

HID® Mercury™ Controllers

Web Browser Compatibility

Technical Bulletin

PLT-05539, A.2
March 2023



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Contacts

For technical support, please visit: <https://support.hidglobal.com>.

What's new

Date	Description	Revision
March 2023	Removed Internet Explorer from 1.2 Web browser compatibility , updated 1.3 Accessing the EP series web manager , and added 1.3.2 Using Microsoft Edge .	A.2

A complete list of revisions is available in [Revision history](#).

1.1 Scope

This Technical Bulletin details an issue where there is variability of support for different versions of TLS and/or certificate negotiation among controllers. This results in controllers needing to be paired with a specific web browser/mode when attempting to reach the controller's web configuration page.

This applies to the following models:

- Mercury LP and LP-based controllers
 - LP1501
 - LP1502
 - LP2500
 - LP4502
 - MR62e
- Mercury EP and EP-based controllers
 - EP1501
 - EP1502
 - EP2500
 - EP4502
 - MS-ICS
 - M5-IC

Note: TLS can be disabled on EP and EP-based controllers by toggling DIP switch 3 to the **ON** position.

1.2 Web browser compatibility

1.2.1 Mercury LP and LP-based controllers

Web browser	Compatible by default	Workaround
Firefox (v81.0.2)	Yes	Not applicable
Chrome (v86.0.4240.75)	Yes	Not applicable
Edge (v44.18362.449.0)	Yes	Not applicable
Safari	No	No known workarounds

1.2.2 Mercury EP and EP-based controllers

Web browser	Compatible by default	Workaround
Firefox	No	See 1.3.3 Using Firefox
Chrome	No	No known workarounds
Edge (v44.18362.449.0)	No	See 1.3.2 Using Microsoft Edge
Safari	No	No known workarounds

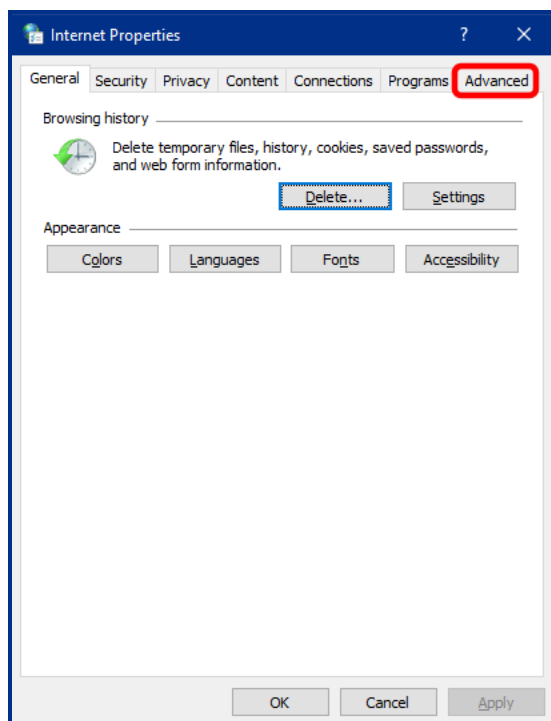
1.3 Accessing the EP series web manager

The EP series web manager is inaccessible by the latest versions of most browsers due to its older TLS version and ciphers. The latest versions of most browsers no longer allow you to choose to allow the use of TLS versions older than 1.2 with less than SHA2 support.

