



Alex Gerwer &lt;asg.akn@gmail.com&gt;

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**RE: HP LaserJet Pro 400 Color MFP M475dw Will not Connect on New Orbi RBR875 Network**

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Alex Gerwer &lt;asg.akn@gmail.com&gt;

Fri, Jan 19, 2024 at 12:15 PM

Reply-To: asg\_akn@yahoo.com

To: googleone-support@google.com

Cc: mrogers@google.com, beta@google.com

All,

I am in receipt of your email, per the attachment. Since my last email, I have discovered that the Orbi router cannot serve as a VPN server. Thus, the configuration that is needed is as follows:

Modem <--> Beryl AX3000 <--> Orbi RBR850

Information on the Beryl AX3000 can be found here:

[https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwjs\\_fmWoeqDAxX1GDQIHYZ1CDEQFnoECBAQAQ&url=https%3A%2F%2Fgzhls.at%2Fblob%2Fldb%2Fa%2F0%2F0%2Fe%2F591043caf947861f37222739af9d9eb366d.pdf&usg=AOvVaw1Yyl6y57aDgtluQmBKsHfs&opi=89978449](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwjs_fmWoeqDAxX1GDQIHYZ1CDEQFnoECBAQAQ&url=https%3A%2F%2Fgzhls.at%2Fblob%2Fldb%2Fa%2F0%2F0%2Fe%2F591043caf947861f37222739af9d9eb366d.pdf&usg=AOvVaw1Yyl6y57aDgtluQmBKsHfs&opi=89978449)

Therefore, I am asking that you please provide the configuration file which would allow the Beryl AX to work as a VPN client connected to the VPN by GoogleOne server. Failing that, since the Beryl AX3000 has a Linux OS, please provide a Linux OS version of the GoogleOne VPN app.

With regard to your questions:

- Can you tell me more about your specific concern? See above and the entire email thread. This is a very vague question.
- May I know what account we are working on? [asg.akn@gmail.com](mailto:asg.akn@gmail.com)
- Are you getting a specific error message related to this issue? I cannot even get the VPN set up with the Beryl AX3000
- Are you using a web browser or a mobile app? No
- Would it be possible to send a screenshot of the issue? There is no screen shot.

Please help.

Sincerely,  
Alex Gerwer  
(619)885-4841

On Thu, Jan 18, 2024 at 4:13 PM Alex Gerwer <[asg.akn@gmail.com](mailto:asg.akn@gmail.com)> wrote:

All,

I have now been on hold trying to get through to someone at Netgear on the phone for 3 hours. I know the recorded message by heart now.

I am hoping that the attachment might get someone willing to help.

Sincerely,  
Alex Gerwer  
(619)885-4841

On Thu, Jan 18, 2024 at 2:57 PM Alex Gerwer <[asg.agn@gmail.com](mailto:asg.agn@gmail.com)> wrote:

To whom it may concern:

I have once again been sent an off putting email, per the first attachment. I have also tried to reach a human being at Google at each of the phone numbers listed in the second attachment. The numbers either do not answer, they disconnect, or are incorrect. This is disgusting.

Equally disgusting is my attempt to call someone at Netgear. I called the following number: (408)890-3088. I have been transferred three times and I have now been on hold for an hour.

Will you folks please help me? Make me feel like you value me as a customer.

Sincerely,  
Alex Gerwer  
(619)885-4841

On Wed, Jan 17, 2024 at 9:25 AM Alex Gerwer <[asg.agn@gmail.com](mailto:asg.agn@gmail.com)> wrote:

Paul,

I am in receipt of your email, per the attached. No one is asking any questions and there are no screenshots. Also, it seems that every email comes from a different person. Wuld it be possible to at least have one individual "own" this inquiry rather than a bunch of people writing emails with impertinent comments?

