

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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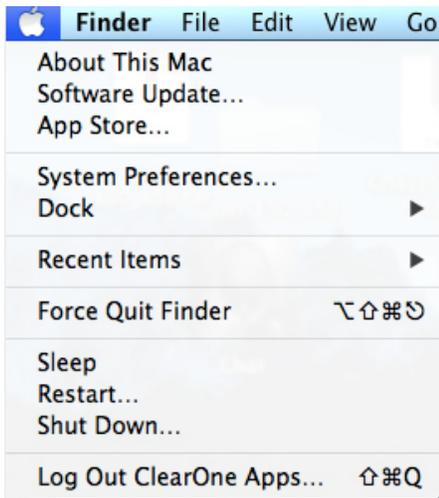


Figure 2.1

3. Under “Other” select “Java” (See Figure 2.2).

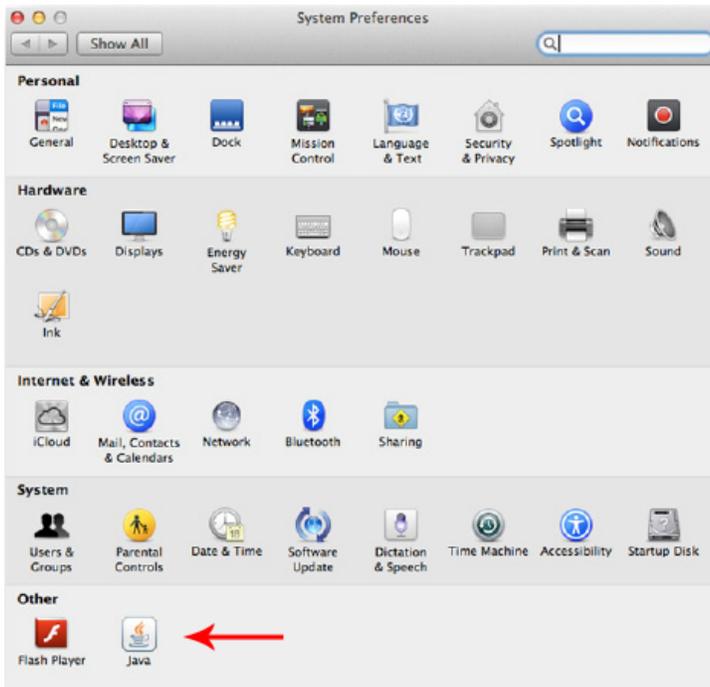


Figure 2.2

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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.

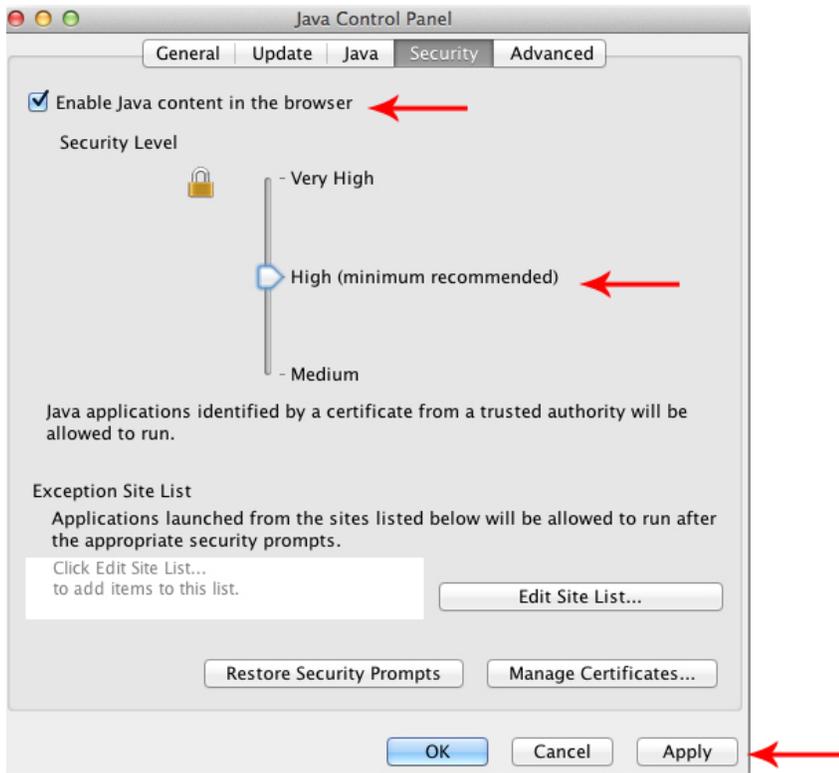


Figure 2.3

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).



