

# CIS-NW-PoE8 User Manual



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# Welcome to Custom Integration Solutions

## Thank You for Choosing CIS Devices

We appreciate your decision to invest in CIS solutions. Our devices are designed to simplify network deployment for both residential and business environments, requiring minimal configuration.

For seamless setup and optimal performance, our dedicated support team is available to assist you with equipment installation and address any network-related inquiries you may have. We are committed to ensuring your CIS experience is efficient and hassle-free

## Overview

The **CIS-NW-PoE8** router offers robust performance and flexible networking capabilities, powered by a **quad-core ARM CPU** running at **1.4 GHz** with **1 GB of RAM**. Key hardware and features include:

- **Ports:**
  - **1 x 2.5 Gigabit Ethernet port**
  - **7 x Gigabit Ethernet ports**
  - **1 x SFP+ port** (supports 10 Gb modules)
- **PoE Support:**
  - Provides **802.3af/at compatible PoE** on all 8 Ethernet ports, ensuring power delivery to connected devices such as access points and IP cameras.
- **Pre-Configured Network:**
  - All ports are switched together by default for easy deployment.

With its advanced routing capabilities and comprehensive PoE support, the CIS-NW-PoE8 is well-suited for high-performance networking in both residential and commercial environments.

## Package Contents



Router



48v DC Adapter



Rack ears (2)



Mounting Screws

## Power

The **CIS-NW-PoE8** offers flexible power input, supporting three different sources:

- **DC Jack:** Compatible with the included power adapter.
- **2-Pin Terminal:** Allows connection to an external power supply.
- **PoE-In:** Can receive power through any Ethernet port.

The device accepts a voltage range of **24V to 57V** and intelligently selects the power source with the **highest voltage** to ensure optimal performance. This versatility provides enhanced deployment options, making it ideal for various network environments

## PoE Output

The **CIS-NW-PoE8** router is designed to supply Power over Ethernet (PoE) across all Ethernet ports, offering a seamless power solution for connected devices such as access points, cameras, and touchpads. Key features include:

- **Power Source:** Includes a 48V adapter for powering external devices.
- **PoE Mode:**
  - Default setting: **Auto**
  - Automatically detects PoE-supported devices and adjusts to the appropriate voltage.
  - Safe for non-PoE devices, ensuring no risk of damage.
- **Power Consumption:**
  - **Maximum:** 150W when fully loaded with attachments.
  - **Idle:** 15W without any connected devices.

This configuration allows for efficient power management and a reliable network infrastructure, ideal for both residential and business environments.

## Device Details

### Ports

- **2.5 Gigabit Ethernet port:** 1 Nos.
- **1.0 Gigabit Ethernet ports:** 7 Nos.
- **SFP+ cage:** 1 (supports 10 GB SFP modules)
- **USB 3.0 Port:** 1 (disabled)
- **DC Jack:** 1 (for included 48V power adapter)
- **2-Pin terminal (optional):** The router can also be powered by an external power supply.



### LED Indicators

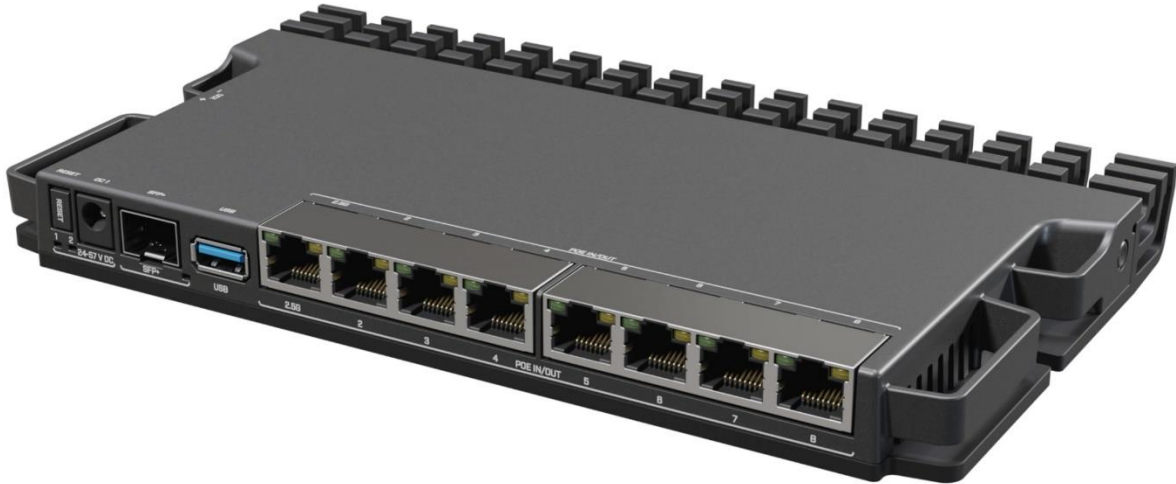
- 1 – Indicates the DC jack is providing power to the router.
- 2 – Indicates the 2-pin terminal is providing power to the router.
- SFP+ - Indicates SFP+ activity.
- Ethernet 1—8 — Indicates network activity on Ethernet ports 1 through 8.

### Reset Buttons

If a reset of the CIS-NW-PoE8 router is necessary, it is strongly advised to contact CIS support beforehand. Performing a reset will erase all custom configurations, including any premium services or settings that have been implemented. This may impact your network performance and the functionality of specific features.

For assistance, please reach out to CIS to ensure proper guidance and avoid unintended disruptions.

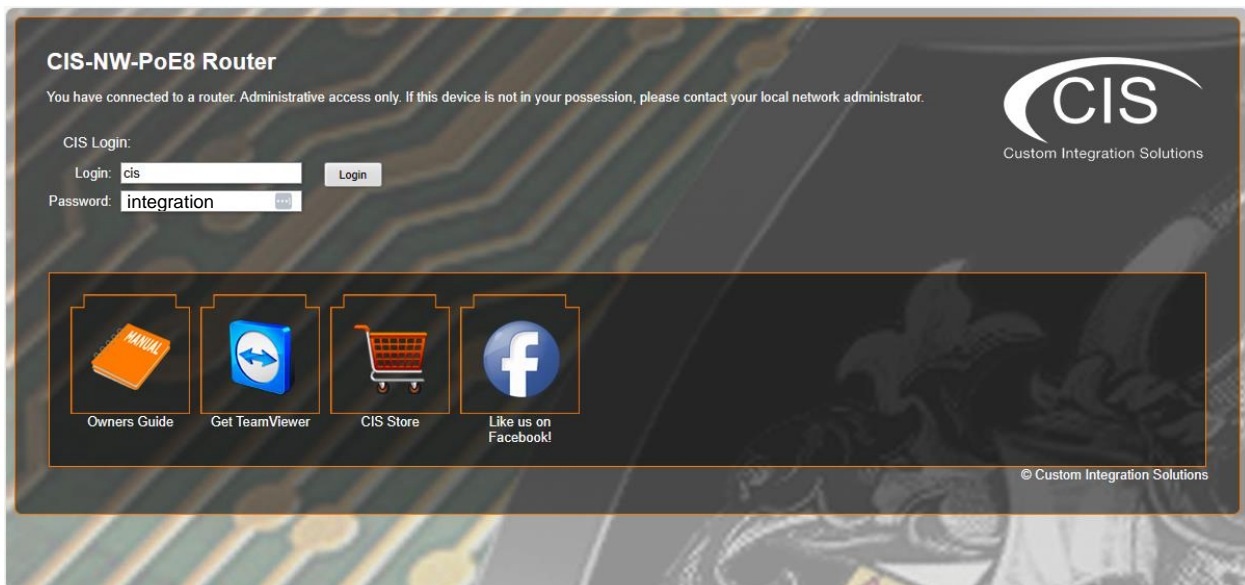
## Quick Setup



1. Connect the power to the DC jack on the front of the router.
2. Connect the ISP's modem to the **2.5G** 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

