

GNM-2250 Hitron Modem

Configuration User Guide



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How to login to your Hitron Modem

To access the configuration settings for the Hitron modem, first connect your modem directly to your computer with an Ethernet cable. Then follow these steps:

- 1. Open an Internet browser (Internet Explorer, FireFox, Chrome, Safari) on your computer.
- 2. Enter the following into the address bar: http://192.168.0.1
- 3. Press the ENTER key on your keyboard.
- 4. You will then be taken to the Hitron Advanced WiFi modem's sign in page where you can sign in with the following information:
 - Username: cusadmin
 - Password: This is listed as the "WiFi Key" on front of your Hitron Modem
- 5. Click Login

GINI-2230-SHW LOGIN	& hitroi
Jsername	
Enter Username	
Password	
Enter Password	

The following screenshot is what you will see upon login to the Hitron Modem user portal. The setting options you will select from are either at the top or on the right of the portal page.

±
Device Status Device Basic Info.
Manage WI-Fi Change wireless network name and password, configure WIFi Protected Setup(WPS).
Connected Clients Connected Clients info
Parental Controls Configure configure device/Reyword filters.
Manage Login Credentials Manage Login Credentials.

Advantage WiFi and LAN set up

The diagram below illustrates the network topology for Advantage WiFi:



The Advantage WiFi access points (the APs that broadcast the Private, Guest and Rogers WiFi Hotspots SSID's) connect directly to the Hitron Modem. The customer Local Area Network (LAN) connects here as well.

The following sections indicate how to set up the different Gateway/router functions of the Hitron Modem in order to interact properly with your LAN.

Advantage WiFi and LAN set up

a. LAN Setting -Private Gateway IP and Dynamic Host Configuration Protocol (DHCP)

These settings will allow you to configure the Gateway IP and DHCP settings when you prefer a different IP subnet on your LAN other than 192.168.0.x, or wish to limit the IP range that is available in the dynamic pool (the available IPs that can be assigned to a device). For example, you can set the dynamic pool to start at 192.168.0.100 and end at 192.168.0.255. Which reserves 192.168.0.2 - 192.168.0.99 available for static assignment within the LAN. You can assign specific reserved IP addresses to a specific device such as printer, server, backup drive, computer, etc.

Note: The IP range can be changed if needed.

To adjust these LAN configuration settings:

- 1. In a browser window, log in to the Hitron Modem user portal. See <u>section 1</u> for details. The default is http://192.168.0.1
- 2. From the top navigation bar, click **Basic** then LAN Setup.
- 3. Input IP Address into **Private LAN IP Address** text field.
 - a The IP Address entered will be the new Gateway IP Address for Graphical User Interface (GUI) logins.
- 4. Input Subnet Mask into **Subnet Mask** text field.
 - a. The Subnet Mask entered will define the DHCP scope the Hitron will use to offer IP addresses to clients. (most setups will simply use 255.255.255.0)
- 5. Confirm that LAN DHCP Status is Enabled.
- Select desired DHCP Lease Time with the drop down menu. This specifies how long the IP address can be leased before it resets.
- 7. Input IP Address into **DHCP Start IP** text field. This defines the first available LAN IP Address that will be assigned by DHCP to clients.
- 8. Input IP Address into **DHCP End IP** text field. This defines the last available LAN IP Address that will be assigned by DHCP to clients.

9. Click **Save Changes** to save the new changes you have made.

Basic	Sett	ings		
This menu show	v the basic s	ettings of the device		
LAN Setup	WAN Setup	Gateway Function	Port Forwarding	Port Trigger
Private LAN	Setting			
Private LAN IP Address	s	[192.168.0.1	
Subnet Mask		[255.255.255.0	
LAN DHCP Status		[Enabled Disabled D	HCP Reservation
DHCP Lease Time		[1 Week	v
DHCP Start IP		[192.168.0.10	
DHCP End IP		[192.168.0.200	
UPNP		1	Enabled Disabled	

b. Static DHCP Assignment - Add, Remove, View

Through DHCP, the Hitron Modem automatically provides IP addresses to devices when they connect to the network.

Using the Static DHCP assignment, you can ensure that a device connecting to the network gets the same IP address every time without having to hardcode that IP on the device. This is useful for things like your printer, a server, a backup drive or a computer where the IP address needs to be constant for easy accessibility.

