Config@Web

Internet Explorer 11 settings

SAGE RTU Family

Version 1.2

20-Mar-2018

Rev.	Date	By	Comment
1.0	07-Aug-2014	KNK	Initial Release
1.1	19-Aug-2014	KNK	Updates for Admin privilige
1.2	20-Mar-2018	ANC	Updates for Windows 10

1.0 Verify Browser Version

To confirm you are running the right version, click on Tools ( ) and then Click **About Internet Explorer.**

1.1 Windows 8, 8.1, and 10

Windows 8 and 10 ships with two flavors of IE browser. A Modern UI App that you launch from the start screen and another, a full fledged browser, that you launch from the desktop. **Config@web only works with desktop style Internet Explorer**.

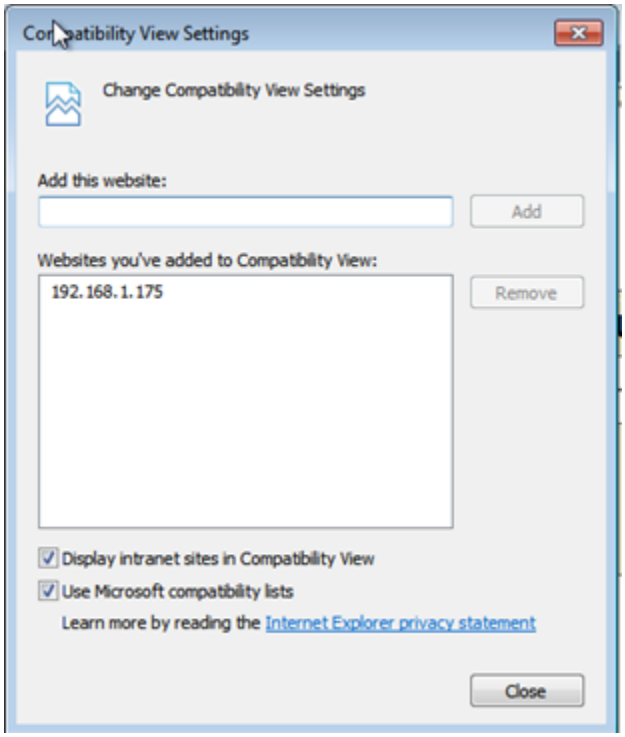
To launch IE in desktop mode for Windows 8, first lauch IE from the start menu. In the **address bar** at the botton, enter the **IP address** of the RTU and type **Enter**. When the page loads, go back to the **address bar at the bottom** and click the **Page Tools ( )** icon to bring up page tools menu, and then click on **view in the destktop.** If the address bar is not visible right click on page to bring up the address bar.

To launch IE in Windows 10, click the Windows button from the Taskbar, type in Internet Explorer, and select Internet Explorer Desktop app.

2.0 Compatibility view setting

Compatibility view button has been removed from the address bar in IE 11.

1. Tap or click the **Tools** button , and then tap or click **Compatibility View settings**.
2. Under **Add this website**, enter the IP address of the RTU you want to add to the list, and then click **Add**.



