



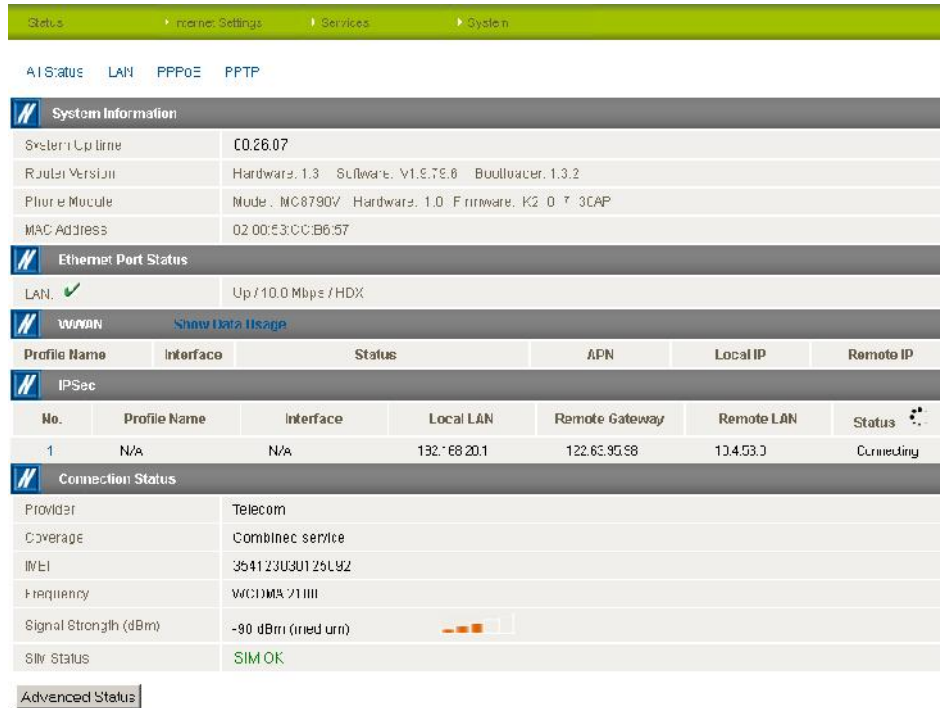
Why Can't I Ping the Router from a Remote Location?

(NTC-6000 Series)

Why Can't I Ping the Router from a Remote Location?

For security purposes the ability to ping the router from a remote location is disabled by default. To enable this option for network diagnostic purposes please perform the following steps.

1. Navigate to <http://192.168.20.1> in a web browser using 'root' as the username and 'admin' as the password.



The screenshot shows the router's web interface with the 'System' menu selected. The 'System Information' section displays the following details:

System Uptime	00:26:07
Router Version	Hardware: 1.3 Software: V1.9.7E.8 Bootloader: 1.3.2
Processor Module	Model: MC8790V Hardware: 1.0 Firmware: K2.0 v3CAP
MAC Address	02:00:E3:CC:B6:57

The 'Ethernet Port Status' section shows LAN is Up / 10.0 Mbps / HDX.

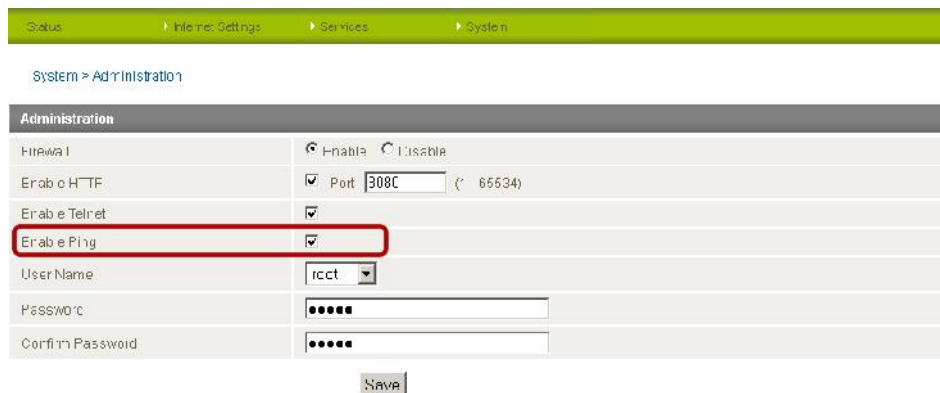
The 'WAN' section shows the profile name is N/A, interface is N/A, and status is Connecting. The remote IP is 13.4.53.0.

The 'IPSec' section shows a single profile with status Connecting.

The 'Connection Status' section shows the provider is Telecom, coverage is Combined service, IMEI is 354123030125192, frequency is WCDMA 2100, signal strength is -90 dBm (medium), and SIM status is SIM OK.

An 'Advanced Status' button is visible at the bottom.

2. Select the Administration option from the System menu.



The screenshot shows the router's web interface with the 'System > Administration' menu selected. The 'Administration' section displays the following options:

Firewall	<input type="radio"/> Enable <input type="radio"/> Disable
Enable HTTP	<input checked="" type="checkbox"/> Port: 8080 (*) 65534
Enable Telnet	<input checked="" type="checkbox"/>
Enable Ping	<input checked="" type="checkbox"/>
User Name	root
Password	•••••
Confirm Password	•••••

A 'Save' button is visible at the bottom.

3. Select the 'Enable Ping' option and press the Save button.
4. Now a ping attempt to the WAN IP address of the router from a remote location should have a successful response.