NetCommWireless

Remote Administration Technical Support Guide

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DOCUMENT VERSION	DATE
1.0 - Initial document release	2 June 2015

Table 1 - Document Revision History

Applicable devices

This document is applicable to the following NetComm Wireless devices:

- NTC-6908
- NTC-6908-02
- NTC-6520
- NTC-6200
- NTC-30WV
- NTC-30WV-02
- NTC-40WV
- NTC-140W
- NWL-11
- NWL-15
- NWL-25

Introduction

Remote administration allows you to access the router's web configuration interface from a computer connected to the internet. This can also be used to enable your cellular carrier to check your settings if you experience connection issues.

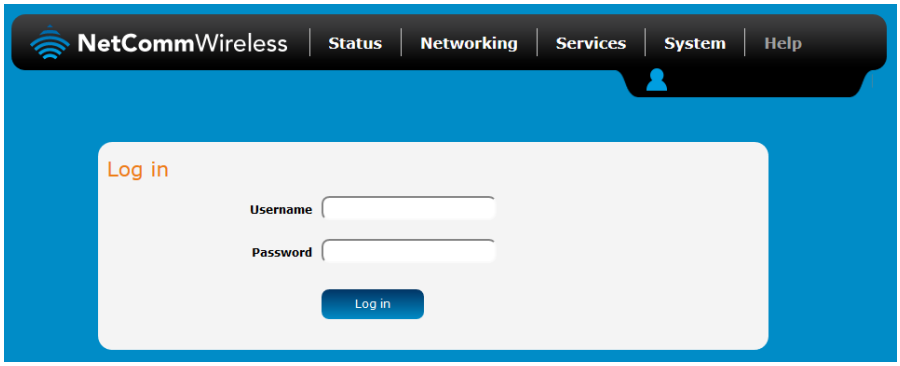
Note:

- Before performing the instructions in this guide, please ensure that you have the latest firmware version installed on your router. Visit http://www.netcommwireless.com/ to download the latest firmware.
- The functions described in this document require that the router is assigned with a publicly routable IP address. Please ensure that your mobile carrier has provided you with a publicly routable IP address before performing the instructions in this document.
- Before enabling remote access to your router, we recommend that you change the password for both the "root" and "admin" accounts. For an additional level of security, you may also wish to restrict access to a specific IP address or subnet. Please refer to the product user guide for further information.

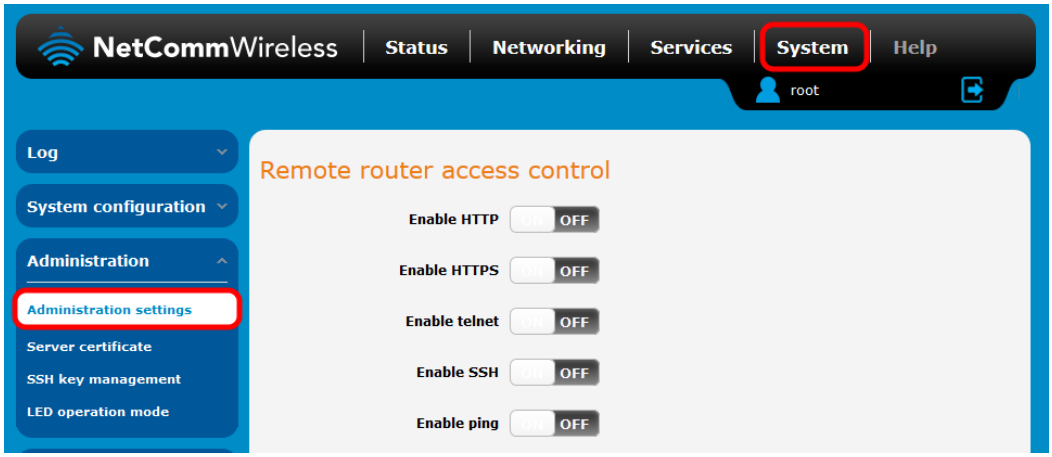
Enabling Remote Administration

1. Open a web browser and navigate to the LAN IP address of the NetComm Wireless router. The default is http://192.168.1.1.
   Log in to the router with the following credentials:

