

What if I cannot access the web interface?

NF18MESH



Doc No. FA01258


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Previous versions of this document may have been issued by NetComm Wireless Limited. NetComm Wireless Limited was acquired by Casa Systems Inc on 1 July 2019.

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Document history

This document relates to the following product:

Casa Systems NF18MESH

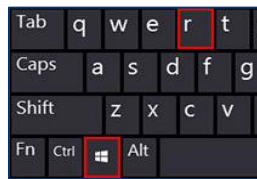
Ver.	Document description	Date
v1.0	First document release	23 June 2020

Table i. – Document revision history

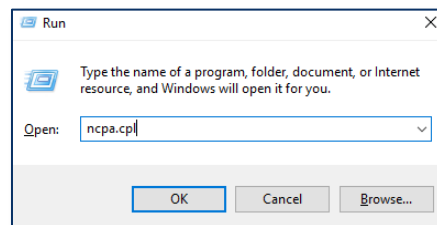
How to Access the NF18MESH Web Interface

Windows Operating System

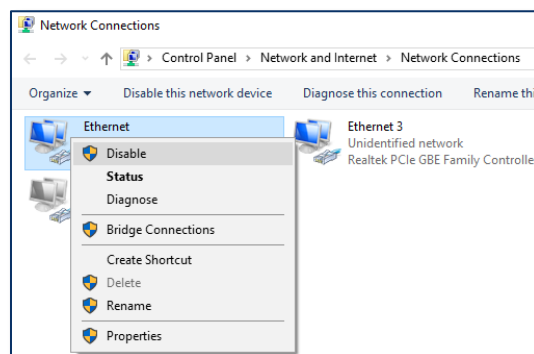
- 1 Use Ethernet (yellow) cable to connect PC and modem.
- 2 Check LED status of Ethernet port where LAN cable is connected. If LED is OFF, go directly to 6.
- 3 Disable and Enable Ethernet Connection in Windows.
 - a Press **Windows + R** key in your keyboard.



- b In **Run** command window, type **ncpa.cpl** and press enter. It will open Network connections window.

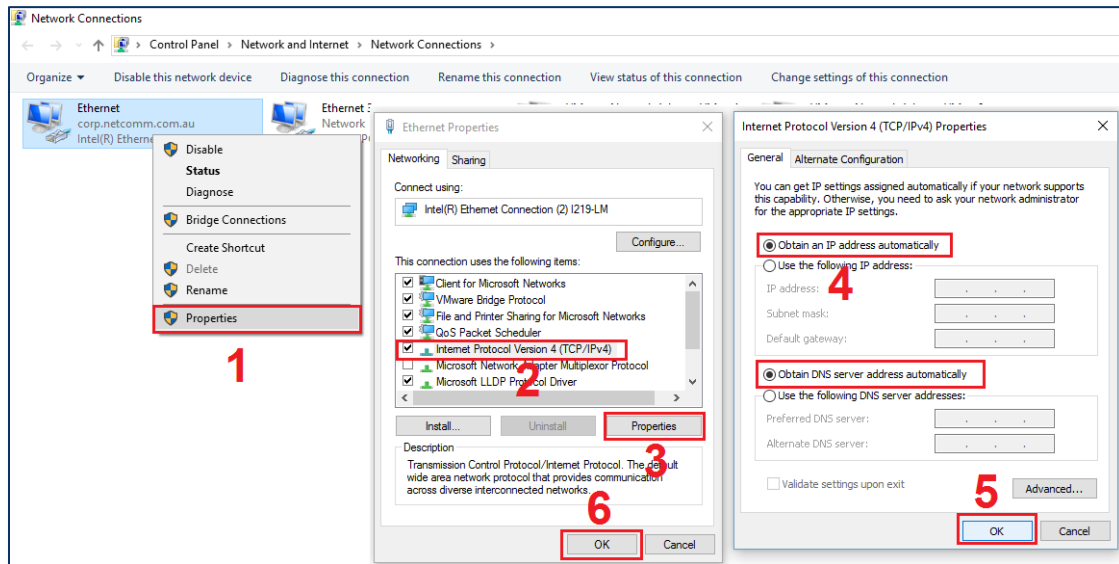


- c Right click and disable "**Ethernet**" or "**Local Area Connection**" connection.

