

CIS-NW-POE User Manual



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Welcome to Custom Integration Solutions

Thank you for purchasing CIS devices. Our solutions make it easy for integrators to deploy networks in home and business settings with minimal configuration. Our support team is here to assist with setting up equipment and answering your network related questions.

Overview

The CIS-NW-POE router is equipped with five gigabit ethernet ports and one SFP port, compatible with 1 Gb modules. The device is pre-configured with all ports switched together (excluding the WAN port). The device is capable of powering other devices through PoE. The QuickConnect system lets you connect a CIS-SW-POE switch or second CIS-NW-POE router into a single rack space if desired.

Package Contents



Router



24v DC Adapter



Rack ears (2)



Screws (8)

Power

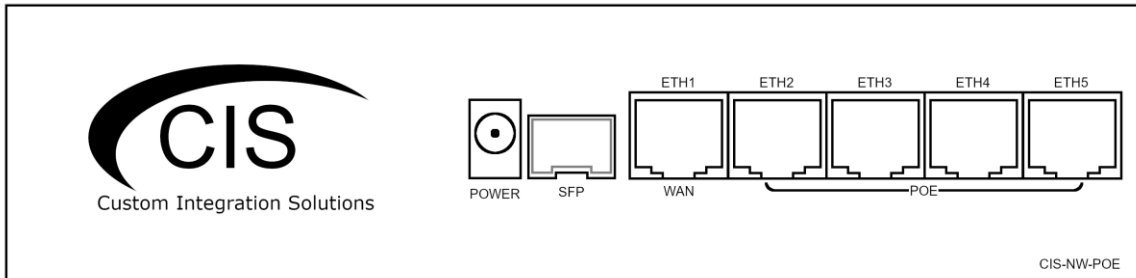
The device is powered with a 24v 2-Amp Power supply or via PoE on port 1 (11–57V DC). The 24v power supply provides power to the 4 PoE output ports. A 48v power supply can be purchased to enable additional PoE capabilities.

PoE Output

The CIS-NW-POE can supply PoE to external devices. The output voltage will be selected automatically depending on the voltage the connected device requires, or you can set it manually. The device can power both 802.3af/at devices (with optional 48v power supply) and devices that accept passive PoE power.

By default, the PoE mode is set to auto. It will not damage non-PoE devices and will auto-detect devices with PoE support and their required voltage. This unit provides a maximum current of 450mA for each port regardless of the device's power class, with a total maximum total output of 2 A. The device consumes 6 W without any attachments, and up to a maximum of 59 W.

Device Details



Ports

- 5 Gigabit Ethernet ports (with Auto MDI/X). ETH1 supports PoE in.
- 1 SFP cage, which accepts 1 GB SFP modules.
- USB Port (disabled).
- Power – connect the included 24v or optional 48v DC adapter.

LED Indicators

- PWR – Indicates the router is receiving power.
- USR – An LED that can be customized by CIS. Default is off.
- SFP – Indicates network activity on the SFP port.
- 1-5 – Indicates Ethernet activity on ports 1 through 5.
 - Green indicates activity. Red indicates active PoE.



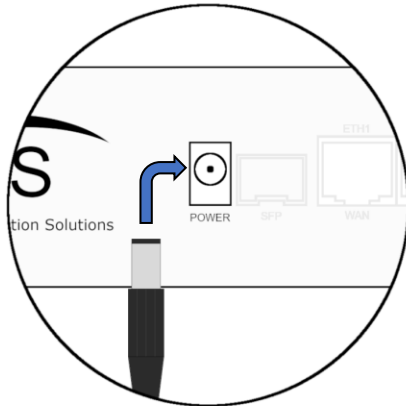
Buttons

Reset button: This button is located on the side next to the USB port. Hold this button while the device is powered off, then apply power. Keeping holding until the USR LED light starts flashing, (5 seconds) then release the button to reset to the default CIS configuration. You can use this procedure if you have forgotten the password to access the device, or simply wish to return the unit to its default configuration state.

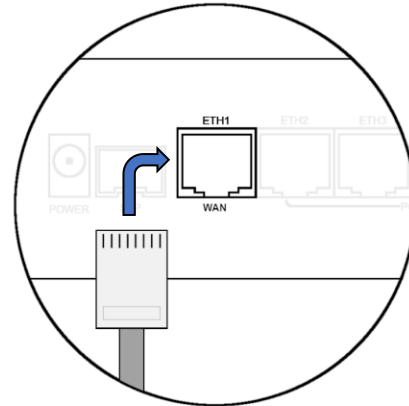
Input Power Requirements

The CIS-NW-POE accepts 11 to 57v DC via the DC jack or PoE on ETH1.

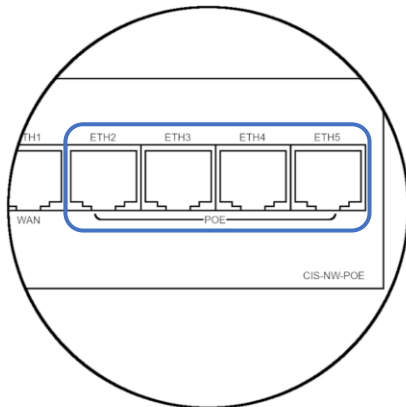
Quick Setup



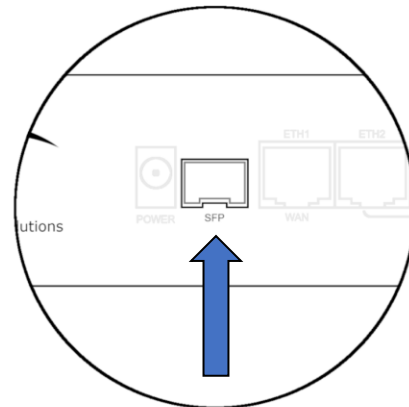
1. Connect the DC Adapter to the power jack on the front of the router.



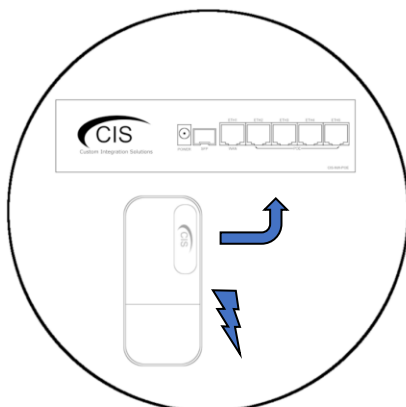
2. Connect the ISP's gateway to the WAN port of the router.