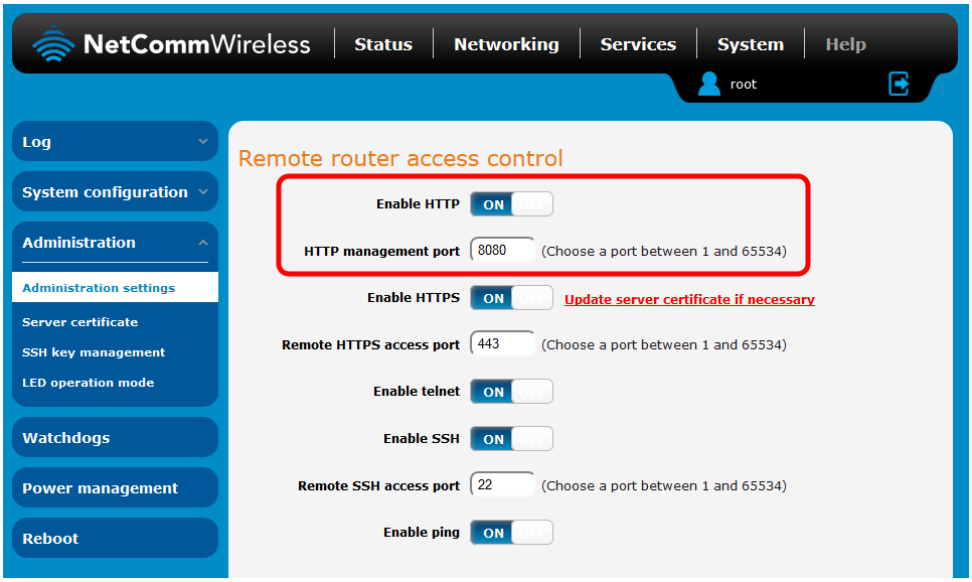
   Username: `root`
   Password: `admin`



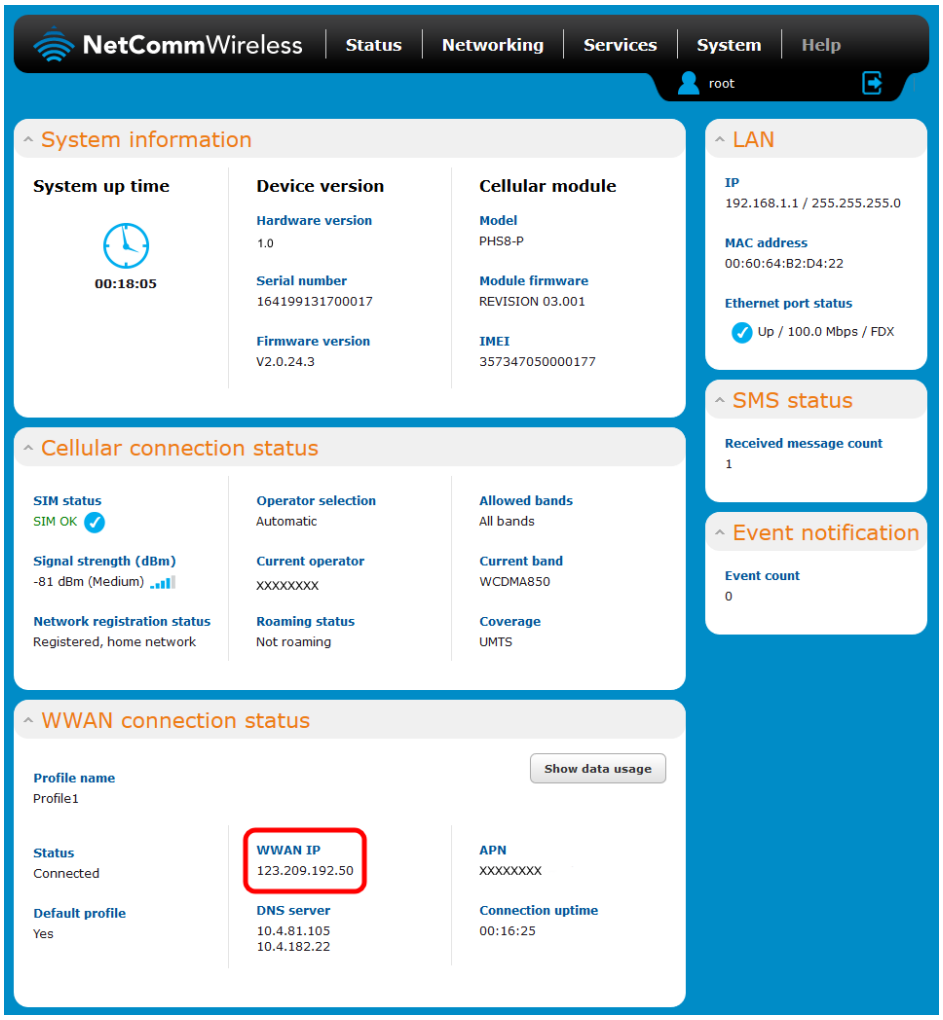
2. From the menu bar along the top of the screen, click on **System**, then the **Administration** item on the left. Click on the **Administration Settings** menu item on the left.