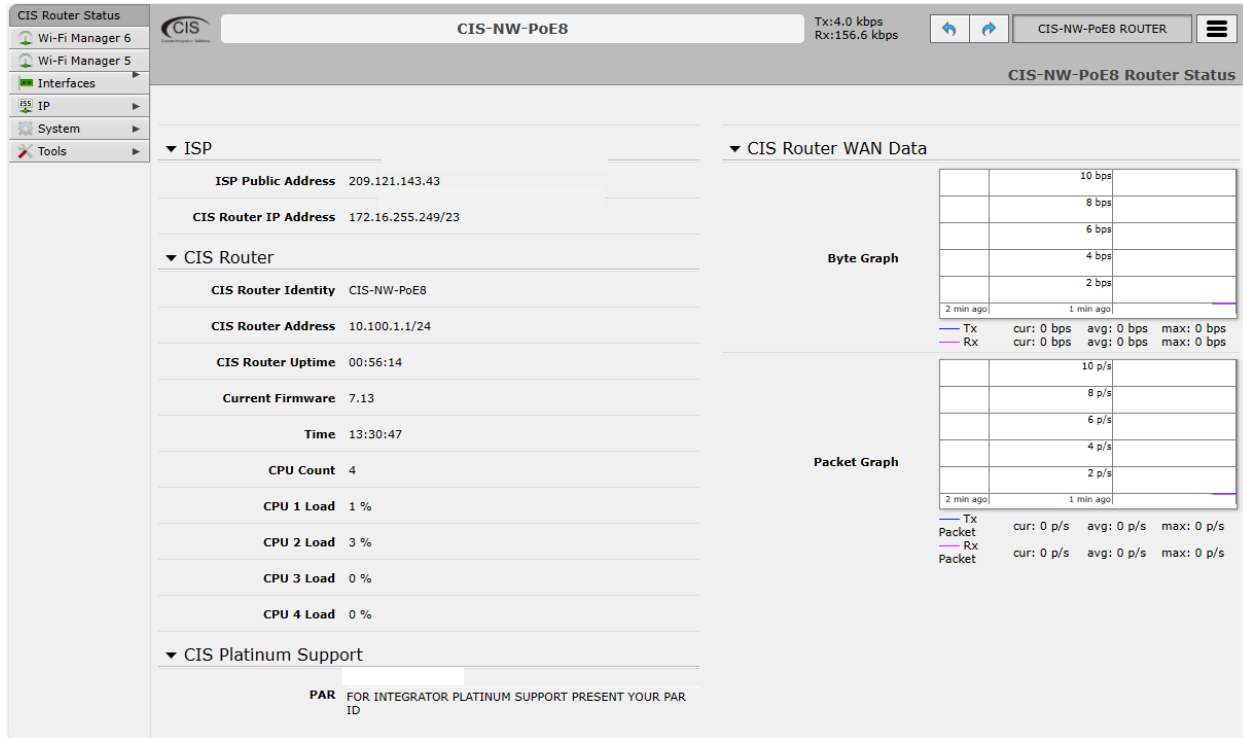
1. Connect the ISP's modem to the first Ethernet port. Connect your laptop to any remaining port on the front of the CIS router (excluding the console port). Ensure your computer is set to DHCP mode.
2. In a web browser, navigate to **10.100.1.1** (the default IP address). If you have requested a different 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.





## The Status Page

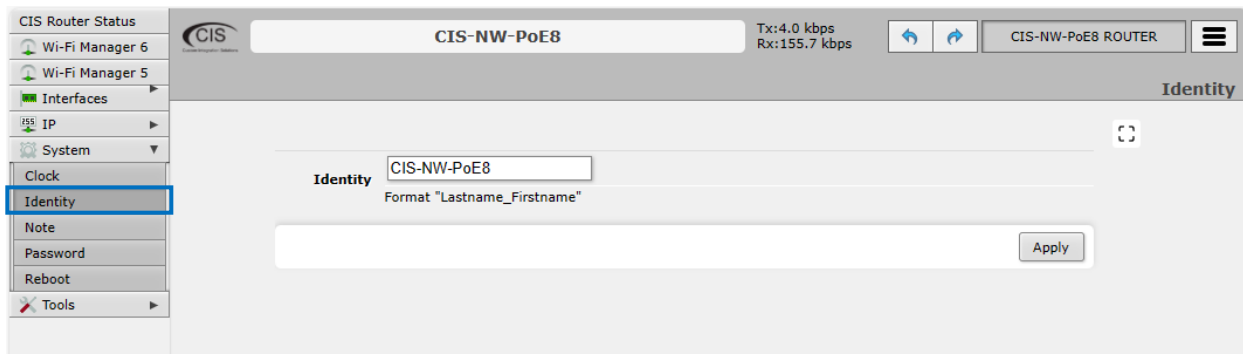
The status page provides basic diagnostic information. There is a CIS Support Address should you require assistance. The router's Identity will show you which device you are accessing on your network. You can view uptime, memory usage and load on the CPU.



## 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.



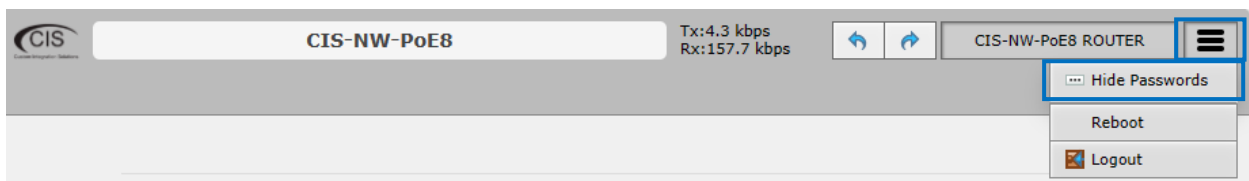
## Undo / Redo

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



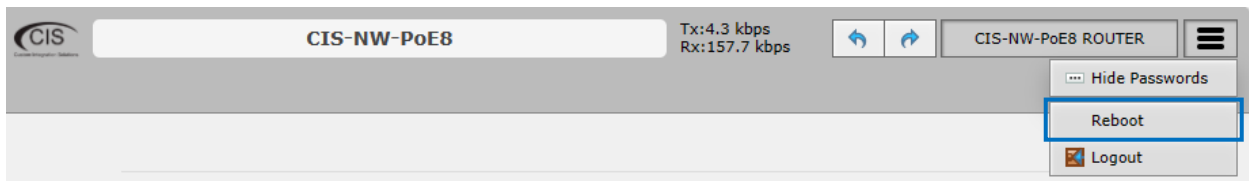
## Show / Hide Passwords

Selecting the **Hide Passwords** button in the Menu on top right corner will toggle the displaying of passwords related to Wi-Fi, Hotspot, and more.



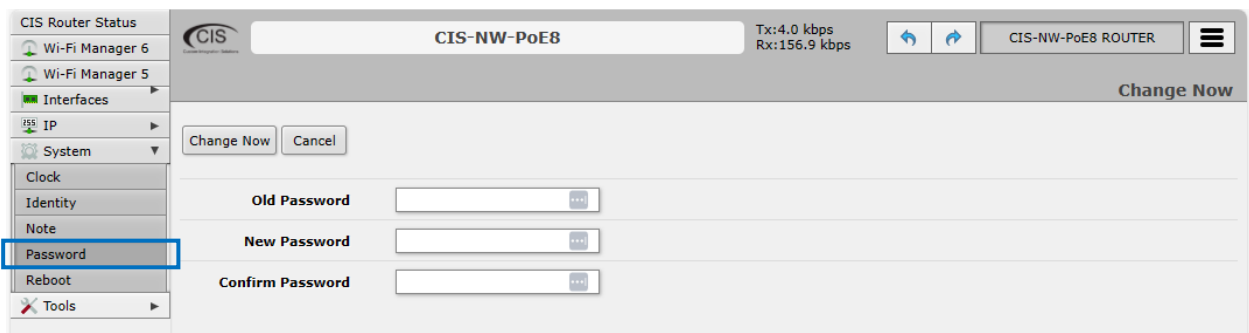
## Rebooting the Device

If you are having ongoing issues with your network and suspect a reboot will help, the **Reboot** option can be found in the Menu on top right corner. 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.