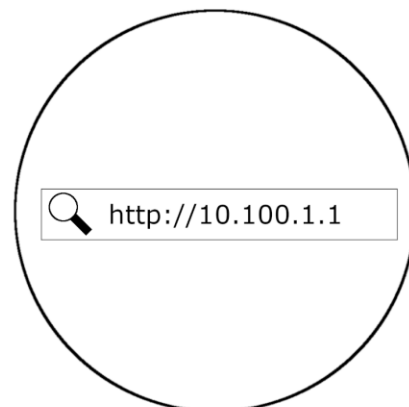
3. Connect the devices to the remaining Ethernet ports.



4. (Optional) Connect CIS switches with SFP fiber cables.



5. (Optional) Connect PoE devices to any remaining Ethernet ports.



6. Connect a laptop or PC and open a web browser. Navigate to 10.100.1.1

Accessing the Web Interface

1. Connect the ISP's modem to the port labelled "ETH1" or "WAN." Connect your laptop to any remaining port on the front of the CIS router. Ensure your computer is set to DHCP mode.
2. In a web browser, navigate to **10.100.1.1** (the default IP address). If you have requested a different network address, enter it or open a command window and use the **ipconfig** command to get the default gateway. Enter this value in the browser.
3. To login, enter the username **cis** and password **integration**.
4. Integrators may use the Get TeamViewer link if remote assistance is required.

CIS-NW-POE Router

You have connected to a router. Administrative access only. If this device is not in your possession, please contact your local network administrator.

CIS
Custom Integration Solutions

CIS Login:

Login: Login

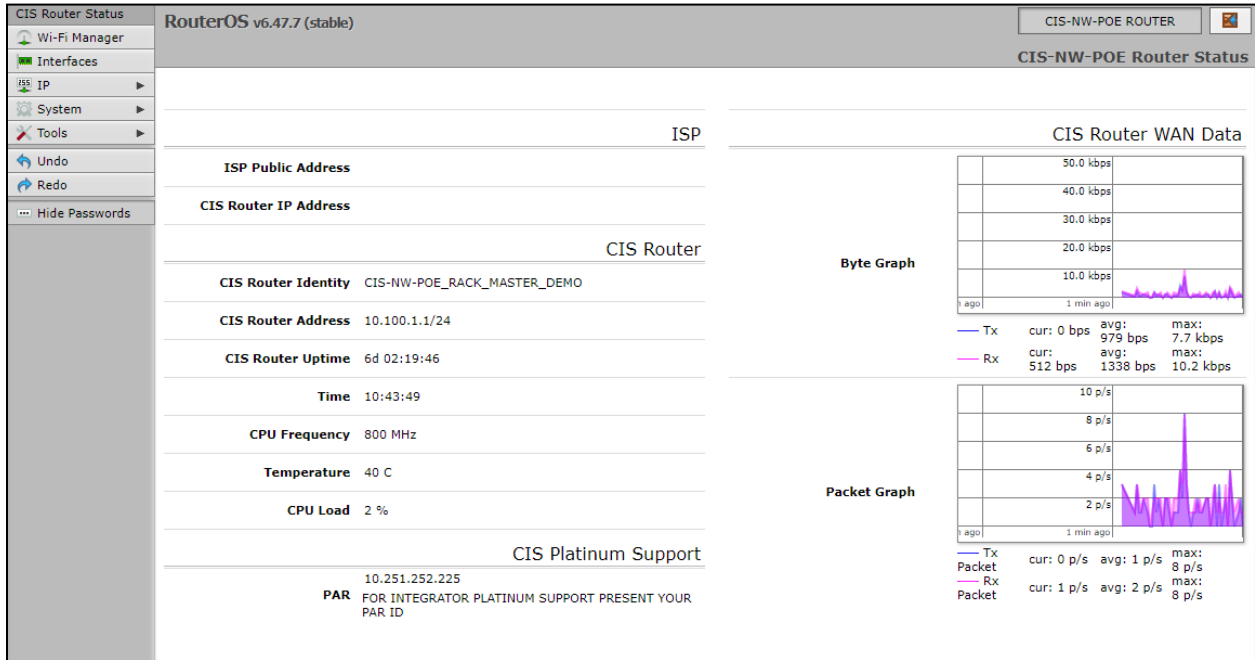
Password:

Smart Router CIS Store Get TeamViewer Owners Guide Like us on Facebook!

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The Status Page

The status page provides basic diagnostic information. There is a CIS Support Address should you require assistance. The router's Identity will show you which device you are accessing on your network. You can view uptime, memory usage and load on the CPU.



Setting the Router's Identity

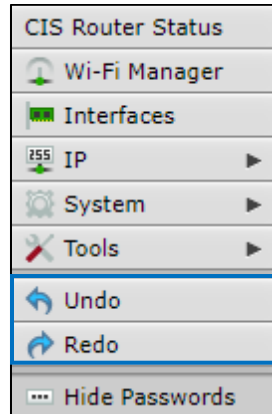
The identity is used to identify your device on the network. It is essential to set the router to the name of the client using the format below, as CIS will use it to identify the router when connecting for updates and troubleshooting.

The **Identity** setting can be found in the **System** tab in the left toolbar.



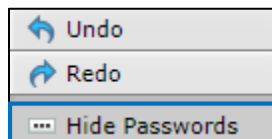
Undo / Redo

Undo and Redo buttons are located in the left toolbar. You may use them to quickly undo/redo any changes made to configuration.



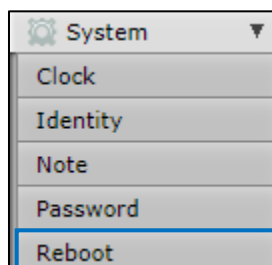
Show / Hide Passwords

Selecting the **Hide Passwords** button in the left toolbar will toggle the displaying of passwords related to Wi-Fi, Hotspot, and more.



Rebooting the Device

If you are having ongoing issues with your network and suspect a reboot will help, the **Reboot** option can be found in the **System** tab in the left toolbar. Clicking reboot will ask for confirmation before proceeding.



