

# CIS-CCR2004 User Manual

---



# Table of Contents

Welcome to Custom Integration Solutions .....	4
Overview.....	4
Package Contents.....	4
Power.....	4
Device Details.....	5
Ports.....	5
LED Indicators.....	5
Buttons .....	5
Quick Setup.....	6
Accessing the Web Interface.....	7
The Status Page.....	8
Setting the Router's Identity .....	8
Undo / Redo .....	9
Show / Hide Passwords .....	9
Rebooting the Device.....	9
Changing the Default Password .....	10
Setting the Time Zone.....	10
IP Addressing .....	11
View the Router's IP Addresses .....	11
The DHCP Client Tab .....	11
Renewing the WAN IP Address .....	12
The DHCP Server.....	12
Setting a DHCP Reservation .....	14
Changing the DNS Servers.....	15
Port Forwarding.....	16

View and Set Interfaces .....	18
Power Cycling an Ethernet Port .....	18
WireGuard.....	19
Managing Access Points with the Wireless Manager .....	20
Viewing the Connected Access Points.....	20
Viewing Connected Devices.....	21
Changing the SSID of Managed Access Points .....	21
Changing the Wi-Fi Password of Managed Access Points .....	22
Tools.....	23
IP Scan .....	24
Traceroute .....	24
Platinum Monitoring.....	25
Torch.....	25
Troubleshooting.....	26
Warranty Information.....	27
Contact Information.....	27

## 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-CCR2004 boasts many upgrades over its predecessor – the CIS-CCR1009. The CPU has been upgraded to a quad-core ARM processor at 1.7 GHz that produces significantly better single-core performance. The RAM has been doubled to 4GB.

The CIS-CCR2004 router is now equipped with 16 Gigabit Ethernet ports and two SFP+ ports – compatible with 1 GB or 10GB SFP modules.

### Package Contents



Router



Power Cable (2)



Rack ears (2)



Screws (8)

### Power

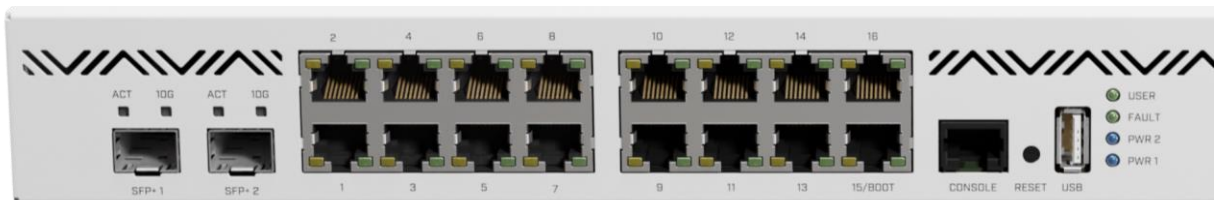
The CIS-CCR2004 is powered using the supplied IEC power cables. The dual power supplies are removeable and can be replaced should a failure occur. Connect one for standard operation or connect two of them to make use of the redundant power supplies. Connect a cable to a separate circuit, or UPS to maximize uptime.

The device consumes 35 W without any attachments, and up to a maximum of 48 W.

## Device Details

### Ports

- 16 Gigabit Ethernet ports.
- 2 SFP+ cages.
- Dual power input.
- Console port – disabled.
- USB – disabled, but may provide future functionality, such as LTE modems.



### LED Indicators

- USER – An LED that can be customized by CIS. Default is off.
- FAULT – Indicates a failure with the device or its cooling system.
- PWR 1 & 2 – Indicates whether one or both power supplies are connected to power.
- Ethernet LED – Indicates network activity on the Ethernet ports and link speed.
- SFP LEDs – ACT displays network activity. 10G is illuminated should a 10G link be established.

### Buttons

Reset button: If you would like to reset the router, it is highly recommended you contact CIS. Resetting your CIS router will remove all custom configuration, including services you may have paid for.

## Quick Setup



1. Connect a power cable to one or both power supplies on the back of the router.
2. Connect the ISP's modem to the first port on the front of the router with an Ethernet cable.
3. Connect your remaining devices to the Ethernet ports.
4. (Optional) Use the SFP+ port to connect to a switch.