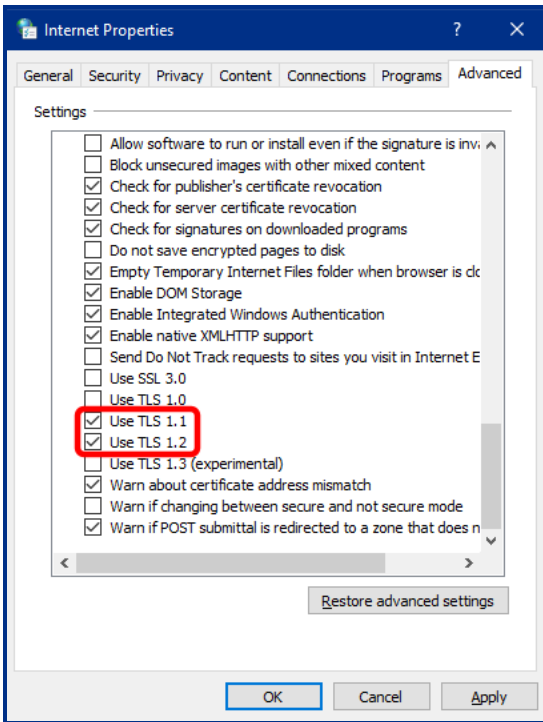
1.3.1 Ensuring TLS 1.1 is enabled

EP series panels utilized TLS 1.1 for encrypted communications. Prior to configuring the panel, ensure this is enabled in your Operating System.

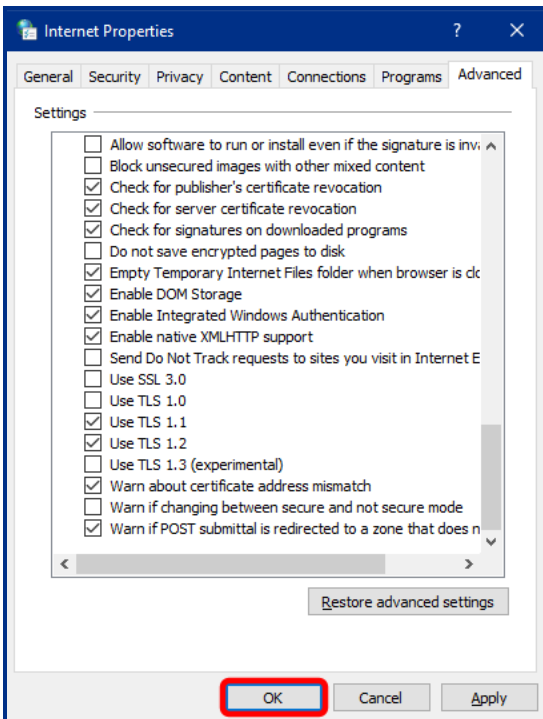
1. From the start menu of Windows, type “inetcpl.cpl” to open the **Internet Properties** control panel item.
2. Select the **Advanced** tab.