Changing the Default Password

After you log in for the first time, please create a new password to increase the security of the device. Enter the old password in the top field and a secure password in the new and confirm password fields.

The screenshot shows the RouterOS v6.47.7 (stable) interface for a CIS-NW-POE ROUTER. The left sidebar has the 'Password' option selected under the 'System' tab. The main content area is titled 'Change' and contains three password input fields: 'Old Password', 'New Password', and 'Confirm Password'. Below the 'Old Password' field is the instruction 'BE SURE TO REMOVE DEFAULT PASSWORD'. Below the 'Confirm Password' field is the instruction 'RECORD YOUR NEW PASSWORD'. There are 'Change' and 'Cancel' buttons at the top of the form.

Setting the Time Zone

You can find the Clock settings under the System tab in the left toolbar. Select your time zone from the drop-down menu.

The screenshot shows the RouterOS v6.47.7 (stable) interface for a CIS-NW-POE ROUTER. The left sidebar has the 'Clock' option selected under the 'System' tab. The main content area is titled 'Clock' and contains an 'Apply' button at the top. Below the button, the current 'Time' is 11:08:40 and the 'Date' is Apr/13/2021. There is a checkbox for 'Time Zone Autodetect' which is currently unchecked. The 'Time Zone Name' is set to 'Canada/Pacific' in a dropdown menu.

IP Addressing

View the Router's IP Addresses

To view the IP addresses assigned to the router, choose the **Addresses** tab in the **IP** section in the left toolbar. You can see the WAN address on **ether-01-gateway-WAN**, the LAN address assigned to **bridge-operations**, and either a CIS support address or a PAR address.

| | ▲ Address | Network | Interface | |
|----------------|---------------------|--------------|----------------------|--|
| ;;; Operations | | | | |
| | ⊕ 10.100.1.1/24 | 10.100.1.0 | bridge-operations | |
| D | ⊕ 10.251.252.225/32 | 10.250.0.1 | PAR | |
| D | ⊕ 10.255.254.199/32 | 10.255.254.1 | CIS_Support | |
| | ⊕ | | ether-01-gateway-WAN | |

The DHCP Client Tab

The DHCP Client tab will present you with the IP address assigned to your router from the ISP's modem. Click on the entry to see the addresses and DNS servers assigned to your router from the ISP.

| | ▲ Interface | Use Peer DNS | Add Defa... Route | IP Address | Expires After | |
|----------------|----------------------|--------------|-------------------|------------|---------------|--|
| ;;; Operations | | | | | | |
| D | ether-01-gateway-WAN | no | yes | | 02:34:20 | |

Renewing the WAN IP Address

Once you've clicked the entry under the **DHCP Client** option, click the **Renew** button to obtain a new lease.

RouterOS v6.47.7 (stable) CIS-NW-POE ROUTER

DHCP Client <ether-01-gateway-WAN>

OK Cancel Apply **Renew**

Status: bound not invalid

Enabled NEVER DISABLE REMOTELY AS THIS WILL BREAK THE CONNECTION TO THE INTERNET

DHCP

Interface ether-01-gateway-WAN

Use Peer DNS

Use Peer NTP

Add Default Route yes

The DHCP Server

The main page displays the lease time for the DHCP server.

RouterOS v6.47.7 (stable) CIS-NW-POE ROUTER

DHCP Server

DHCP Networks Leases

1 item

| Name | Interface | Lease Time | Address Pool |
|------------|-------------------|-------------|--------------|
| Operations | bridge-operations | 2d 00:00:00 | Operations |

The **Leases** tab displays the IP and MAC addresses of connected devices.

The screenshot shows the RouterOS v6.47.7 (stable) interface for the DHCP Server configuration. The 'Leases' tab is selected, displaying a table with 4 items. The table columns are: Address, MAC Address, Active Address, Active MAC Address, Active Host Name, and Expires After.

| | | ▲ Address | MAC Address | Active Address | Active MAC Address | Active Host Name | Expires After |
|---|---|--------------|-------------|----------------|--------------------|------------------|---------------|
| - | D | 10.100.1.100 | | 10.100.1.100 | | CIS-SW-POE4 | 1d 22:16:33 |
| - | D | 10.100.1.101 | | 10.100.1.101 | | RACK_DEMO_WAP | 1d 22:16:35 |
| - | D | 10.100.1.103 | | 10.100.1.103 | | Dylans-Phone | 1d 22:23:15 |
| - | D | 10.100.1.105 | | 10.100.1.105 | | DESKTOP-K47B36E | 1d 23:53:03 |

The **Networks** tab displays the gateway and DNS server IP addresses that the connected devices will receive.

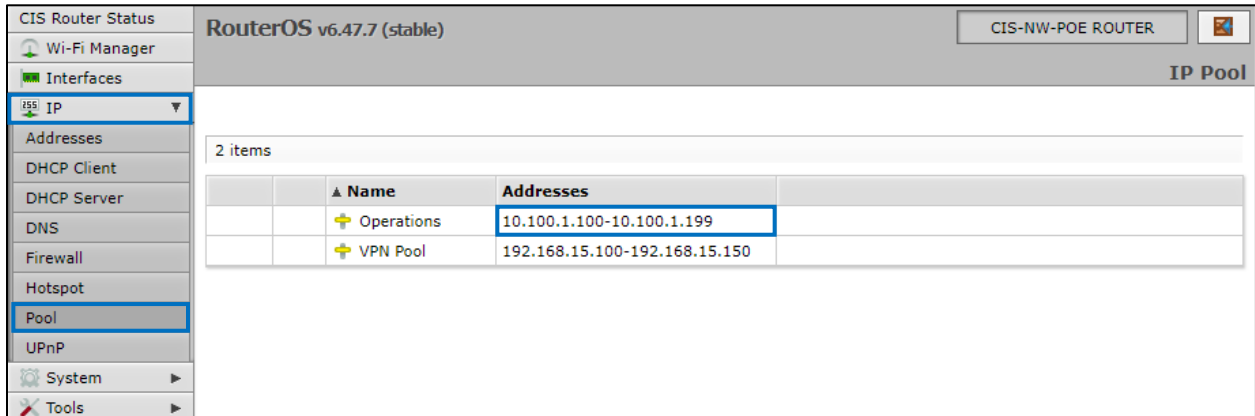
The screenshot shows the RouterOS v6.47.7 (stable) interface for the DHCP Server configuration. The 'Networks' tab is selected, displaying a table with 1 item. The table columns are: Address, Gateway, and DNS Servers.

| | ▲ Address | Gateway | DNS Servers |
|----------------|---------------|------------|-------------|
| ;;; Operations | | | |
| | 10.100.1.0/24 | 10.100.1.1 | 10.100.1.1 |

Setting a DHCP Reservation

It is highly recommended that static DHCP reservations are created for important networking devices such as switches, access points, automation controllers, NVRs, printers, etc.