## Accessing the Web Interface

1. Connect the ISP's modem to the first Ethernet port. Connect your laptop to any remaining port on the front of the CIS router (excluding the console port). 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-CCR2004 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 Login:

Login:  Login

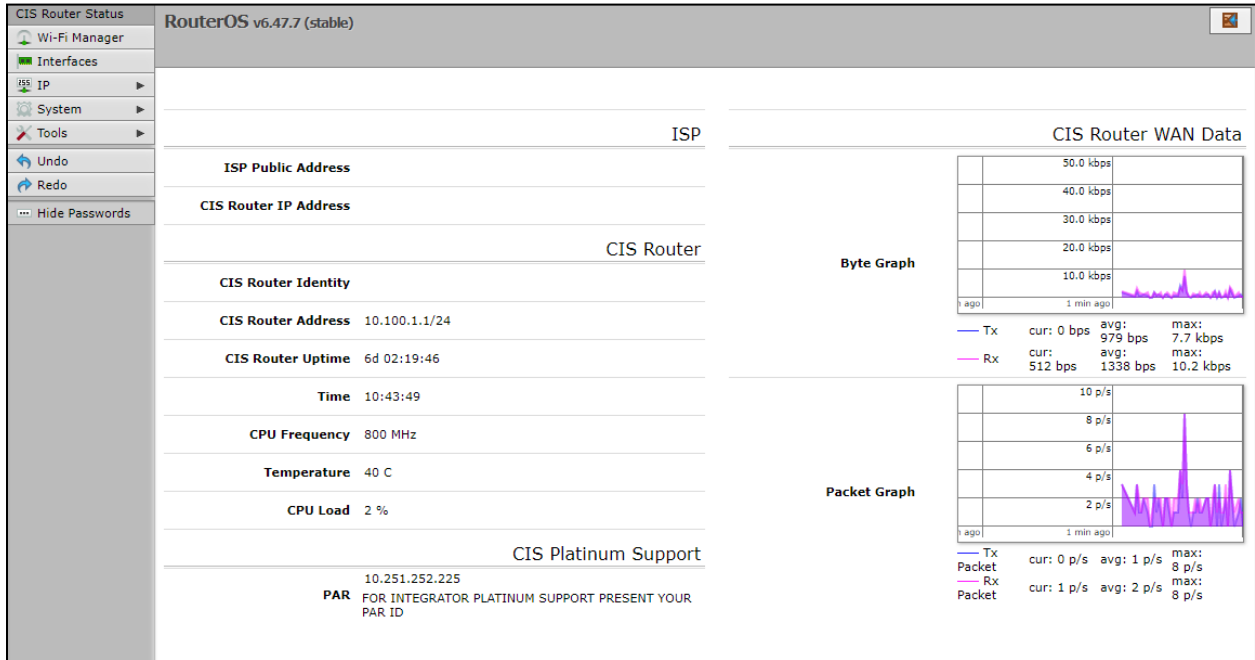
Password:

Owners Guide   Get TeamViewer   CIS Store   Like us on Facebook!

© Custom Integration Solutions

## The Status Page

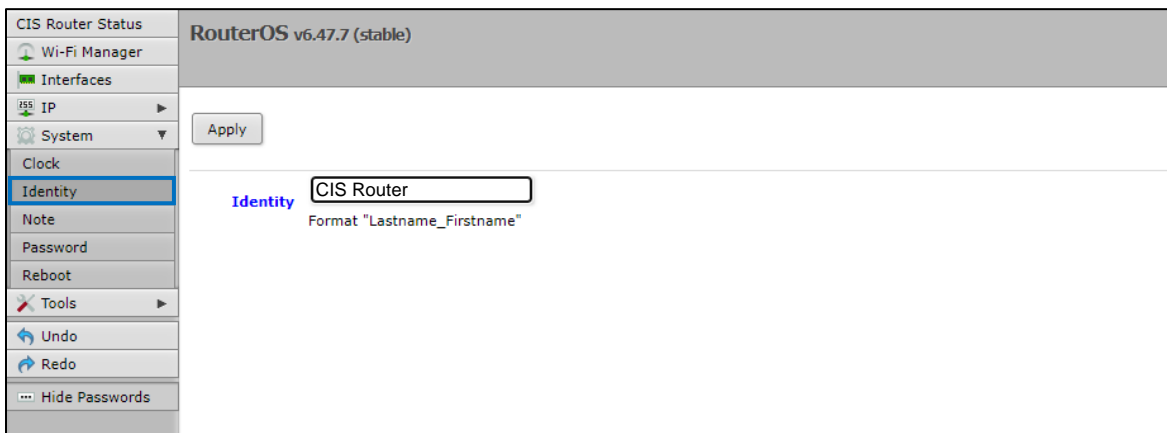
The status page provides basic diagnostic information. There is a CIS Support Address should you require assistance. The router's Identity will show you which device you are accessing on your network. You can view uptime, memory usage and load on the CPU.



