

CIS-80MKV 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-80MKV provides plenty of routing capability with a dual-core ARM CPU running at 1.4 GHz and 1 GB of RAM. The CIS-80MKV router is equipped with ten Gigabit Ethernet ports and one SFP port, compatible with 1 Gb modules. The device is pre-configured with all ports switched together. The CIS-80MKV is capable of powering other devices that support passive PoE on port 10 such as CIS access points.

Package Contents



Router



24v DC Adapter



Rack ears (2)



Screws (8)

Power

The device can be powered with the included 24V DC adapter or via passive PoE on the first port (14–30V DC).

PoE Output

The CIS-80MKV can supply PoE to external devices on port 10. It can supply power to passive PoE devices only (does not support 802.3af/at). Use it to power CIS access points and devices such as the CIS-SW-POE. The maximum power output is 600mA.

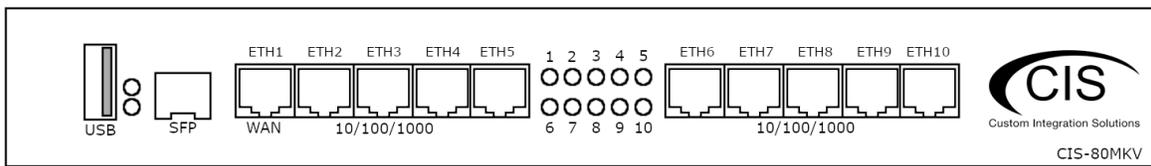
By default, the PoE mode is set to auto. It will not damage non-PoE devices and will auto-detect devices with PoE support and their required voltage. Once a PoE device is detected, it will be powered on.

The device consumes 10 W without any attachments, and up to a maximum of 30 W.

Device Details

Ports

- 10 Gigabit Ethernet ports (with Auto MDI/X). ETH1 supports PoE in.
- 1 SFP cage, which accepts 1 GB SFP modules.
- USB 3.0 Port (disabled).
- Power – connect the included 24v adapter.



LED Indicators

- USR (top-green)–An LED that can be customized by CIS. Default is off.
- PWR (bottom-blue)–Indicates the device is powered on.
- 1–10–Indicates network activity on Ethernet ports 1 through 10.

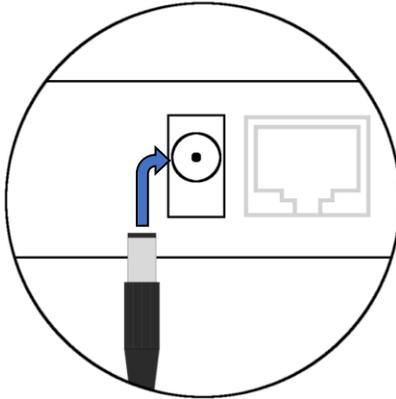
Buttons

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.

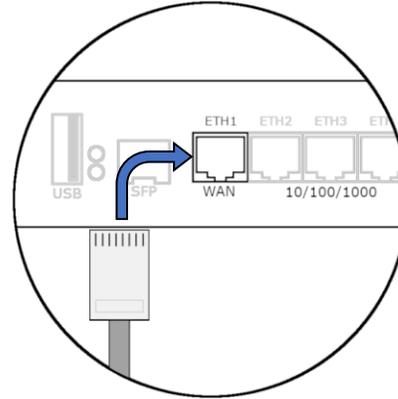
Input Power Requirements

The router accepts 10–30V DC input from the power jack or PoE input on ETH1.