3. Scroll down and ensure **Use TLS 1.1** and **Use TLS 1.2** are checked.



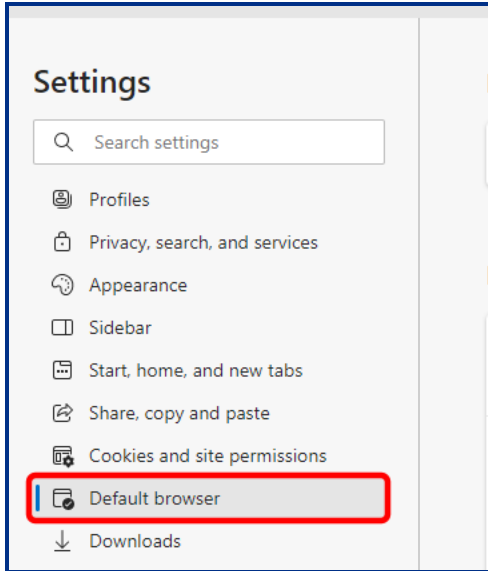
4. Click **OK**



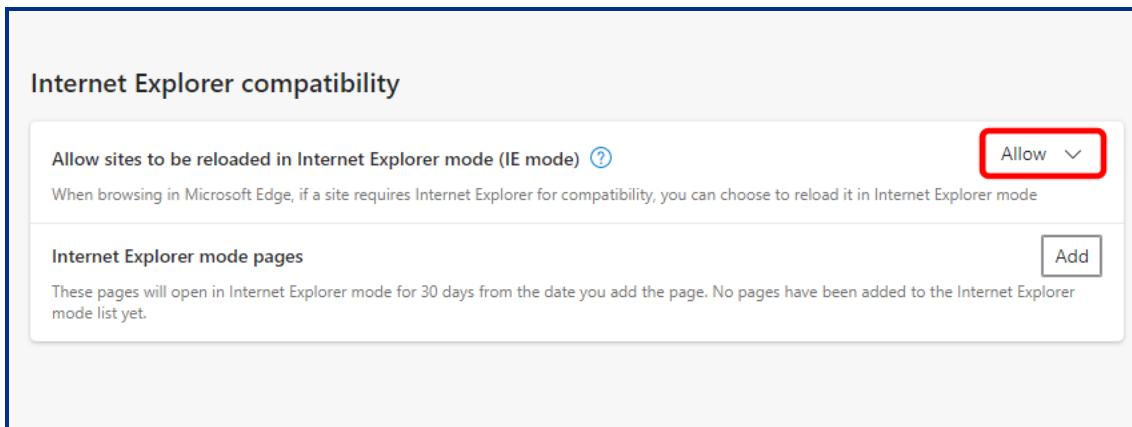
1.3.2 Using Microsoft Edge

Microsoft Edge can be configured to load specific websites in Internet Explorer mode. To configure this option, open the settings menu within Microsoft Edge.

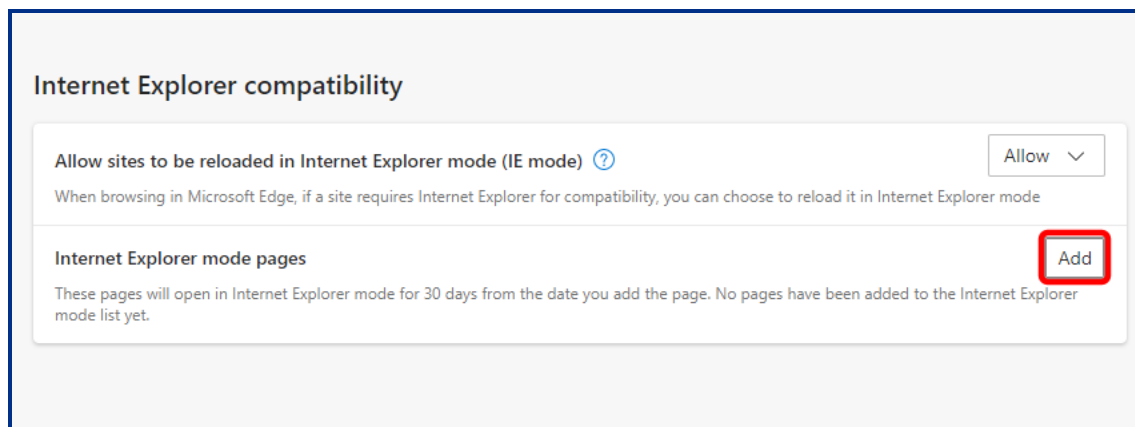
1. Select **Default Browser** from the left hand menu in **Settings**.



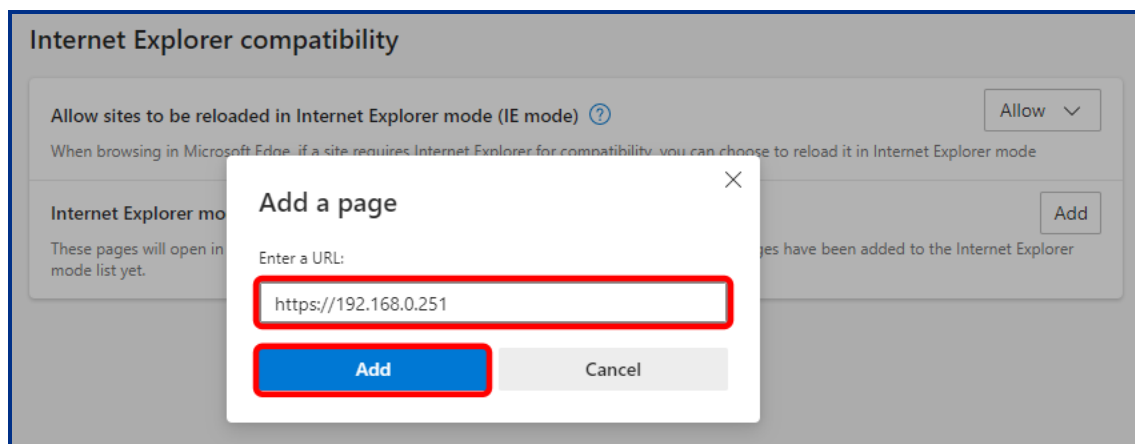
2. Select **Allow** from the drop down menu to allow sites to be opened in Internet Explorer mode.