1. Before assigning a static IP address, select **IP > Pool** from the toolbar. Do not assign any addresses inside of the DHCP pool range. In addition, it is recommended you perform an **IP Scan** to ensure the IP address you wish to assign is unused. See the **Tools** section for more info.



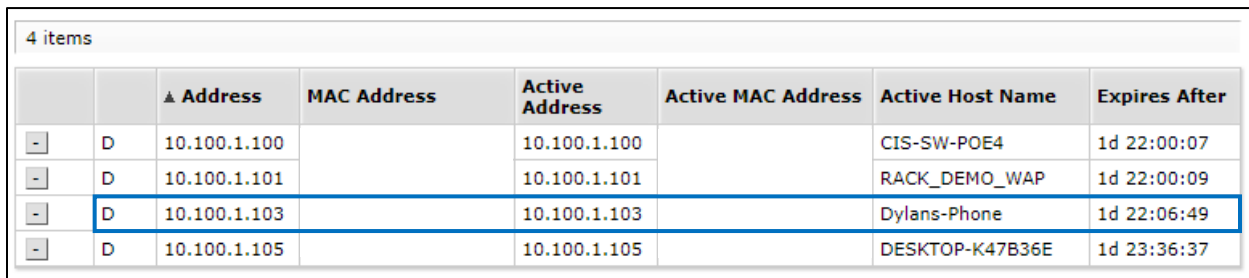
CIS Router Status RouterOS v6.47.7 (stable) CIS-NW-POE ROUTER IP Pool

2 items

| Name | Addresses |
|------------|-------------------------------|
| Operations | 10.100.1.100-10.100.1.199 |
| VPN Pool | 192.168.15.100-192.168.15.150 |

View the **Operations** pool. You should not reserve addresses between 10.100.1.100 and 10.100.1.199 on this device.

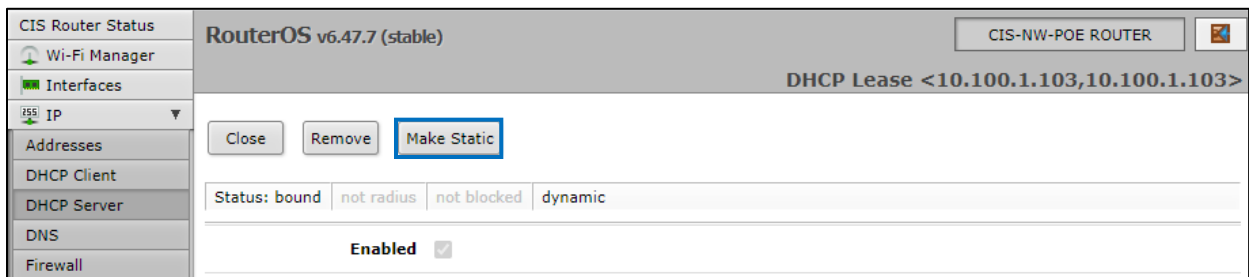
2. Click anywhere on the table entry for the device you wish to create a reservation.



4 items

| Address | MAC Address | Active Address | Active MAC Address | Active Host Name | Expires After |
|--------------|-------------|----------------|--------------------|------------------|---------------|
| 10.100.1.100 | | 10.100.1.100 | | CIS-SW-POE4 | 1d 22:00:07 |
| 10.100.1.101 | | 10.100.1.101 | | RACK_DEMO_WAP | 1d 22:00:09 |
| 10.100.1.103 | | 10.100.1.103 | | Dylans-Phone | 1d 22:06:49 |
| 10.100.1.105 | | 10.100.1.105 | | DESKTOP-K47B36E | 1d 23:36:37 |

3. Click the **Make Static** button near the top.



CIS Router Status RouterOS v6.47.7 (stable) CIS-NW-POE ROUTER DHCP Lease <10.100.1.103,10.100.1.103>

Close Remove Make Static

Status: bound not radius not blocked dynamic

Enabled

4. Select **close**, then click on the same entry in the leases table. You can now edit the IP address.

The screenshot shows the RouterOS v6.47.7 (stable) interface for configuring a DHCP lease. The left sidebar is expanded to the 'IP' section, with 'Addresses' selected. The main content area shows the 'DHCP Lease <10.100.1.103,10.100.1.103>' configuration. At the top, there are buttons for 'OK', 'Cancel', 'Apply', and 'Remove'. Below these, the status is 'bound', 'not radius', and 'not blocked'. The 'Enabled' checkbox is checked. The 'Address' field is a dropdown menu currently set to '10.100.1.103'. A warning message reads: '***Do NOT place static reservations inside the DHCP pool***'. The 'MAC Address' is 'DA:B2:D0:E6:7C:30'. The 'General' tab is active.

5. Once assigned you will need to renew the lease on the device, disconnect and reconnect it to the network, or reboot it for the new IP address to take effect.

| | | | | | | | |
|---|---|--------------|-------------------|--------------|-------------------|--------------|-------------|
| - | D | 10.100.1.200 | DA:B2:D0:E6:7C:30 | 10.100.1.103 | DA:B2:D0:E6:7C:30 | Dylans-Phone | 1d 21:59:08 |
|---|---|--------------|-------------------|--------------|-------------------|--------------|-------------|

The active IP address will not change until the device requests a new lease.

Changing the DNS Servers

In the **IP** section in the left toolbar, select the **DNS** tab. CIS Routers now use Google DNS by default (8.8.8.8 and 8.8.4.4). To add another server, click the down arrows, and a box will appear below the arrow you have clicked on. To remove a server, click the up arrow next to the box.

