

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

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Symptom: 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: Rollback browser to a version that supports TLS 1.0

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

Additional Information:

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