## 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 displays the CIS router web interface. On the left, a navigation menu is visible with the 'Clock' option highlighted by a blue box. The main content area shows the 'Clock' settings for the router 'CIS-NW-PoE8'. The settings include:

- Time:** 13:48:22
- Date:** 2024-01-08
- Time Zone Autodetect:**
- Time Zone Name:** America/Vancouver (selected in a dropdown menu)

An 'Apply' button is located at the bottom right of the settings area.

# 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 CIS Router Status interface for a router named "CIS-NW-PoE8". The left sidebar has the "Addresses" tab selected under the "IP" section. The main area displays "Address List" with 4 items. The table below shows the details of these addresses.

|   | Comment    | Address          | Network      | Interface         |  |
|---|------------|------------------|--------------|-------------------|--|
|   | Operations | 10.100.1.1/24    | 10.100.1.0   | bridge-operations |  |
| D |            | 10.251.250.66/32 | 10.250.0.1   | PAR               |  |
| D |            | 10.255.255.170/3 | 10.255.254.1 | CIS_Support       |  |
| D |            |                  |              | ether-01-gatewa   |  |

## The DHCP Client Tab

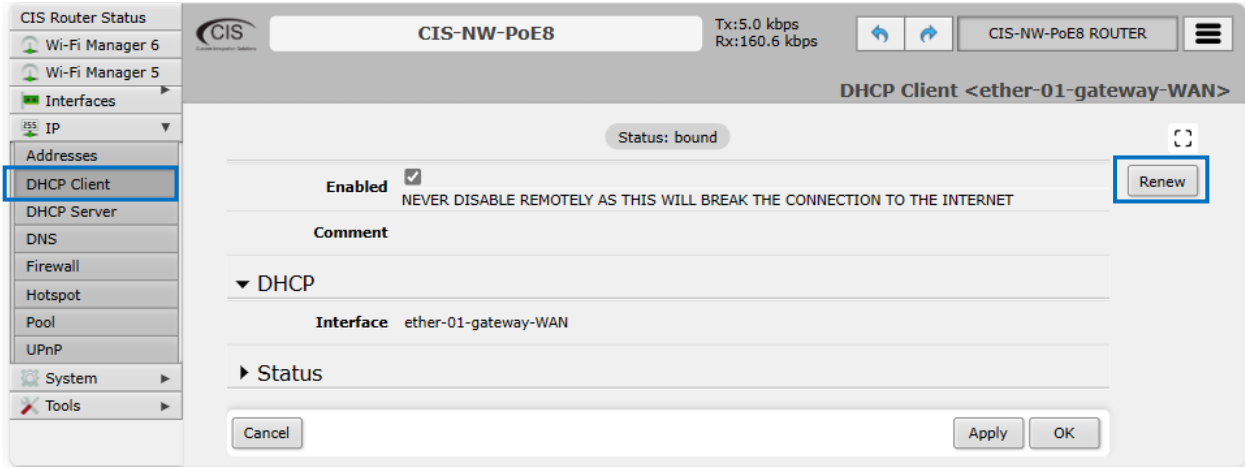
The DHCP Client tab will present you with the IP address assigned to your router from the ISP's modem. Click on the entry to see the addresses and DNS servers assigned to your router from the ISP.

The screenshot shows the CIS Router Status interface for the same router "CIS-NW-PoE8". The left sidebar has the "DHCP Client" tab selected. The main area displays "DHCP Client" with 1 item. The table below shows the details of the DHCP client entry.

|   | Comment | Interface            | IP Address | Expires After |  |
|---|---------|----------------------|------------|---------------|--|
| D |         | ether-01-gateway-WAN |            | 1d 22:44:39   |  |

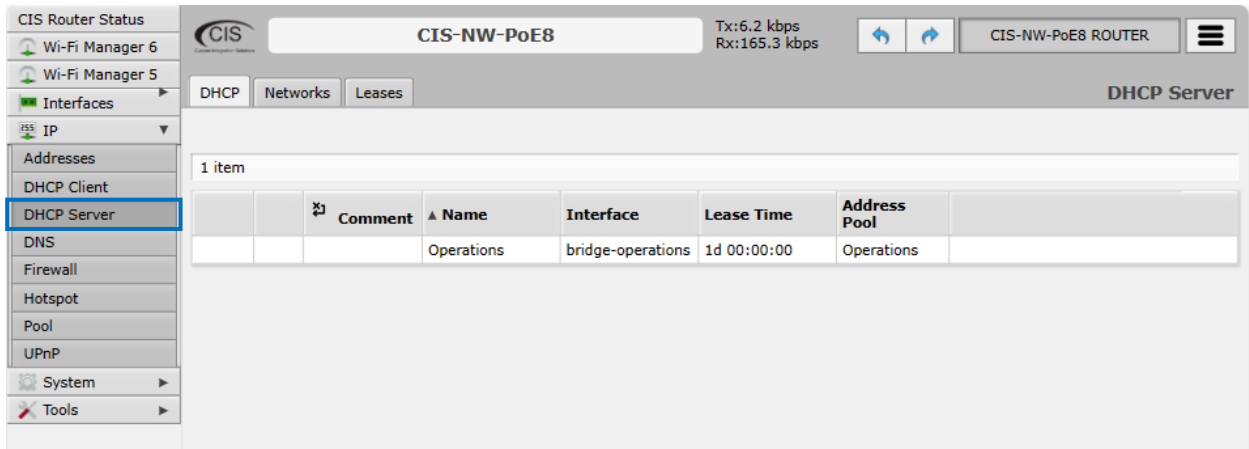
## Renewing the WAN IP Address

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



## The DHCP Server

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



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

CIS Router Status

CIS-NW-PoE8 Tx:5.2 kbps Rx:161.2 kbps CIS-NW-PoE8 ROUTER

DHCP Networks **Leases** DHCP Server

Add New

1 item

|   | Comment | Address      | MAC Address | Server     | Active Address | Active MAC Address | Active Host Name | Bridge P |
|---|---------|--------------|-------------|------------|----------------|--------------------|------------------|----------|
| - |         | 10.100.1.199 |             | Operations | 10.100.1.199   |                    | CIS-AP300-WP     |          |

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

CIS Router Status

CIS-NW-PoE8 Tx:5.2 kbps Rx:161.2 kbps CIS-NW-PoE8 ROUTER

DHCP **Networks** Leases DHCP Server

1 item

|  | Comment    | 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.

The screenshot shows the CIS Router Status interface for CIS-NW-PoE8. The left sidebar has 'IP' selected, and the 'Pool' option is highlighted. The main area displays 'IP Pool' with 2 items in a table:

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

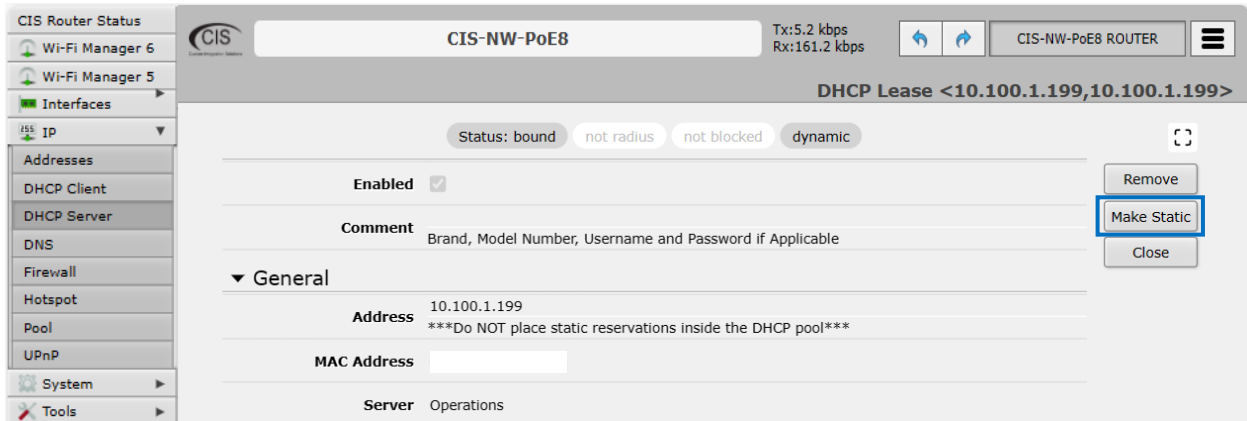
View the **Operations** pool. You should not reserve addresses between 10.100.1.100 and 10.100.1.199 on this device.

