

What is a VPN?

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

What types of VPN solutions are available?

VPN solutions can be hardware (HW) or software (SW) based. The major difference is that a software VPN is installed and run on a workstation, while a hardware VPN is a dedicated piece of equipment that is connected to your network.

Why is a hardware VPN solution a better option?

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

Does Ebix provide a Software VPN Solution?

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

What is the Software VPN Solution?

The Cisco AnyConnect Mobility Client VPN is used for Sunrise Exchange. This client can be installed on Windows 10, but not Windows Terminal Server.

Are there any limitations with a Software VPN Solution?

No there is now no limit to the number of workstations on which the Software VPN may be installed. However, your Sunrise access license changes from concurrent to per user.

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

Historically to help prevent unauthorised access to Sunrise™ Exchange, Ebix has utilised Cisco VPN technology. Any intermediary with a broadband Internet connection requiring access to Sunrise™ Exchange should preferably connect with a Cisco product.

Model - Physical	Configuration Required	Other requirements
Cisco ISR 1001+ series	IPSEC IKEv2 AES-256	Requires static IP address from your Internet Service Provider
Cisco ASA 5500-X series	IPSEC IKEv2 AES-256	Requires static IP address from your Internet Service Provider
Model - Virtual	Configuration Required	Other requirements
Cisco NGFWv	IPSEC IKEv2 AES-256	Requires static IP address from your Internet Service Provider
Cisco ASAv	IPSEC IKEv2 AES-256	Requires static IP address from your Internet Service Provider

What if we already have a Cisco Router or ASA installed?

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

You will need to confirm if the router supports the IPsec protocol with IKEv2 and AES-256, or you could contact Cisco systems (refer to www.cisco.com). Provided you have a Cisco supported router, please contact the Support Team (1800 331 018 or support@ebix.com.au) and they will liaise with Ebix technical staff to determine if the router currently installed is compatible.

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

Our Customer Support team can provide more information if you require it. You may also choose to contact your IT provider.

Are you considering using a different router?

Non Cisco routers can be used to connect to Sunrise Exchange, however, Ebix recommends that prior to purchase, you check with the vendor that your desired router can be configured for Source NAT to a single source address (Customer's VPN endpoint with IP provided by Ebix) through the VPN, with 2 destination subnets for Sunrise. Our previous experience with intermediaries who have installed non Cisco equipment, is that trouble-shooting by external technical support can sometimes be time consuming and expensive.



Note Regarding Non Cisco Routers and Software Appliances:

Some customers have been successful in using Checkpoint, Fortigate, Palo Alto, SonicWall and SophosUTM, Watchguard hardware or software appliances such as PfSense to establish the VPN. Please note that our Technical Support team are trained in Cisco networking products, we are only able to provide limited support and technical configurations for these non-Cisco products. We may be able to provide sample configurations that have previously been used successfully.

When using any existing hardware, it is recommended that you have the latest firmware applied to your device before attempting to connect.

How do I find out more about Sunrise™ Exchange?

From our website www.ebix.com.au or contact our Support Team on 1800 331 018.