To add or view a DHCP Reservation, follow these steps:

1. Access the DHCP Reservation Screen

- a. In a browser window, log in to the Hitron Modem user portal. See section 1 for details. The default is http://192.168.0.1
- b. At the top of the page, click **Basic** then **LAN Setup**.
- c. Click **DHCP Reservation**.

Basic This menu sh	c Sett	tings ettings of the device	9			
LAN Setup	WAN Setup	Gateway Function	Port Forwarding	Port Triggering	DMZ	DNS
Private LA	N Setting					
Private LAN IP Add	Iress		192.168.0.1			
Subnet Mask			255.255.255.0			
LAN DHCP Status		1	Enabled Disabled	HCP Reservation		

Advantage WiFi and LAN set up

2. Add a DHCP Reservation

Once you click on **DHCP Reservation**, the following window will pop up. You will then have two options to add a DCP Reservation:

	Basic Setting	gs			
2 m	This menu show the basic settings	DHCP Reserva	tion		×
	LAN Setup WAN Setup Sate	Clients from DHCP	Tables Refresh		
	Private LAN Setting	Client Name	IP Address	MAC Address	Add
	Private LAN IP Address	CGL152374	192.168.0.10	DC:4A:3E:62:A9:C2	Add
	Subnet Mask	— Manually Add Clie	nt		
	LAN DHCP Status	Enter Client Name	Assign IP address	s To this MAC address	Add
	DHCP Lease Time	Client Name	IP Address	MAC Address	Add
	DHCP Start IP	Client Already Res	erved		
	DHCP End IP	Client Name 4	Assign IP address	To this MAC address	Action
	UPNP			Save Chang	es Close

a. Adding DHCP Reservation from DHCP Table

- i. Within the top section, **Clients from DHCP Tables**, locate the client name within in the list provided.
- 1. If your client is not in the list provided, click **Refresh**.
- ii. Click **Add**, to add the reservation.
- iii. You should now see the client listed under **Client Already Reserved**.
- iv. Click **Save Changes**. You will see a warning prompt, read the warning prompt and click **OK** to make the changes.

b. Manually adding DHCP Reservation

- i. Within the second section, **Manually Add Client**, input desired client name into the **Enter Client Name** text field.
- ii. Input IP Address into the **Assign IP Address** text field.
- iii. Input MAC Address into the **To this MAC Address** text field.
- iv. Click **Add**.
- v. You should now see the client listed under "Client Already Reserved."
- vi. Click **Save Changes**. You will see a warning prompt, read the warning prompt and click **OK** to make the changes.

3. To remove a DHCP Reservation, follow these steps:

- 1. Within the bottom section, **Client Already Reserved**, locate the target client you wish to remove.
- 2. Click **Remove**.
- 3. You should no longer see the client listed under Client Already Reserved.
- 4. Click **Save Changes**. You will see a warning prompt, read the warning prompt and click **OK** to make the changes.

Private LAN Setting				
		192.168.0.1)	
Subnet Mask	DHCP Reser	vation		×
LAN DHCP Status	CGL152374	192.168.0.10	DC:4A:3E:62:A9:C2	Add ^
DHCP Lease Time	Manually Add C	Client		
	Enter Client Name	Assign IP address	To this MAC address	Add
DHCP Start IP	Server	192.168.0.50	00:0c:29:00:00:01	Add
DHCP End IP				
UPNP	Client Already	Reserved		
	Client Name	Assign IP address	To this MAC address	Action
Save Changes Cancel Help	CGL152374	192.168.0.10	DC:4A:3E:62:A9:C2	Remove
Connected Devices Show	Server	192.168.0.50	00:0c:29:00:00:01	Remove
Host Name IP Address				~
			Save Ch	anges Close

Basic Setup of the Hitron Modem

a. Setting Public Static IP on Gateway of the Hitron Modem

This will be needed when you request a static IP address from Rogers Business. To request this, please call the Rogers Business Technical Support team at 1-877-742-9249. Once this is requested, you will receive an email with details for configuring the settings in your Hitron Modem.

Static IPs are most commonly used for running internet facing servers. If you assign a static IP address to the Hitron Modem's gateway, you will need to use port forwarding or a demilitarized zone (DMZ) to pass data from the static IP address to your server(s).

