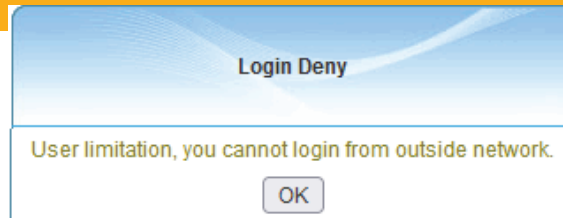**Issue:** User is unable to access the network management card outside of their local area network (LAN).

Product Line: SNMP-NV6

Recieving this message?

Login Deny

User limitation, you cannot login from outside network.

[OK]

Follow these steps:

1. Open the InsightPower EZSetting Setup program for the network card
2. In the "User Limitation" section on the bottom left of the Configuration screen
3. Ensure "Allow Any" option is selected for all users who need access to the card(s) from outside the LAN
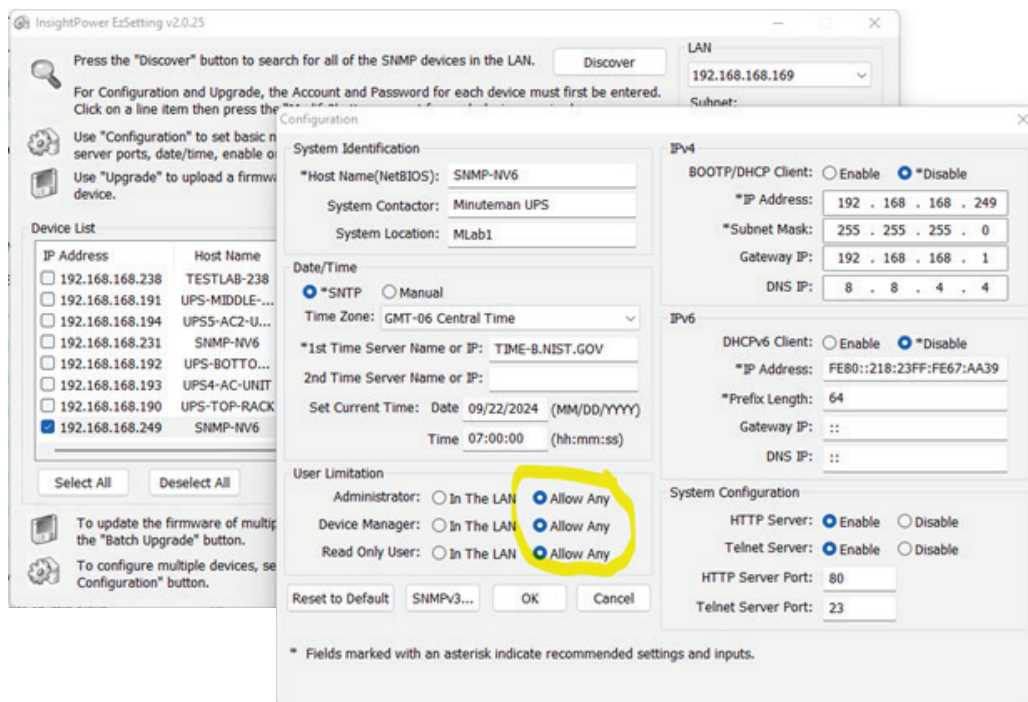
Q: How can this be achieved for currently installed network cards?

A: To change the settings for existing network cards, an authorized user must access the network card while connected to the same Local Area Network (LAN) as the card. This can be done through either the card's web interface or by using the EZSetting program. After logging in with a valid password for your user account, change "User Limitation" from 'In The LAN' to 'Allow Any' for the applicable users.

For additional help with troubleshooting, reach out to our local technicians at support@minutemanups.com or 972.446.7363