

Confirming VPN Connectivity

Overview:

Sunrise Exchange ® uses a Virtual Private Network (VPN). Connecting to a remote corporate server, using the Internet, the VPN allows connection between Insurers and Intermediaries to operate in a secure manner. The Sunrise Exchange ® VPN is based on the IPSec protocol and takes advantage of the broad availability of the Internet. IPSec encrypts everything between two computers. Using a VPN connection, data is carried over the public network, but is unreadable to unauthorised clients. It also provides audit records to show access information.

You will be provided with connection details for your access to Sunrise Exchange ®. This information is listed on your **Sunrise ® Configuration Sheet**.



If you have not received your login information, please contact support@ebix.com.au. The Configuration Sheet should be retained for your records.

A Software VPN account should be allocated to ONE machine ONLY, whereas a Hardware VPN is only valid for the IP address it was issued for.

If you are using a **Software VPN** connection, you will have been provided with the [Installing the Cisco AnyConnect Secure Mobility Client](#) document.

For a **Hardware VPN** connection, you will have been provided with the [VPN Information Sheet](#).

The following instructions show how to test your VPN connection is working successfully, once the installation of your VPN is complete.

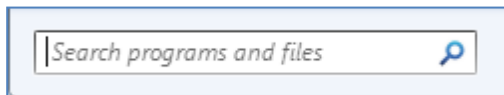
Confirming VPN Access

Ping Test

To confirm that VPN Access is working correctly:

Open a command prompt.

Click .



Type **cmd** and hit enter.

```
Z:\>ping 172.27.1.91

Pinging 172.27.1.91 with 32 bytes of data:

Reply from 172.27.1.91: bytes=32 time=3ms TTL=254
Reply from 172.27.1.91: bytes=32 time=1ms TTL=254
Reply from 172.27.1.91: bytes=32 time=2ms TTL=254
Reply from 172.27.1.91: bytes=32 time=1ms TTL=254

Ping statistics for 172.27.1.91:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 1ms, Maximum = 3ms, Average = 1ms

Z:\>
```

Type **ping 172.27.1.91** and hit Enter.

If four lines beginning with **Reply from...** displays on the screen, this indicates the VPN is responding and the test has been successful.

To perform a basic test to check access to web-based Insurer products, perform the same test above, typing **ping 10.125.80.254**.

Again, if four lines beginning with **Reply from...** displays on the screen, this indicates access to web-based insurer products may be possible.

Insurer Product Tests

To confirm insurer products will load correctly:

Open Internet Explorer and browse to <http://172.27.1.91:8080/te>



Also browse to <http://10.125.80.254>

If you see the login page, then your VPN is correctly connected.

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