Sincerely,  
Alex Gerwer  
(619)885-4841

On Tue, Jan 16, 2024 at 12:47 PM Alex Gerwer <[asg.agn@gmail.com](mailto:asg.agn@gmail.com)> wrote:

Portia,

I appear to be spinning my wheels. The answer to my request regarding setting up the ORBI WiFi router to work with VPN by Google One should be straightforward. The emails that I have received thus far, such as the one attached here, seem to be avoiding answering my question. Please help in a meaningful way.

Sincerely,  
Alex Gerwer  
(619)885-4841

On Mon, Jan 15, 2024 at 3:46 PM Alex Gerwer <[asg.agn@gmail.com](mailto:asg.agn@gmail.com)> wrote:

Vince,

It seems that your support simply consists of asking irrelevant questions, per the attached.

I will make my request another way. Could you please provide detailed directions for setting up a WiFi router as a client to VPN by GoogleOne as a VPN server. It would be ideal to get such directions that specifically refer to using an Orbi router as the VPN client in the above inquiry. My sense is that there are some configuration settings which specifically connect the Orbi router VPN as a client to the VPN by GoogleOne server similar to how a computer with your app acts as a server to your VPN by GoogleOne server. I believe that the Orbi router runs Lynx of some sort as an operating system, but the silent Netgear folks on this email could perhaps break their silence to participate in this.

Sincerely,  
Alex Gerwer  
(619)885-4841

Virus-free. [www.avg.com](https://www.avg.com)

On Sun, Jan 14, 2024 at 6:10 PM Alex Gerwer <[asg.agn@gmail.com](mailto:asg.agn@gmail.com)> wrote:

To whom it may concern:

I am in receipt of your most recent email, per the attached. It seems that I am not being understood.

I need to be able to use my Google One VPN with my Orbi router as the VPN client.

I have copied folks from Netgear to help with this.

Based upon what I know and what you have written, **it seems that what I need to be able to provide the Netgear folks is the settings for the custom VPN client that allows connection with the Google One VPN server.** Could you please provide those? Candidly, your last email attached (was meaningless). Thank you very much.

Sincerely,  
Alex Gerwer  
(619)885-4841

On Fri, Jan 12, 2024 at 3:33 PM Alex Gerwer <[asg.agn@gmail.com](mailto:asg.agn@gmail.com)> wrote:

Asuka,

I am in receipt of your email, per the attached. As it turns out, I believe that the Orbi router has a Custom VPN connection (which is mostly done by advanced users or VPNs that do not configure your connection automatically):

<https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwiZ-bfrgNmDaxV3llkEHSzyASgQFnoECckQAQ&url=https%3A%2F%2Fwww.vpntracker.com%2Fus%2Fvpndevice%2F405%2FNETGEAR-Orbi-Pro-Business-WiFi-System-SRK60.html&usq=AOvVaw3fhQoFKawwCQBAfZg-Dr2p&opi=89978449>

What I need is the settings for the custom VPN client that allows connection with the Google One VPN server. Could you please provide those? Thank you very much.

Sincerely,  
Alex Gerwer  
(619)885-4841

Virus-free. [www.avg.com](https://www.avg.com)

On Fri, Jan 12, 2024 at 12:26 AM Alex Gerwer <[asg.agn@gmail.com](mailto:asg.agn@gmail.com)> wrote:

Dear Netgear folks:

I am also trying to connect with folks at Google on this matter:

## Your email has been sent

Thanks for contacting us! A Google expert will respond to you soon.

For your reference, your case ID is 7-4413000035666.

Need help right away? You can [contact us](#) or visit the [Google One Help Center](#).

Your help is much needed and greatly appreciated.