Figure 6

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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).



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).

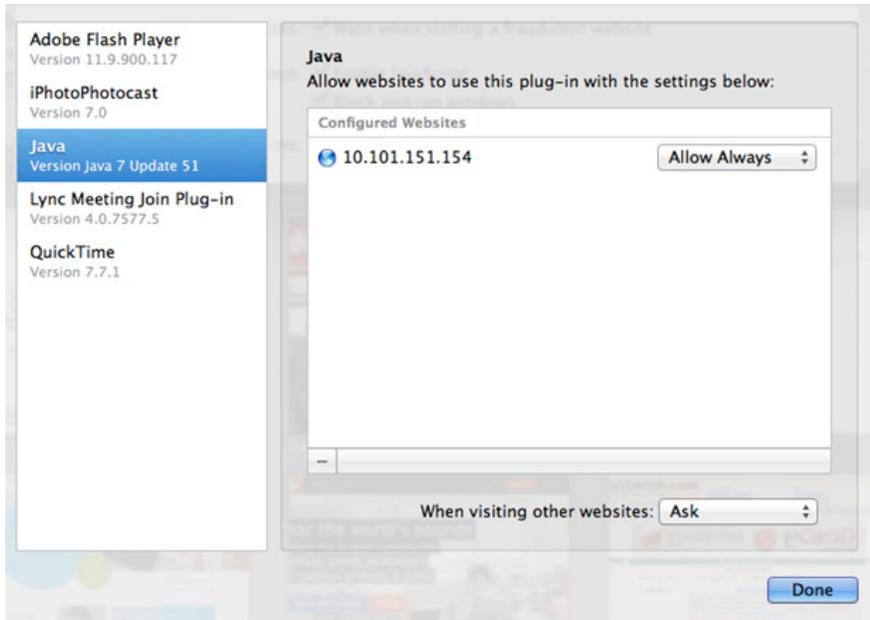


Figure 2.7

11. 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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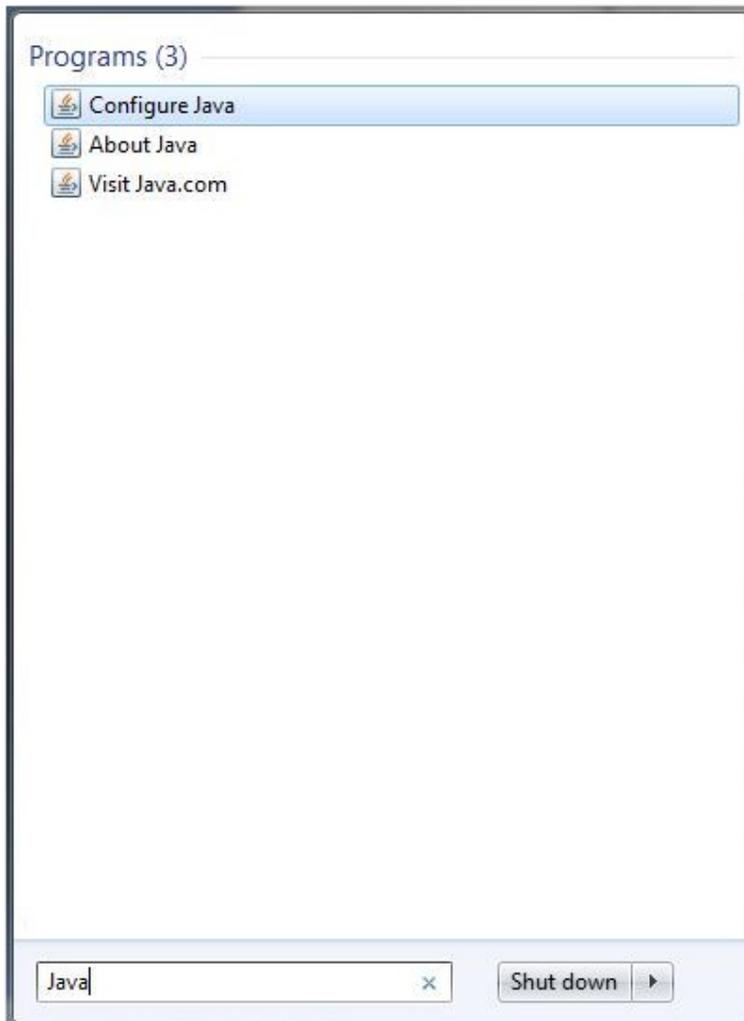