3. Select the **Enable HTTP** checkbox and enter the port number you wish to use in the adjacent field. You may use any port between 1 and 65534.



4. Click the **Save** button.
5. Return to the Status page by clicking on the **Status** link from the menu bar. Make a note of the **Local IP** address as highlighted in the screenshot below.



Open a new browser window or tab and navigate to http://*<your external IP address: port number>.* In the example above, we would enter http://123.209.192.50:8080. Remote administration configuration is now complete.

Note: If your IP address is not publicly routable, you will not be able to access it remotely. Refer to the troubleshooting section of this guide for more details.

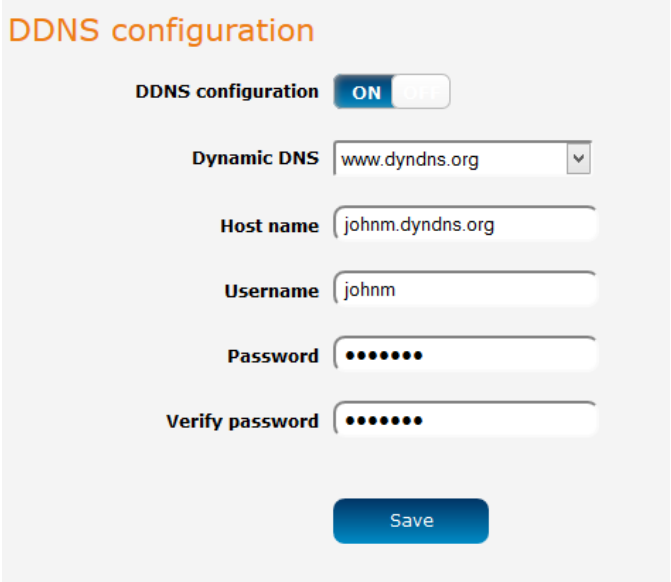
Dynamic DNS

If your service provider assigns you a dynamic IP address, that is, an address which changes each time you connect, you need to configure a Dynamic DNS service in order to access the router remotely since your address will not always be the same. The dynamic DNS router function can be used to remotely connect to the router using a hostname in place of the dynamic public IP address assigned on some networks. To do this you will need a dynamic DNS account from one of the following DDNS providers.

