

ACCESS Rackmount FAQ

How do you change the password on Web GUI interface?

Navigate to System Settings, then to Security Settings. In the right column, you can change the Web GUI password.

Additionally, you can plug a monitor and a keyboard into the back of an ACCESS Rack. Upon opening the interface, navigate to System Settings, then Security Settings.

I forgot my password.

You can reset your password through the ACCESS Web GUI. Additionally, you can connect directly to the rackmount with a mouse, keyboard, and monitor connected to the back of your unit. Navigate to Configure, then click on System Settings in the left hand menu. Next, go to Security. There, you can find or reset your password.

What port do I need to open on my network so my ACCESS Rackmount can receive a call from another Comrex codec?

UDP 9000. Note: this is for BRIC Normal connections.

How do I log in to the Web GUI interface of my ACCESS Rackmount if I am located outside of my network?

The following default ports will need to be open or forwarded to your ACCESS Rackmount (pre-4.0 firmware. 4.0px and above only need TCP 80):

TCP 80 (Web port)

TCP 8080 (XML port)

If these ports are already in use on your network, they can be adjusted on your Comrex device. If you are not capable of adjusting your network equipment to accommodate a change, we recommend consulting with an IT professional or your ISP (Internet Service Provider).

How do I update my ACCESS Rack so it has an AAC license?

Please provide our tech support department (techies@comrex.com) with the serial number or MAC address of your ACCESS unit. We can then verify your unit and provide you an AAC license key along with installation instructions.

How do I update my ACCESS Rack so that it has a TS license?

Upgrading to firmware 3.0 p9 or higher will automatically apply a TS license to your unit.

My firmware upgrade failed.

Please contact our technical support team at techies@comrex.com, or call us at (978) 784-1776.

I have my two ACCESS Racks registered and online with Comrex's Switchboard server, but my units can't connect.

Verify in the NAT type of each location in your Switchboard account or at the local units. If you are trying to connect two Symmetric NAT types or a Symmetric NAT and a Port Restricted NAT type, they are incompatible. We recommend opening the BRIC Normal port on one of the networks (default UDP 9000).

My Linphone app won't work when I try to connect to my ACCESS Rack.

Make sure you have updated your ACCESS Rack to at least firmware version 3.0 and that you have followed the instructions from the Linphone Technote available on our website (www.comrex.com).

If you still can't connect, make sure you do not already have a connection established on your Comrex device.

Try connecting Linphone to our test unit at the following address: sip:70.22.155.132

If you can connect, please make sure that your network is not blocking port UDP 5060 to the ACCESS.

How do I find my MAC address?

In the Web GUI, navigate to Network. Click Manage Networks, then click Select Ethernet Port Entry. Press the Configure button, and you'll see the MAC address. Alternately, you can go to System Settings and click on Software Licensing. The MAC address will be listed under Node ID.

The ACCESS Rackmount won't boot, and all the lights are lit up on the front.

Contact our technical support team at techies@comrex.com, or call us at (978) 784-1776 or 1-800-237-1776.