## 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.

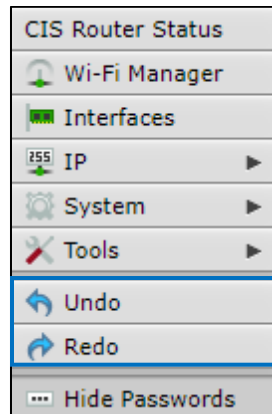
The **Identity** setting can be found in the **System** tab in the left toolbar.





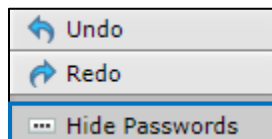
## Undo / Redo

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



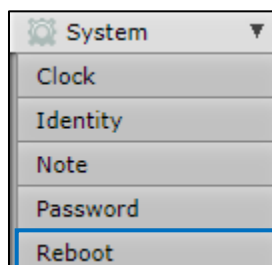
## Show / Hide Passwords

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



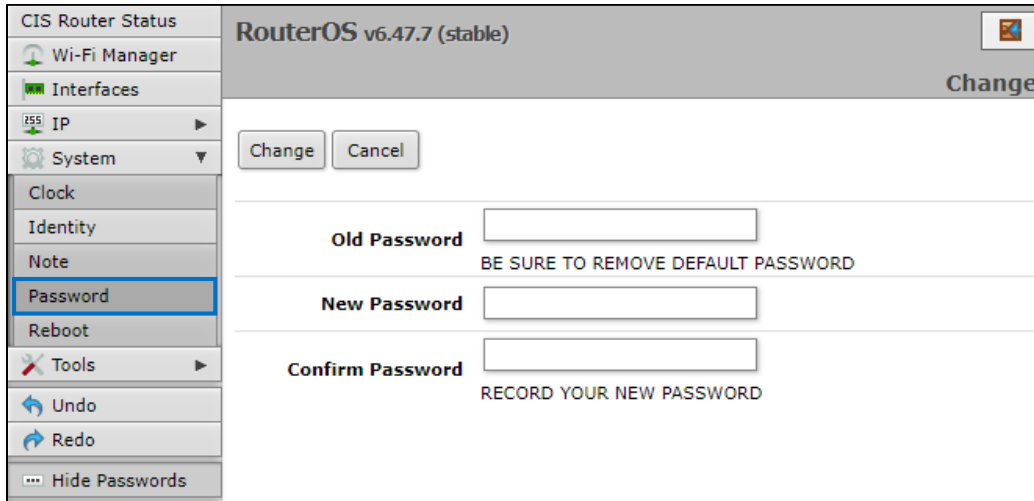
## Rebooting the Device

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

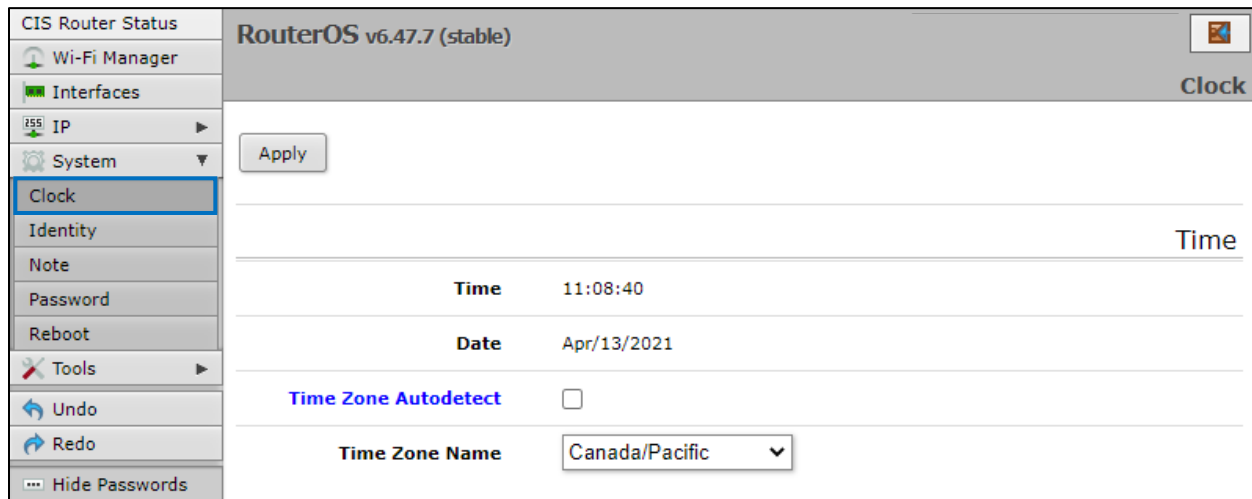
After you log in for the first time, please create a new password to increase the security of the device. Enter the old password in the top field and a secure password in the new and confirm password fields.



The screenshot shows the RouterOS v6.47.7 (stable) interface. The left sidebar is open to the 'System' tab, with 'Password' selected. 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 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. The left sidebar is open to the 'System' tab, with 'Clock' selected. The main content area is titled 'Clock' and contains an 'Apply' button at the top. Below the button, there are two rows of information: 'Time' showing '11:08:40' and 'Date' showing 'Apr/13/2021'. There is a checkbox for 'Time Zone Autodetect' which is currently unchecked. Below that, there is a 'Time Zone Name' field with a dropdown menu showing '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
	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 editing a DHCP lease. The left sidebar is expanded to 'IP' > 'Addresses'. The main content area is titled 'DHCP Lease <10.100.1.103,10.100.1.103>'. At the top are buttons for 'OK', 'Cancel', 'Apply', and 'Remove'. Below these are three status fields: 'Status: bound', 'not