



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::454:28:2f52:3c32%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 Tcpi. . . . . : 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**

The screenshot shows the Cradlepoint DHCP Server interface. On the left is a navigation menu with 'NETWORKING' and 'DHCP Server' highlighted with red boxes. The main area shows 'Active Leases' with a table containing one entry: DESKTOP-853MBHQ with IP 192.168.113.96 and Hardware Addr 00:e0:4c:36:6d:d2.

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

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

The screenshot shows the 'Reservations' section of the DHCP Server interface. A red box highlights the 'Reservations' header. Below it, a table has one entry: DESKTOP-853MBHQ with IP 192.168.113.96. A checkmark is in the selection column, and the 'Remove' button is highlighted with a red box.

Hostname	IP Addr
DESKTOP-853MBHQ	192.168.113.96

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.

A close-up screenshot of the 'Active Leases' table. The 'Active Leases' header is highlighted with a red box. The table has five columns: Hostname, IP Addr, Hardware Addr, Expiration, and Reserve. The IP address '192.168.113.96' is highlighted with a red box. The 'Reserve' button is also highlighted with a red box.

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]

Settings were successfully saved

OK

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

Reservations

+ Add **Edit** Remove

<input checked="" type="checkbox"/> 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]

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