

Date of issue: 11-03-2022

Description: Unable to connect with 245U or 945U with web browser or web browser reports that connection is unsafe, site cannot provide a secure connection or uses an unsupported protocol.

Affected products: ELPRO 245U 802.11 modems: EL-245U-A-AU, EL-245U-A-US, EL-245U-A-EU, EL-245U-G-AU, EL-245U-G-US, EL-245U-G-EU, EL-245U-A1, EL-245U-G1, EL-945U-E-AU, EL-945U-E-US, EL-945U-E-H-AU, EL-945U-E-H-US

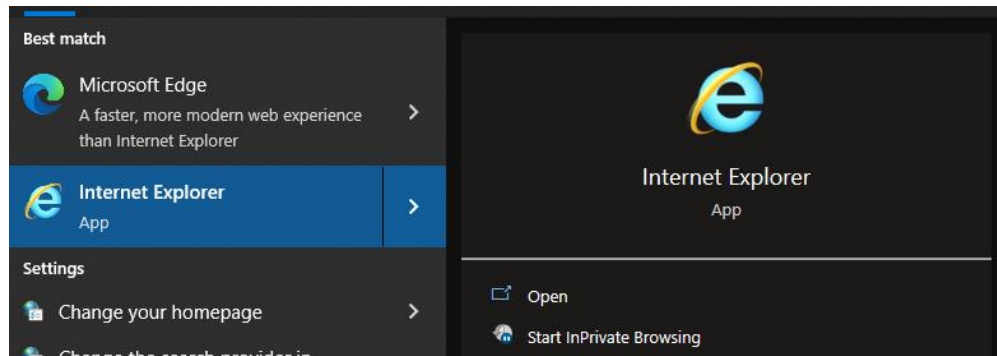
Identify the issue: This issue could occur when using Chrome, Firefox or Edge web browsers (released February 2022 or later) to access any of these modules using firmware version R2.32 or earlier.

Symptoms: Unable to connect with 245U or 945U with web browser or web browser reports that connection is unsafe, site cannot provide a secure connection or uses an unsupported protocol. Chrome, Edge, Firefox notification example below:



Affected functions: Connection with configuration web server using IP address. All other functions will operate as normal.

Mitigation: It is still possible when using Windows 10 to use the previous version of internet explorer 11. To find this type "Internet Explorer" into the windows search box and select "Internet Explorer" application, click "Open". Then type IP address into address field as normal.



Corrective action: ELPRO has released updated module firmware V2.33 which resolves this issue. See Product Change Notification 146 which has details of this firmware update which can be obtained from technical support, see contact details below.

More information

This issue has arisen due to a change in security policy with several web browsers (Chrome, Edge and Firefox) not supporting connections using SSL 1.1. Previously there was a warning which the user could accept the risk of a known device. The change has been rolled out in February 2022.

ELPRO is updating the firmware in the 245/945U product to use SSL 1.3 and the self-signed certificated used to make the connection with the browser. It is recommended that the user creates their own certificate to be used for the web server configuration connection for increased security. These certificates can then be loaded into the 245/945U units web configuration interface.

This Product Information Bulletin is provided to inform our customers about a potential issue with one or more of our products. If you require more information, please contact your ELPRO sales representative or our technical support line.

ELPRO Technical Support:

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