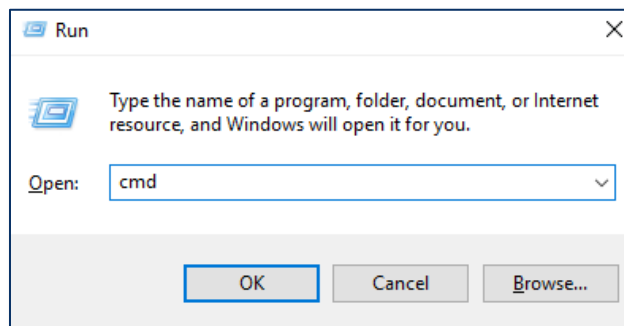


- d Right click and **Enable** it again.
 - e Right click either Ethernet or Local Area Connection and:

- i Click **Properties**
- ii Click **Internet Protocol Version 4 (TCP/IPv4)**
- iii Click **Properties**
- iv Click **Obtain an IP address automatically**
- v Click **OK**
- vi Click **OK** again.



- 4 Press **Windows + R** key and type **cmd** to open command prompt.



- 5 In command prompt, run **ipconfig** to check whether client is getting IP address or not.
Run **ping 192.168.20.1** command to check whether client can ping modem or not.
You should be able to get IPv4 address, Default gateway and reply from ping as in the snapshot below.

```

C:\Users\beneet.pradhan>ipconfig

Windows IP Configuration

Ethernet adapter Ethernet 3:

    Connection-specific DNS Suffix  . : Home
    Link-local IPv6 Address . . . . . : fe80::751b:b195:3383:56f7%4
    IPv4 Address. . . . . : 192.168.20.5
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : fe80::1af1:45ff:fe53:b27b%4
                               192.168.20.1

C:\Users\beneet.pradhan>ping 192.168.20.1

Pinging 192.168.20.1 with 32 bytes of data:
Reply from 192.168.20.1: bytes=32 time=1ms TTL=64
Reply from 192.168.20.1: bytes=32 time<1ms TTL=64
Reply from 192.168.20.1: bytes=32 time<1ms TTL=64
Reply from 192.168.20.1: bytes=32 time<1ms TTL=64

Ping statistics for 192.168.20.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 1ms, Average = 0ms

```

- 6 If you still cannot access modem, change Ethernet port in the modem, use different Ethernet cable and/or computer/laptop.
- 7 Check rebooting the modem.
- 8 If you still cannot access modem, connect the modem with wireless and check whether you can ping modem or not.

MAC Operating System

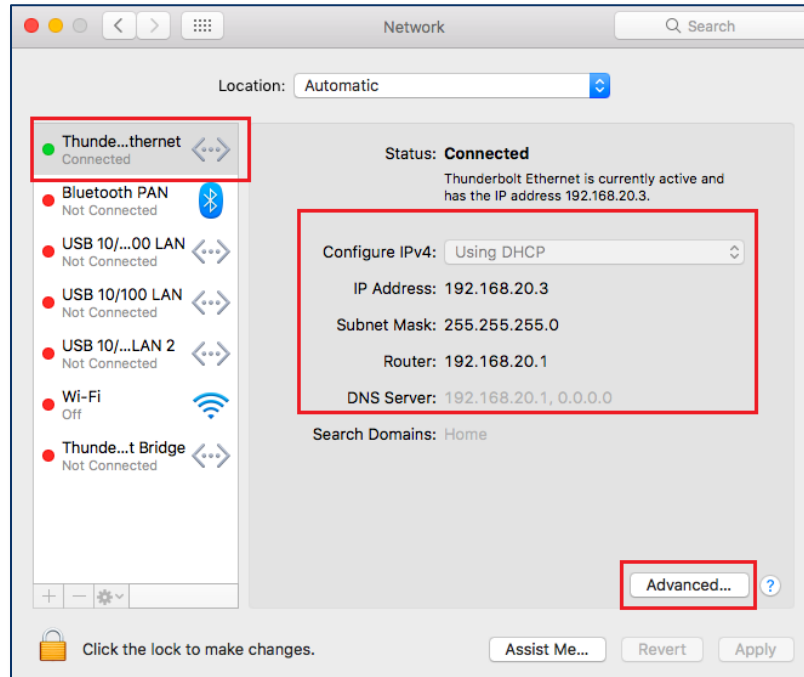
- 1 Use Ethernet (yellow) cable to connect PC and modem.
- 2 Check LED status of Ethernet port where LAN cable is connected.
- 3 Click the Wi-Fi (airport) icon on the top right corner of the screen and link **“Open Network Preferences...”**



