

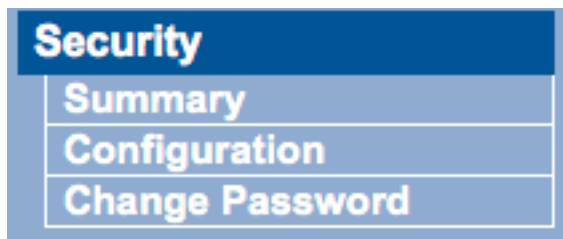
# Trimble NetR9 - How to login when the login prompt missing

803 Henry Berglund March 13, 2014 [Trimble NetR9](#) 1942

## Background:

An uncommon firmware bug on the NetR9 can prevent login when security is enabled. For affected receivers, the 'Login' menu item does not appear in the left hand pane of the web GUI under Security.

It has not been determined which firmware versions are affected.



## Solution:

You can use the receivers programatic interface to reboot the receiver and then log in after it has completed its reboot.

Use the following unix command to send a http request to the receiver's programatic interface:

```
curl -u username:password 'http://your_receiver_ip/prog/reset?system'
```

Replace **username** and **password** with your login credentials and **replace your\_receiver\_ip** with the ip address of the affected receiver.

Allow ~50sec for the receiver to reboot before attempting to reconnect to the receiver.

For more information see the [Programatic Interface Guide](#)

Online URL:

<https://kb.unavco.org/article/trimble-netr9-how-to-login-when-the-login-prompt-missing-803.html>