Unable to access web configuration page for LNL-3300, LNL-2220 and LNL-2210

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Unable to access web configuration page for LNL-3300, LNL-2220 and LNL-2210

Symptoms

Unable to access web configuration page for LNL-3300, LNL-2220 and LNL-2210

Cause

Legacy panels use TLS 1.0 which is no longer supported by most browsers.

Note on Google Chrome:

TLS 1.0 and 1.1 were deprecated in Chrome 72 with a planned removal in Chrome 81 (in early 2020). Other browsers are also removing support for TLS 1.0 and 1.1 at this time. Previously, we showed a deprecation warning in DevTools. In M-79, Chrome marked affected sites as "Not Secure". In M-84, Chrome will show a full page interstitial warning on sites that do not support TLS 1.2 or higher.

Notes on Internet Explorer and Edge:

Microsoft Edge (based on Chromium), TLS 1.0 and 1.1 are currently planned to be disabled by default no sooner than Microsoft Edge version 84 (currently planned for July 2020).

The plan to disable TLS 1.0/1.1 by default is being updated for Internet Explorer and EdgeHTML (the rendering engine for the WebView control). TLS 1.0 and TLS 1.1 will not be disabled by default for both until early 2022. Organizations that wish to disable TLS 1.0 and TLS 1.1 before that time may do so using Group Policy. Microsoft Edge Legacy is no longer in scope for this plan as the support ended on March 9, 2021.

Resolution

Replace panel with LNL-4420, LNL-X4420, LNL-X3300, LNL-X2220 or LNL-X2210 which all use TLS 1.2

Workaround

Option 1: Rollback browser to a version that supports TLS 1.0

Option 2: Set DIP #3 to on (disable SSL settings), power cycle panel, and access/login using http to bypass TLS issue.

Option 3: Use Internet Explorer, or Microsoft Edge configured to load the page in IE mode. To configure Microsoft Edge to open a page in IE mode, select the settings option within Edge, then select Default Browser from left hand menu. Allow sites to be added in IE mode and enter the URL of the panel's web page. When using the default IP this would be https://192.168.0.251.

Applies To

LNL-3300, LNL-2220 and LNL-2210 in All Versions of OnGuard.

Additional Information