The screenshot shows the RouterOS v6.47.7 (stable) interface for configuring DNS servers. The left sidebar is expanded to the 'IP' section, with 'DNS' selected. The main content area shows the 'DNS' configuration page. At the top, there is an 'Apply' button. Below it, the 'Servers' section has two dropdown menus, both set to '8.8.8.8' and '8.8.4.4'. The 'Dynamic Servers' section is empty.

Port Forwarding

Port forwarding allows inbound traffic to a specific port on a desired host. Be careful when using port forwarding, as each port you open may leave the host vulnerable to attack! CIS recommends using a VPN connection instead whenever possible.

By default, there is a port forwarding rule to use as a template. Select the **Firewall** section in the left tool bar. Click on the **Port-Forward** entry.

RouterOS v6.47.7 (stable) Firewall

3 items

| # | Action | Chain | Dst. Address | Prot... | Dst. Port |
|--|------------|--------|--------------|---------|-----------|
| ;;; CIS_CONFIGURATION***DO NOT CHANGE*** | | | | | |
| 0 | masquerade | srcnat | | | |
| ;;; CIS_CONFIGURATION***DO NOT CHANGE*** | | | | | |
| 0 | masquerade | srcnat | | | |
| ;;; Port-Forward | | | | | |
| 1 | dst-nat | dstnat | | 6 (tcp) | 2198 |

Do NOT modify the CIS_CONFIGURATION rules or you may lose internet access!

Enabled

General

Chain
 For Port Forwarding Select "dstnat"

Dst. Address
 Dst. Address Should Match Public IP

Protocol

Dst. Port
 Enter Port Number

Action

Action
 Select "dst-nat"

To Addresses
 Enter IP Address Of The Target Device

To Ports
 Enter Port Number

| | |
|---------------------|--|
| Enabled | Check this box to activate the rule. |
| Chain | Set to dstnat |
| Dst. Address | The Dst. Address is your public IP address. It will be automatically updated. |
| Protocol | Select TCP or UDP based on which port you need to open. |
| Dst. Port | Enter the port(s) to open. You can enter a range (e.g., 5000-6000) or separate multiple ports with commas (e.g., 80, 443, 3389). |
| Action | Set to dst-nat . |
| To Addresses | Enter the IP address of the device on your network. |
| To ports | Optional. If you wish for the traffic to be forwarded to a different port on the device, enter it here. |
| Comment | The comment must be set to Port-Forward or the rule will not work! |

Comment

Port-Forward

Comment Must End with "Port-Forward"

The comment must end with "Port-Forward" for the rule to work!

View and Set Interfaces

The Interfaces tab provides an overview of the activity on all ports. You can view the traffic sent and received, the status of PoE, PoE settings, PoE priority and current being drawn by PoE devices.

| CIS Router Status | | RouterOS v6.47.7 (stable) | | | | | | | |
|---|----|---------------------------|----------|------|------------|--------|------------|-----------|--|
| <ul style="list-style-type: none"> Wi-Fi Manager Interfaces IP System Tools Undo Redo Hide Passwords | | 6 items | | | | | | | |
| | | Name | Type | MTU | Actual MTU | L2 MTU | Tx | Rx | |
| [D] | S | SFP | Ethernet | 1500 | 1500 | 1600 | 0 bps | 0 bps | |
| ;;; ETH-01 WAN PORT | | | | | | | | | |
| [D] | R | ether-01-gatew | Ethernet | 1500 | 1500 | 1598 | 126.4 kbps | 31.2 kbps | |
| ;;; ETH-02 | | | | | | | | | |
| [D] | RS | ether-02 | Ethernet | 1500 | 1500 | 1598 | 5.2 kbps | 2.8 kbps | |
| ;;; ETH-03 | | | | | | | | | |
| [D] | S | ether-03 | Ethernet | 1500 | 1500 | 1598 | 0 bps | 0 bps | |
| ;;; ETH-04 | | | | | | | | | |
| [D] | S | ether-04 | Ethernet | 1500 | 1500 | 1598 | 0 bps | 0 bps | |
| ;;; ETH-05 | | | | | | | | | |
| [D] | S | ether-05 | Ethernet | 1500 | 1500 | 1598 | 0 bps | 0 bps | |

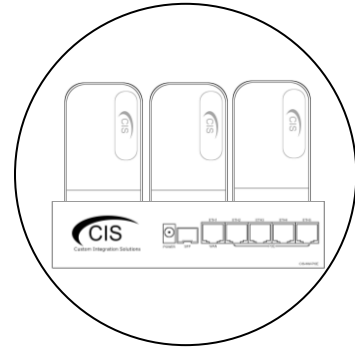
Power Cycling an Ethernet Port

Select an Ethernet port in the table below to view the information for it. Click the **Power Cycle** button to disable, then re-enable the port.

| CIS Router Status | | RouterOS v6.47.7 (stable) | | CIS-NW-POE ROUTER |
|--|--|---------------------------|----------|-------------------|
| <ul style="list-style-type: none"> Wi-Fi Manager Interfaces IP System Tools Undo Redo Hide Passwords | | Interface <ether-04> | | |
| <div style="display: flex; justify-content: space-around;"> OK Cancel Apply Power Cycle </div> | | | | |
| no link not running slave | | | | |
| Enabled <input checked="" type="checkbox"/> | | | | |
| General | | | | |
| | | Name | ether-04 | |
| | | Type | Ethernet | |

Managing Access Points with the Wireless Manager

All CIS routers include a Wireless Manager that allows you to manage your access points from a single location. All changes to SSIDs, passwords and other options will be propagated to all CIS access points on the network.



To configure your CIS access point for use with the Wireless Manager, view the manual for the CIS-ACWAP.

Viewing the Connected Access Points

On your CIS router, select the **Wi-Fi Manager** section in the left toolbar. The active Wi-Fi radios will be displayed.

| | | ▲ Name | Tx | Rx | Tx Packet (p/s) | Rx Packet (p/s) | FP Tx |
|---|-----|-----------------|-------|-------|-----------------|-----------------|-------|
| D | RMB | CIS 2.4GHz-RACK | 0 bps | 0 bps | 0 | 0 | 0 bps |

If you select the **WiFi Access points** tab, you'll be able to view the identity, MAC address and other information of the individual access points.

| | ▲ Address | Version | Identity | State | Radios | |
|--|-------------------|---------|----------|-------|--------|--|
| | 6C:3B:6B:EA:36:1E | 6.47.7 | Rack | Run | 1 | |

Viewing Connected Devices

Select the **Registration Table** tab to view the connected devices.