3. Click **Add** to add an Internet Explorer mode page



4. Enter the the complete URL for the EP web address and click **Add**.

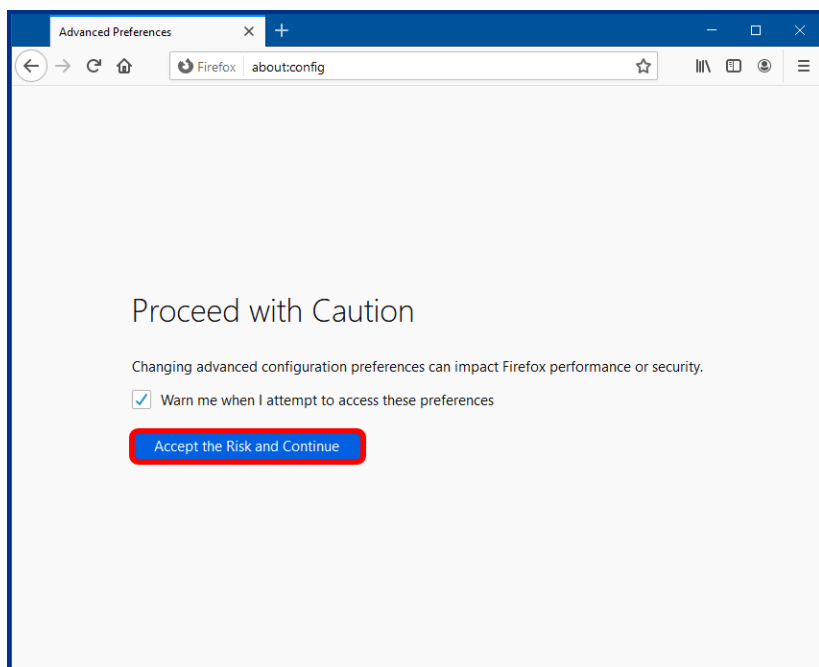


1.3.3 Using Firefox

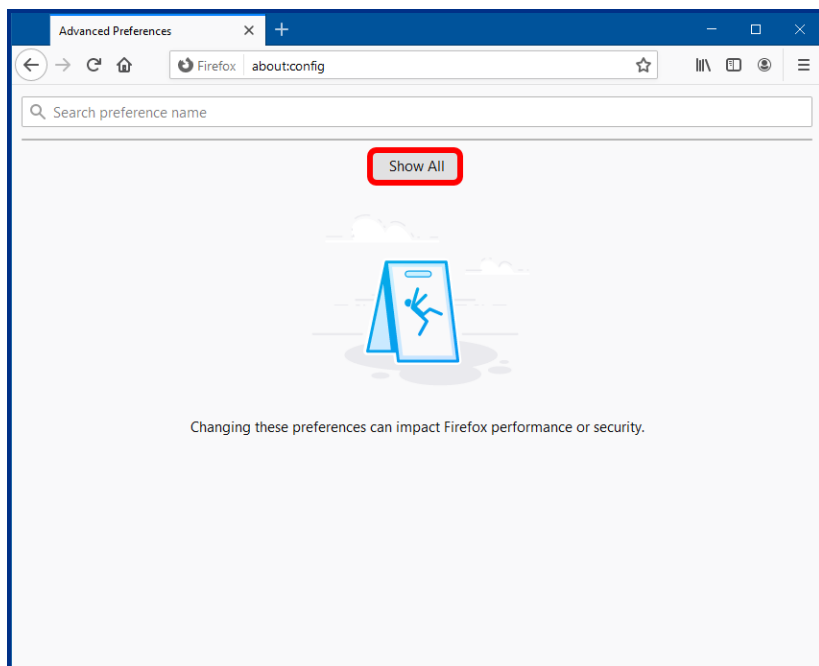
As of version 82.0.3, Firefox still allows you to change the minimum TLS version and fallback.

