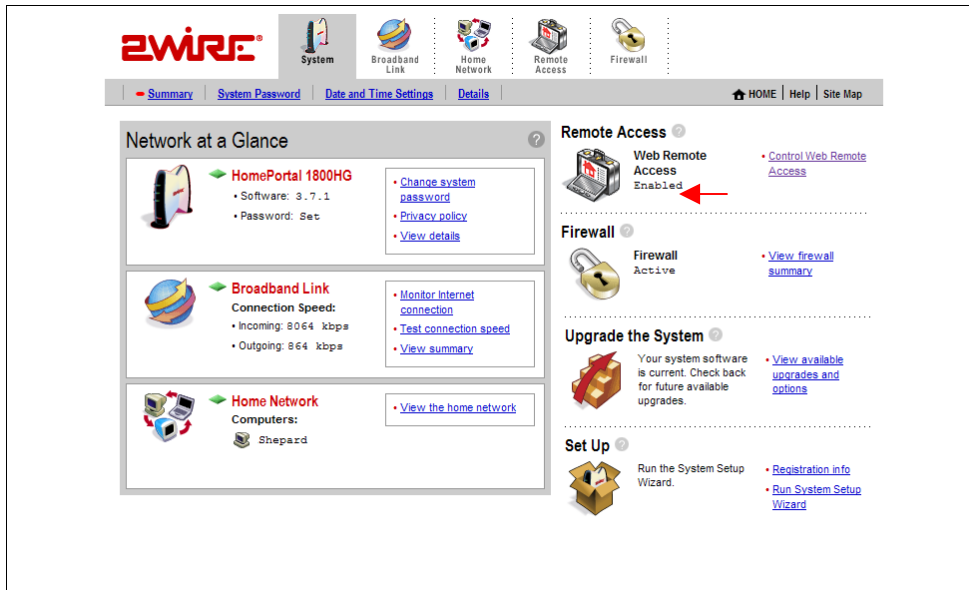


Figure 6

From the View Remote Access Summary page, click the **Web Access Settings** link or the **EDIT SETTINGS** button (Figure 7) on the lower left-side of the page. Doing so will load the Web Remote Access Settings page (Figure 8).

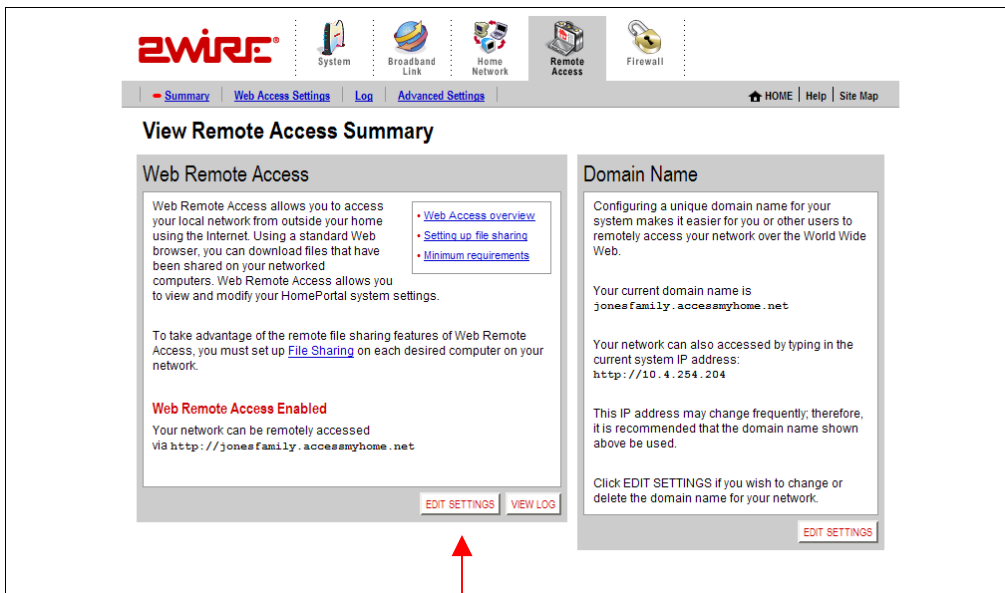



Figure 7

Note: You can access the Web Remote Access Settings page directly from the 2Wire Gateway home page (<http://home>) by clicking the **Control Web Remote Access** link to the right of the briefcase () icon.