3.0 ActiveX Settings (ONLY FOR NON SECURE FIRMWARE)

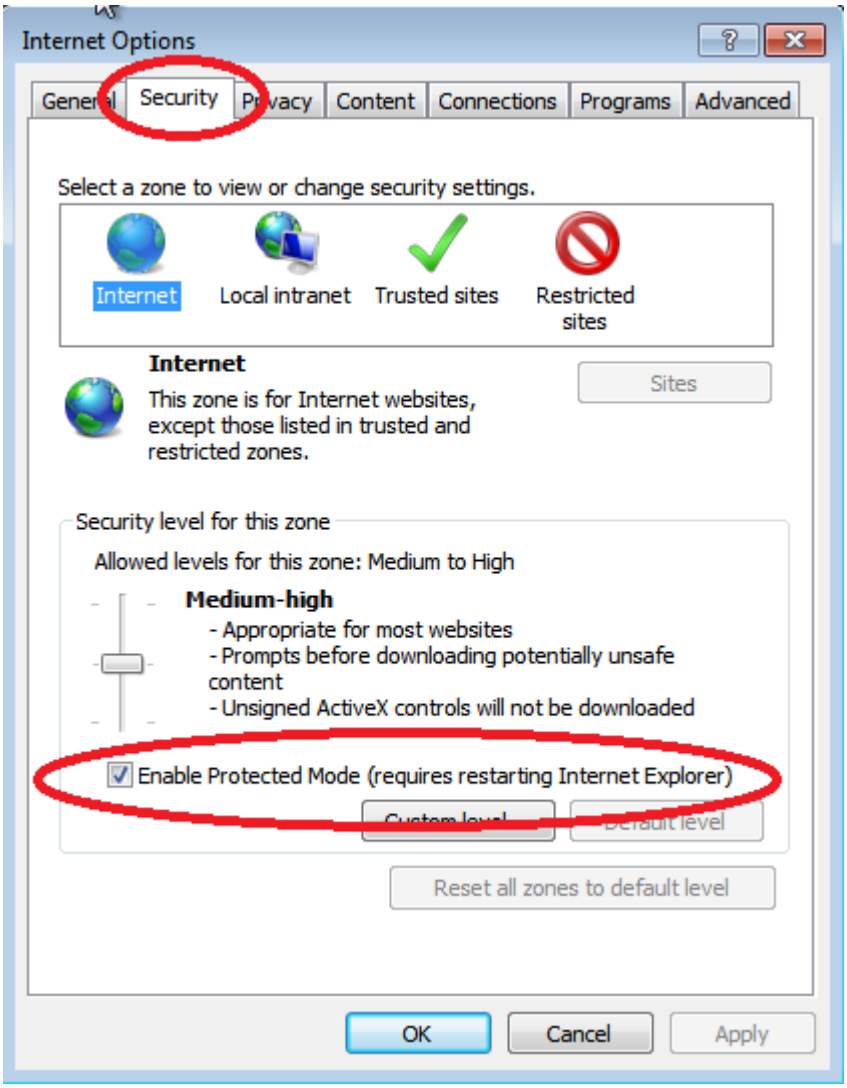
Note: Windows account must have Administrative privileges to install ActiveX controls.

3.1 Turn off Protected Mode or Add RTU to trusted zone

3.1.1 Turning off Protected Mode.

1. Click the **Tools** button, and then click **Internet Options.**

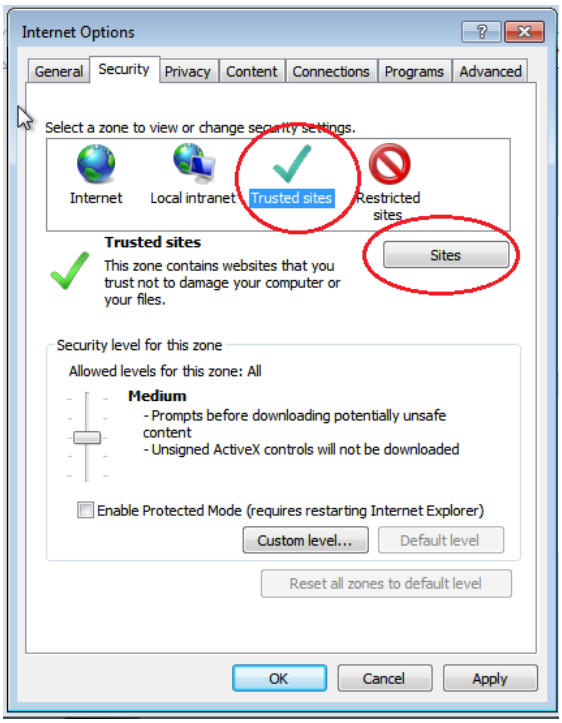
2. Click on **Security** tab and under Security level for this zone, **Uncheck** Enable Protected Mode. (Ref to fig below.)