Note: This may change in future releases as with other browsers, removing the ability to easily change SSL/TLS settings.

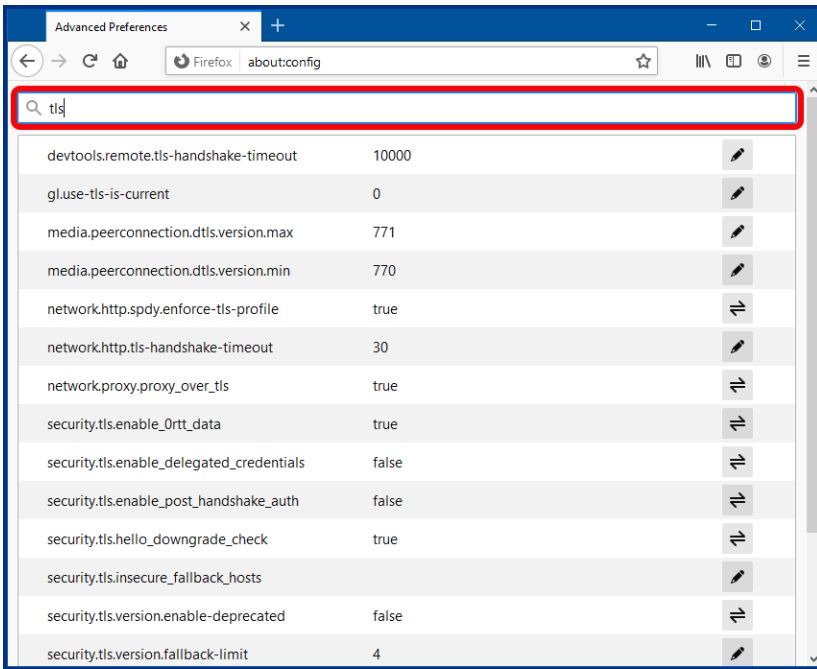
1. Open Firefox and type "about:config" into the address line.
2. Click **Accept the Risk and Continue**



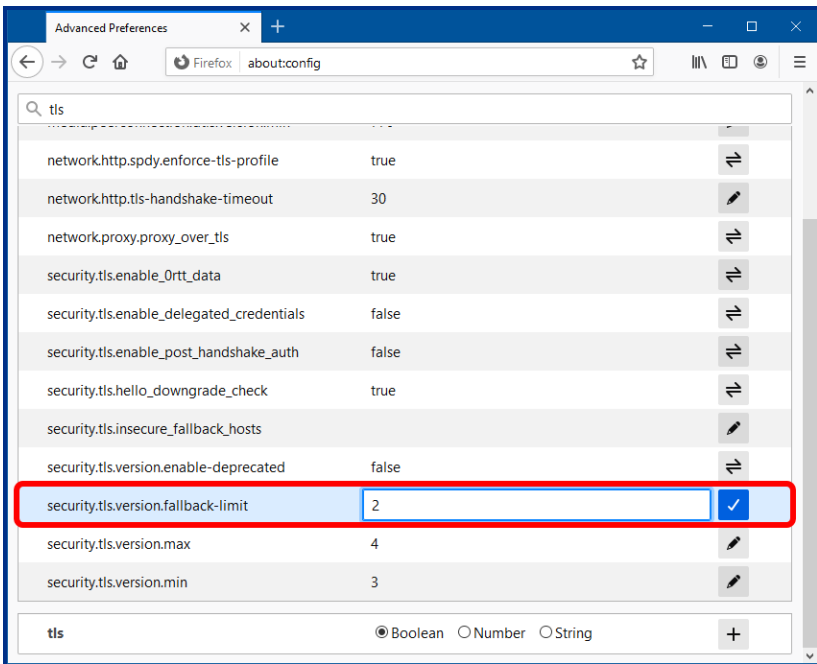
3. Click **Show All** to list the editable settings.



