

# Subnet Mask

## Question

Why are the subnet mask and DHCP status not resolving?

## Answer

The subnet mask and DHCP are resolved via a remote registry call. If the target system's remote registry service is disabled or not running, or if remote registry access is not permitted by the calling user, the subnet mask and DHCP status will be empty or will display a question mark icon.



**Note:** The calling user is defined as the user running the RED IM product.

## Question

Why does my tool not display the subnet mask of target computers?

## Answer

This information is directly queried from the machine's registry and cannot be retrieved if access to the registry is blocked. Blocks can occur due to firewall rules, policies, registry permissions, etc.

Most commonly, this occurs because the remote registry service is not running on the target system.