ClearOne

TECH NOTE

PRODUCTS AFFECTED: MAX IP

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MAX IP WEBPORTAL ERROR WORK AROUND

OVERVIEW

This Tech Note is to assist those who are having issues connecting to the MAX IP Web Portal on Windows 7, or 8.1, and Mac OSX operating systems.

CANNOT ACCESS MAX IP WEB PORTAL

When entering the IP address of the MAX IP into the search bar of a web browser an error may come up and the Web Portal is inaccessible (See Figure 1). There are a number of things that can affect this, below are a few steps that can help resolve this issue.

MAX IP WebPortal ERROR

Problem: Your Web Browser does not appear to support Java. This web site requires a Java 1.4 VM. Solution: Go to http://www.java.com and download an appropriate Java 1.4 or later VM, and try again.

Figure 1

LOWER JAVA SECURITY SETTINGS

The MAX IP Web Portal works well with older versions of Java, and with Java having regular updates issues may arise requiring a work around. The first step is to lower the Java security settings on the computer. Continue to the correct operating system below.

MAC OSX

1. Select the Apple icon in the upper left corner of the screen (See Figure 2).



Figure 2

2. Select "System Preferences..." (See Figure 2.1).

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Figure 2.1

3. Under "Other" select "Java" (See Figure 2.2).



Figure 2.2

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4. The Java Control Panel should appear, select "Security" and if the slider bar is on "High" lower it to "Medium" and press "Apply" (See Figure 2.3). Also make sure that "Enable Java in the browser" is selected.

00	Java Control Panel
	General Update Java Security Advanced
🗹 Enable Jav	a content in the browser 🔫
Security L	evel
	Very High High (minimum recommended)
	- Medium
Java applica allowed to	ations identified by a certificate from a trusted authority will be run.
Exception Sit	te List
Application the approp	ns launched from the sites listed below will be allowed to run after priate security prompts.
Click Edit Si to add item	ite List Is to this list. Edit Site List
	Restore Security Prompts Manage Certificates
	OK Cancel Apply

Figure 2.3

5. Try to access the Web Portal; a Security Warning window may pop-up. If it does select "Run" to bypass this warning (See Figure 6).

o you	want to run this application?
A	An unsigned application from the location below is requesting permission to run.
<u>•</u>	Location: http://192.168.10.111
ore Inform	ation
ore Inform lick Cano	ation el to stop this app or Run to allow it to continue.
ore Inform lick Canc o	ation el to stop this app or Run to allow it to continue. Run Cancel

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6. When trying to access the Web Portal a warning will pop up, select "Trust" (See Figure 2.4).



Figure 2.4

7. Reboot the computer and try to access the Web Portal. If you are still having trouble move to step 8.

8. While in Safari select "Safari" then select "Preferences" (See Figure 2.5).

Safari	File	Edit	Viev
About Safari	t Safari Extens	ions	
Prefer	ences		ж, 🔫
Privat Reset	e Brows Safari	ing	Se
Servic	es		►
Hide S Hide S Show	Safari Others All	x	жн жн
Ouit S	afari		жо

Figure 2.5

9. Navigate to the "Security" tab and select "Manage Website Settings" (See Figure 2.6).



Figure 2.6

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10. Select "Java", add the IP address of the MAX IP and set to "Allow Always" select "Done" (See Figure 2.7).

Adobe Flash Player Version 11.9.900.117 iPhotoPhotocast	Java Allow websites to use this plug-in with the settings below:			
Version 7.0	Configured Websites			
Java Version Java 7 Update 51		Allow Always \$		
Lync Meeting Join Plug-in Version 4.0.7577.5				
QuickTime Version 7.7.1				
	- When visiting other wel	bsites: Ask 🗘		

Figure 2.7

Reboot the Mac and navigate to the Web Portal. At this point if you are still experiencing issues when trying to access the MAX IP Web Portal contact Technical Support at techsupport@clearone.com or by calling 800-283-5936.