Figure 4.0

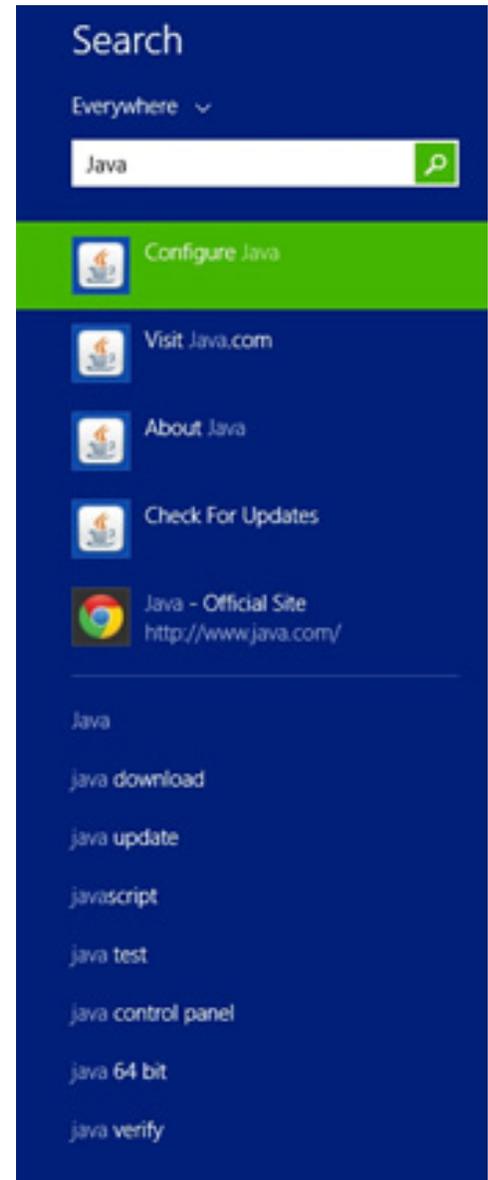


Figure 4.1

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- 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.

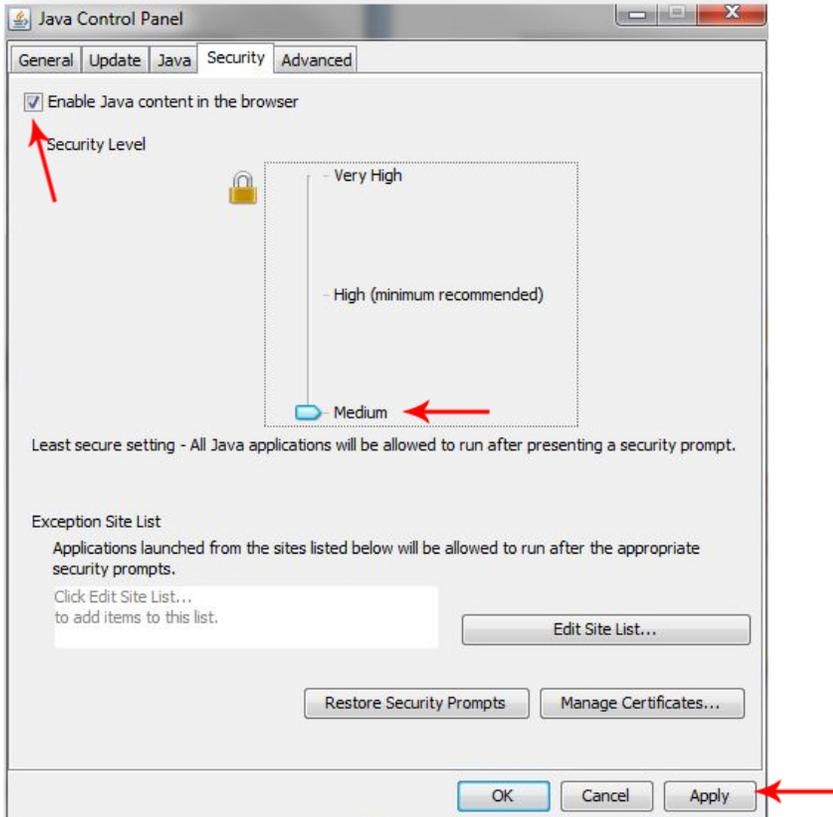


Figure 5.0

- 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

If 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).

