Frequently Asked Questions

Can the Carel controller have a public IP address?

Internet Protocol (IP) addresses that begin with **192**, **172**, or **10** are considered private IP addresses. Those address ranges are reserved for private networks (not directly accessible from the Internet).

192.XXX.XXX.XXX
172.XXX.XXX.XXX
10.XXX.XXX.XXX

All other address ranges are considered public. Whether or not they were implemented to be truly public, those addresses are reserved for public network applications.

Beginning with the c.pCO versions of Carel controller hardware, the Carel controls platform design includes increased cybersecurity protection. As a result, public network applications can lead to connectivity issues with the Carel c.pCO controllers.

Recommendation

It is ideal for a site to configure their network such that the Carel controller will have a private IP address for optimal connectivity.

For sites/applications where a private IP address is not an option for the Carel controller, contact DOAS Technical Support for assistance seeing if an external pCOWeb card is an option in lieu of the onboard communications capability of the Carel controller.