Static IP Configuration requires 2 steps, making changes to the WAN and then to the Domain Name System (DNS) screen. *Please Note: Though there will be overlap between some fields in the WAN and DNS screens, it is very important that changes be made in both sections.*

To make adjustments to the WAN and DNS screen, follow these steps:

- 1. Configuring the WAN screen
 - a. In a browser window, log in to the Hitron Modem user portal. See <u>section 1</u> for details. The default is http://192.168.0.1
 - b. At the top, click **Basic** then on the **WAN Setup** tab.
 - c. For Assign WAN IP Automatically(DHCP), click Disabled.
 - d. Input IP Address into the **WAN IP Address** text field.
 - e. Input Subnet Mask into the **Subnet Mask** text field.
 - f. Input IP Address into the **Gateway IP Address** text field. A gateway is a device on a computer network, a key stopping point for data on its way to or from the Internet. It routes traffic from a workstation to the outside network that is serving up the web pages.

g. Input IP Address into the **Primary DNS Server** text field.

h. Input IP Address into the **Secondary DNS Server** text field.

 Click Save Changes. You will see a warning prompt, read the warning prompt and click OK to make the changes.



- 2. Configuring the Domain Name System (DNS) screen
 - a. At the top navigation bar, click **Basic** then on the **DNS** tab.
 - b. For DNS Obtain, click Manual.
 - c. Input IP Address into the **DNS1** text field.
 - d. Input IP Address into the **DNS2** text field.
 - e. Click **Save Changes.** You will see a warning prompt, read the warning prompt and click **OK** to make the changes.

Note: IP Addresses for DNS1 and DNS2 must match the IP Addresses entered in the previous section (Primary DNS Server, Secondary DNS Server).

Ahitron Home Basic Admin Security
Basic Settings
LAN Setup WAN Setup Gateway Function Port Forwarding Port Triggering DMZ DNS
DNS Settings Configure your DNS settings
DNS Obtain Auto Manual
DNS1
DNS2

b. How to reset default settings of the Hitron Modem

If you need to restore your modem to default settings, you can do so by performing a pin-hole reset. To do this, locate the pin-hole reset button on the back of your modem and then push and hold it down with a paperclip or pen for five to ten seconds. If completed successfully, the lights on the modem will begin to flash and the modem will take approximately two minutes to reset.

Please Note: This reset will delete all of your custom configurations, including any changes you made to your SSID, network password and wireless channel settings.



Advanced setup

a. Port Based IP Passthrough

Enabling Port based IP Passthrough allows one or more ports on the Hitron Modem to bypass the Hitron DHCP. This would allow any device connected to a specific port to receive an external public IP.

To configure the Port based IP Passthrough settings, follow these steps:

- 1. In a browser window, log in to the Hitron Modem user portal. See section 1 for details. The default is http://192.168.0.1
- 2. At the top of the navigation bar, click **Admin** then **IP Passthrough**.
- 3. For IP Passthrough Enable, click ON.
- 4. For IP Passthrough Mode , click Port.
- 5. Select desired port for **IP Passthrough Port**.
- 6. Click Save Changes. You will see a warning prompt, read the warning prompt and click OK to make the changes. The router will reset and you may need to wait a few minutes for connectivity to restore.

Admi	nistra	tion	1			
Administration s	ettings					
Management	Diagnostics	Backup	Time Setting	Device Reset	IP Passthrough	
Setting IP Passthr	assthrough					
IP Passthrough Enable		ON	OFF			
IP Passthrough Mode		Port	MAC			
IP Passthrough Port		2	3 4			

b. MAC Based IP Passthrough

Media Access Control address (MAC address) of a computer is a unique identifier assigned to network interfaces for communications. MAC addresses are used as a network address for most IEEE 802 network technologies, including Ethernet and WiFi.

Enabling MAC based IP Passthrough allows a device on the network to obtain a public IP address based on its MAC address.

To configure the MAC based IP Passthrough settings, follow these steps:

- 1. In a browser window, log in to the Hitron Modem user portal. See section 1 for details. The default is http://192.168.0.1
- 2. At the top of the navigation bar, click **Admin** and then on the **IP Passthrough** tab.
- 3. Click ON for IP Passthrough Enable.
- 4. Click MAC for IP Passthrough Mode.

5. Input MAC Address into the **IP Passthrough MAC** text field.

- 6. Click the + Icon to add an additional MAC address. Repeat Steps 5 - 6 for each additional MAC Address.
- Click Save Changes. You will see a warning prompt, read the warning prompt and click OK to make the changes. The router will reset and you may need to wait a few minutes for connectivity to restore.

