PRODUCT LINE: Intrusion	**DATE:** 05.05.2022
PRODUCT: SPC43xx / SPC53xx / SPC63xx	**Version:** 01

Web browser compatibility with SSL/TLS1.2

All mainstream web browsers no longer allow a connection to a webserver unless that server has a valid SSL cert. As the SPC does not have a valid certificate, the connection is denied and the SPC web pages cannot be displayed.
The document shows how to identify this and how to resolve it

- Identifying the issue
- Resolving the issue

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1.   Web browser connection to panel

This message below shows when trying to connect with TLS enabled on the SPC. As it does not have a valid cert, this page is displayed.
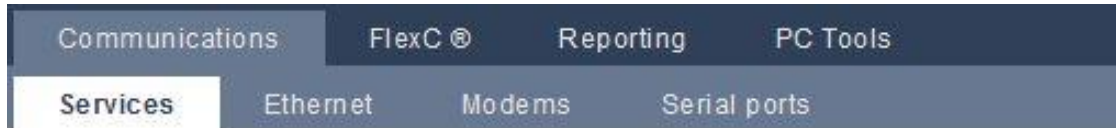This can look different depending on the web browser, but in all cases the message is the same.
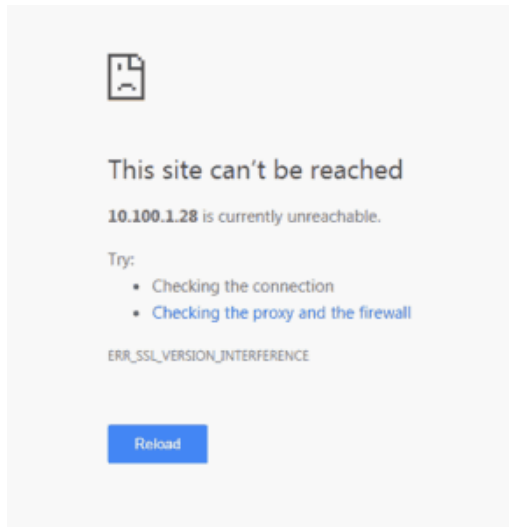
When using Mozilla Firefox web browser, the initial landing page may load correctly but eventually as you visit more internal pages, the pages will fail to display.

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2.   Resolve this issue

Connect to SPC Webpages using SPC Connect Pro. When connected, navigate to Communication/Services, and disable the TLS Enabled option
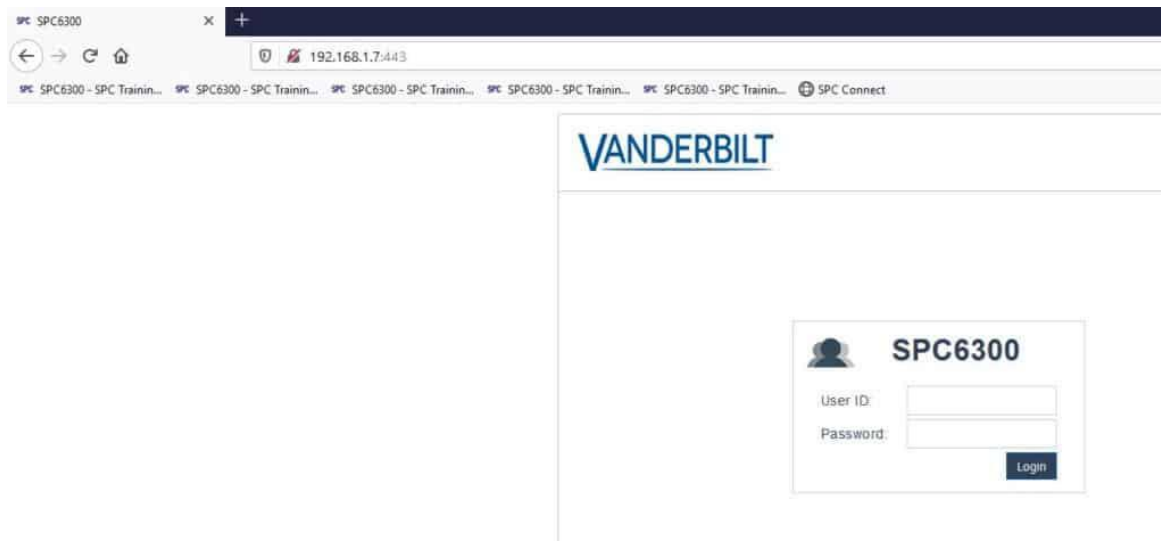

Open the browser and type http://Panel IP address:443

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Using the SPC system keypad on firmware version 3.12 and above, the TLS option can be enabled/disabled through the communications menu.
Select Full installer mode, Communications, Ethernet port, Web access, OFF / **HTTP** / HTTPS.

Please note that SPC firmware version 3.8.5 and above require SPC Connect Pro software, while SPC firmware below 3.8.0 require SPC Pro 3.72.
Both applications can be downloaded from our Vanderbilt download centre. Link below

https://vanderbiltindustries.com/resources/download-center

If you wish to continue using an encrypted SSL connection to the SPC panel, then you are advised to download Falkon Web browser. This can be downloaded using the link Below.

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If you have any questions, please contact our Technical Competence Centre.

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