

# FAQ

## RemoteCOM (C20 - C25)

### How to obtain an IP address of the device?

The default static IP address of the device is **192.168.100.100**. However, if the DHCP option is set, it will be necessary to obtain the IP address from a local network. First of all, connect the device to the local network (for example via a network switch). The easiest way to find the IP address of the device is via the Serial Console. After a successful login use “ipconfig” command to print all the information about the Ethernet connection. The IP address should be shown there.

### How to recover an access to the device after the password was lost?

The only option to reset the user’s password is to do a hard reset via the service mode in the Service Console. To restore default settings, including login and password, type “defaults” in the terminal. Now the default credentials are:

- login: **admin**
- password: **admin123**

### I cannot set up the virtual COM through the Redisage Configurator app. What should I do?

If in the Redisage Configurator a discovered device cannot be added, check if it hadn’t been added before with a different COM port / service port. In that case, delete previous configuration from the Redisage Configurator. If that won’t work, check if the port service was configured correctly for the RemoteCOM Service.

# How to check if the device is configured correctly?

The device's status can be checked on the "Status" page of the configuration website. If a connection with the device is established, there should be a corresponded label visible ("Server is starting...", "Waiting for connection" or "Client connected!").

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