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

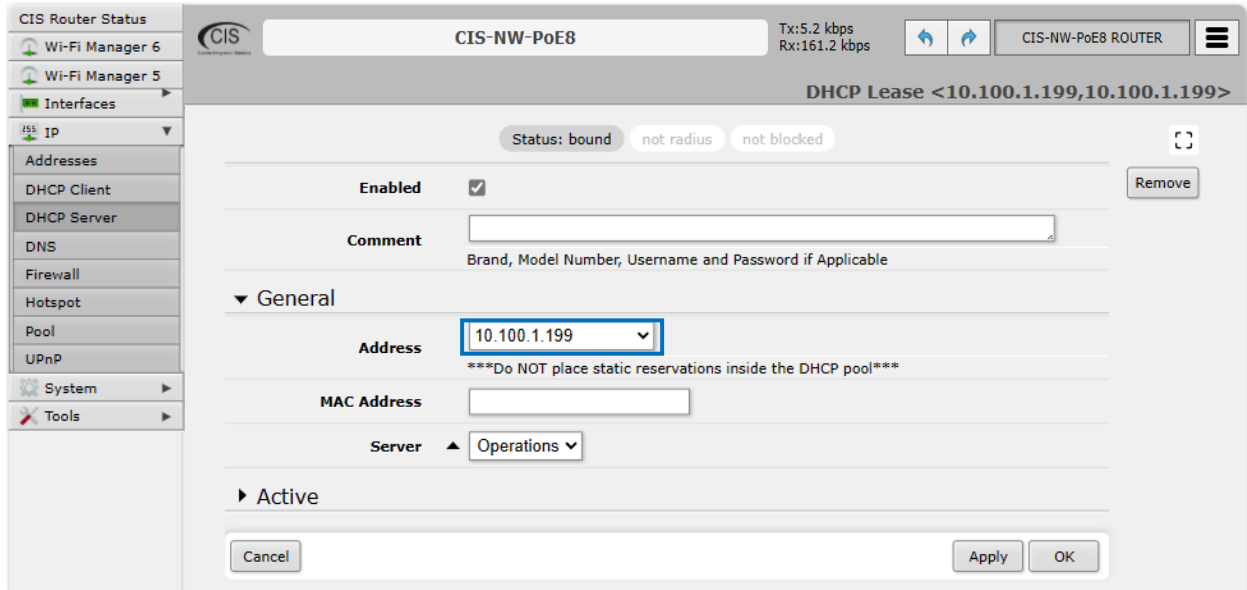
The screenshot shows the CIS Router Status interface for CIS-NW-PoE8. The left sidebar has 'IP' selected, and the 'Leases' option is highlighted. The main area displays 'DHCP Server' with 1 item in a table:

| Comment | Address      | MAC Address | Server     | Active Address | Active MAC Address | Active Host Name | Bridge Port | Expires After |
|---------|--------------|-------------|------------|----------------|--------------------|------------------|-------------|---------------|
| D       | 10.100.1.199 |             | Operations | 10.100.1.199   |                    | RACK_DEMO_WAP    | ether-04    | 23:38:21      |

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



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



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.

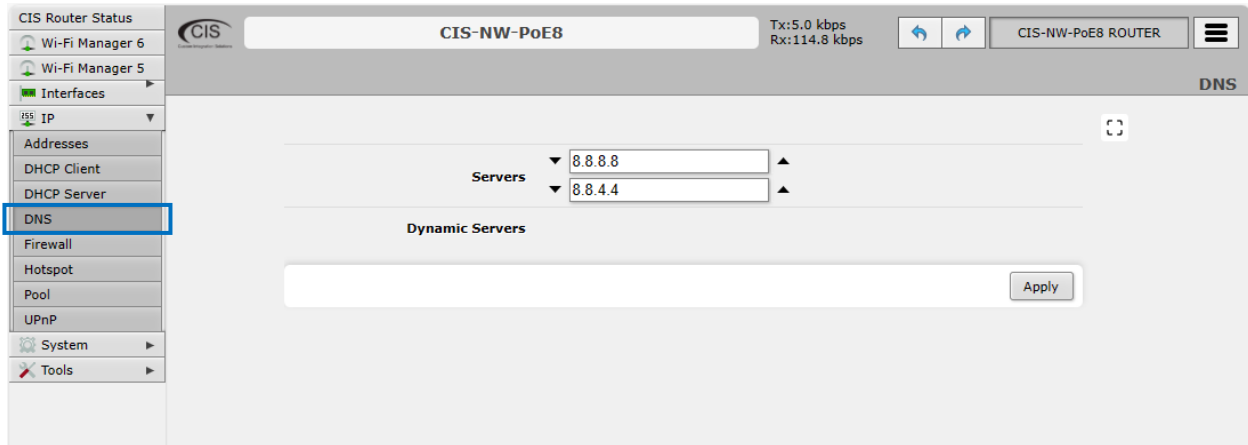
|  | Comment | Address      | MAC Address | Server     | Active Address | Active MAC Address | Active Host Name | Bridge Port | Expires After |
|--|---------|--------------|-------------|------------|----------------|--------------------|------------------|-------------|---------------|
|  |         | 10.100.1.200 |             | Operations | 10.100.1.199   |                    | RACK_DEMO_WAP    | ether-04    | 23:26:32      |

*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.



# 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.

| # | Comment       | Action     | Chain  | Src. Address | Dst. Address | Src. Address List | Dst. Address List | Prot... | Dst. Port |
|---|---------------|------------|--------|--------------|--------------|-------------------|-------------------|---------|-----------|
| 0 | CIS_CONFIG... | masquerade | srcnat |              |              |                   |                   |         |           |
| 1 | CIS_CONFIG... | masquerade | srcnat |              |              | CIS_HPN           | CIS_HPN           |         |           |
| 2 | Port-Forward  | dst-nat    | dstnat |              |              |                   |                   | tcp     | 2198      |

*Do NOT modify the CIS\_CONFIGURATION rules or you may lose internet access!*

|                     |  |
|---------------------|--|
| <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!  |

*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.

The screenshot shows the CIS Router Status interface for a device named 'CIS-NW-PoE8'. The 'Interfaces' tab is selected, displaying a table of 9 interface items. The table columns are: Comment, Name, Type, MTU, Actual MTU, L2 MTU, Tx, Rx, Tx Packet (p/s), and Rx Packet (p/s). The data rows are as follows:

|     | Comment        | Name           | Type     | MTU  | Actual MTU | L2 MTU | Tx         | Rx        | Tx Packet (p/s) | Rx Packet (p/s) |
|-----|----------------|----------------|----------|------|------------|--------|------------|-----------|-----------------|-----------------|
| [D] | ETH-01 WAN ... | ether-01-gaten | Ethernet | 1500 | 1500       | 1514   | 163.5 kbps | 18.5 kbps | 22              | 16              |
| [D] | ETH-02         | ether-02       | Ethernet | 1500 | 1500       | 1514   | 0 bps      | 0 bps     | 0               | 0               |
| [D] | ETH-03         | ether-03       | Ethernet | 1500 | 1500       | 1514   | 0 bps      | 0 bps     | 0               | 0               |
| [D] | ETH-04         | ether-04       | Ethernet | 1500 | 1500       | 1514   | 0 bps      | 0 bps     | 0               | 0               |
| [D] | ETH-05         | ether-05       | Ethernet | 1500 | 1500       | 1514   | 0 bps      | 0 bps     | 0               | 0               |
| [D] | ETH-06         | ether-06       | Ethernet | 1500 | 1500       | 1514   | 0 bps      | 0 bps     | 0               | 0               |
| [D] | ETH-07         | ether-07       | Ethernet | 1500 | 1500       | 1514   | 0 bps      | 0 bps     | 0               | 0               |
| [D] | ETH-08         | ether-08       | Ethernet | 1500 | 1500       | 1514   | 0 bps      | 0 bps     | 0               | 0               |
| [D] |                | SFP_PLUS_01    | Ethernet | 1500 | 1500       | 1514   | 0 bps      | 0 bps     | 0               | 0               |

## 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-PoE8 provides up to 420mA output on each port when supplying 48v power.