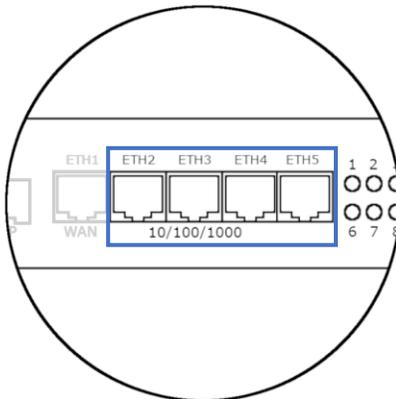
Quick Setup



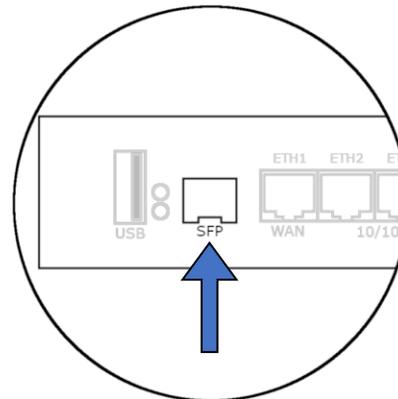
1. Connect the DC Adapter to the power jack on the back of the router.



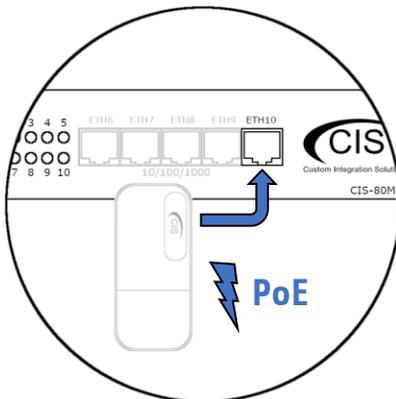
2. Connect the ISP's gateway to the WAN port of the router.



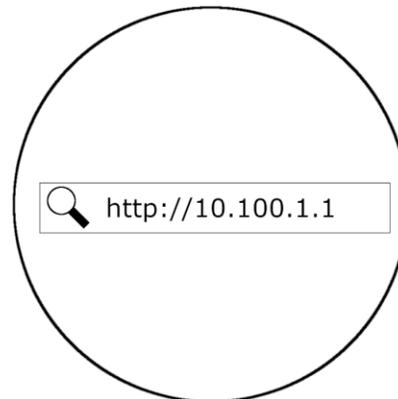
3. Connect the devices to the remaining Ethernet ports.



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



5. (Optional) Connect a passive PoE device, such as a CIS access point to port 10.



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-80MKV 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:

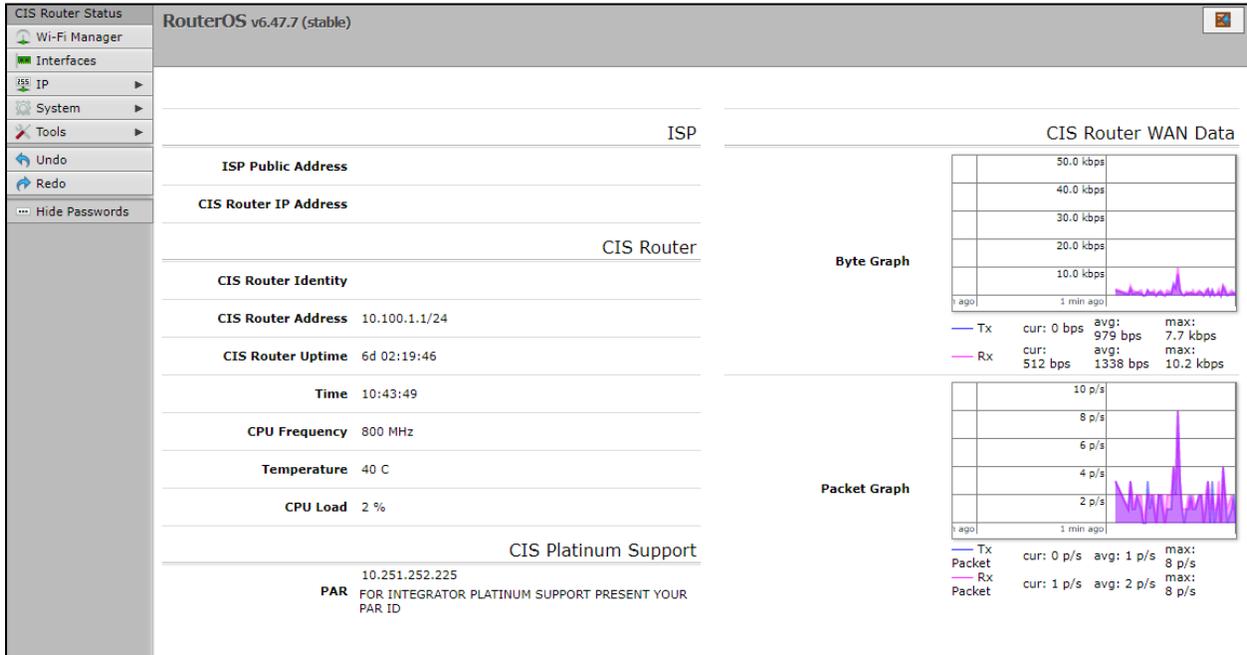
Password:

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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

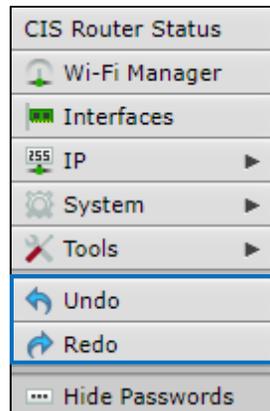
The identity is used to identify your device on the network. It is essential to set the router to the name of the client using the format below, as CIS will use it to identify the router when connecting for updates and troubleshooting.

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



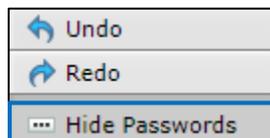
Undo / Redo

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



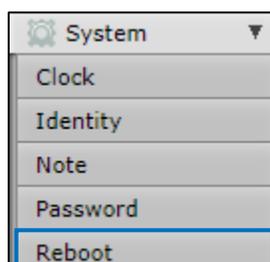
Show / Hide Passwords

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



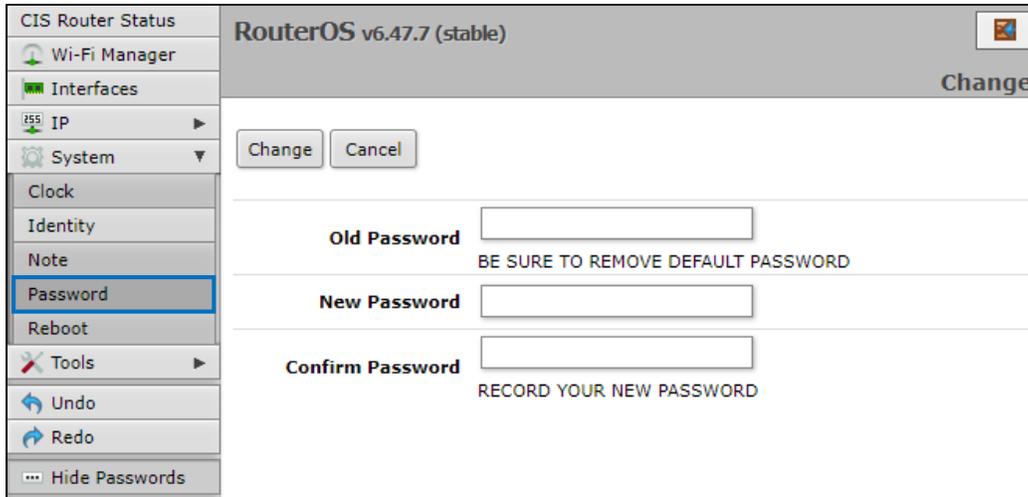
Rebooting the Device

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

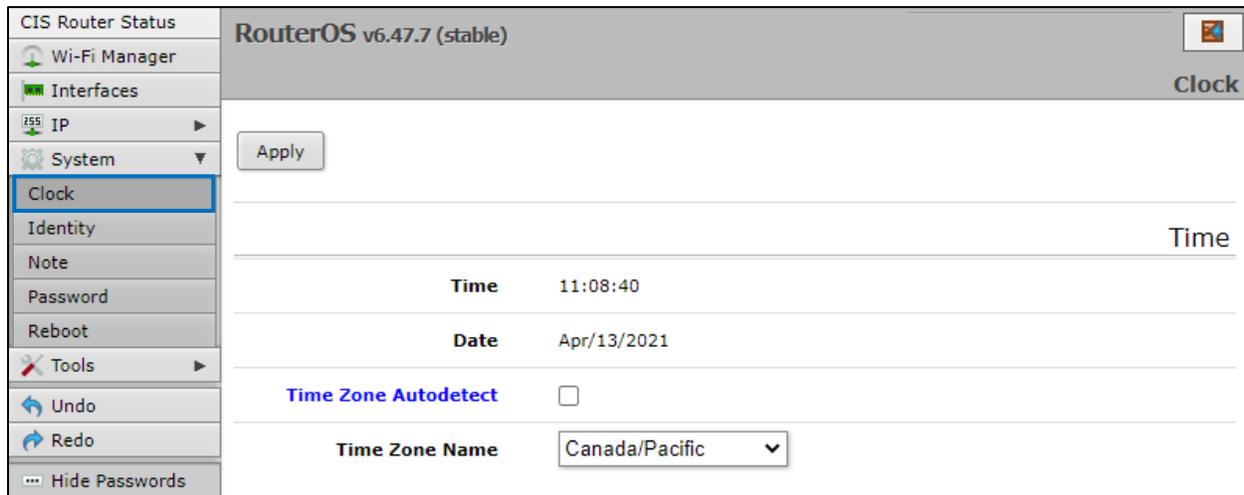
After you log in for the first time, please create a new password to increase the security of the device. Enter the old password in the top field and a secure password in the new and confirm password fields.



The screenshot shows the RouterOS v6.47.7 (stable) interface. 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 text 'BE SURE TO REMOVE DEFAULT PASSWORD'. Below the 'Confirm Password' field is the text 'RECORD YOUR NEW PASSWORD'. There are 'Change' and 'Cancel' buttons at the top left of the main area.

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. 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 left. Below the button, there are two rows of information: 'Time' showing '11:08:40' and 'Date' showing 'Apr/13/2021'. Below these, there is a 'Time Zone Autodetect' checkbox which is unchecked. At the bottom, there is a 'Time Zone Name' dropdown menu currently set to 'Canada/Pacific'.

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.

