# Web Browser Compatibility

(Units With Lantronix Ethernet Adapter)

# This document applies to:

- Specific Avcom products which have an Ethernet interface

- Specific Avcom model families:

  - All 1100B Products
  - RSA-2150A Products
  - All 2150B Products
  - All 2500B Products
  - All 2150C Products (excluding SBS2-2150C)
  - The RCTV-5000

- Your analyzer has Lantronix Firmware prior to V6.8.0.2 (with Device Server Configuration Manager prior to v1.9.0.1)

- You are using the Microsoft Internet Explorer 8 or later browser (without Compatibility View turned on)*

- You are using the Google Chrome* browser

- You are using the Opera* browser

- You are using the Safari* browser

* Note that only Windows versions have been tested.

## Background:

The Lantronix Ethernet interface used internally on many Avcom products has trouble working with certain web browsers. The problem relates to how different browsers handle older web pages which use outdated web protocols. There are many web server applications which still use these older protocols. The Lantronix XPORT device used in Avcom analyzers has a web server that uses these older protocols.

http://ltxfaq.custhelp.com/app/answers/detail/a_id/1544/kw/ie%209%20compatibility

## Symptoms:

- Data fields do not display on the web configuration page

- Pressing "Apply Settings" results in an Error 404 response.

## Solution Overview:

There are 3 general solutions

1) Use a different web browser

2) If your browser has a compatibility mode then turn compatibility mode (Compatibility View) on.

3) Update the Lantronix firmware.

## Solution 1 – Use a different web browser.

The latest version of Mozilla Firefox should work fine

## Solution 2 – Turn on "Compatibility View"

If you are using *Internet Explorer* (IE) 8 and above you can turn on "Compatibility View" in the IE settings. Here is an example of how to do that in IE 10:

http://ltxfaq.custhelp.com/app/answers/detail/a_id/1767/kw/ie%209%20compatibility/related/1

**Solution 3** – Update the Lantronix XPORT firmware [*not recommended*. This will void the Avcom product warranty unless updating the XPORT firmware is expressly recommended to you by Avcom support personnel.]

Step 1: Obtain the latest Lantronix Device installer. Install it and search for your device to get the hardware details

http://ltxfaq.custhelp.com/app/answers/detail/a_id/644

Step 2: Obtain the latest firmware for your specific XPORT hardware revision. You will need to consult the Lantronix web page to determine which firmware to download based on the hardware information discovered using DeviceInstaller.

http://www.lantronix.com/support/downloads/?p=XPORT

Step 3: Use DeviceInstaller to update the XPORT firmware. In the event that this part fails it is likely your analyzer will need to be sent to Avcom for service.