radius', and 'not blocked'. A checkbox labeled 'Enabled' is checked. The 'General' section shows the 'Address' field set to '10.100.1.103' with a dropdown arrow. A warning message reads: '\*\*\*Do NOT place static reservations inside the DHCP pool\*\*\*'. The 'MAC Address' is 'DA:B2:D0:E6:7C:30'.

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 editing DNS settings. The left sidebar is expanded to 'IP' > 'DNS'. The main content area is titled 'DNS'. At the top is an 'Apply' button. Below it are two 'Servers' entries, each with a dropdown arrow and a text box containing '8.8.8.8' and '8.8.4.4' respectively. Below the servers is a section for 'Dynamic Servers'.

## 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!*

<b>Enabled</b>	<input checked="" type="checkbox"/>
General	
<b>Chain</b>	dstnat
For Port Forwarding Select "dstnat"	
<b>Dst. Address</b>	1.1.1.1
Dst. Address Should Match Public IP	
<b>Protocol</b>	6 (tcp)
<b>Dst. Port</b>	80
Enter Port Number	
Action	
<b>Action</b>	dst-nat
Select "dst-nat"	
<b>To Addresses</b>	10.100.1.100
Enter IP Address Of The Target Device	
<b>To Ports</b>	
Enter Port Number	



<b>Enabled</b>	Check this box to activate the rule.
<b>Chain</b>	Set to <b>dstnat</b>
<b>Dst. Address</b>	The Dst. Address is your public IP address. It will be automatically updated.
<b>Protocol</b>	Select TCP or UDP based on which port you need to open.
<b>Dst. Port</b>	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).
<b>Action</b>	Set to <b>dst-nat</b> .
<b>To Addresses</b>	Enter the IP address of the device on your network.
<b>To ports</b>	Optional. If you wish for the traffic to be forwarded to a different port on the device, enter it here.
<b>Comment</b>	The comment must be set to <b>Port-Forward</b> 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, MTU settings and more.