The screenshot shows the RouterOS v6.47.7 (stable) interface. The left sidebar is expanded to the IP section, with the 'Addresses' tab selected. The main content area is titled 'Address List' and displays a table with 4 items. The table has columns for Address, Network, and Interface. The entries are as follows:

	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
D			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.

The screenshot shows the RouterOS v6.47.7 (stable) interface. The left sidebar is expanded to the IP section, with the 'DHCP Client' tab selected. The main content area is titled 'DHCP Client' and displays a table with 1 item. The table has columns for Interface, Use Peer DNS, Add Defa... Route, IP Address, and Expires After. The entry is as follows:

Interface	Use Peer DNS	Add Defa... Route	IP Address	Expires After
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) DHCP Client <ether-01-gateway-WAN>

Buttons: 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) DHCP Server

Tabs: 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) DHCP Server interface. 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) DHCP Server interface. 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.

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.

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.

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, and the DHCP Server tab is selected. The main content area shows the DHCP Lease configuration for the IP address 10.100.1.103. The status is 'bound', and the lease is not radius or blocked. The 'Enabled' checkbox is checked. The 'Address' field is set to 10.100.1.103, and the 'MAC Address' is DA:B2:D0:E6:7C:30. A warning message states: '***Do NOT place static reservations inside the DHCP pool***'. Buttons for 'OK', 'Cancel', 'Apply', and 'Remove' are visible at the top.