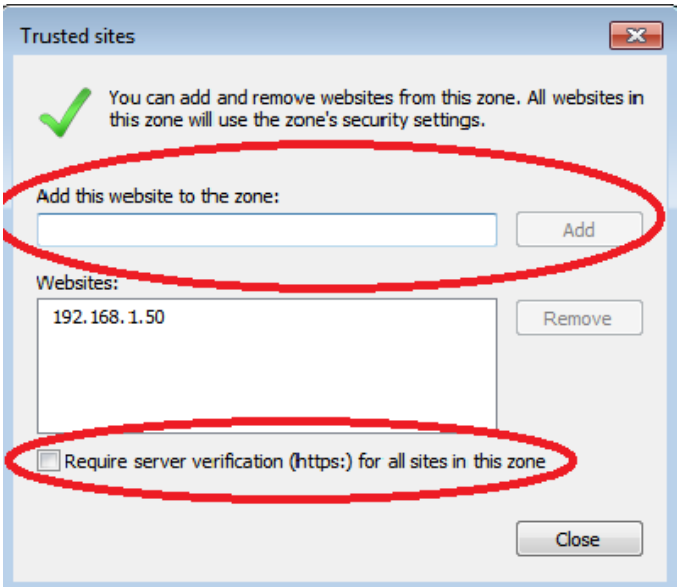
3.1.2 Add RTU to Trusted Sites

1. Click the **Tools** button, and then click Internet **Options.**

2. Click on **Security** tab on the top and Under **Select a zone to view**, click on **Trusted sites.**

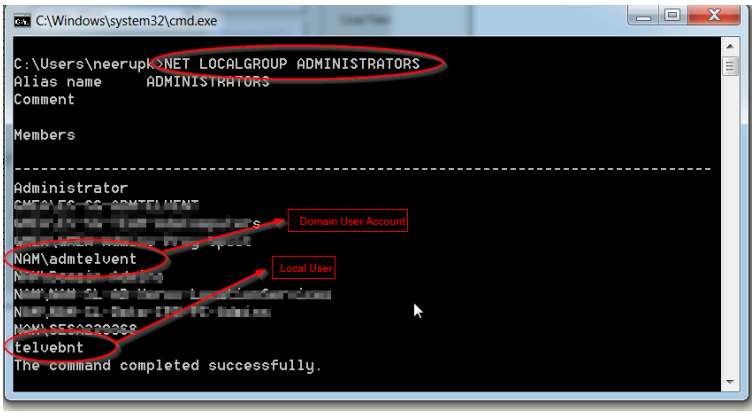


3. Click on **Sites** button and under Add this website to the zone, enter the IP address of the RTU and then then click **Add.** If the RTU is not using HTTPS, then **uncheck** Require server verification (https:) before adding the IP address.



3.2 Verify Admin Privileges

Open Command Prompt and type **NET LOCALGROUP ADMINISTRATORS**. Make sure your user name is listed under Administrator group.



3.3 Security Setting

Config@Web built for the non-secure firmware uses two ActiveX controls to overcome some older browser limitations. One control is used on the UP/Download page and the other on Data trap page. Based on the RTU firmware used, you may have to tweak IE setting to install and run these controls.

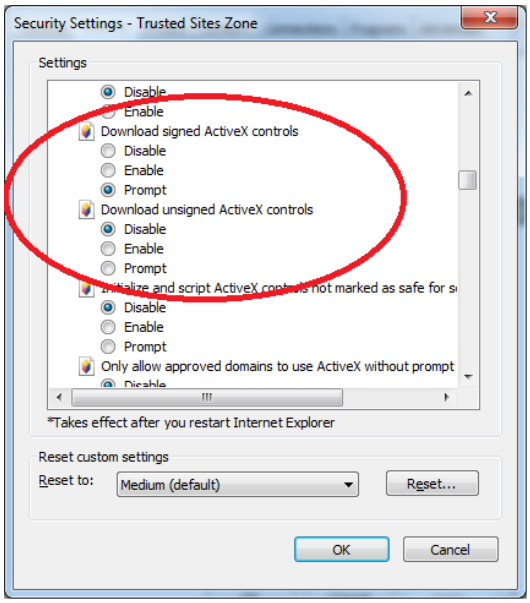
Secure Firmware: C3414-500-S02H0 and above:

