

[https://wiki.teltonika-networks.com/view/Routers\\_do\\_not\\_show\\_up\\_on\\_RMS\\_even\\_when\\_the\\_router\\_has\\_an\\_internet\\_connection](https://wiki.teltonika-networks.com/view/Routers_do_not_show_up_on_RMS_even_when_the_router_has_an_internet_connection)

# Routers do not show up on RMS even when the router has an internet connection

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If a router is shown as offline in RMS even though it has an active Internet connection, it could mean a few different things:

**Remote monitoring** on that router might not be enabled. To enable remote monitoring on a RUTxxx router, log in to that router's WebUI and navigate to [System → Administration → RMS](#) and place a checkmark next to the **Enable remote monitoring** field:



For a more detailed description, refer to this guide: [How to enable remote access for RMS on the router?](#)

**Bad Network Time Protocol (NTP) settings** . If the router's time and date are extremely off the mark (a 10-year discrepancy, for example), it may cause the router to not be able to connect to RMS. To check NTP settings, log in to your router's WebUI and navigate to [Services → NTP](#). If you see any discrepancies, make sure to set the right time zone or synchronize the router's time with your web browser.



**Expired credit** or monitoring turned OFF. Please make sure that you have the right amount of RMS credit and see if monitoring is on for that particular device in the [Services → RMS - Device monitoring](#) page:



If none of the above help, try updating your firmware version. You can find firmware downloads for RUTxxx routers in one of the following links:

- [RUT230 Firmware Downloads](#)
- [RUT240 Firmware Downloads](#)
- [RUT850 Firmware Downloads](#)
- [RUT900 Firmware Downloads](#)
- [RUT950 Firmware Downloads](#)
- [RUT955 Firmware Downloads](#)

## See also

- [RMS - Device monitoring](#)

- [RMS Manual: Pools](#)