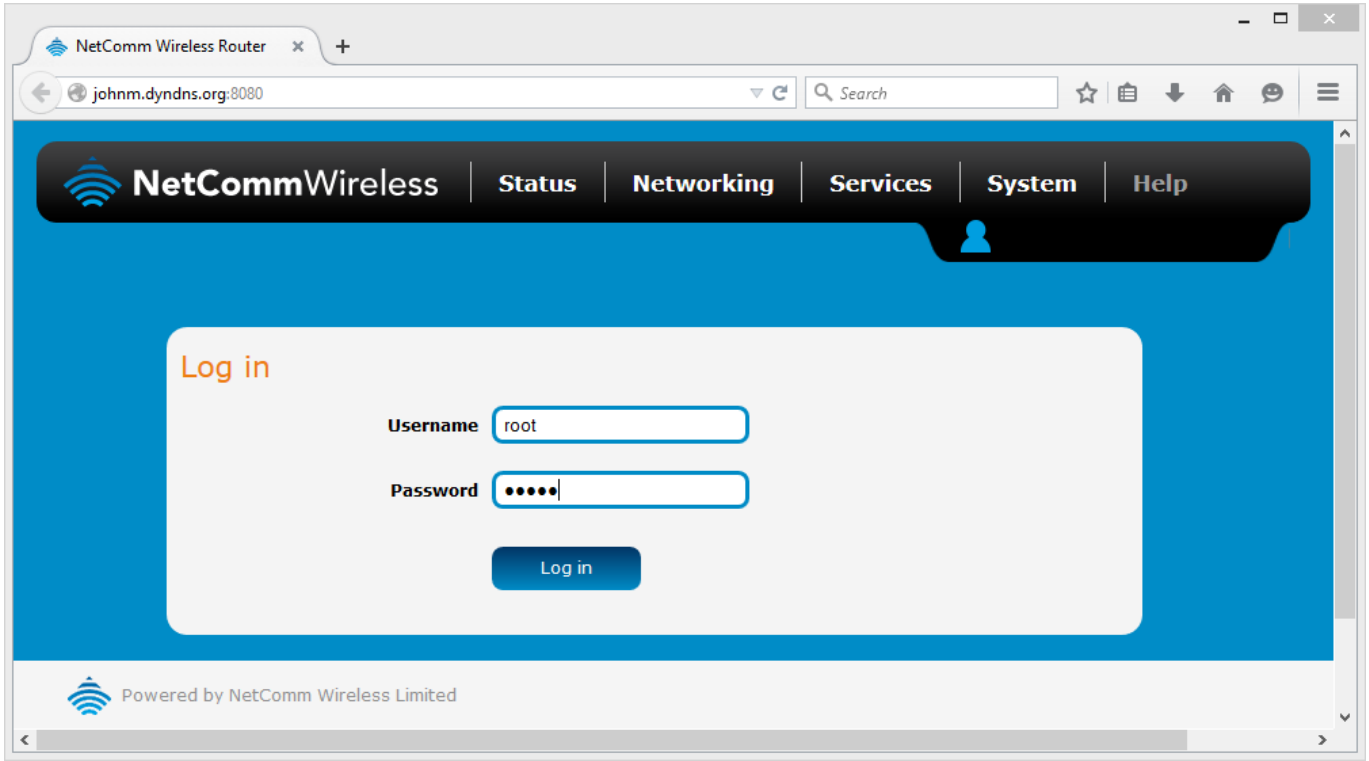
- www.dhs.org
- www.dyndns.org
- www.dyns.cx
- www.easydns.com
- www.justlinux.com
- www.ods.org
- www.tzo.com
- www.zoneedit.com

To configure the Dynamic DNS settings on the M2M CDMA Router:

1. From the menu bar along the top of the screen, click **Services.**
2. Click the **DDNS Configuration** toggle key to set it to the **ON** position.
3. Enter your dynamic DNS account credentials and press the **Save** button.



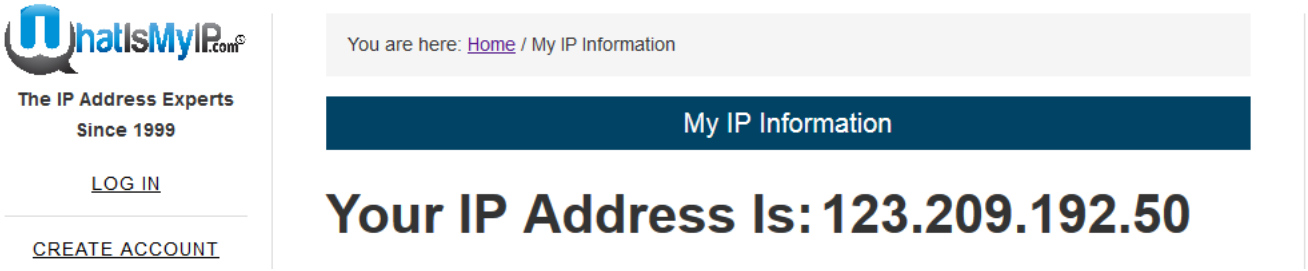
4. You can now access the device using the Dynamic DNS address.



Troubleshooting

"I can't connect to a machine behind my router."

It's possible that you do not have a publicly routable IP address. A quick test you can perform to find out if it is publicly routable is to navigate to www.whatismyip.com in your web browser and compare the IP address displayed with the WWAN IP address on the Status page.



If they are the same, your IP address is publicly routable and you should be able to connect remotely. If you are still having problems and the IP addresses match, check your configuration again and check for any firewall rules on either side which could be blocking the connection.

If they differ, your carrier has provided you with a private IP address behind a NAT gateway and this prohibits you from being able to establish a direct connection with the router. In this case, please contact your cellular carrier to discuss how you can obtain a publicly routable IP address.