



# ERT

## **CORRECTING A SMART GATEWAY LAPTOP IP ADDRESS**



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## OVERVIEW

The laptop inside a Smart Gateway should have an IP Address of 192.168.4.4. On rare occasions, the IP Address assigned to the Smart Gateway laptop can unknowingly change. If the IP Address of a Smart Gateway laptop has changed, follow the steps below to correct the IP Address back to 192.168.4.4.

The discovery of a changed IP Address usually occurs when Windows Remote Desktop Connection fails to connect to the laptop and users follow the “Troubleshooting Remote Desktop Connection to the Smart Gateway” section of the Smart Gateway user manual.

### Verify the Current IP Address

If you can't use Remote Desktop Connection locally to access the Smart Gateway Laptop from a computer or mobile device connected to the EPAERT1 WiFi network, you have two options:

- Connect an external (HDMI) monitor, USB keyboard and USB mouse to the ports on the back of the Smart Gateway; or
- Open the Gateway and use the touch screen monitor.

### Run “IPCONFIG /all”

1. Login to the Smart Gateway Laptop using one of the methods discussed above
2. Click the search icon and type **CMD** and press enter to **open a command prompt**
3. Type **IPCONFIG /all** and press enter
- Look under the Ethernet Adapter section for the **Ipv4 Address** and make note of what that says

```
Command Prompt

Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . : 
Description . . . . . : Microsoft Wi-Fi Direct Virtual Adapter #2
Physical Address. . . . . : 0E-9A-42-43-2C-36
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes

Ethernet adapter Ethernet 6:

Connection-specific DNS Suffix . : local.tld
Description . . . . . : Realtek USB FE Family Controller #6
Physical Address. . . . . : 00-E0-4C-36-6D-D2
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes
Link-local IPv6 Address . . . . . : fe80::454:28:252:3c32%12(Preferred)
IPv4 Address. . . . . : 192.168.113.96(Preferred)
Subnet Mask . . . . . : 255.255.0.0
Lease Obtained. . . . . : Thursday, July 23, 2020 12:36:07 PM
Lease Expires . . . . . : Friday, July 24, 2020 12:36:07 AM
Default Gateway . . . . . : 192.168.4.1
DHCP Server . . . . . : 192.168.4.1
DHCPv6 IAID . . . . . : 234938444
DHCPv6 Client DUID. . . . . : 00-01-00-01-25-97-D0-49-00-E0-4C-36-6D-D2
DNS Servers . . . . . : 192.168.4.1
NetBIOS over Tcpip. . . . . : Enabled
```



## Correct the IP Address

The IP Address of the laptop is assigned by the Cradlepoint Router. Follow the steps below to assign the correct IP Address to the Smart Gateway laptop.

### Cradlepoint DHCP Server Updates

1. Login to the Cradlepoint Router
2. Navigate to **Networking > DHCP Server**

Networking > Local Networks > DHCP Server

QUICK LINKS

DASHBOARD

CONNECTION MANAGER

STATUS

NETWORKING

Local Networks

- WiFi Radio #1 (2.4 GHz)
- WiFi Radio #2 (5 GHz)
- Ethernet Ports
- Hotspot Services
- DHCP Server

Active Leases

Hostname	IP Addr	Hardware Addr
DESKTOP-853MBHQ	192.168.113.96	00:e0:4c:36:6d:d2

Reservations

+ Add Edit - Remove

Hostname	IP Addr	IPv6 Addr
<input type="checkbox"/> DESKTOP-853MBHQ	192.168.4.4	

3. Put a checkmark in any existing entry below the **“Reservations”** section and click the **“Remove”** button

Networking > Local Networks > DHCP Server

Active Leases

Hostname	IP Addr
DESKTOP-853MBHQ	192.168.113.96

Reservations

+ Add Edit - Remove

Hostname	IP Addr
<input checked="" type="checkbox"/> DESKTOP-853MBHQ	192.168.4.4

4. Under the **“Active Leases”** section, click the **“Reserve”** button on the line with the incorrect IP Address. The IP Address should be the same as what was noted in the section above.

Active Leases

Hostname	IP Addr	Hardware Addr	Expiration	Reserve
DESKTOP-853MBHQ	192.168.113.96	00:e0:4c:36:6d:d2	11 hours, 16 mins	Reserve



5. Click “**Yes**” to Confirm the Lease Reservation and click “**OK**” after successfully saving the settings

Confirm Lease Reservation [X]

Continue with lease reservation?

**Yes** No

Success [X]

i Settings were successfully saved

**OK**

6. Click the “**Edit**” button under the “Reservations” section

**Reservations**

+ Add **Edit** ✕ Remove

✓ Hostname	IP Addr
DESKTOP-853MBHQ	192.168.113.96

7. Change the IP Addr: to **192.168.4.4** and click Save

⚙ Edit or Add Reservation: DESKTOP-853MBHQ

Hostname: DESKTOP-853MBHQ

Hardware Addr: 00:e0:4c:36:6d:d2

IP Addr: **192.168.4.4**

IPv6 Addr: eg. fd80:1122:3344:abcd::5

Enable: ☒

Cancel **Save**

8. Click “OK” when the settings are successfully saved

Success [X]

i Settings were successfully saved

**OK**

9. Reboot the Smart Gateway Laptop and verify that you can now connect to it using “Windows Remote Desktop Connection” via the correct IP Address of 192.168.4.4