From the Web Remote Access Settings page, you can:

- **Enable/Disable Web Remote Access.** Click the **Enable** checkbox to allow secure access to your 2Wire gateway and home network. To disable Web Remote Access, uncheck the box.
- **Change Password.** To change your Web Remote Access password, enter and confirm your new password.
- **Enable/Disable Enhanced Login Protection.** Enhanced Login protection is enabled by default. This is an added security feature that automatically disables Web Remote Access for a short time after a selected number of failed login attempts. This feature prevents repeated “guessing” of the Web Remote Access password.
- Uncheck the **Enable** checkbox in the Enhanced Login Protection area to disable the feature. You can also modify the default amount of time (1 hour) Web Remote Access will be temporarily disabled or select the default number of consecutive failed attempts (10 times) required to trigger this special protection.

You must click **SAVE** for the changes to take effect.

Figure 8

Web Remote Access Log

Use the Web Remote Access Log (Figure 9) to view successful and unsuccessful attempts to connect to your home network. Each log entry includes the date and time the entry was added as well as the Internet IP address from which Web Remote Access was attempted.

To view the Web Remote Access Log, follow these steps:

1. Launch a browser window and type **home** to access the 2Wire Gateway home page of the user interface.
2. On the main navigation bar at the top of your browser window, click the **Remote Access** tab.
3. Click **LOG** to view the Web Remote Access Log.

Date and Time	Event
2005/01/24 13:19:39 PST	Web Remote Access password has changed
2005/01/24 13:19:39 PST	Web Remote Access is enabled

Figure 9

To clear the log, click the **CLEAR LOG** button, located in the lower corner of the right side of the page. You may need to scroll down the page in order to see this button.

Accessing Your Home Network Using Web Remote Access

To access your home network, open the browser and type your personal domain name into the address line (for example, *jonesfamily.accessmyhome.net*).

Note: *When connecting to your home network using Web Remote Access, you may see a security alert from your browser. If you are prompted with this message, click **Yes** to proceed to the Remote Access Center.*

To gain access to your home network, enter the Web Remote Access password you chose during application set up and click **SUBMIT** (Figure 10). The Remote Access Center page opens (Figure 11). From the Remote Access Center page, you can access your 2Wire Gateway and computers that have file sharing enabled.

