

# ROGERS CGN3 TECHNICAL BULLETIN

In order to provide our dealers with the most up to date information & troubleshooting techniques we have created this technical bulletin. We have discovered irregularities with the Rogers Hitron CGN3 causing compatibility issues with our TELEPORT system and have provided the below guide to expedite your installation process. It is our understanding that the cause is a conflict with the Rogers One Number service in some areas.

## Symptoms:

- TPC controller will not register
- TPC controller says it is registered (online) but your dealer profile shows offline (red thumbs down).
- No video or audio

## Resolution:

Step 1) Click the Basic Tab and enter the LAN section.

Step 2) Click the DHCP reservation button

Step 3) Find the TELEPORT TPC device and click add and save changes.

The TELEPORT MAC address can be found using the TP search tool or on the underside of the TPC controller. i.e.; 00:0B:82:4A:\_\_:\_\_

## Private LAN Setting

Private LAN IP Address	<input type="text" value="192.168.0.1"/>
Subnet Mask	<input type="text" value="255.255.255.0"/>
Domain Suffix	<input type="text" value="hitronhub.home"/>
LAN DHCP Status	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled <input type="radio"/> DHCP Reservation
Lease Time:	<input type="text" value="1 week"/> ▾
DHCP Start IP	<input type="text" value="192.168.0.2"/>
DHCP End IP	<input type="text" value="192.168.0.254"/>

## Connected Computers

Host Name	IP Address	MAC Address	Type	Interface	Status
N10-Sophie-X201	192.168.0.2	8c:a9:82:12:14:68	DHCP-IP	I2sd0.1	<input type="button" value="Inactive"/>

Step 4) Now click the DMZ tab and click the connected devices button and select the TELEPORT controller or manually enter the IP address. Click save changes.

## DMZ Settings

Enable DMZ	<input type="radio"/> Enabled <input checked="" type="radio"/> Disabled
DMZ Host	<input type="text" value="Destination IP"/> <input checked="" type="button" value="Connected Devices"/>

Step 5) Click the DNS tab and click manual. Enter Google's DNS servers and save changes.

DNS1: 8.8.8.8

DNS2: 8.8.4.4



## LAN DNS Settings

Configure your LAN DNS settings.

LAN DNS Obtain:	<input type="radio"/> Auto <input checked="" type="radio"/> Manual
DNS1	<input type="text" value="Dns IP"/>
DNS2	<input type="text" value="Dns IP"/>

Step 6) Click the Security tab and set the firewall to custom and select the off setting and click save changes.

Firewall [Service Filter](#) [Device Filter](#) [Keyword Filter](#) [Logs](#)

## Firewall Settings

Protect your network from unauthorized access by using the firewall controls listed below.  
Keep the default **Minimum Security (Low)** settings if you are unfamiliar with configuring firewall settings.

Firewall Level	<input type="radio"/> Maximum <input type="radio"/> Typical <input checked="" type="radio"/> Minimum <input type="radio"/> Custom
<b>Minimum Security (Low):</b> No application or traffic is blocked. This is the default configuration.	<b>Allow (LAN-to-WAN):</b> all <b>Blocked:</b> IDS enabled IDENT (port 113)

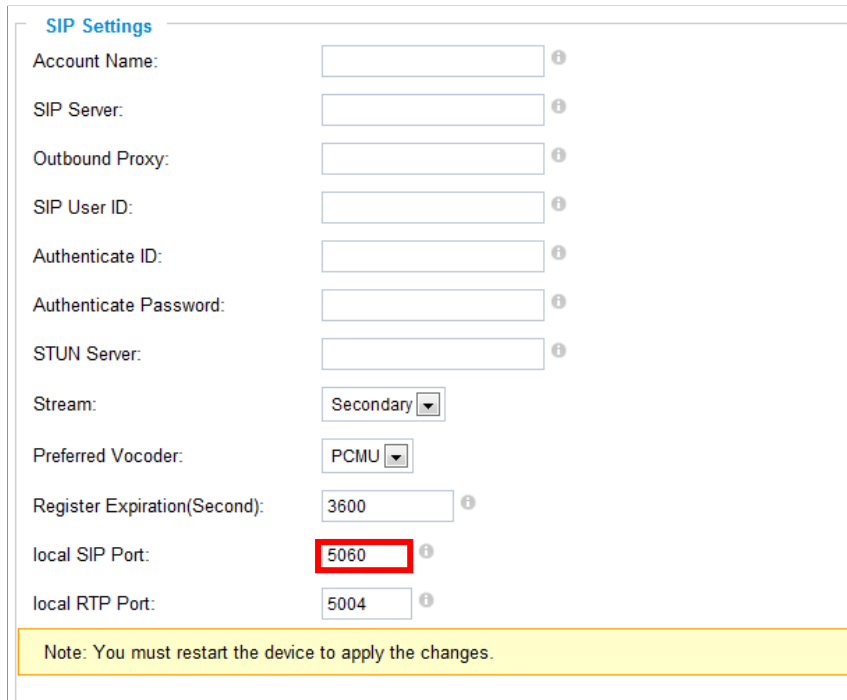
Step 7) Click the Admin tab and click the device reset tab, then click reboot.