CIS Router Status		RouterOS v6.47.7 (stable)							
<ul style="list-style-type: none"> <li>Wi-Fi Manager</li> <li style="background-color: #e0e0e0;">Interfaces</li> <li>IP</li> <li>System</li> <li>Tools</li> <li>Undo</li> <li>Redo</li> <li>Hide Passwords</li> </ul>		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.

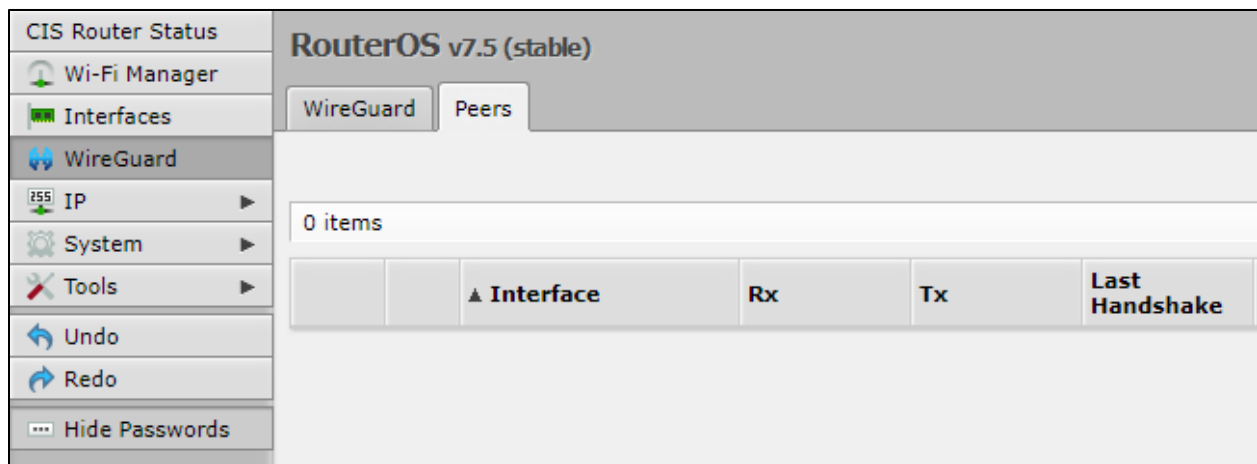
CIS Router Status		RouterOS v6.47.7 (stable)	
<ul style="list-style-type: none"> <li>Wi-Fi Manager</li> <li style="background-color: #e0e0e0;">Interfaces</li> <li>IP</li> <li>System</li> <li>Tools</li> <li>Undo</li> <li>Redo</li> <li>Hide Passwords</li> </ul>		Interface <ether-04>	
		<div style="display: flex; justify-content: space-between; margin-bottom: 10px;"> <span>OK</span> <span>Cancel</span> <span>Apply</span> <span style="border: 1px solid #000; padding: 2px;">Power Cycle</span> </div>	
		no link   not running   slave	
		<b>Enabled</b> <input checked="" type="checkbox"/>	
		General	
		<b>Name</b> ether-04	
		<b>Type</b> Ethernet	

## WireGuard



CIS is now offering an alternative to the L2TP VPN. With WireGuard, your clients can access their home network with minimal configuration on their mobile devices. Download the WireGuard app from the app store and scan the QR code provided by CIS. It also works well on Windows PCs and MacOS devices.

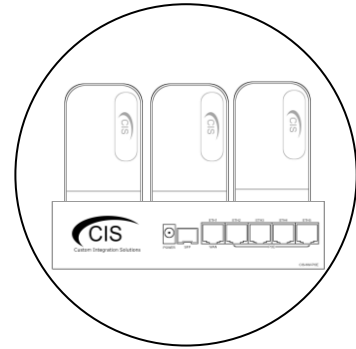
Call CIS to activate your WireGuard VPN. Your router will be configured for your devices, and you will be sent the required QR codes to connect them. You can monitor connectivity status and traffic from the **WireGuard** tab.