This firmware had been completely redesigned to work without ActiveX Control and should work with default IE security settings.

Firmware C3413-500-001CB to C3414-500-001G3

This firmware uses digitally signed ActiveX Controls and should work with default IE setting. If you are having issues with ActiveX controls, you can confirm your settings using the procedure below.

1) Click the **Tools** ( ), and then click **Internet Options.** Under the **Security** tab, pick the appropriate zone and then under **Security level for this Zone**, click **Custom Level**. Scroll down to ActiveX Controls and plug-ins section and make sure **Download Signed ActiveX controls** option is set to **Prompt**.



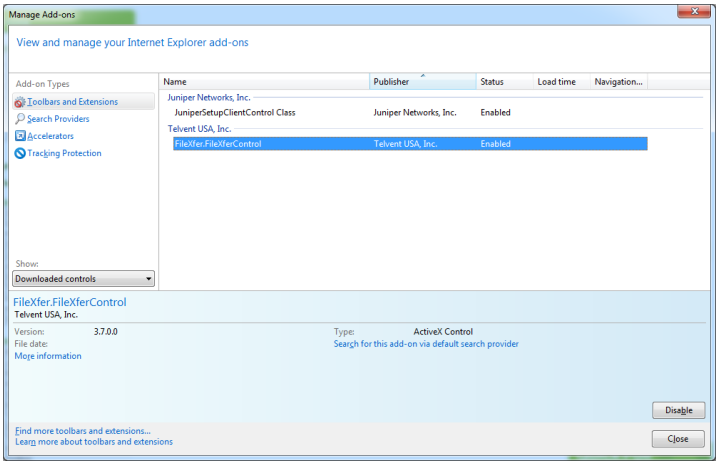
Firmware older than C3413-500-001CB

2) Follow Step 1 above to get to the **security settings** dialog and then set **Download Unsigned ActiveX controls** option to **Prompt**.

Known issues

1) I change all the above settings but still can't install or use ActiveX controls
   IE settings can be overwritten by a Systems Administrators Group Policy. If your PC is maintained by IT department, please contact your IT department to make sure some of the changes you are making are not affected / overwritten by the group policy.

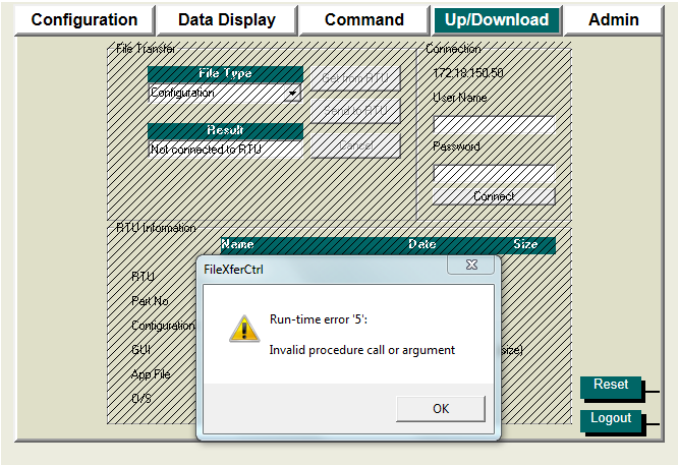
2) ActiveX control Installed but does not load when I navigate to the page.
   Make sure the control is not disabled. Click the **Tools** ( ), and then click **Manage Add-ons.** Under **show,** pick Downloaded controls and make sure FileXfer and Hexviewer ActiveX controls are enabled.