## Device Reset

You can reset all your settings to factory default values by **Factory Reset**

Reboot Device	<input type="button" value="Reboot"/>
Restore Factory Default Settings	<input type="button" value="Factory Reset"/>

Step 8) Change the TELEPORT controller local SIP port from 5060 to 1026. Click save.



**SIP Settings**

Account Name:  ⓘ

SIP Server:  ⓘ

Outbound Proxy:  ⓘ

SIP User ID:  ⓘ

Authenticate ID:  ⓘ

Authenticate Password:  ⓘ

STUN Server:  ⓘ

Stream:  ⓘ

Preferred Vocoder:  ⓘ

Register Expiration(Second):  ⓘ

local SIP Port:  ⓘ

local RTP Port:  ⓘ

Note: You must restart the device to apply the changes.

Step 9) Click the advanced menu, then the click maintenance section and click restart.

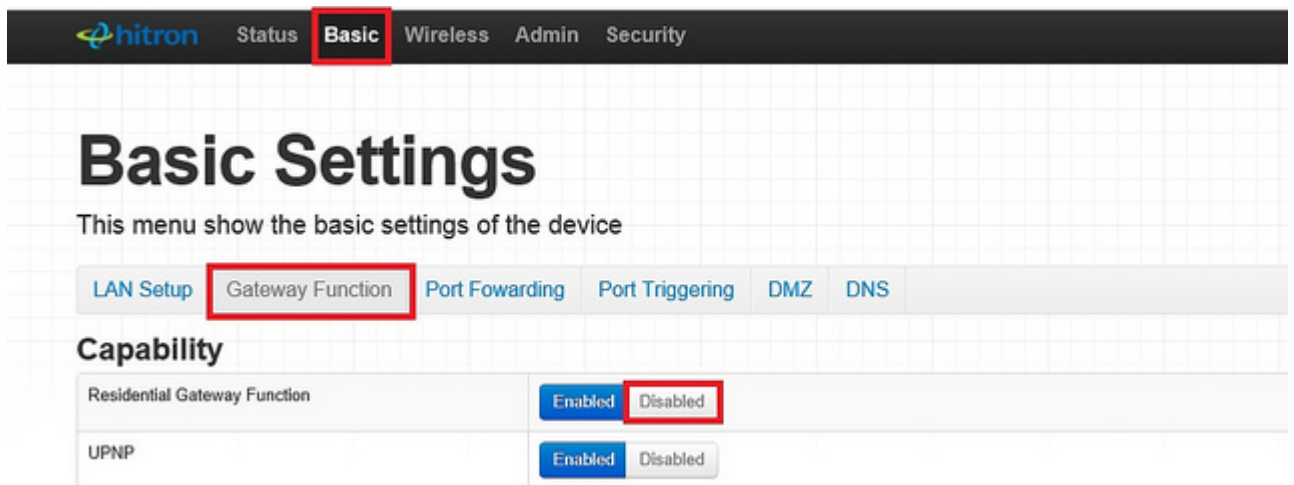
Step 10) Wait for the TELEPORT controller to reboot and check your dealer profile to ensure successful registration (blue thumbs up).

NOTE: If your customer is uncomfortable with turning off the firewall settings on the CGN3, the alternative is to install a 3<sup>rd</sup> party modem that can retain firewall functions and allow SIP traffic in and out of the network. Follow the below instructions to set the CGN3 to bridge mode and connect port 1 of the CGN3 to the WAN port of your 3<sup>rd</sup> party router.

# Set Up Bridge Mode on a Hitron CGN3 or CGN3ACR

Hitron gateways are routers and cable modems in one box. Depending on the situation some people may want to have their gateway in Bridge Mode.

1. Directly connect an Ethernet cable from the modem to the computer.
2. Open a web browser and enter the following address to access the gateway login page: [192.168.0.1](http://192.168.0.1).
3. Login with:
  - **Username:** cusadmin
  - **Password:** password
4. Once the **Basic** page has loaded, click the **Gateway Function**.
5. Toggle the **Residential Gateway** function box from **Enabled** to **Disabled**.



The screenshot shows the Hitron web interface. At the top, there is a navigation bar with the Hitron logo and menu items: Status, Basic (highlighted with a red box), Wireless, Admin, and Security. Below this is the 'Basic Settings' section, which includes a sub-header 'This menu show the basic settings of the device'. A horizontal menu contains several tabs: LAN Setup, Gateway Function (highlighted with a red box), Port Fowarding, Port Triggering, DMZ, and DNS. Under the 'Gateway Function' tab, there is a 'Capability' section with two rows. The first row is 'Residential Gateway Function' with two buttons: 'Enabled' and 'Disabled' (highlighted with a red box). The second row is 'UPNP' with two buttons: 'Enabled' and 'Disabled'.

6. Click **OK** and the gateway will restart.
7. Once the modem is online, plug a device into port one to test their connectivity.
  - While in bridged mode, only port one will be active on the gateway.
  - **Note:** If you want to put the modem back into gateway mode, factory reset the modem by pressing the reset button on the back for more than 10 seconds.