



Config@Web

Internet Explorer 9 settings

SAGE RTU Family

Version 1.1

19-Aug-2014

Rev.	Date	By	Comment
1.0	07-Aug-2014	KNK	Initial Release
1.1	19-Aug-2014	KNK	Updates for Admin privilege

1.0 Verify Browser Version

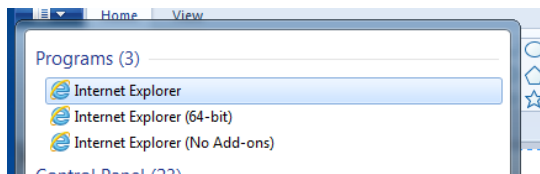
Note: Config@Web work only with 32 bit version of IE 9.

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



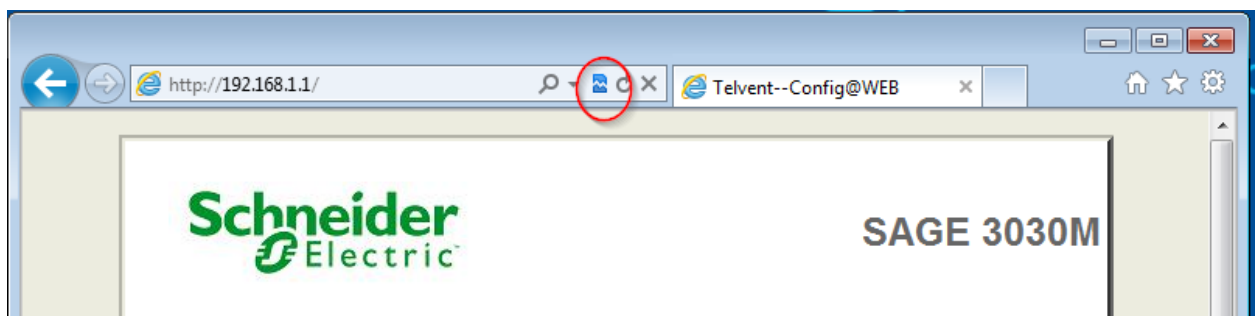
1.1 Windows 7 64 bit

To launch IE in 32 bit mode, click start and then search for internet Explorer. From the list of programs available, pick Internet Explorer.



2.0 Compatibility view setting

Click **Compatibility View** button (🌐) in the Address bar to make sure the site is running in compatibility mode. Must be **Blue**.