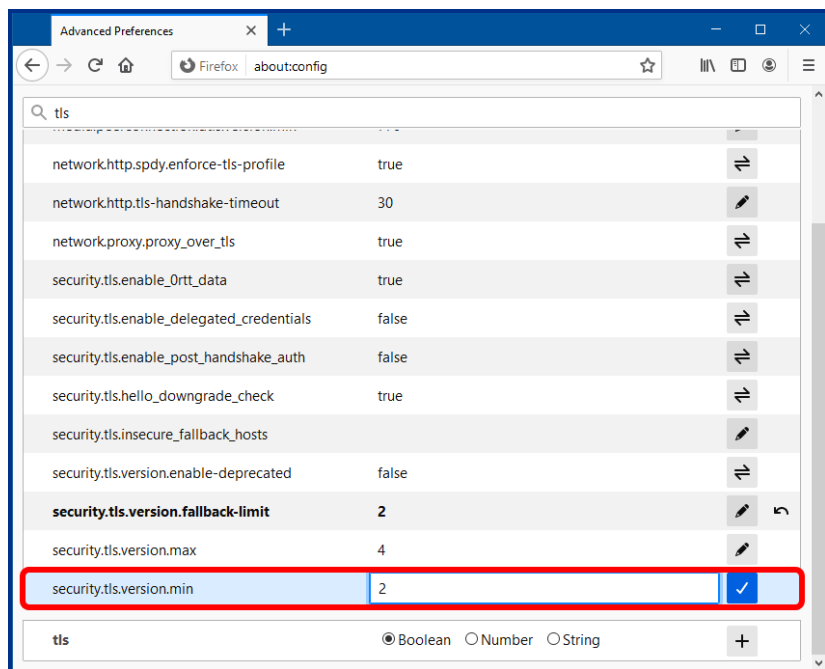
4. Type "tls" into the **Search preference name** field. You will see several TLS related settings.



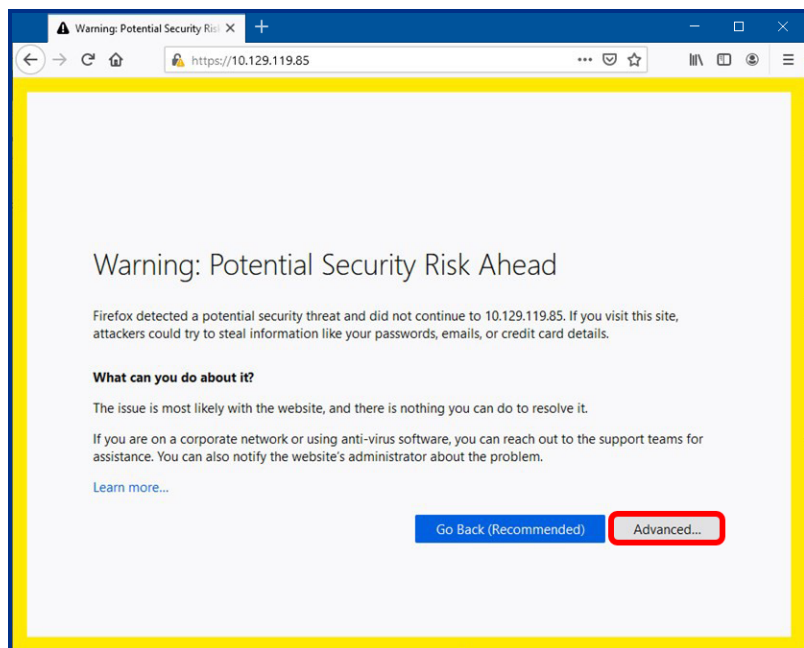
5. Click the edit icon on the right of **security.tls.version.fallback-limit**, change the field to "2", and press enter.