Interface	Rx	Tx	Last Handshake
0 items			

## 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 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 'RouterOS v6.47.7 (stable)' and 'Wi-Fi Manager'. The 'Registration Table' tab is selected, showing a table with 1 item. The table has columns: Interface, SSID, MAC Address, Tx Rate, Rx Rate, Tx Signal, Rx Signal, and Uptime.

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 left sidebar is the same as in the previous screenshot. The main content area is titled 'RouterOS v6.47.7 (stable)' and 'Wi-Fi Manager'. The 'SSID-Channel' tab is selected, showing a table with 2 items. The table has columns: Name, SSID, Hide SSID, and Channel.

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

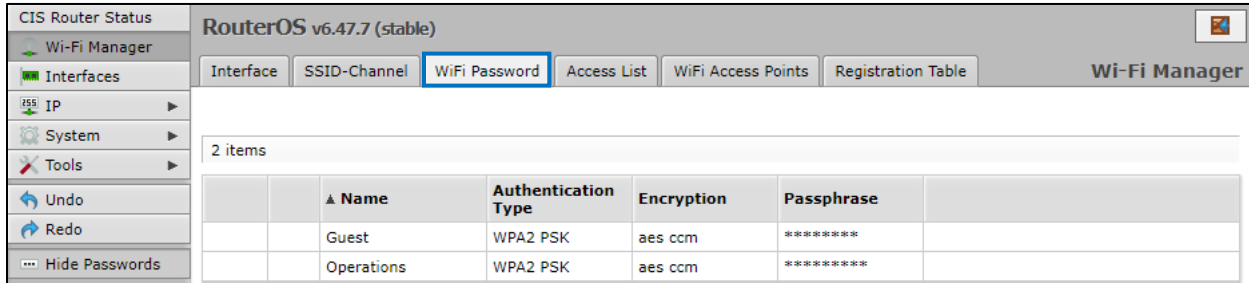
Copy and paste the SSID so that the 5GHz network has the same SSID.

The screenshot shows the configuration dialog for the 'CIS 2.4GHz Wireless' network. The dialog has buttons for OK, Cancel, and Apply. The 'Name' field is 'CIS 2.4GHz Wireless'. The 'SSID' field is 'CIS Guest' and is highlighted with a blue border. The 'Hide SSID' field is a dropdown menu.

The screenshot shows the configuration dialog for the 'CIS 5GHz Wireless' network. The dialog has buttons for OK, Cancel, and Apply. The 'Name' field is 'CIS 5GHz Wireless'. The 'SSID' field is 'CIS Guest' and is highlighted with a blue border. The 'Hide SSID' field is a dropdown menu.

## Changing the Wi-Fi Password of Managed Access Points

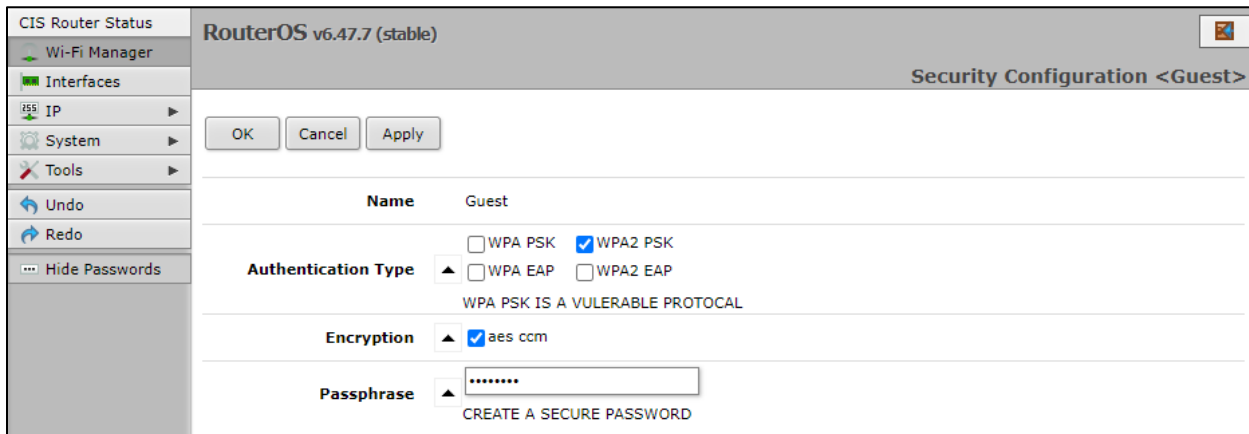
Select the **Wi-Fi Password** tab. Click on the network that you'd like to change the password for. If you've purchased a guest network, it will appear here.