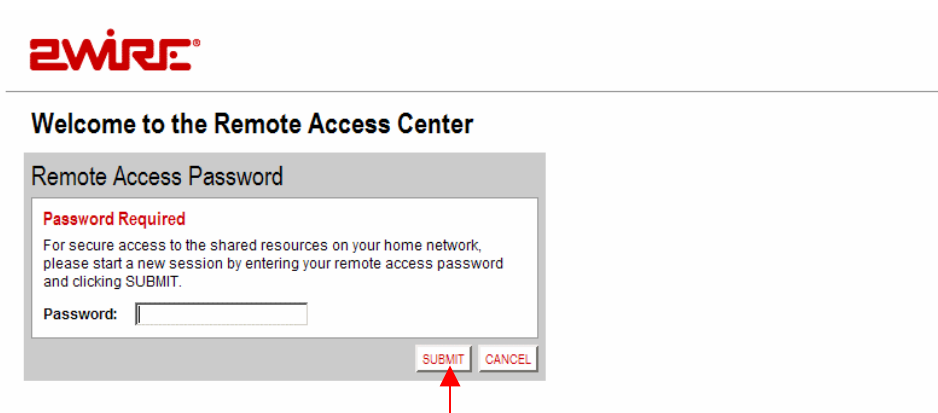


Figure 10

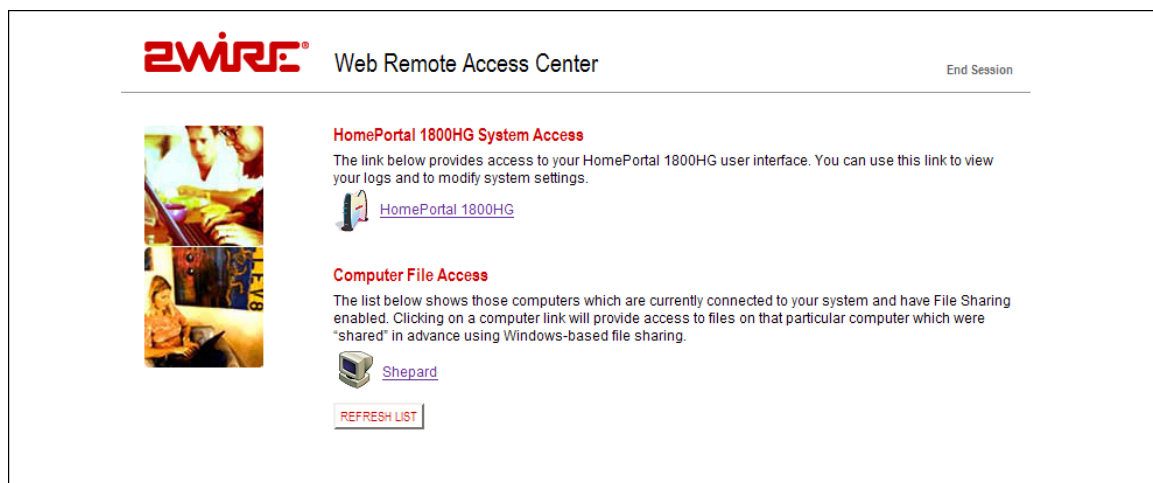


Figure 11

Accessing Your 2Wire Gateway Home Page Remotely

While you are at a remote location, you can use Web Remote Access to view your 2Wire Gateway home page, view enhanced services logs (for example, Internet Access Controls or Firewall Monitor), and make changes to your 2Wire Gateway configuration settings.

Note: *If you have set an administrative password for the 2Wire Gateway, you will be prompted to enter this password if you attempt to modify 2Wire Gateway settings or view restricted pages.*

After you have connected to your 2Wire Gateway using Web Remote Access, click the gateway link in the Remote Access Center (Figure 12). A new browser window will open displaying your 2Wire Gateway home page.

Note: *2Wire recommends that you **do not** change broadband settings while connecting remotely. Doing so may cause you to temporarily lose your connection to the remote network.*

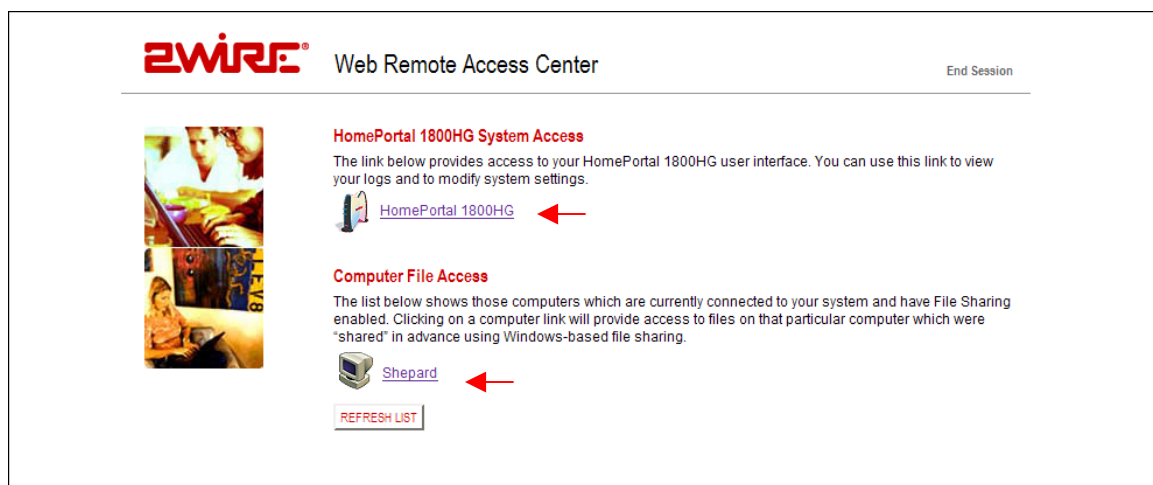


Figure 12

Accessing Your Local Computer Files From a Remote Location

While you are at a remote location, you can access shared files stored on computers connected to the 2Wire Gateway.