### Enable/Disable PoE

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

|                          |                          |
|--------------------------|--------------------------|
| ▼ PoE                    |                          |
| PoE Out                  | auto on ▼                |
| PoE Priority             | 10                       |
| PoE LLDP Enabled         | <input type="checkbox"/> |
| Power Cycle Ping Enabled | <input type="checkbox"/> |
| Power Cycle Interval     |                          |
| PoE Out Status           | no valid psu             |
| Power Cycle After        |                          |

## WireGuard

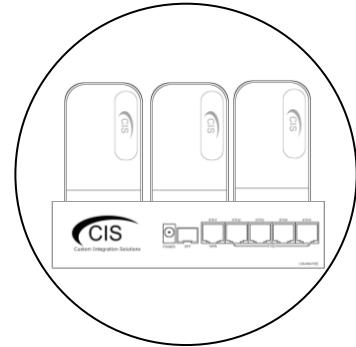


CIS is now offering an alternative to the L2TP VPN. With WireGuard, your clients can access their home network with minimal configuration on their mobile devices. Download the WireGuard app from the app store and scan the QR code provided by CIS. It also works well on Windows PCs and MacOS devices.

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.

## Managing Access Points with the Wi-Fi 5 & Wi-Fi 6 Wireless Managers

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.

The Newest version of CIS Router OS gives you flexibility to manage both **Wi-Fi 5** and **Wi-Fi 6 Access Points** at the same time.

### Wi-Fi 5 Manager

#### Viewing the Connected Access Points

On your CIS router, select the **Wi-Fi Manager 5** section in the left toolbar. The active Wi-Fi 5 radios will be displayed.

CIS Router Status  
CIS-NW-PoE8 Tx:5.2 kbps Rx:161.2 kbps  
CIS-NW-PoE8 ROUTER

Wi-Fi Manager 6  
Wi-Fi Manager 5  
Wave5

Interface SSID-Channel Wi-Fi Password Access List Wi-Fi Access Points Registration Table

2 items

|                          | Comment | Name             | Tx    | Rx    | Tx Packet (p/s) | Rx Packet (p/s) | FP Tx |
|--------------------------|---------|------------------|-------|-------|-----------------|-----------------|-------|
| <input type="checkbox"/> |         | CIS 2.4GHz-CIS-A | 0 bps | 0 bps | 0               | 0               | 0 bps |
| <input type="checkbox"/> |         | CIS 5.0GHz-CIS-A | 0 bps | 0 bps | 0               | 0               | 0 bps |

If you select the **Wi-Fi Access points** tab, you'll be able to view the identity and version of the individual access points.

CIS Router Status  
CIS-NW-PoE8 Tx:4.3 kbps Rx:158.1 kbps  
CIS-NW-PoE8 ROUTER

Wi-Fi Manager 6  
Wi-Fi Manager 5  
Wave5

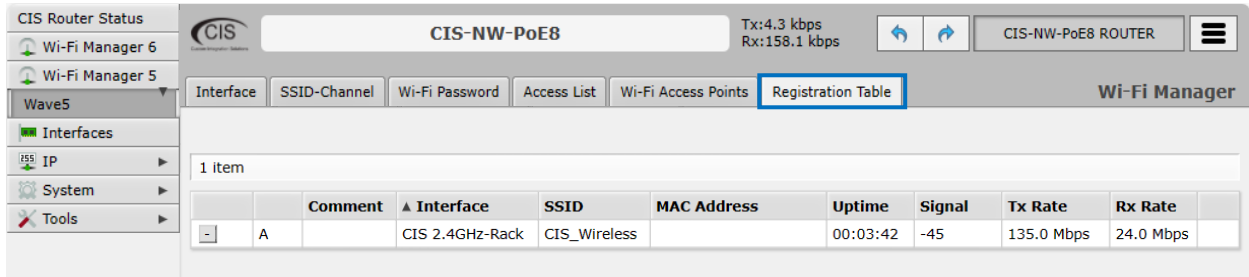
Interface SSID-Channel Wi-Fi Password Access List Wi-Fi Access Points Registration Table

1 item

|  | Identity | Version |
|--|----------|---------|
|  | Rack     | 7.10.2  |

## Viewing Connected Devices

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



CIS Router Status

CIS-NW-PoE8 Tx:4.3 kbps Rx:158.1 kbps CIS-NW-PoE8 ROUTER

Wi-Fi Manager

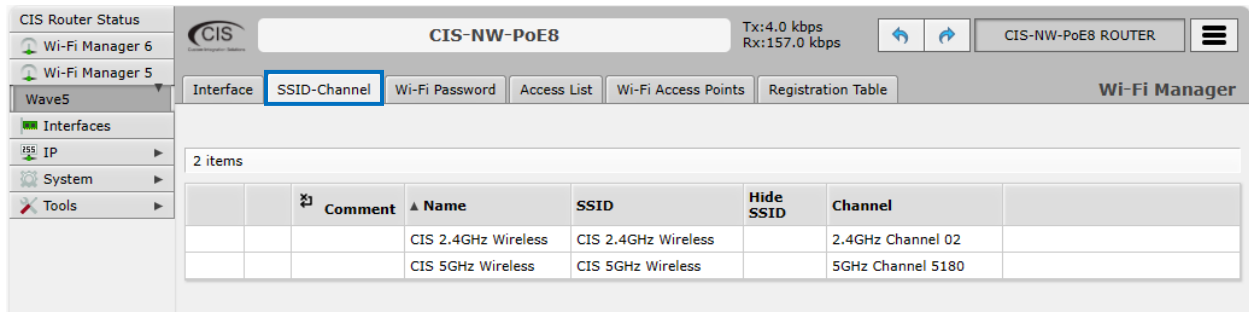
Interface SSID-Channel Wi-Fi Password Access List Wi-Fi Access Points **Registration Table**

1 item

|   | Comment | ▲ Interface     | SSID         | MAC Address | Uptime   | Signal | Tx Rate    | Rx Rate   |
|---|---------|-----------------|--------------|-------------|----------|--------|------------|-----------|
| - | A       | CIS 2.4GHz-Rack | CIS_Wireless |             | 00:03:42 | -45    | 135.0 Mbps | 24.0 Mbps |

## Changing the SSID of Managed Access Points

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



CIS Router Status

CIS-NW-PoE8 Tx:4.0 kbps Rx:157.0 kbps CIS-NW-PoE8 ROUTER

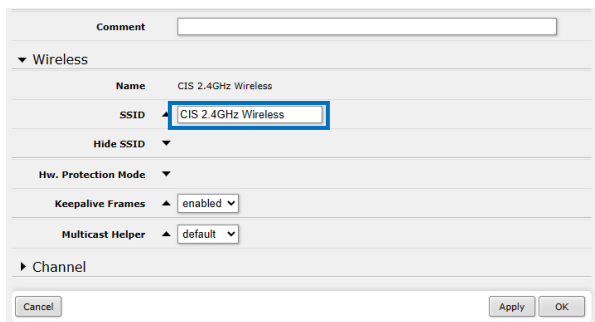
Wi-Fi Manager

Interface **SSID-Channel** Wi-Fi Password Access List Wi-Fi Access Points Registration Table

2 items

|  | Comment | ▲ Name              | SSID                | Hide SSID | Channel           |
|--|---------|---------------------|---------------------|-----------|-------------------|
|  |         | CIS 2.4GHz Wireless | CIS 2.4GHz Wireless |           | 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.



