

# Support Information

Before you call LiveSecurity to open a technical support incident, we recommend that you complete the appropriate sections of this form by recording data from your Firebox configuration.

LiveSecurity Account Information	
Device Serial Number	<input type="text"/>
LiveSecurity Username	<input type="text"/>

Network Configuration			
Primary WAN IP Address	<input type="text"/> . <input type="text"/> . <input type="text"/> . <input type="text"/> / <input type="text"/>		
Primary WAN IP Mode	DHCP <input type="checkbox"/> Static <input type="checkbox"/> PPPoE <input type="checkbox"/>		
	<input type="text"/> Default Gateway		<input type="text"/> Assigned IP Address
	<input type="text"/> Domain	<input type="text"/> Username	<input type="text"/> Password
Secondary WAN IP Address	<input type="text"/> . <input type="text"/> . <input type="text"/> . <input type="text"/> / <input type="text"/>		
Secondary WAN IP Mode	DHCP <input type="checkbox"/> Static <input type="checkbox"/> PPPoE <input type="checkbox"/>		
	<input type="text"/> Default Gateway		<input type="text"/> Assigned IP Address
	<input type="text"/> Domain	<input type="text"/> Username	<input type="text"/> Password
Trusted Network IP Range	<input type="text"/> . <input type="text"/> . <input type="text"/> . <input type="text"/> / <input type="text"/>		
Optional Network IP Range	<input type="text"/> . <input type="text"/> . <input type="text"/> . <input type="text"/> / <input type="text"/>		

VPN Site A		VPN Site B	
Public IP address	_____ . _____ . _____ . _____	_____ . _____ . _____ . _____	
Private IP address	_____ . _____ . _____ . _____	_____ . _____ . _____ . _____	

VPN Phase 1 Settings			
Credential Method	Shared key <input type="checkbox"/>		
	Certificate <input type="checkbox"/>	_____ Shared key / Certificate filename	
Mode	Main <input type="checkbox"/>	Aggressive <input type="checkbox"/>	
Authentication Algorithm	SHA1 <input type="checkbox"/>	MD5 <input type="checkbox"/>	
Encryption Algorithm	DES <input type="checkbox"/>	3DES <input type="checkbox"/>	
	AES-128 <input type="checkbox"/>	AES-192 <input type="checkbox"/>	AES-256 <input type="checkbox"/>
SA Life	Hours <input type="checkbox"/>		
	Minutes <input type="checkbox"/>	_____	
Diffie-Hellman Group	1 <input type="checkbox"/>	2 <input type="checkbox"/>	5 <input type="checkbox"/>

VPN Phase 2 Settings				
Proposal Type	AH <input type="checkbox"/>		ESP <input type="checkbox"/>	
Authentication Algorithm	None <input type="checkbox"/>	SHA1 <input type="checkbox"/>	MD5 <input type="checkbox"/>	
Encryption Algorithm	DES <input type="checkbox"/>	3DES <input type="checkbox"/>		
	AES-128 <input type="checkbox"/>	AES-192 <input type="checkbox"/>	AES-256 <input type="checkbox"/>	
Force Key Expiration	Enable <input type="checkbox"/>			
	Disable <input type="checkbox"/>	_____ Hours / Minutes / Kilobytes		
Perfect Forward Secrecy (Diffie-Hellman Group)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	5 <input type="checkbox"/>	Disable <input type="checkbox"/>