

**Q: When should I install the new device?**

**A:** Please install the new device as soon as possible.

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**Q: What is required to install the new device?**

**A:** The packaging for the new device includes power, ethernet cable, and simple instructions.

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**Q: How do I configure the device?**

**A:** The device (or devices) was pre-configured for your environment with IP information provided by your organization.

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**Q: Are we adding an internet connection or other physical circuit?**

**A:** No. Your existing internet service is used to connect Mahalo over encrypted TLS 1.2 tunnels.

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**Q: The traffic traversing the VPN will source from what IP?**

**A:** The devices are installed in HA pairs using a Cluster IP address that you specify. Mahalo traffic will source from this local IP address on your network.

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**Q: What is the overall process to connect to Mahalo?**

**A:** Trustgrid will deliver pre-configured devices to your locations based on network information you supply. Firewall changes are required when installing behind a firewall (see below). Once the devices are connected to the network they will automatically connect to Mahalo data centers.

**Q: Do I need to change my firewall settings?**

**A:** Yes, if installing the Trustgrid devices behind a firewall. The Trustgrid devices will need to build outbound connections to the following IPs:

**Mahalo Data Center Gateways**

20.22.249.233 (port 8443 TCP/UDP)  
52.251.48.110 (port 8443 TCP/UDP)

**Trustgrid Data Center**

35.171.100.16/28 (ports 443 TCP and 8443 TCP/UDP)  
34.223.12.192/28 (ports 443 TCP and 8443 TCP/UDP)

**Google DNS or your own provided DNS:**

8.8.8.8 (port 53 TCP/UDP)  
8.8.4.4 (port 53 TCP/UDP)

**Who do we contact for support?**

During establishment of this new connection:

**Trustgrid Provisioning** at [provisioning@trustgrid.io](mailto:provisioning@trustgrid.io)  
to confirm connectivity and work through issues

After connection has gone live:

**Mahalo Support** at **(248) 823-8111 ext. 2**  
should be the first point of contact