WINDOWS 7 AND WINDOWS 8.1

1. Windows 7 - Click the Windows bubble in the bottom left corner of the screen. (See Figure 3)

Windows 8.1 - Click the Windows icon in the lower left corner of the screen. (See Figure 3.1)



Figure 3.0



Figure 3.1

2. Windows 7 - Type "Java" into the search bar and select "Configure Java" (See Figure 4).

Windows 8.1 - Type "Java" and the search bar will appear with results, select "Configure Java" (See Figure 4.1).

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🛓 Configure Java	
🕌 About Java	
🕌 Visit Java.com	

Search
Everywhere 🗸
Java 🔎
Configure Java
Visit Java.com
About Java
Check For Updates
Java - Official Site http://www.java.com/
Java
java download
java update
javascript
java test
java control panel
java 64 bit
java verify

Figure 4.1

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3. The Java Control Panel should appear, select "Security" and if the slider bar is on "High" lower it to "Medium" and press "Apply" (See Figure 5). Also make sure that "Enable Java in the browser" is selected.

Java Control Panel	
eneral Update Java Security A	dvanced
Enable Java content in the browse Security Level	er
	- Very High
	- High (minimum recommended)
	D- Medium
Least secure setting - All Java applic	ations will be allowed to run after presenting a security prompt.
Applications launched from the sit security prompts.	es listed below will be allowed to run after the appropriate
Click Edit Site List to add items to this list.	Edit Site List
	Restore Security Prompts Manage Certificates
	OK Cancel Apply

Figure 5.0

4.Try to access the Web Portal; a Security Warning window may pop-up. If it does select "Run" to bypass this warning (See Figure 6). If the MAX IP WebPortal Error appears still continue on to the troubleshooting steps below.



Figure 6.0

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TURN OFF ACTIVE-X FILTERING

f changing the Java security did not work there are two more steps to try. First is making sure ActiveX Filtering is turned off in the safety settings on Internet Explorer. Follow the steps below to verify these settings are off. These steps will not work with Mac OSX.

- **1.** Select the "Settings" Icon in the upper right hand corner of Internet Explorer.
- 2. Select "Safety" from the drop down menu.

3. If ActiveX Filtering is checked, uncheck it (See Figure 7).

		Print	
		File Zoom (100%)	+
Delete browsing history Ctrl+	+Shift+Del	Safety	٠.
InPrivate Browsing Ct Tracking Protection ActiveX Filtering Webpage privacy policy	rl+Shift+P	Add site to Start menu View downloads Manage add-ons F12 developer tools	Ctrl+J
Check this website		Go to pinned sites	
Turn on SmartScreen Filter Report unsafe website		Internet options About Internet Explorer	

Figure 7.0

4. Restart the browser and try navigating to the Max IP Web Portal.

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CHROME: ADD MAX IP AS A PLUG-IN EXTENSION

If the above steps did not work with Internet Explorer, try accessing the Web Portal using Chrome by following the steps below. These steps will not work with Mac OSX (See Figure 2.8).



Figure 2.8

- 1. Navigate to the Chrome settings, scroll down and select "Show advanced settings" at the bottom of the page.
- 2. Scroll down to "Privacy" and select "Content settings..." (See Figure 8).

Privacy

Content settings... Clear browsing data...

Figure 2.8

Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. Learn more

Use a web service to help resolve navigation errors

🖉 Use a prediction service to help complete searches and URLs typed in the address bar

- Predict network actions to improve page load performance
- Enable phishing and malware protection
- Use a web service to help resolve spelling errors
- Automatically send usage statistics and crash reports to Google
- Send a 'Do Not Track' request with your browsing traffic

Figure 8

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3. Scroll down to "Plug-ins" and select "Manage exceptions..." (See Figure 9).

۲	Run automatically (recommended)
0	Click to play
0	Block all
P	Manage exceptions

Figure 9

Plug-in exceptions

4. Under the "Hostname pattern" add the MAX IP's IP address, make sure the "Behavior" is set to "Allow" and press done (See Figure 10).

х

I

ostname pattern	Behavior	
*.]example.com	Allow	• •
	-	

Figure 10

5. Restart the browser and try navigating to the Max IP Web Portal.

CANNOT ACCESS WEB PORTAL STILL

At this point if you are still experiencing issues when trying to access the MAX IP Web Portal contact Technical Support at techsupport@clearone.com or by calling 800-283-5936.

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