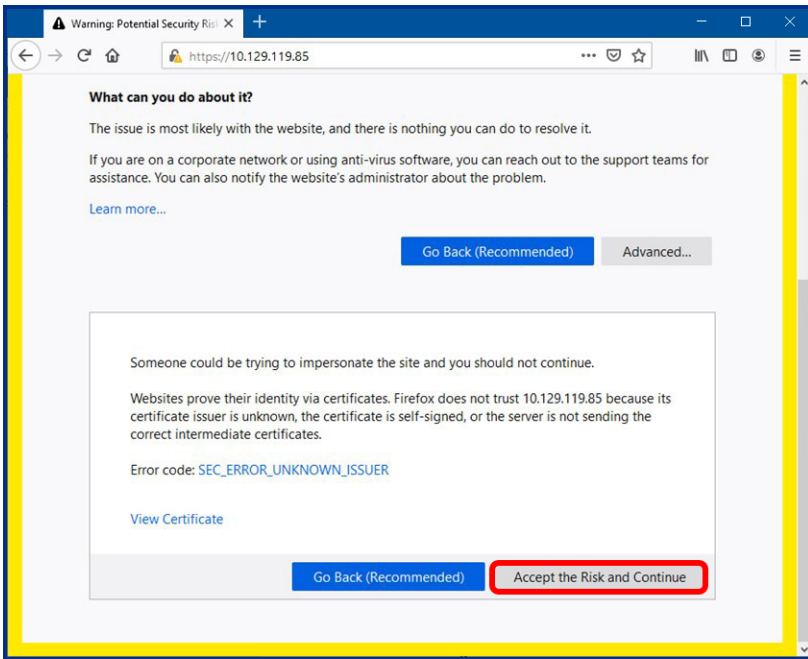
6. Repeat step 5 for **security.tls.version.min**



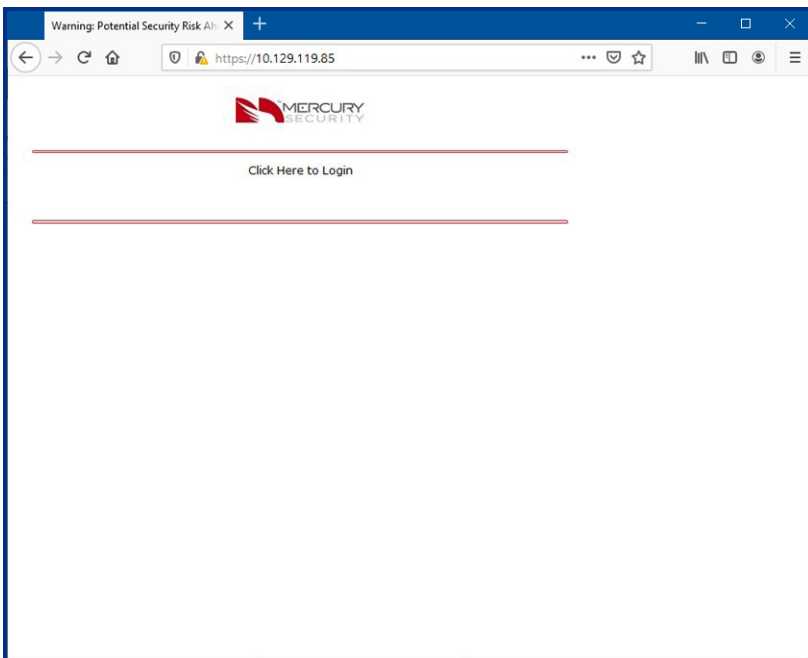
7. Close and restart Firefox, then navigate to the IP address of the EP1502 using HTTPS. You will receive a warning the first time. Click **Advanced...**



8. Click **Accept the Risk and Continue**



9. You should now have access to the login page.



Revision history

Date	Description	Revision
March 2023	Removed Internet Explorer from 1.2 Web browser compatibility , updated 1.3 Accessing the EP series web manager , and added 1.3.2 Using Microsoft Edge .	A.2
January 2021	Minor changes.	A.1
November 2020	Initial release.	A.0



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PLT-05539, Rev. A.2

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