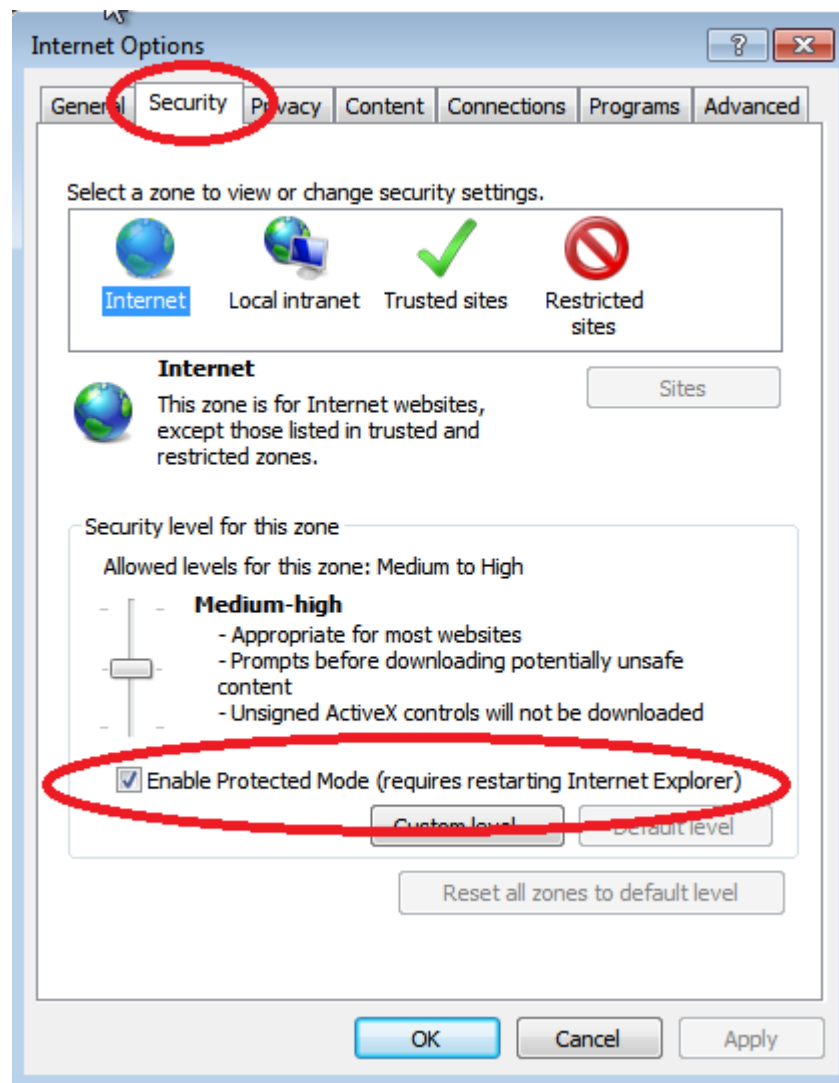
3.0 ActiveX Settings (ONLY FOR NON SECURE FIRMWARE)

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

3.1 Turn off Protected Mode or Add RTU to trusted zone

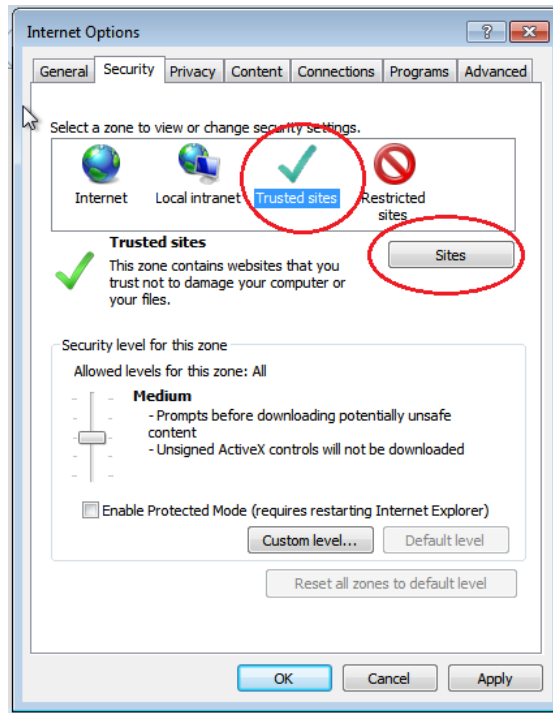
3.1.1 Turning off Protected Mode.

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.)