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.

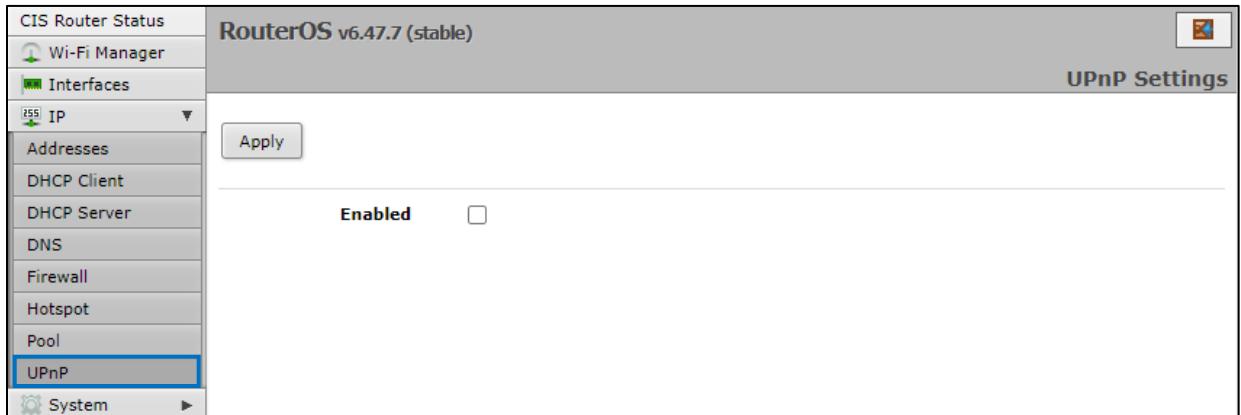


The screenshot shows the 'Security Configuration <Guest>' dialog box in RouterOS v6.47.7 (stable). The dialog has 'OK', 'Cancel', and 'Apply' buttons at the top. Below the buttons, the 'Name' field is set to 'Guest'. The 'Authentication Type' section has radio buttons for WPA PSK, WPA2 PSK (selected), 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' field is a text input box containing '\*\*\*\*\*' with a 'CREATE A SECURE PASSWORD' prompt below it.