The screenshot shows the RouterOS v6.47.7 (stable) interface. The 'Wi-Fi Manager' section is active, and the 'Registration Table' tab is selected. The table displays one connected device.

| Interface | SSID | MAC Address | Tx Rate | Rx Rate | Tx Signal | Rx Signal | Uptime |
|-----------------|-----------|-------------|-----------|-----------|-----------|-----------|-------------|
| CIS 2.4GHz-RACK | CIS Guest | | 52Mbps-20 | 65Mbps-20 | 0 | -66 | 00:02:49.24 |

Changing the SSID of Managed Access Points

Select the **SSID-Channel** tab in the **Wi-Fi Manager** section. Click on the 2.4GHz network.

The screenshot shows the RouterOS v6.47.7 (stable) interface. The 'Wi-Fi Manager' section is active, and the 'SSID-Channel' tab is selected. The table displays two managed access points.

| Name | SSID | Hide SSID | Channel |
|---------------------|-------------------|-----------|-------------------|
| CIS 2.4GHz Wireless | CIS Guest | | 2.4GHz Channel 02 |
| CIS 5GHz Wireless | CIS 5GHz Wireless | | 5GHz Channel 5180 |

Copy and paste the SSID so that the 5GHz network has the same SSID.

The screenshot shows the configuration dialog for the 'CIS 2.4GHz Wireless' network. The 'SSID' field is highlighted with a blue border and contains the text 'CIS Guest'.

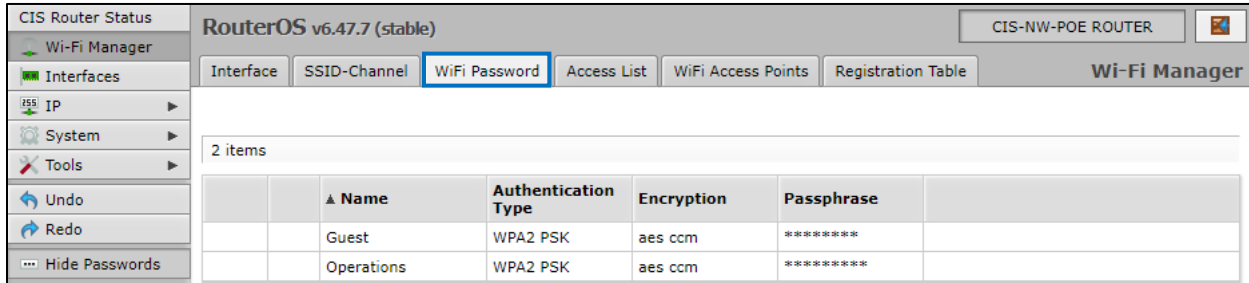
Name: CIS 2.4GHz Wireless
SSID: CIS Guest
Hide SSID: [dropdown]

The screenshot shows the configuration dialog for the 'CIS 5GHz Wireless' network. The 'SSID' field is highlighted with a blue border and contains the text 'CIS Guest'.

Name: CIS 5GHz Wireless
SSID: CIS Guest
Hide SSID: [dropdown]

Changing the Wi-Fi Password of Managed Access Points

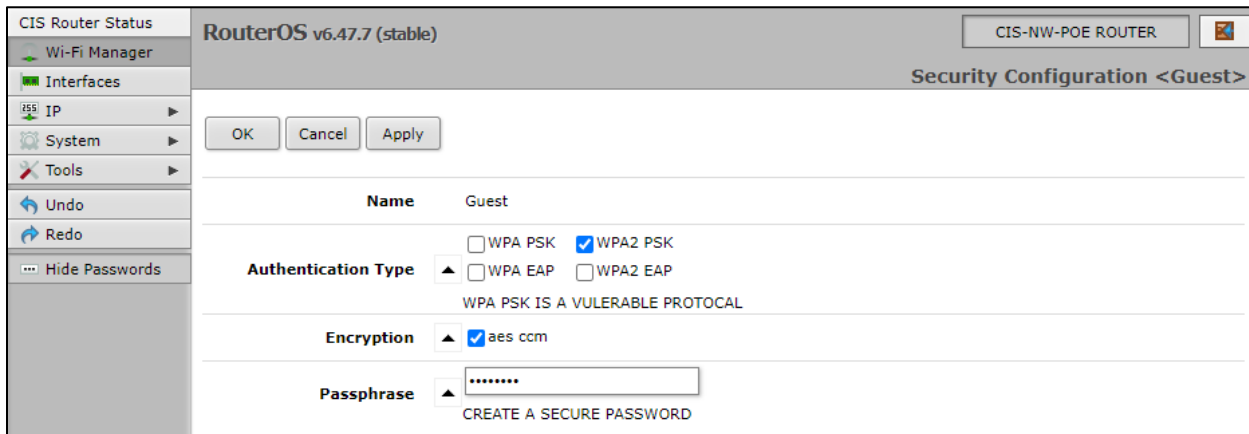
Select the **Wi-Fi Password** tab. Click on the network that you'd like to change the password for. If you've purchased a guest network, it will appear here.



The screenshot shows the RouterOS v6.47.7 (stable) interface. The left sidebar contains navigation options: CIS Router Status, Wi-Fi Manager, Interfaces, IP, System, Tools, Undo, Redo, and Hide Passwords. The main area is titled 'RouterOS v6.47.7 (stable)' and 'CIS-NW-POE ROUTER'. Below the title are tabs: Interface, SSID-Channel, WiFi Password (selected), Access List, WiFi Access Points, and Registration Table. The 'WiFi Password' tab displays a table with 2 items:

| Name | Authentication Type | Encryption | Passphrase |
|------------|---------------------|------------|------------|
| Guest | WPA2 PSK | aes ccm | ***** |
| Operations | WPA2 PSK | aes ccm | ***** |

Click on the network you'd like to set the password for, then enter the passphrase in the box below. It is highly recommended you use only **WPA2 PSK** for security purposes. WPA is vulnerable to password cracking.