Note: *For best results, 2Wire recommends that you ensure your operating system has been properly configured for file sharing before attempting to access files remotely. For more information on enabling your operating system for file sharing, see the 2Wire support web site or review the online help system by clicking the **Help** link on the 2Wire Gateway home page.*

In order to access shared files, any firewall software on the computer, must be configured to enable file sharing. For information on how to configure your firewall, refer to the firewall vendor's website.

After you have connected to your home network using Web Remote Access, each computer that has file sharing enabled is displayed as a computer icon on the Remote Access Center page. Click the computer name link (for example, Shepard) next to the small computer icon to access your local computer files from the Remote Access Center (Figure 12).

Note: *Only computers with Windows file sharing enabled will appear in the list. To refresh the list of computers, click the **REFRESH LIST** button.*

After clicking the computer name, you are prompted to “Log In” to the selected computer (Figure 13). For most computers, you can login as **Guest User** and click the **SUBMIT** button.

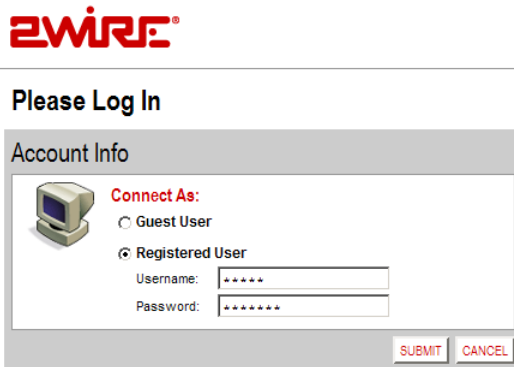


Figure 13

Depending on the security configuration of your computer operating system, you may be required to enter a user name and password to gain access to the files stored on that computer. If so, click the **Registered User** radio button and enter the password for that user account. Click **SUBMIT** to complete the log in process (Figure 13).

After your have logged in, you will see all *available* shared file directories for the selected computer. To access files in a given directory, click the directory name (Figure 14).

Note: You can only access files and folders that you have specified to share.

Access Shares

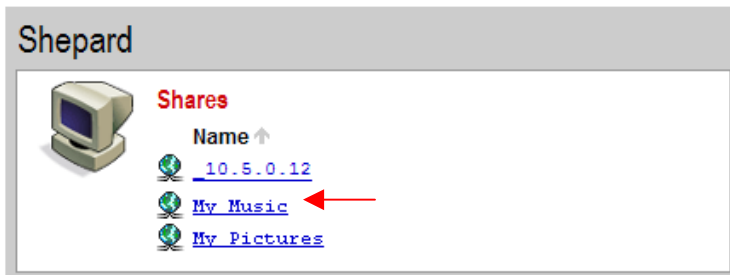


Figure 14

Depending on the local operating system configuration, you can use the Web Remote Access Shared Files page (Figure 15) to do one or more of the following on the selected home network computer:

- Add files
- Retrieve files
- Delete files
- Create directories

Access Shared Files

Log Out | Remote Access Center

Name	Size	Type	Last Modified	
Parent Directory				
Chicken Cordon Bleus.mp3	3589 KB	File	03/21/2004 04:17 PM	DELETE
Choo Choo Ch Boogie.mp3	4336 KB	File	03/21/2004 04:17 PM	DELETE
Chopin's Polonaise.mp3	3971 KB	File	03/21/2004 04:17 PM	DELETE
Desktop.ini	438 B	File	12/03/2004 12:20 PM	DELETE
Diamonds in the Rough.mp3	2271 KB	File	03/21/2004 04:17 PM	DELETE
I'll Fix Your Flat Tire Merle...>	2578 KB	File	03/21/2004 04:17 PM	DELETE
Is it true What They Saw Abou...>	2747 KB	File	03/21/2004 04:17 PM	DELETE

Figure 15

To retrieve a file, click the link associated with the file name. When doing so, your Internet browser may try to open the appropriate application needed to view the file automatically. In some cases, this might lead to undesired results.

If you have problems clicking directly on a file link, 2Wire recommends using the browser "Save" function to save the file to your computer hard disk before accessing it. For Internet Explorer users, this is done by right-clicking the file link and choosing the **Save As** option.