Comment

▼ Wireless

Name CIS 2.4GHz Wireless

SSID ▲ CIS 2.4GHz Wireless

Hide SSID ▼

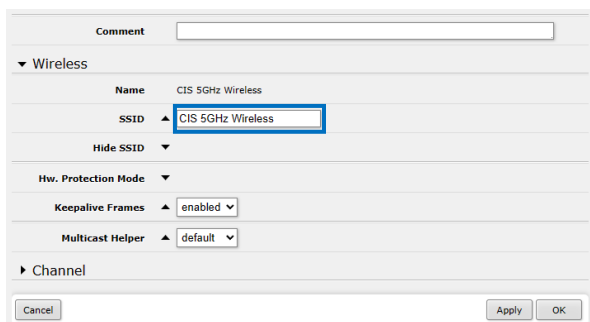
Hw. Protection Mode ▼

Keepalive Frames ▲ enabled ▼

Multicast Helper ▲ default ▼

▶ Channel

Cancel Apply OK



Comment

▼ Wireless

Name CIS 5GHz Wireless

SSID ▲ CIS 5GHz Wireless

Hide SSID ▼

Hw. Protection Mode ▼

Keepalive Frames ▲ enabled ▼

Multicast Helper ▲ default ▼

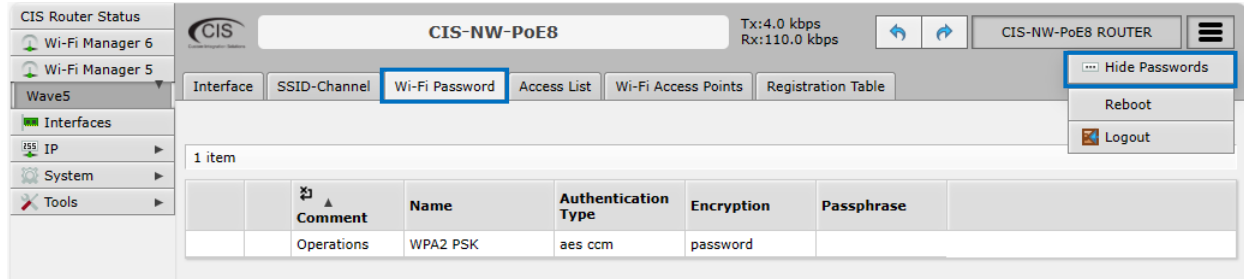
▶ Channel

Cancel Apply OK



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

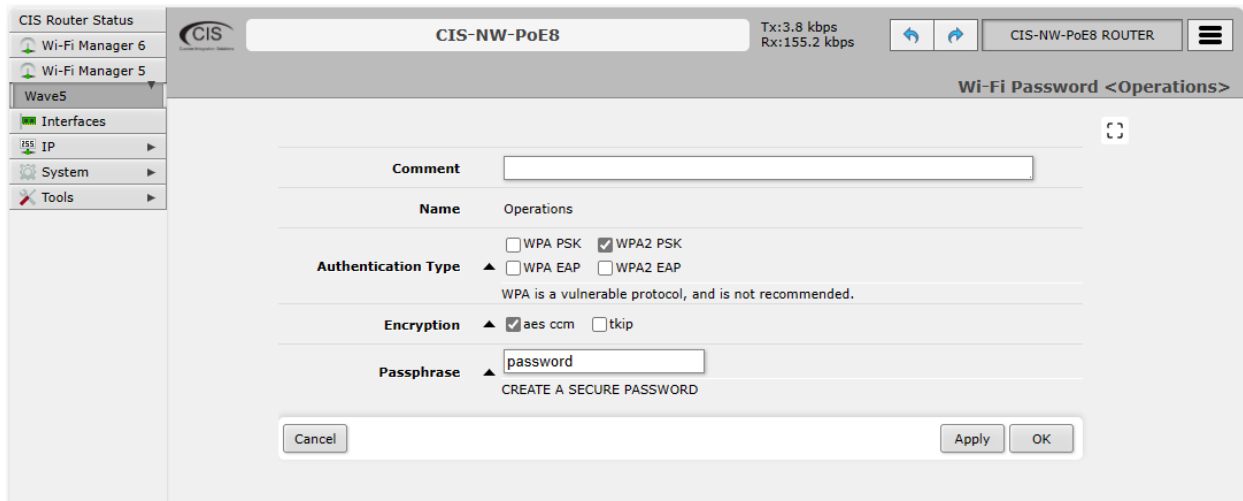
Select the **Wi-Fi Password** tab. Click on the network that you'd like to change the password for.



The screenshot shows the CIS router management interface for a device named 'CIS-NW-PoE8'. The 'Wi-Fi Password' tab is selected and highlighted with a blue box. A dropdown menu is open, showing options: 'Hide Passwords', 'Reboot', and 'Logout'. Below the menu, a table lists one item:

| Comment    | Name     | Authentication Type | Encryption | Passphrase |
|------------|----------|---------------------|------------|------------|
| Operations | WPA2 PSK | aes ccm             | password   |            |

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



The screenshot shows the configuration form for the 'Wi-Fi Password' of the 'Operations' network. The form includes the following fields and options:

- Comment:** An empty text input field.
- Name:** Operations
- Authentication Type:** Radio buttons for WPA PSK, WPA2 PSK (checked), WPA EAP, and WPA2 EAP. A note below states: "WPA is a vulnerable protocol, and is not recommended."
- Encryption:** Radio buttons for aes ccm (checked) and tkip.
- Passphrase:** A text input field containing 'password'. Below it, the text "CREATE A SECURE PASSWORD" is displayed.

At the bottom of the form, there are three buttons: 'Cancel', 'Apply', and 'OK'.

## Wi-Fi 6 Manager

### Viewing the Connected Wi-Fi 6 Access Points

On your CIS router, select the **Wi-Fi Manager 6** section in the left toolbar. The active Wi-Fi 6 radios will be displayed.

The screenshot shows the CIS router's management interface. The left sidebar has 'Wi-Fi Manager 6' selected. The main area displays the 'Wi-Fi Manager' section with tabs for 'WiFi Interface', 'SSID-Channel', 'Security', 'Registration', 'Access List', and 'Wi-Fi Access Points'. The 'Wi-Fi Access Points' tab is active, showing a table with 2 items:

|     | Comment | Name                         | Tx    | Rx    | Tx Packet (p/s) | Rx P |
|-----|---------|------------------------------|-------|-------|-----------------|------|
| [D] |         | 📶 CIS 2.4GHz-CIS-AP310-WP-AX | 0 bps | 0 bps | 0               | 0    |
| [D] |         | 📶 CIS 5.0GHz-CIS-AP310-WP-AX | 0 bps | 0 bps | 0               | 0    |

If you select the **Wi-Fi Access points** tab, you'll be able to view the identity and version of the individual access points.

The screenshot shows the CIS router's management interface. The left sidebar has 'Wi-Fi Manager 6' selected. The main area displays the 'Wi-Fi Manager' section with tabs for 'WiFi Interface', 'SSID-Channel', 'Security', 'Registration', 'Access List', and 'Wi-Fi Access Points'. The 'Wi-Fi Access Points' tab is active, showing a table with 1 item:

|  | Identity        | Version |
|--|-----------------|---------|
|  | CIS-AP310-WP-AX | 7.16.1  |

### Viewing Connected Devices

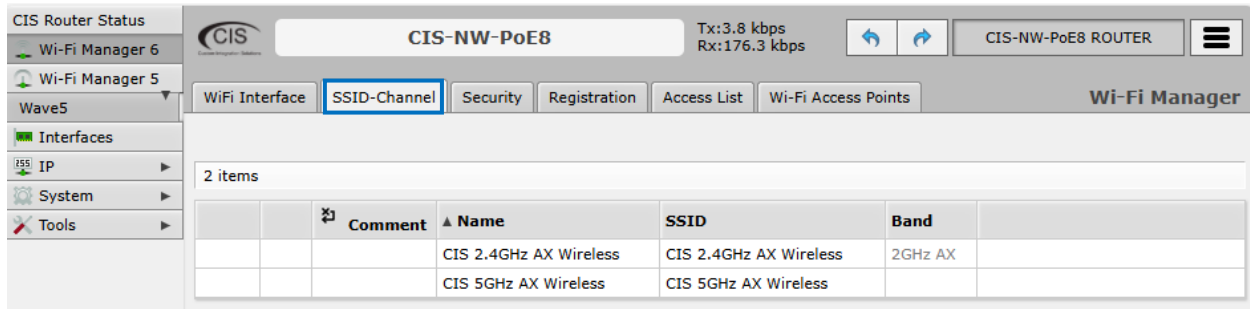
Select the **Registration Table** tab to view the connected devices.