The screenshot shows the 'Security Configuration <Guest>' dialog box in RouterOS v6.47.7 (stable). The dialog has 'OK', 'Cancel', and 'Apply' buttons at the top. The configuration is for a network named 'Guest'. The 'Authentication Type' section has radio buttons for WPA PSK, WPA2 PSK (checked), WPA EAP, and WPA2 EAP. A warning message states 'WPA PSK IS A VULNERABLE PROTOCOL'. The 'Encryption' section has a checked radio button for 'aes ccm'. The 'Passphrase' section has a text input field containing '*****' and a 'CREATE A SECURE PASSWORD' button below it.

PoE Information and Settings

PoE-Out Modes:

Auto-on mode (default)

When selected, auto-on mode checks for resistance on the host device and will automatically supply power to devices that require it. It will not damage non-PoE devices.

Forced-on mode

When selected, the router applies power on pins 4,5 (+) and 7,8 (-), even if no cable is attached.

Be careful plugging non-PoE devices into a port when Forced-on is selected. **You may damage your device!**

Off mode

When selected, the router will not supply power to connected devices.

PoE-Out limitations

The CIS-NW-POE provides up to 450mA for each port, with a maximum total output of 2A.

Enable/Disable PoE on a Specific Port

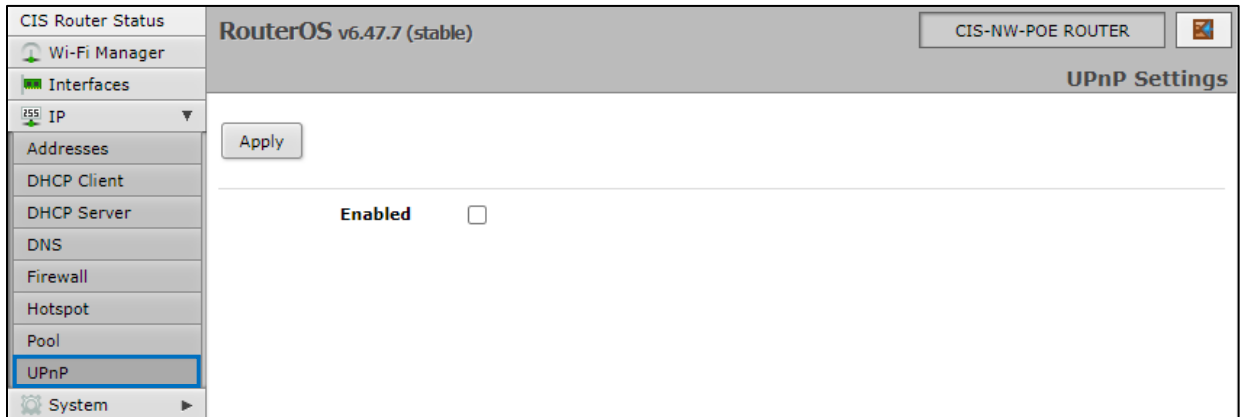
Select the port from the **Interfaces** tab. Change the PoE Out option accordingly.

| | | PoE |
|--------------------------|--------------------------|-----|
| PoE Out | auto on | ▼ |
| PoE Priority | 10 | |
| Power Cycle Ping Enabled | <input type="checkbox"/> | |
| Power Cycle Interval | | |
| PoE Out Status | powered on | |
| PoE Out Current | 120 mA | |
| PoE Out Voltage | 56.5 V | |
| PoE Out Power | 6.7 W | |

Tools

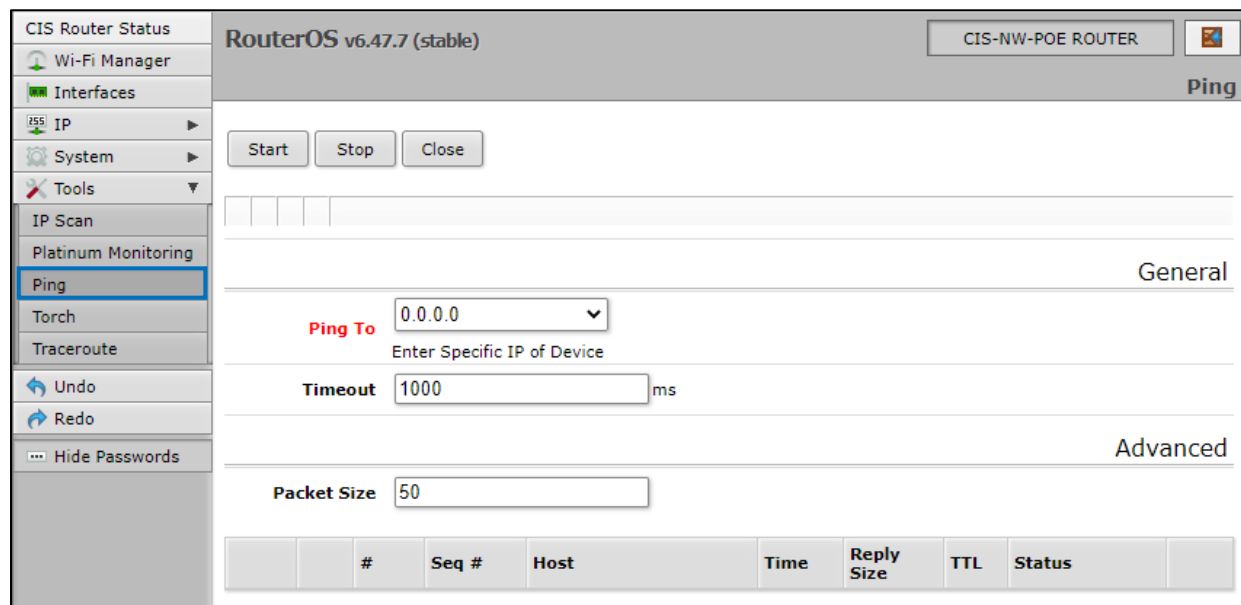
UPnP

Universal Plug and Play enables your router to easily discover other devices located on the network and vice-versa. If you require UPnP, select it under the **IP** tab in the toolbar, then enable it. UPnP has implications on the security of the device, and it is recommended you leave it disabled unless required.



Ping

Ping uses Internet Control Message Protocol (ICMP) echo messages to determine if a remote host is active. It will also provide the round-trip time between the hosts. Enter the IP address of the device and select Start to begin.



IP Scan

The IP scan tool locates devices on the network. It can also locate devices that have a static IP set internally if they are on the same network as the router.