Aum	nistra	tion	1		
Administration s	ettings				
Management	Diagnostics	Backup	Time Setting	Device Reset	IP Passthro
You can set IP Passthro	ugh here.	ON	OFF		
		Port	MAC		
IP Passtnrougn Mode					

c. Port Forwarding

Port forwarding allows traffic or communication flow requests from a specific port(s) associated with an IP address of a host to be directed to a specific destination (IP address) on the internal network. For example, a security camera which uses port 56000. First, perform a DHCP reservation (please refer to the section 2a above, <u>LAN Setting - Private Gateway IP and Dynamic Host Configuration Protocol</u> (DHCP) and assign a static internal IP for the security camera (ex. 192.168.0.210). Then, forward port 56000 to 192.168.0.210. The Hitron will direct any traffic from a public IP address and port 56000 to the destination that was set (in this case 192.168.0.210).

To enable or disable Port Forwarding, follow these steps:

- 1. In a browser window, log in to the Hitron Modem user portal. See section 1 for details. The default is http://192.168.0.1
- 2. At the top of the navigation bar, click Basic and then on the Port Forwarding tab.
- 3. Click Enabled under All Port Forwarding Rules to Enable Port Forwarding.

a. To Disable Port Forwarding, click Disabled.

- 4. Under **Port Forwarding Rules**, click **ON** or **OFF** to enable or disable individual port forwarding rules.
- Click Save Changes. You will see a warning prompt, read the warning prompt and click OK to make the changes. The router will reset and you may need to wait a few minutes for connectivity to restore.



Advanced setup

i. Add a Port Forwarding Rule

Adding a port forwarding rule requires 2 steps:

- 1. Add a Rule
 - a. In a browser window, log in to the Hitron Modem user portal. See section 1 for details. The default is http://192.168.0.1
 - b. At the top of the navigation bar, click **Basic** and then on the **Port Forwarding tab**.
 - c. Click Add Rule.

Basic	: Se	ettii	ngs						
This menu sho	w the ba	sic setti	ngs of the	device					
LAN Setup	WAN Se	tup G	ateway Fu	Inction Port F	orwarding Port 1	riggering DM	AZ DNS		
Port Forwa	rding C	ptions	3						
	ulan	Enable	d Disabled						
All Port Forwarding F	ules								
All Port Forwarding F	iles								
All Port Forwarding R Port Forwarding Ru Application Name	Iles Public	Private	Protocol	Local IP Address	Remote IP Address	Status		Manage	Action

2. Create a Rule

- a. A box will pop up. Under the **Common Application section**, you can select in the drop down menu predefined port forward rules for common applications.
- b. Input or Edit the Application Name text field.
- c. Select desired **Protocol** with the drop down menu.
- d. Input Port Numbers into the Public Port Range text field.
- e. Input Port Numbers into the **Private Port Range** text field.
- f. Input IP Address into Local **IP Address** text field. This Local IP must be in the same LAN IP Address Subnet.
- g. Select Any or Specific under Remote IP Address.
 - a. If Specific is selected, input a Public IP Range into the fields, ie. 68.59.141.110 68.59.141.110
- h. Click Apply.
- i. Click Save Changes. You will see a warning prompt, read the warning prompt and click
 OK to make the changes. The router will reset and you may need to wait a few minutes for connectivity to restore.

		Add a rule for port forwarding services	by user ×
		Port Forwarding Rules	î
Port Forward	ding Options	Common Application -SERVICES-	
		Application Name	-
		Protocol UDP	~
		Public Port Range	
		Private Port Range ~	
		Local IP Address	
		Remote IP Address Any Specific	-

ii. Edit/Remove a Port Forwarding Rule

Deleting a port forwarding rule requires you to simply click **Remove** next to the rule to delete.

To edit a port forwarding rule, there are two options:

- 1. To remove the rule
 - a. In a browser window, login to the Hitron Modem user portal. See section 1 above for details. The default is http://192.168.0.1
 - b. At the top of the navigation bar, click **Basic** and then on the **Port Forwarding** tab.
 - c. Click **Remove** for the appropriate port forwarding rule.
 - d. Click Save Changes. You will see a warning prompt, read the warning prompt and click
 OK to make the changes. The router will reset and you may need to wait a few minutes for connectivity to restore.