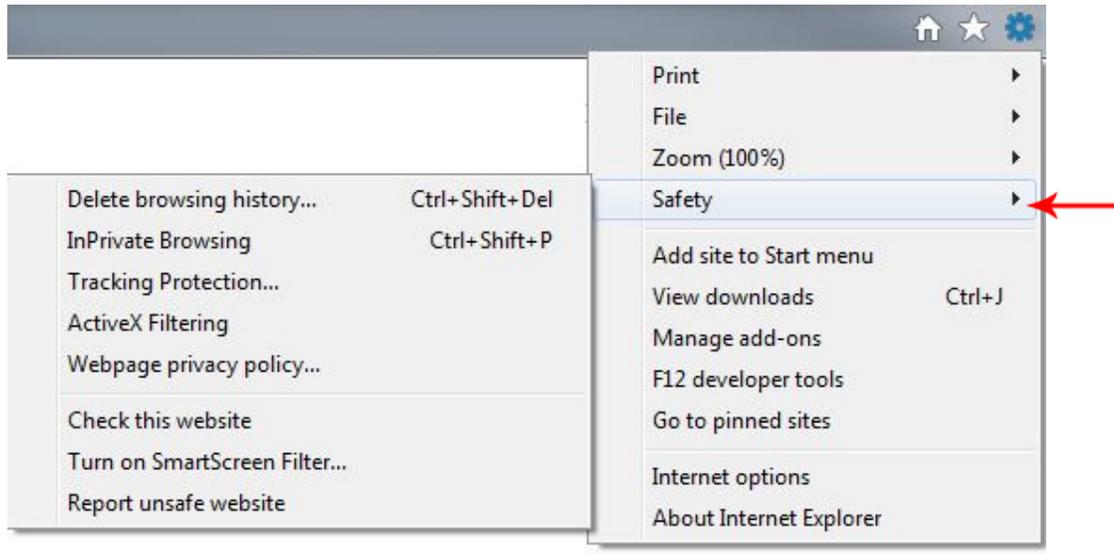


Figure 7.0

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).

Download Java for Mac OS X

Recommended Version 7 Update 51 (filesize: 48.4 MB)

⚠ Chrome does not support Java 7 on Mac OS X. Java 7 runs only on 64-bit browsers and Chrome is a 32-bit browser.

If you download Java 7, you will not be able to run Java content in Chrome on Mac OS X and will need to use a 64-bit browser (such as Safari or Firefox) to run Java content within a browser. Additionally, installing Java 7 will disable the ability to use Apple Java 6 on your system.

[I understand the above and want to download Java 7 for Mac OS X \(10.7.3 and above\).](#)

By downloading Java you acknowledge that you have read and accepted the terms of the [end user license agreement](#)

- » [Installation Instructions](#)
- » [System Requirements](#)

Not the right operating system? [See all Java downloads.](#)

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



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).

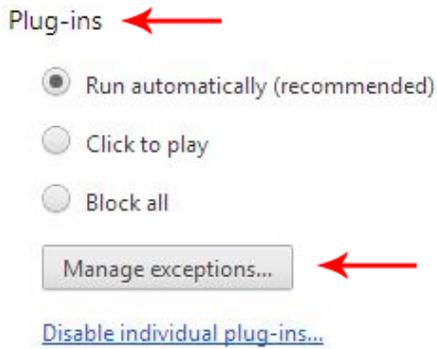


Figure 9

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).

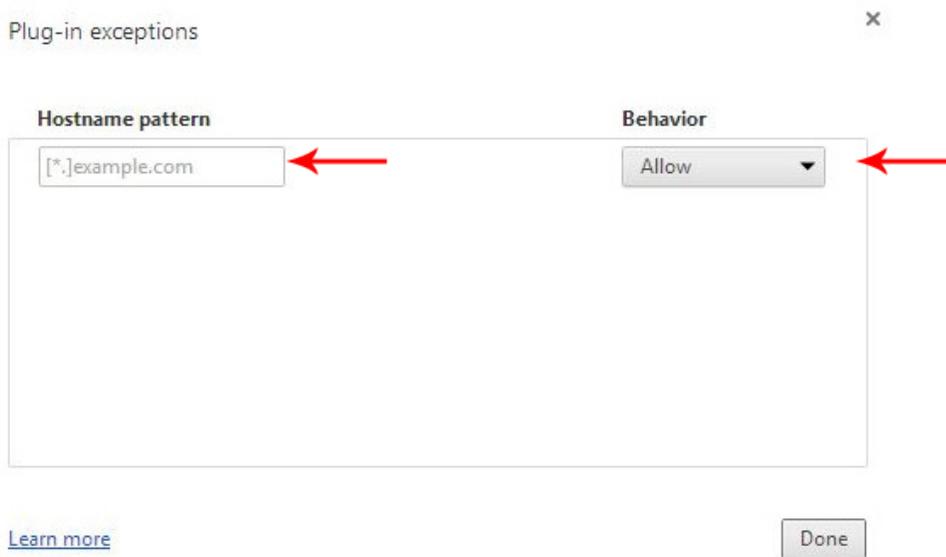


Figure 10

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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