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
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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, and the DNS tab is selected. The main content area shows the DNS configuration. The 'Servers' section has two entries: 8.8.8.8 and 8.8.4.4. The 'Dynamic Servers' section is empty. An 'Apply' button is visible at the top.

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.

The screenshot shows the RouterOS v6.47.7 (stable) Firewall configuration page. The left sidebar has 'Firewall' selected. The main area shows a table of 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

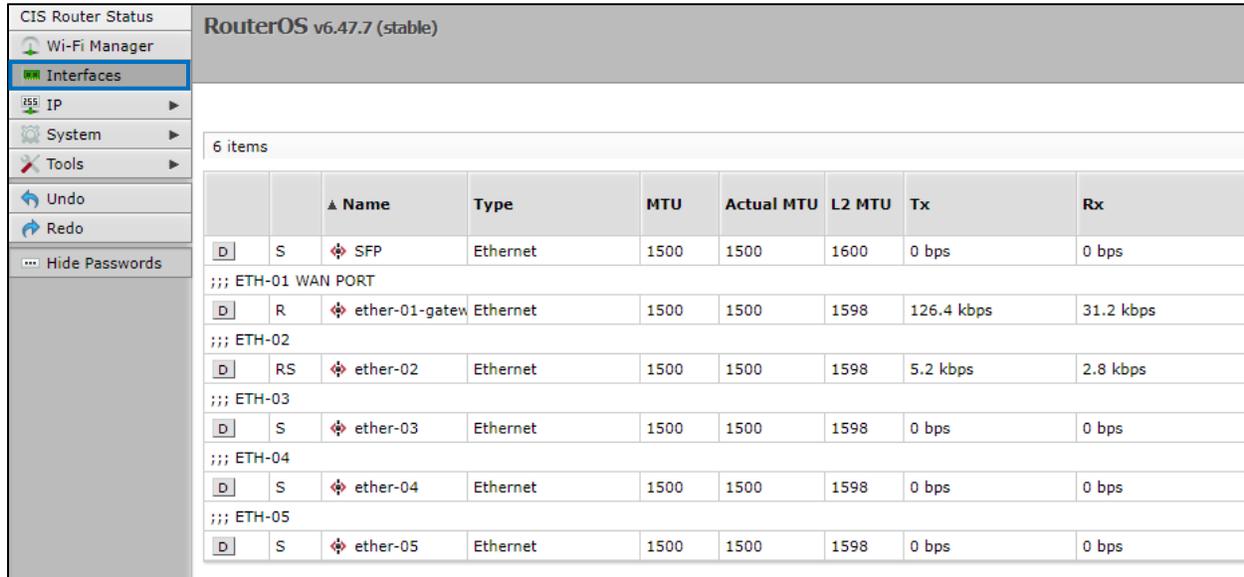
Port-Forward

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 (port 10 only).