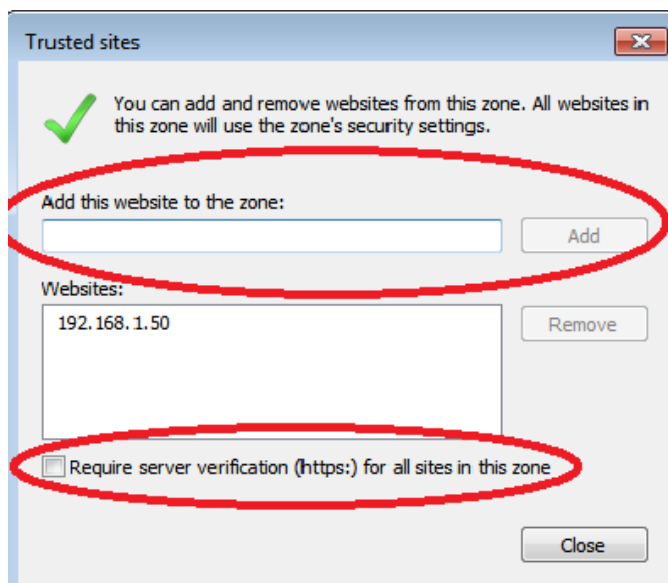


3.1.2 Add RTU to Trusted Sites

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.

```
C:\Windows\system32\cmd.exe
C:\Users\neerup>NET LOCALGROUP ADMINISTRATORS
Alias name     ADMINISTRATORS
Comment
Members
-----
Administrator
CME\LEG-CC-ADMTELEVENT
CME\LEG-CC-ADMTELEVENT
CME\LEG-CC-ADMTELEVENT
CME\LEG-CC-ADMTELEVENT
CME\LEG-CC-ADMTELEVENT
NAM\admtelvent
NAM\admtelvent
NAM\admtelvent
NAM\admtelvent
NAM\admtelvent
telvebnt
The command completed successfully.
```

Domain User Account

Local User

3.3 Security Settings

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.

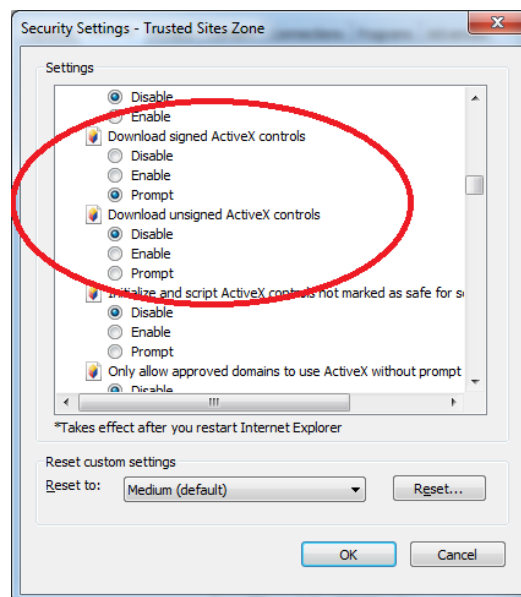
Secure Firmware: C3414-500-S02H0 and above:

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) Browser locks up or hangs after getting files from the RTU

This is a bug in the browser implementation. Please refer to this Knowledge Base from Microsoft.

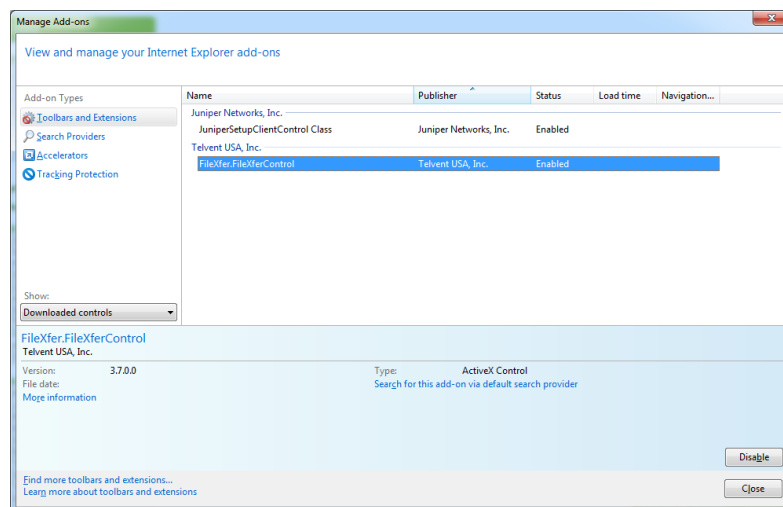
<http://support.microsoft.com/kb/2787115>

- 2) 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.

- 3) 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.



- 4) 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**.