Basic	: Se	ttin	gs					
This menu sho	w the bas	sic settings	gs of the	device				
LAN Setup	MAN Sot	tun Gate	eway Fu	nction Port F	orwarding Port 1	Friggering DI	AZ DNS	
LAN Delup	WAN SEL	up out						
Port Forwa	rding O	ptions		_				
Port Forwa		ptions Enabled	Disabled					
Port Forwarding R Port Forwarding R	rding O ules	ptions	Disabled					
Port Forwarding F	rding O ules	ptions Enabled	Disabled					

Advanced setup

- 2. Modify the rule
 - a. In a browser window, login to the Hitron Modem user portal. See section 1 above for details. The default is http://192.168.0.1
 - b. At the top of the navigation bar, click **Basic** and then on the **Port Forwarding** tab.
 - c. To Edit a Rule, click **Manage** for the appropriate port forwarding rule.
 - d. Modify the required parameters, similar to when the rule was initially created.For information on adjustable parameters, see the the section above, i. <u>Add a Port Forwarding Rule</u>, 2. Create a Rule
 - e. Click **Save Changes**. You will see a warning prompt, read the warning prompt and click **OK** to make the changes. The router will reset and you may need to wait a few minutes for connectivity to restore.

Basic	: Se	etti	ngs						
This menu sho	w the ba	isic setti	ngs of the	device					
LAN Setup	WAN Se	etup G	ateway Fi	unction Port F	orwarding Port	Triggering DM	Z DNS		
Port Forwar	rding C	ption	s						
All Port Forwarding Rules		Enabl	Enabled Disabled						
Port Forwarding Ru	iles								
Application Name	Public	Private	Protocol	Local IP Address	Remote IP Address	Status		Manage	Action
0011	22-22	22-22	TODAIDD	102 169 0 10	Anu	014	OFF	Managa	Demma

d. The Demilitarized Zone (DMZ)

The DMZ will allow you to forward all traffic from the IP of the Hitron Modem's gateway to a specific machine behind the modem. The DMZ network is where all internet facing servers in your network should be housed. Examples of such servers include a website you host from a webserver in your business or your email server. The DMZ separates these Internet facing servers away from your LAN.

i. To specify a device as a DMZ host, follow these steps:

- 1. In a browser window, log in to the Hitron Modem user portal. See <u>section 1: How to Login to</u> <u>your Hitron Modem</u> for details. The default is http://192.168.0.1
- 2. At the top of the navigation bar, click **Basic** and then on the **DMZ** tab.
- 3. Click Enabled for Enable DMZ.
- 4. Input the IP Address into the **DMZ Host** text field.
- 5. Alternatively, you can click **Connected Devices** and select a currently connected host.
- Click Save Changes. You will see a warning prompt, read the warning prompt and click OK to make the changes. The router will reset and you may need to wait a few minutes for connectivity to restore.

Basic	: Sett	ings				
This menu sho	ow the basic s	ettings of the device				
LAN Setup	WAN Setup	Gateway Function	Port Forwarding	Port Triggering	DMZ	DNS
DMZ Settin	gs					
Enable DMZ		Enabled Disabled				
DMZ Host	C		Connected Devices			

- ii. To disable or modify the DMZ host, follow these steps:
 - 1. In a browser window, login to the Hitron Modem user portal. See <u>section 1: How to Login</u> to your <u>Hitron Modem</u> above for details. The default is http://192.168.0.1
 - 2. At the top of the navigation bar, click **Basic** and then on the **DMZ** tab.
 - 3. Now, you have two options:
 - a. To modify the DMZ host, input new IP Address into the **DMZ Host** text field. Alternatively, you can click **Connected Devices** select a new currently connected host.
 - b. To disable the DMZ host, click **Disabled** for **Enable DMZ**.
 - Click Save Changes. You will see a warning prompt, read the warning prompt and click OK to make the changes. The router will reset and you may need to wait a few minutes for connectivity to restore.

Bas	ic Set	tings			
This menu	show the basic s	settings of the device			
LAN Setu	p WAN Setup	Gateway Function	Port Forwarding	Port Triggering	DMZ DNS
DMZ Set	tings				
Enable DMZ		Enabled Disabled			
DMZ Host	Г		Connected Devices		

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