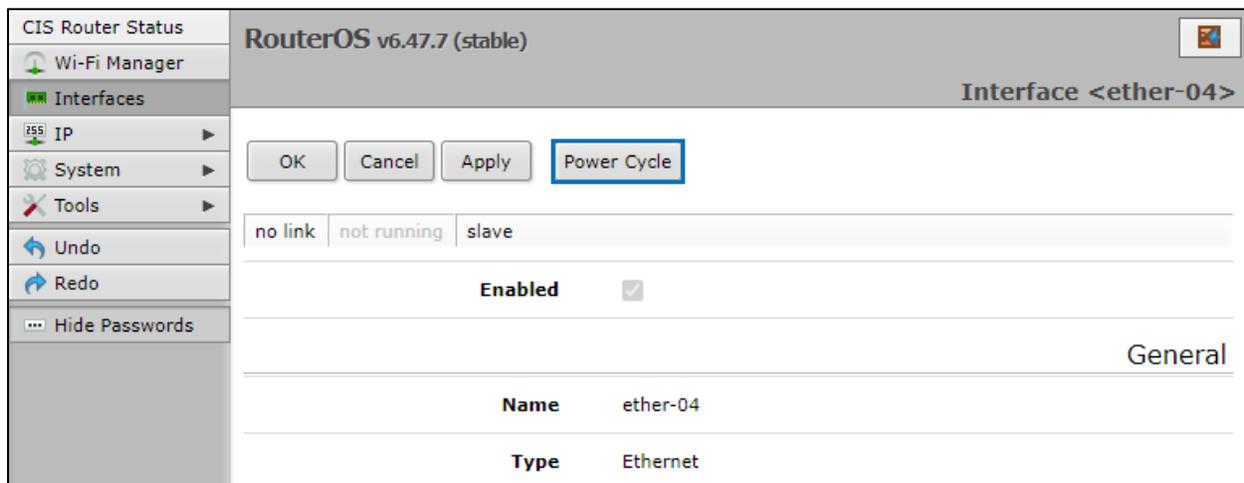


The screenshot shows the RouterOS v6.47.7 (stable) web interface. The left sidebar contains navigation options: CIS Router Status, Wi-Fi Manager, Interfaces (selected), IP, System, Tools, Undo, Redo, and Hide Passwords. The main content area displays a table of 6 network interfaces. The table has columns for Name, Type, MTU, Actual MTU, L2 MTU, Tx, and Rx. The interfaces listed are SFP, ether-01-gatew, ether-02, ether-03, ether-04, and ether-05. Each interface row includes a status icon (D) and a mode indicator (S, R, or RS). The Tx and Rx columns show traffic rates in bps or kbps.

		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

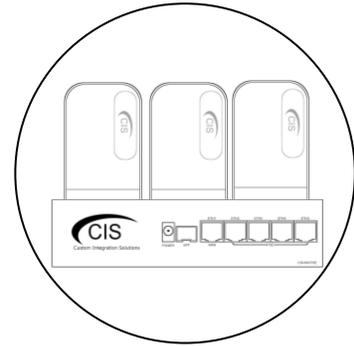
Select an Ethernet port in the table below to view the information for it. Click the **Power Cycle** button to disable, then re-enable the port.



The screenshot shows the RouterOS v6.47.7 (stable) web interface for the configuration of the ether-04 interface. The left sidebar is the same as in the previous screenshot. The main content area is titled "Interface <ether-04>". At the top, there are buttons for OK, Cancel, Apply, and Power Cycle. Below the buttons, the interface status is shown as "no link", "not running", and "slave". The "Enabled" checkbox is checked. The "General" tab is selected, showing the "Name" as "ether-04" and the "Type" as "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 2.4GHz network. The 'Name' is 'CIS 2.4GHz Wireless' and the 'SSID' is 'CIS Guest'. The 'Hide SSID' checkbox is unchecked.

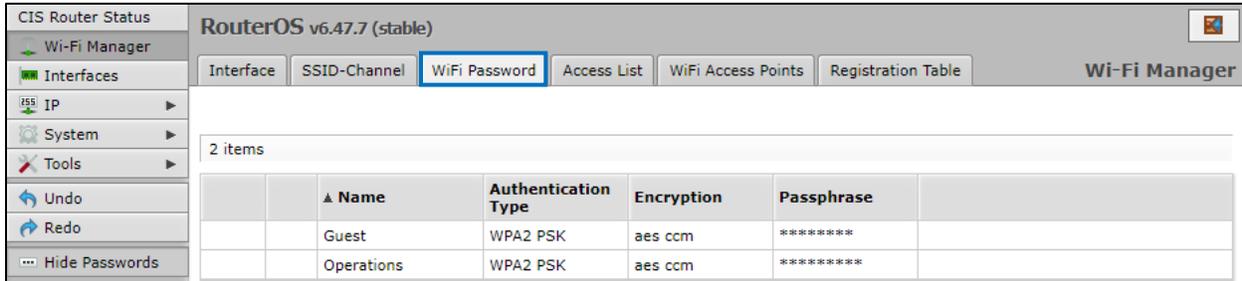
Name: CIS 2.4GHz Wireless
SSID: CIS Guest
Hide SSID:

The screenshot shows the configuration dialog for the 5GHz network. The 'Name' is 'CIS 5GHz Wireless' and the 'SSID' is 'CIS Guest'. The 'Hide SSID' checkbox is unchecked.