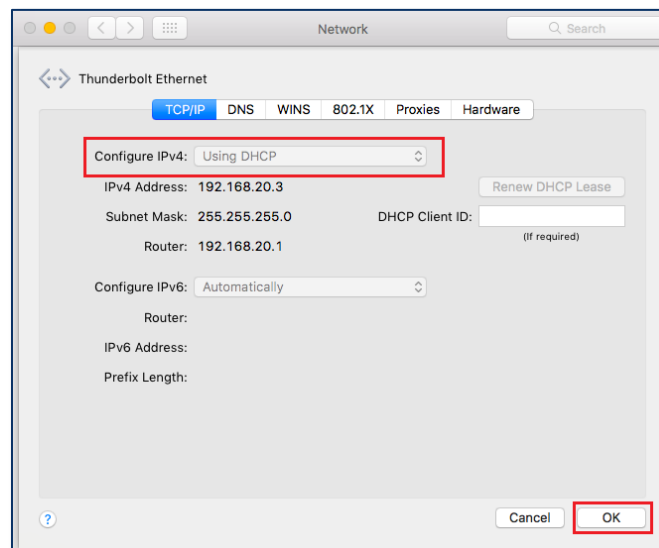
- 4 Check your Ethernet connection.

You should be using DHCP and not static IP address.

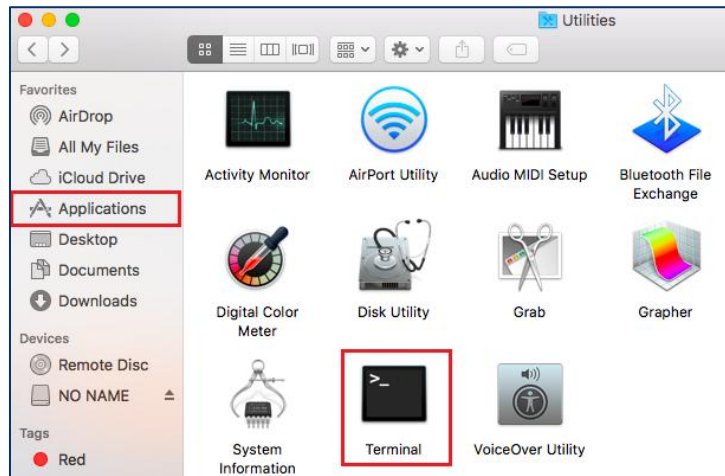
You should be able to get router IP address as 192.168.20.1.



- 5 If you are using static IP address, click **Advanced**, select **Configure IPv4** as **Using DHCP** and click **OK**.



- 6 Navigate to Applications > Utilities and open Terminal.



- 7 Type `ping 192.168.20.1` and press **Enter**.

There should be ping reply as shown in the below snapshot.

```

AdminisatorsAir:~ test$ ping 192.168.20.1
PING 192.168.20.1 (192.168.20.1): 56 data bytes
64 bytes from 192.168.20.1: icmp_seq=0 ttl=64 time=0.771 ms
64 bytes from 192.168.20.1: icmp_seq=1 ttl=64 time=0.709 ms
64 bytes from 192.168.20.1: icmp_seq=2 ttl=64 time=0.758 ms
64 bytes from 192.168.20.1: icmp_seq=3 ttl=64 time=0.604 ms
64 bytes from 192.168.20.1: icmp_seq=4 ttl=64 time=0.627 ms
^C
--- 192.168.20.1 ping statistics ---
5 packets transmitted, 5 packets received, 0.0% packet loss
round-trip min/avg/max/stddev = 0.604/0.694/0.771/0.068 ms
AdminisatorsAir:~ test$
  
```

Accessing Modem's web interface

- 1 Open a web browser (such as Internet Explorer, Google Chrome or Firefox), type following address into the address bar and press enter.

<http://cloudmesh.home> or <http://192.168.20.1>

- 2 Enter the following credentials:

Username: admin

Password: <The password printed on the back of the modem>

then click the **Login** button.

NOTE – Some Internet Service Providers use custom password. If login fails, contact your Internet Service Provider. Use your own password if it is changed.