Sincerely,  
Alex Gerwer  
President  
AKN  
(562)726-4256

On Fri, Jan 12, 2024 at 12:17 AM Alex Gerwer <[asg.agn@gmail.com](mailto:asg.agn@gmail.com)> wrote:

Dear Netgear folks,

Could you please let me know how to connect an Orbi router as a client to the VPN by Google One server:

[https://one.google.com/about/vpn?g1\\_landing\\_page=0](https://one.google.com/about/vpn?g1_landing_page=0)

<https://support.google.com/googleone/answer/7582172?hl=en&co=GENIE.Platform%3DAndroid#zippy=%2Cuse-multiple-devices-sharing-with-a-family-group>

Thank you very much.

Sincerely,  
Alex Gerwer  
President  
AKN  
(562)726-4256

On Fri, Dec 1, 2023 at 2:10 AM Alex Gerwer <[asg.agn@gmail.com](mailto:asg.agn@gmail.com)> wrote:

Alfie,

I am now trying to use the Beryl AX in the repeater mode, as an Open VPN client to a Netgear Orbi server. The first attachment is the VPN configuration file for the Beryl AX to function as an Open VPN client with the Netgear Orbi Open VPN server. This file works when I use wht Windows 11 Open VPN client directly from my computer. The second attachment contains the System, Kernel, and VPN log files. The Beryl AX works properly as a repeater without the VPN. Please help. Your prompt attention is much needed and greatly appreciated.

Sincerely,  
Alex Gerwer  
President  
AKN  
(562)726-4256



Virus-free. [www.avg.com](http://www.avg.com)

On Wed, Nov 2, 2022 at 9:10 PM Support <[support@glinet.biz](mailto:support@glinet.biz)> wrote:

Hi Asg\_agn,

As I have said, Netgear expose minimum configuration so we cannot solve. We never say it is compatible with Netgear vpn.

Alfie Zhao

On Thu, 3 Nov at 12:06 PM , Asg\_agn <[asg\\_agn@yahoo.com](mailto:asg_agn@yahoo.com)> wrote:  
Alfie,

Thank you very much for your reply. It seems that the Orbi server is functioning properly, so it seems that the issue is using the config file setting that will properly work with your product. If you and your colleagues cannot determine those settings from what I have sent, I do not know who can. Seems like we need to return your product and move on to the next.

Sincerely,  
Alex Gerwer  
President  
AKN  
(562)726-4256

On Tue, Nov 1, 2022 at 11:22 PM Support

<[support@glinet.biz](mailto:support@glinet.biz)> wrote:

Hi Asg\_akn,

Sorry, I'd like to help but I cannot solve it.

Alfie Zhao

On Wed, 2 Nov at 2:00 PM , Asg\_akn

<[asg\\_akn@yahoo.com](mailto:asg_akn@yahoo.com)> wrote:

Alfie,

I have been able to connect properly to the Orbi OpenVPN server using the Windows VPN client on my computer , per the attached. What I would now like to know is what it would take for me to be able to connect to the Orbi VPN server using your company's product as the OpenVPN client. Your prompt attention to this matter is much needed and greatly appreciated.

Sincerely,  
Alex Gerwer  
President  
AKN  
(562)726-4256

On Sun, Oct 30, 2022 at 9:19

PM Alex Gerwer

<[asg.akn@gmail.com](mailto:asg.akn@gmail.com)> wrote:

Alfie,

I do not disagree with you, I just do not know how to get the Netgear folks to respond, let alone to help. I have copied the Netgear folks on this email thread, hoping to compel them to respond. Clearly, it has worked. I do not

know what else to do.

Sincerely,  
Alex Gerwer  
President  
AKN  
(562)726-4256

On Sat, Oct 29, 2022 at 6:41  
PM Support

<[support@glinet.biz](mailto:support@glinet.biz)> wrote:

Hi Asg\_akn,

I'd like to help. But I don't  
think I can work it out.

You may need to ask  
Netgear to get more options  
for the openvpn.

As I said, putting two  
support team in the email  
will not get more help, but it  
is confusing.

Alfie Zhao



Gmail - [2-520000036147] Your Google Support Inquiry\_ Case ID.pdf

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