Name: CIS 5GHz Wireless
SSID: CIS Guest
Hide SSID:

Changing the Wi-Fi Password of Managed Access Points

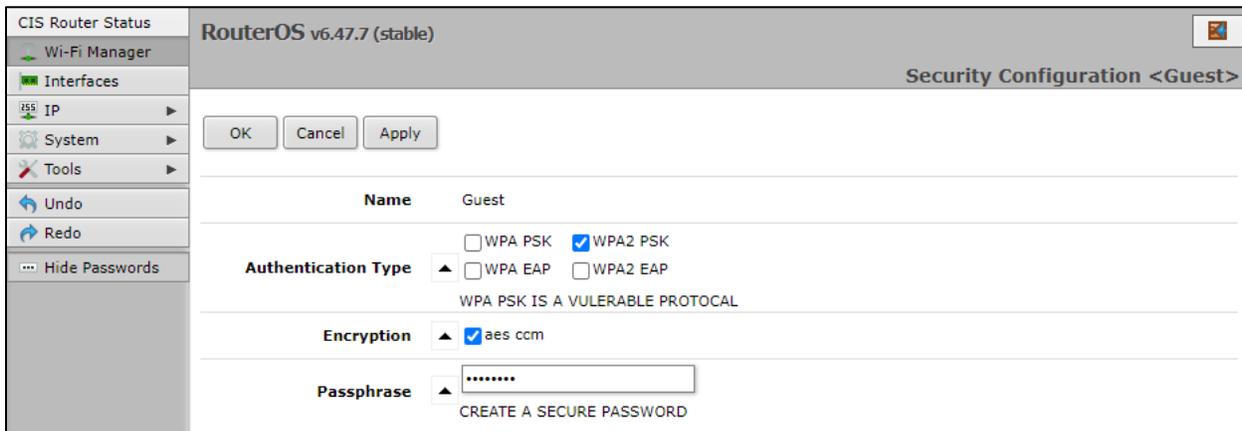
Select the **Wi-Fi Password** tab. Click on the network that you'd like to change the password for. If you've purchased a guest network, it will appear here.



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 content area is titled 'Wi-Fi Manager' and has several tabs: Interface, SSID-Channel, WiFi Password (selected), Access List, WiFi Access Points, and Registration Table. Below the tabs, it says '2 items' and displays a table with the following data:

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 (selected), WPA EAP, and WPA2 EAP. A warning message states 'WPA PSK IS A VULNERABLE PROTOCOL'. The 'Encryption' section has a radio button for 'aes ccm' (selected). The 'Passphrase' section has a text input field containing '*****' and a 'CREATE A SECURE PASSWORD' button.

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-80MKV provides up to 600mA output on its PoE port.

Enable/Disable PoE on Port 10

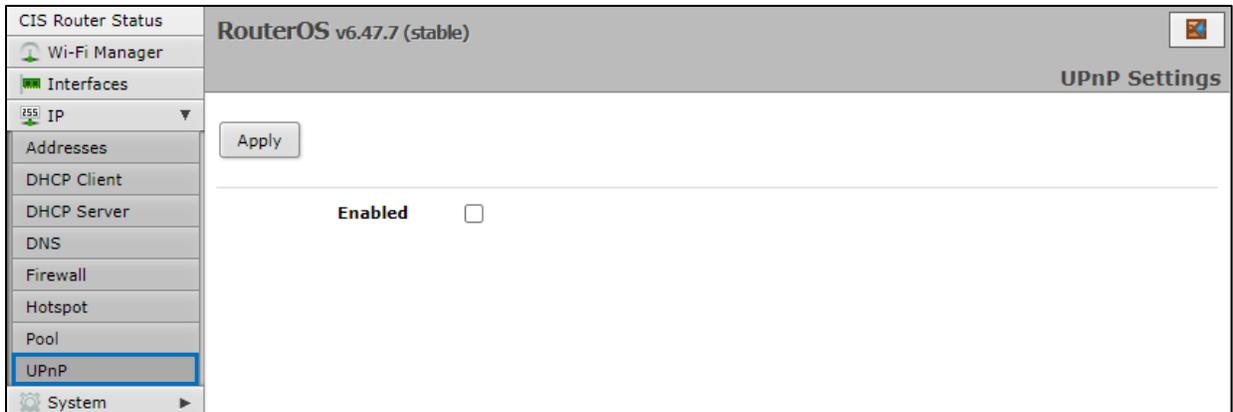
Select the port 10 from the **Interfaces** tab. Change the PoE Out option accordingly.