3) Downloaded files but can't find them in the folder
   File downloads are blocked when Enable Protected mode is enabled. To recover the files you downloaded, look for them in the **Temporary internet files folder**.

4) Browser locks up or hangs after getting files from the RTU
   This is a bug in the browser implementation, which requires creating a registry key within Windows Registry Editor.
   A. Click the Windows button from the Taskbar and type in regedit, and select regedit to enter Registry Editor.
   B. Locate and then click the following registry subkey from the left-hand pane Computer\HKEY_Current_User\Software\Microsoft\Internet Explorer\Main
   C. Right-click the Main folder, point to New, and then select DWORD (32-bit) Value
   D. Type HangRecovery as the name, and then press Enter
   E. Set the default value to 0 in the Value data box
   F. Close Registry Editor

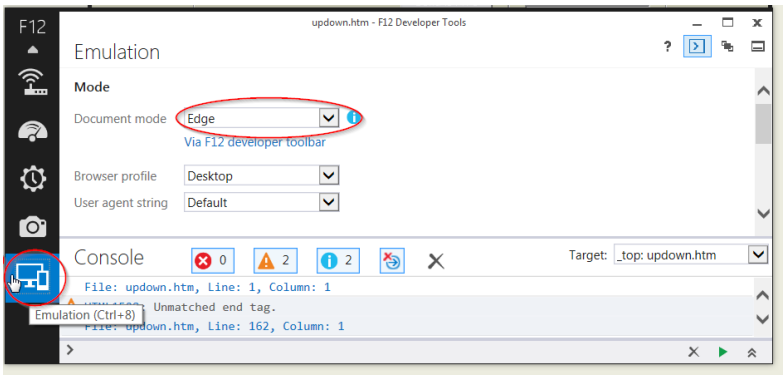
5) ActiveX Control loads but shows up like this



Updates to **C3413**-500-001F0_PB and **C3414**-500-001G3_P6 firmware are available that fix this issue. If you are already using one of this firmware you need to update the GUI files on the RTU with the latest version. All Older firmware needs to be upgraded to these latest versions to fix this error. Refer to document "Updating Sage RTU firmware and Configuring IE 8, IE 9 32bit, IE 10 and IE 11" for more details.

Temporary work around for this problem for Windows 8 and 8.1

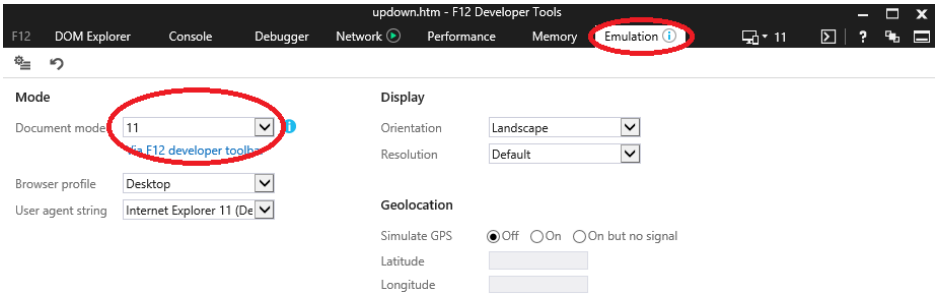
1) Go to Tools ( ), and then Click on **F12 Developer Tools**.
2) Click on **Emulation** tab ( ) **or** Ctrl + 8, to change document mode.
3) Set document mode to **Edge**.



4) Do **NOT** close the developer tools **until you are done** working with the Up/Download page.

Temporary work around for this problem for Windows 10

1) Go to Tools (⚙), and then Click on **F12 Developer Tools**.
2) Click on the **Emulation** tab or Ctrl + 7 to change the Document mode.
3) Set the Document mode to **11**.



4) Do **NOT** close the developer tools **until you are done** working with the Up/Download page.