To use the IP scan tool, select the network you wish to scan on (bridge-operations is default), then enter the network address and subnet mask using CIDR notation.

CIS Router Status RouterOS v6.47.7 (stable) CIS-NW-POE ROUTER

Wi-Fi Manager

Interfaces

IP

System

Tools

IP Scan

Platinum Monitoring

Ping

Torch

Traceroute

Undo

Redo

Start Stop Close

Interface Select Bridge Interface

Address Range Enter Network Address and Subnet Mask

| # | Address | MAC Address | Time (ms) | DNS | SNMP | Netbios |
|---|---------|-------------|-----------|-----|------|---------|
|---|---------|-------------|-----------|-----|------|---------|

Select **bridge-operations** and enter **10.100.1.0/24** as the address range. You may have multiple interfaces and address ranges depending on your configuration. Most use a /24 network size.

Traceroute

The traceroute tool is used to view the network hops between your router and a destination IP. For basic use, enter the IP address of the host to perform the trace on and click Start.

CIS Router Status RouterOS v6.47.7 (stable) CIS-NW-POE ROUTER

Wi-Fi Manager

Interfaces

IP

System

Tools

IP Scan

Platinum Monitoring

Ping

Torch

Traceroute

Undo

Redo

Hide Passwords

Start Stop Close

Basic

Traceroute To

Packet Size

Timeout ms

Protocol

Port

Count

Max Hops

Src. Address

Interface

DSCP

Routing Table

Use DNS

Platinum Monitoring

If the client has a Platinum or PlatinumDN service, they will receive the Platinum Monitoring service, which will send email alerts when key networking equipment at a specified IP address goes offline. You can enable and disable notifications by clicking the **D** or **E** buttons on the left.

The screenshot shows the RouterOS v6.47.7 (stable) interface for Platinum Monitoring. The left sidebar is expanded to show 'Platinum Monitoring'. The main content area displays a table with 254 items. The table has columns for Host, Status, and Since. The data shown is as follows:

| | | ▲ Host | Status | Since |
|-------------------------|---|--------------|---------|----------------------|
| ;;; CIS_Router_Doe_Jane | | | | |
| [E] | X | 🔌 10.100.1.1 | unknown | Apr/14/2021 06:55:22 |
| [E] | X | 🔌 10.100.1.2 | unknown | Apr/14/2021 06:55:22 |
| [E] | X | 🔌 10.100.1.3 | unknown | Apr/14/2021 06:55:22 |

Torch

Torch allows you to view packets flowing through an interface. You can obtain information such as the IP addresses, ports, and protocols in use. You can select the interface, and which information to collect. You can specify a source or destination address range or leave these fields blank for all addresses. You can specify by port or protocol as well.

The screenshot shows the RouterOS Torch interface. The left sidebar is expanded to show 'Torch'. The main content area displays configuration options for monitoring traffic on the 'ether-02' interface. The interface includes sections for Basic settings, Collect, and Filters.

Basic Settings:

- Interface: ether-02
- Entry Timeout: 00:00:03 s

Collect Settings:

- Src. Address
- Dst. Address
- Src. Address6
- Dst. Address6
- MAC Protocol
- Protocol
- Port
- VLAN Id
- DSCP

Filters Settings:

- Src. Address: 0.0.0.0/0
- Dst. Address: 0.0.0.0/0
- Src. Address6: ::/0
- Dst. Address6: ::/0
- MAC Protocol: all
- Protocol: any
- Port: any
- VLAN Id: any
- DSCP: any

The bottom of the interface shows a table header for the collected data:

| # | Eth. Protocol | Pro... | Src. | Dst. | VLAN Id | DSCP | Tx Rate | Rx Rate | Tx Packet Rate | Rx Packet Rate |
|---|---------------|--------|------|------|---------|------|---------|---------|----------------|----------------|
|---|---------------|--------|------|------|---------|------|---------|---------|----------------|----------------|

Troubleshooting

| Symptom | Possible causes |
|---|---|
| The PoE access point, switch, or other powered device will not turn on. | Try changing the PoE mode to “forced on” from the interfaces menu. Remember, never force PoE on a non-PoE device! |
| I cannot access my system using the VPN. | <ul style="list-style-type: none"> • Ensure the username, password, and secret were copied and pasted correctly and contain no extra characters or spaces. • It is recommended you use a DNS name to connect instead of an IP address, as they are prone to change from time to time. • Your ISP’s provided gateway must be in bridge mode for VPN access to work. Consider a PlatinumDN service if this is not possible. |
| Port Forwarding does not work. | <ul style="list-style-type: none"> • Review the manual to ensure the configuration is set correctly or call CIS for support. • The ISP’s gateway must be in bridge mode or have extra configuration applied. |
| The client is not getting the speed they are paying the ISP for. | <ul style="list-style-type: none"> • If you are connected wirelessly, the speed will be affected by the distance from the access point, interference from neighboring networks, the number of devices connected to the access point, the environment surrounding the access point, the device used, and other factors. <ul style="list-style-type: none"> • With current technologies, wireless access points are not able to perform at the speed of a Gigabit internet connection, especially in a crowded environment. • Ensure the wired devices you are using support Gigabit ethernet and not 10/100 mbps. • The CIS-NW-POE has a tested maximum speed of 850 Mbps in our environment. |
| I cannot access the router’s web interface. | Ensure your device is set to receive an IP address via DHCP. If your router’s IP address is different than the default, obtain the default gateway address and use that to connect. You can do this using ipconfig in a command prompt in Windows. |
| The router has no internet access. | <ul style="list-style-type: none"> • Check connections and reboot the router and ISP’s gateway. • If the ISP requires a static IP address or PPPoE connection, contact CIS for assistance. |

Warranty Information

Custom Integration Solutions™ products have a 2-Year Limited Warranty. This warranty includes parts and labor repairs on all components found to be defective in material or workmanship under normal conditions of use. This warranty shall not apply to products that have been abused, modified, or disassembled. Products to be repaired under this warranty must be returned to Custom Integration Solutions™ or a designated service center with prior notification and an assigned return authorization (RA) number.

Contact Information

Web: www.custom-integration-solutions.com

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Email: activations@custom-integration-solutions.com



The CIS-NW-POE is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EC.