Note: When attempting to add, retrieve, or delete files, you may receive a message indicating that you do not have permission to perform the requested action. This message is originating at the home computer, not from Web Remote Access. If this occurs, you may try to log in as a registered user on that computer. To change your current log in, click the **Log Out** link or return to the Remote Access Center page and click the computer name again. If you continue to have file access problems, confirm the file security settings while at home and when directly accessing the local computer.

Ending your Remote Access Session

To end your Remote Access session, return to the Remote Access Center page and click **End Session** (Figure 16).

2Wire Web Remote Access Center End Session ←

HomePortal 1800HG System Access
The link below provides access to your HomePortal 1800HG user interface. You can use this link to view your logs and to modify system settings.
[HomePortal 1800HG](#)

Computer File Access
The list below shows those computers which are currently connected to your system and have File Sharing enabled. Clicking on a computer link will provide access to files on that particular computer which were "shared" in advance using Windows-based file sharing.
[Shepard](#)

[REFRESH LIST](#)

Figure 16

Web Remote Access Advanced Settings

Web Remote Access provides additional settings for use by customers who have a Web server or other Web application servers connected to the home network.

By default, Web Remote Access directs inbound broadband connections using the standard HTTP and HTTPS (SSL) TCP ports to the Web Remote Access service. These are TCP ports 80 and 443.

To change the ports over which Web Remote Access operates:

1. Launch a browser window and type **home** to access the 2Wire Gateway home page.
2. On the main navigation bar at the top of your browser window, click the **Remote Access** tab.
3. Click the **Advanced Settings** link to access the Web Remote Access Advanced Settings page (Figure 17).
4. Click the **Use Custom Access Ports** checkbox.
5. Enter the new access ports. You can choose to change one or both of the ports.
6. Click **SAVE** to apply the new settings (Figure 17).

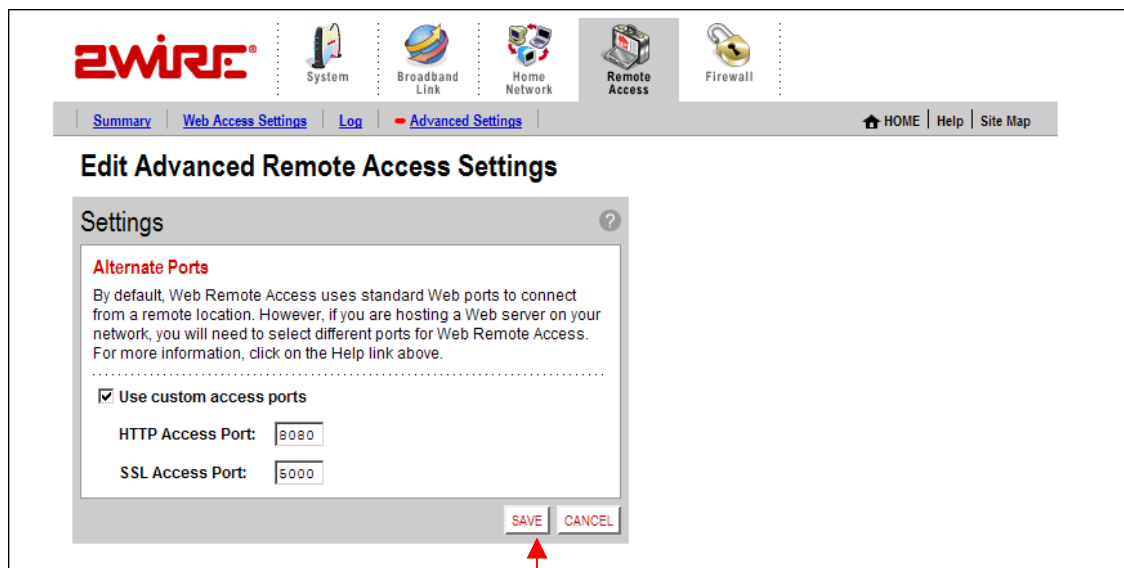


Figure 17

IMPORTANT: If you change the Web Remote Access port settings, you must type the new port numbers along with your personal domain name when accessing Web Remote Access. For example, if your domain name is `jonesfamily.accessmyhome.net` and the HTTP access port is changed to 8080, you will access your home network by typing:
`http://jonesfamily.accessmyhome.net:8080`