The screenshot shows the CIS router's management interface. The left sidebar has 'Wi-Fi Manager 6' selected. The main area displays the 'Wi-Fi Manager' section with tabs for 'WiFi Interface', 'SSID-Channel', 'Security', 'Registration', 'Access List', and 'Wi-Fi Access Points'. The 'Registration' tab is active, showing a table with 0 items:

|         | Comment | Interface | SSID | MAC Address | Uptime | Signal | Tx Rate | Rx Rate |
|---------|---------|-----------|------|-------------|--------|--------|---------|---------|
| 0 items |         |           |      |             |        |        |         |         |

## Changing the SSID of Managed Access Points

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



CIS Router Status

Wi-Fi Manager 6

Wi-Fi Manager 5

Wave5

Interfaces

IP

System

Tools

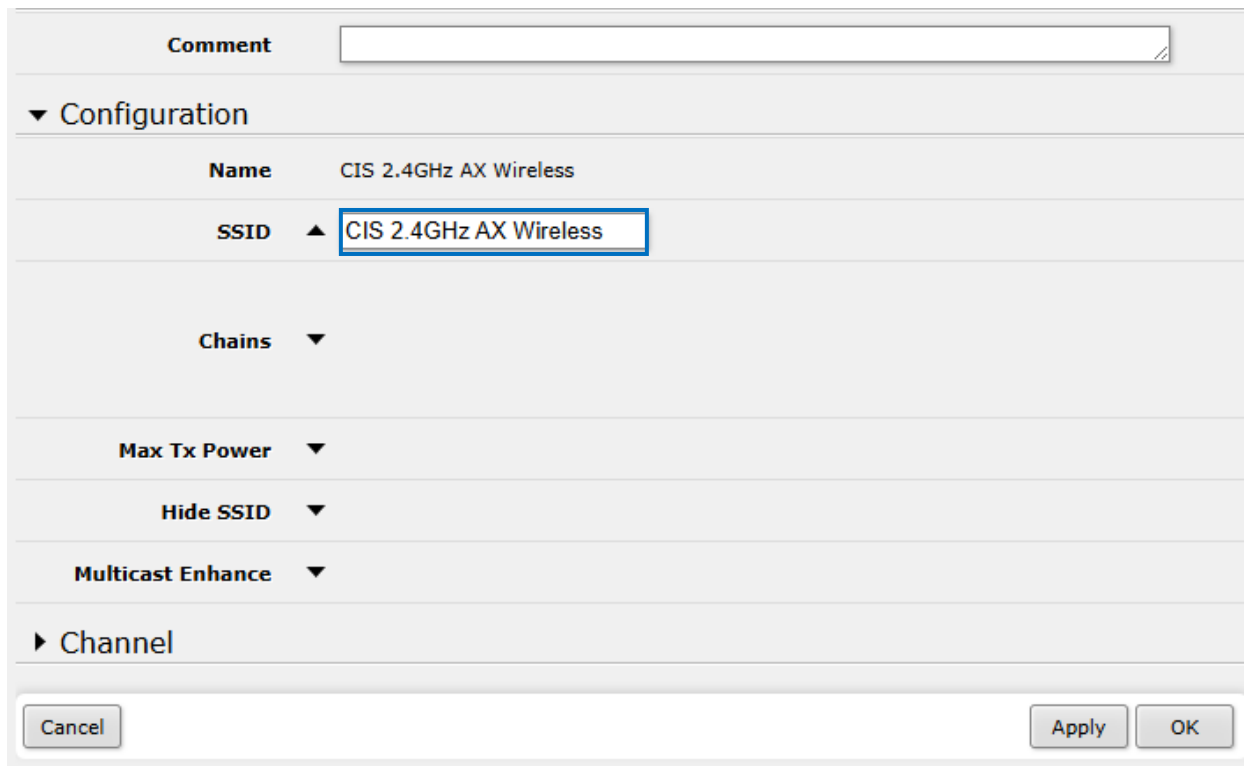
CIS-NW-PoE8 Tx:3.8 kbps Rx:176.3 kbps CIS-NW-PoE8 ROUTER

WiFi Interface **SSID-Channel** Security Registration Access List Wi-Fi Access Points

2 items

| Comment | Name                   | SSID                   | Band    |
|---------|------------------------|------------------------|---------|
|         | CIS 2.4GHz AX Wireless | CIS 2.4GHz AX Wireless | 2GHz AX |
|         | CIS 5GHz AX Wireless   | CIS 5GHz AX Wireless   |         |

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



Comment

Configuration

Name CIS 2.4GHz AX Wireless

SSID **CIS 2.4GHz AX Wireless**

Chains

Max Tx Power

Hide SSID

Multicast Enhance

Channel

Cancel Apply OK

**Comment**

▼ **Configuration**

**Name** CIS 5GHz AX Wireless

**SSID** ▲

**Chains** ▼

**Max Tx Power** ▼

**Hide SSID** ▼

**Multicast Enhance** ▼

▶ **Channel**

## 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.

CIS Router Status

Wi-Fi Manager 6

Wi-Fi Manager 5

Wave5

Interfaces

IP

System

Tools

CIS

CIS-NW-PoE8

Tx:3.6 kbps  
Rx:175.9 kbps

WiFi Interface

SSID-Channel

**Security**

Registration

Access List

Wi-Fi Access Points

Wi-Fi Manager

1 item

|  | Comment | Name       | Group Encryption | Passphrase |
|--|---------|------------|------------------|------------|
|  |         | Operations |                  | password   |

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

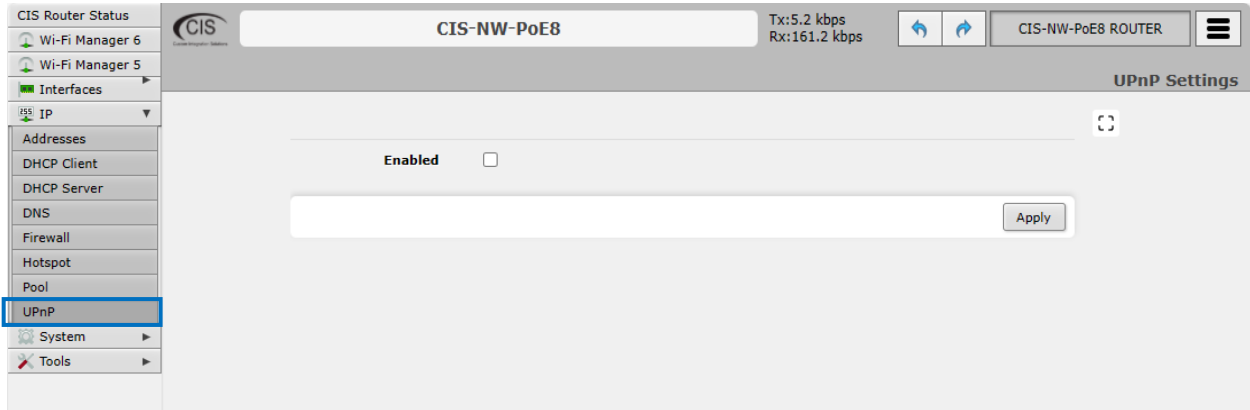
The screenshot shows the CIS Router configuration interface. The left sidebar contains navigation options: CIS Router Status, Wi-Fi Manager 6, Wi-Fi Manager 5, Wave5, Interfaces, IP, System, and Tools. The main content area is titled 'WiFi Security <Operations>'. At the top, it shows 'CIS-NW-PoE8' with Tx:3.4 kbps and Rx:175.0 kbps. Below this is a 'Comment' field. The 'Security' section is expanded, showing 'Name' as 'Operations'. Under 'Authentication Types', 'WPA2 PSK' is selected. Under 'Encryption', 'CCMP' and 'GCMP' are selected. The 'Passphrase' field contains 'password'. At the bottom, there are 'Cancel', 'Apply', and 'OK' buttons.