		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		
PoE Out Power	6.7 W	

Tools

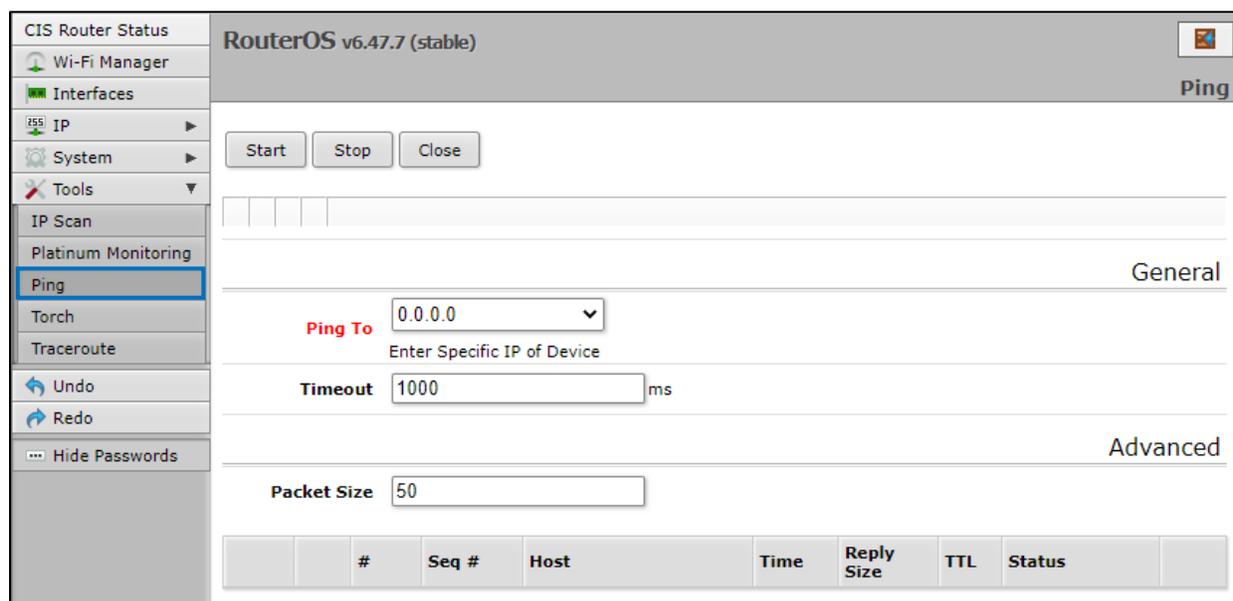
UPnP

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) IP Scan

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) Traceroute

Start Stop Close

Basic

Traceroute To Count

Packet Size Max Hops

Timeout ms Src. Address

Protocol Interface

Port DSCP

Use DNS Routing Table

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.

		▲ 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.

#	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.	<ul style="list-style-type: none"> • The CIS-80MKV supports passive PoE (not 802.3af/at), and only on port 10. • 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.
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

Phone: Technical Support - (888) 976-3651

Email: activations@custom-integration-solutions.com



The CIS-80MKV is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EC.