

TSB-Adding a Router to ECM

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Description: This document is a step by step guide to adding a router to Cradlepoint Enterprise Manager (ECM)

1. What is Cradlepoint ECM

ECM is a system that manages our Redbox Cradlepoint routers, firmware and configuration. This document pertains only to the following routers:

- **This is NOT a call to replace older, but functioning Comms devices. If the current Comms device is working and functioning properly, leave it in place until it fails and needs replaced through the course of normal operation or unless otherwise directed by Ops.**

To join ECM, all routers must have firmware 4.4.1 or better (current firmware is 4.4.6). There is no need to upgrade from 4.4.1 to 4.4.6, as ECM will manage all firmware changes once added and in the future. But, all firmware older than 4.4.1 will need upgraded prior to adding the router to ECM

The kiosk **must** also be switched over to use DHCP, which has been the standard practice for our PCs and routers since 2013. Though, we still find many installed improperly. DHCP (Dynamic Host Configuration Protocol) simply explained is where the PC obtains the IP address from the router automatically. Our PCs, by default, are setup this way and it should remain this way for proper operation. If not, the PC needs to be changed and should be setup this way prior to the router being added to ECM.

<ul style="list-style-type: none"> • Cradlepoint CBR450 <ul style="list-style-type: none"> ○ <i>Must have firmware 4.4.1 or newer.</i> 	
<ul style="list-style-type: none"> • Cradlepoint IBR650 <ul style="list-style-type: none"> ○ <i>Must have firmware 4.4.1 or newer.</i> 	

2. Adding a Router to Cradlepoint Enterprise Cloud Manager (ECM)

Please, do NOT use a static IP address of 192.168.0.9 (or any static address) with an IBR650 or CBR450. Once the kiosk PC's networking is properly configured and the PC is connected to the router and online, the router can be added to ECM. Follow the procedure detailed below.

Again, the router needs to be connected and online

1. With the kiosk PC, log into the Redbox desktop interface.
- Alternatively, you can connect via ethernet cable and your laptop

2. Start the “Secure Browser”

- Alternatively, start your laptop browser.

3. To connect to the router, on the address line enter the IP address: 192.168.0.1

5. Once you are logged into the router, from the menus, select:

System Settings > Enterprise Cloud Manager

6. The screen below should appear with one of two messages, either the router will already be registered and managed, or you will need to register the router.

7. Click on the “Register Router” button. ECM will prompt for a username and password to register the device.

At the “Registering Router with ECM” screen, use the following username and password:

- **Username: ecmadd**
- **Password: Redbox01**

Once added, the status of the router should change to “Connected”.

Ending Notes

- Once added to the Redbox ECM account, a router will remain in ECM, independent of what kiosk it is put into. You do not have to re-add the unit to ECM if the router is moved.
- If a router is added to ECM, no “comms update” is necessary from the field. The normal FVF is all that is needed. There is no need to file a separate email to the Comms team or the Hive update email address. ECM will provide us the necessary information automatically.
- If there are any questions or issues, please reach out to Machine Support or directly to the Redbox Comms team Comms@redbox.com .

Tools/Parts Needed

Keyboard		
	1	

Redbox Comms

Version	1.0
Name of responsible stakeholder	
Learning & Development Author	
Subject Matter Expert	Redbox Comms
Date Created	4/27/2016
Date approved	

Revision Date/Description	n/a
Document Manager (job title)	Francisco Zavala
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Related Procedural Documents	
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