| Section              | Option   | Selected                            |
|----------------------|----------|-------------------------------------|
| Authentication Types | WPA PSK  | <input type="checkbox"/>            |
|                      | WPA2 PSK | <input checked="" type="checkbox"/> |
|                      | WPA EAP  | <input type="checkbox"/>            |
|                      | WPA2 EAP | <input type="checkbox"/>            |
|                      | WPA3 PSK | <input type="checkbox"/>            |
| Encryption           | TKIP     | <input type="checkbox"/>            |
|                      | CCMP     | <input checked="" type="checkbox"/> |
|                      | GCMP     | <input checked="" type="checkbox"/> |
|                      | CCMP 256 | <input type="checkbox"/>            |

# Tools

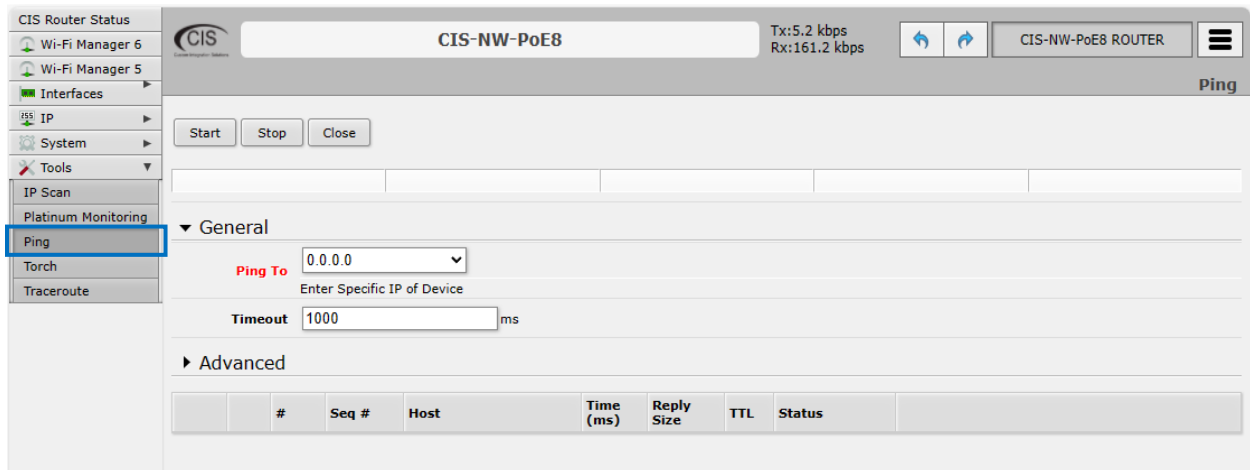
## UPnP

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

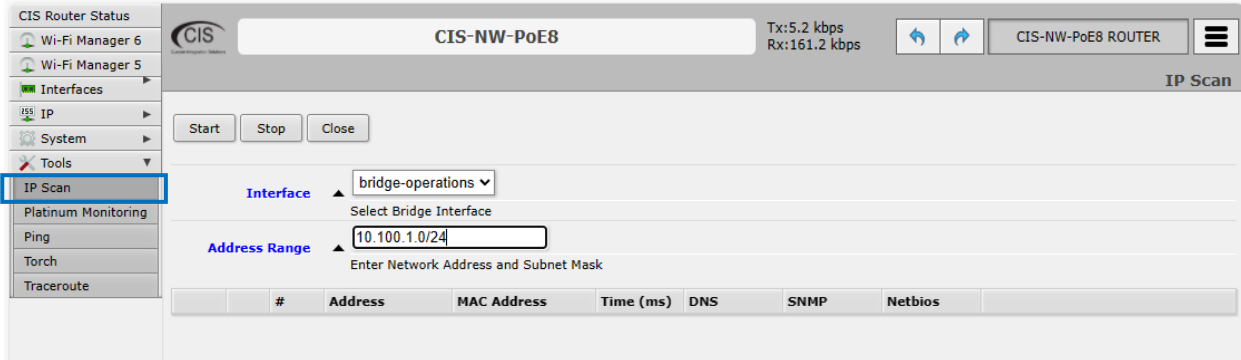
Ping uses Internet Control Message Protocol (ICMP) echo messages to determine if a remote host is active. It will also provide the round-trip time between the hosts. Enter the IP address of the device and select Start to begin.



## 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.

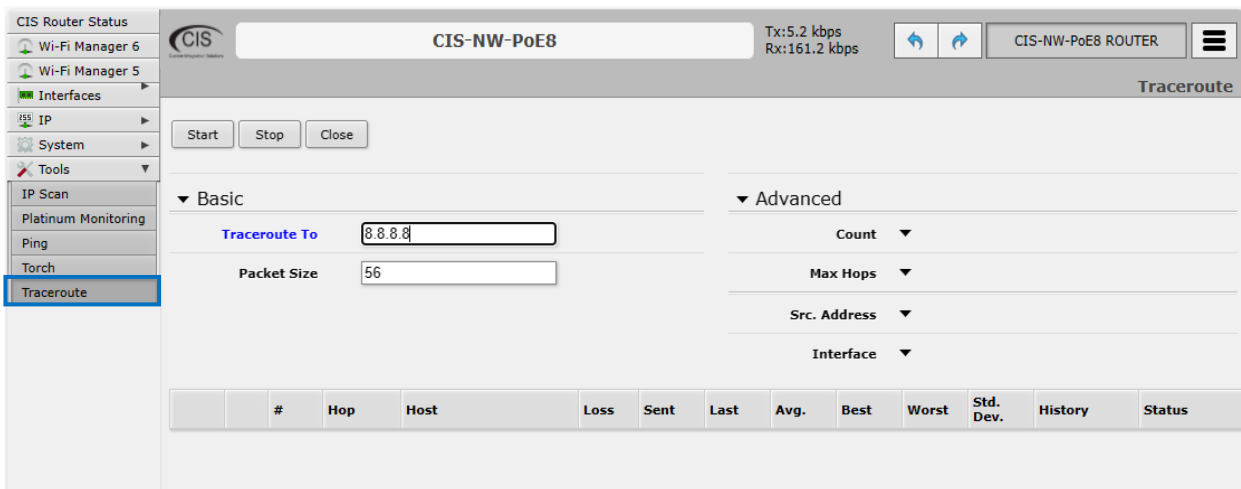
To use the IP scan tool, select the network you wish to scan on (bridge-operations is default), then enter the network address and subnet mask using CIDR notation.



*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.



## 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.

|     |   | Comment    | Host       | Type   | Status  | Since |
|-----|---|------------|------------|--------|---------|-------|
| [E] | X | CIS_Router | 10.100.1.1 | simple | unknown |       |
| [E] | X |            | 10.100.1.2 | simple | unknown |       |
| [E] | X |            | 10.100.1.3 | simple | unknown |       |
| [E] | X |            | 10.100.1.4 | simple | unknown |       |
| [E] | X |            | 10.100.1.5 | simple | unknown |       |

## 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.

Start Stop Close

Total Tx: 0 bps Total Rx: 0 bps Total Tx Packet: 0 Total Rx Packet: 0

**Basic**

Interface: SFP\_PLUS\_01

Entry Timeout: 00:00:03 s

**Filters**

Src. Address: 0.0.0.0/0

Dst. Address: 0.0.0.0/0

Port: tcpmux

VLAN Id: any

| # | Eth. Protocol | Protocol | 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.cisnetworks.ca](http://www.cisnetworks.ca)

Phone: Technical Support - (888) 976-3651

Email: [info@cisnetworks.com](mailto:info@cisnetworks.com)



The CIS-NW-PoE8 is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EC.