# Tools

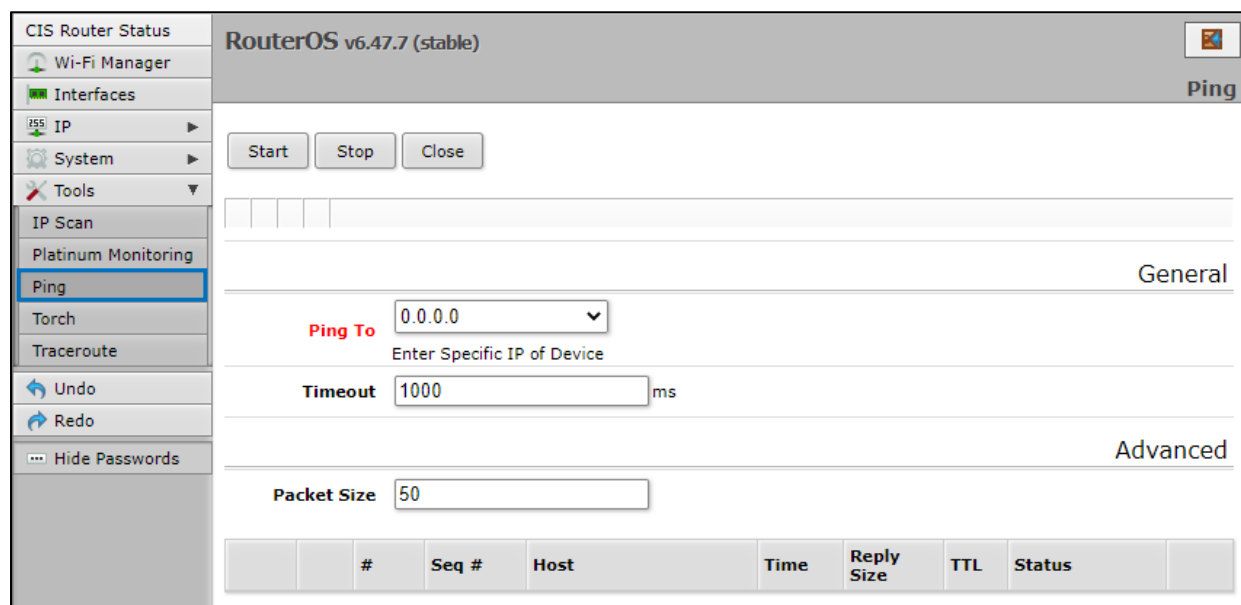
## UPnP

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.

The screenshot shows the RouterOS v6.47.7 (stable) IP Scan configuration window. The left sidebar contains a menu with options: CIS Router Status, Wi-Fi Manager, Interfaces, IP, System, Tools, IP Scan (highlighted), Platinum Monitoring, Ping, Torch, Traceroute, Undo, and Redo. The main area has a title bar 'RouterOS v6.47.7 (stable)' and 'IP Scan'. Below the title bar are 'Start', 'Stop', and 'Close' buttons. The configuration fields include: 'Interface' set to 'bridge-operations' (with a dropdown arrow), 'Address Range' set to '10.100.1.0/24'. Below these fields is a table with columns: #, Address, MAC Address, Time (ms), DNS, SNMP, and 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.

The screenshot shows the RouterOS v6.47.7 (stable) Traceroute configuration window. The left sidebar contains a menu with options: CIS Router Status, Wi-Fi Manager, Interfaces, IP, System, Tools, IP Scan, Platinum Monitoring, Ping, Torch, Traceroute (highlighted), Undo, Redo, and Hide Passwords. The main area has a title bar 'RouterOS v6.47.7 (stable)' and 'Traceroute'. Below the title bar are 'Start', 'Stop', and 'Close' buttons. The configuration is divided into two sections: 'Basic' and 'Advanced'. The 'Basic' section includes: 'Traceroute To' set to '8.8.8.8', 'Packet Size' set to '56', 'Timeout' set to '1000' ms, 'Protocol' set to 'icmp', and 'Port' set to '33434'. The 'Advanced' section includes: 'Count', 'Max Hops', 'Src. Address', 'Interface', 'DSCP', and 'Routing Table', each with a dropdown arrow. The 'Use DNS' checkbox is unchecked.



## 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
I cannot access my system using the VPN.	<ul style="list-style-type: none"> <li>• Ensure the username, password, and secret were copied and pasted correctly and contain no extra characters or spaces.</li> <li>• 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.</li> <li>• Your ISP's provided gateway must be in bridge mode for VPN access to work. Consider a PlatinumDN service if this is not possible.</li> </ul>
Port Forwarding does not work.	<ul style="list-style-type: none"> <li>• Review the manual to ensure the configuration is set correctly or call CIS for support.</li> <li>• The ISP's gateway must be in bridge mode or have extra configuration applied.</li> </ul>
The client is not getting the speed they are paying the ISP for.	<ul style="list-style-type: none"> <li>• 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"> <li>• With current technologies, wireless access points are not able to perform at the speed of a Gigabit internet connection, especially in a crowded environment.</li> </ul> </li> </ul>
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 <b>ipconfig</b> in a command prompt in Windows.
The router has no internet access.	<ul style="list-style-type: none"> <li>• Check connections and reboot the router and ISP's gateway.</li> <li>• If the ISP requires a static IP address or PPPoE connection, contact CIS for assistance.</li> </ul>

## 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](http://www.custom-integration-solutions.com)

Phone: Technical Support - (888) 976-3651

Email: [activations@custom-integration-solutions.com](mailto:activations@custom-integration-solutions.com)



The CIS-CCR2004 is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EC.