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SERVICE BULLETIN	# 22-001, Rev B
	(YY-###)

The purpose of a Service Bulletin is to communicate issues that have been identified as requiring field action
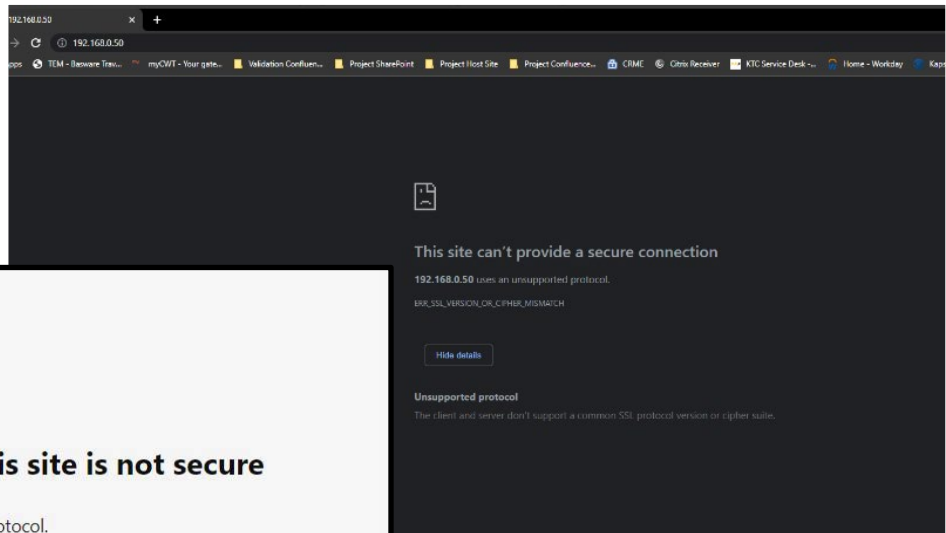
SECTION A			
Affected Product(s) Part #(s):	802260-TAB, 801965-TAB	Date: (mm-dd-yyyy)	March 31, 2022
Affected Product(s) Description:	All JANUS Readers prior to MPR 2.4	Serial #(s):	
Affected Revision:	All Revisions		
Affected Location(s):	All		

Description of Issue – (*Include digital image(s) of issue, where applicable*):

It has come to our attention that the recent update of the Chrome and Edge Browsers has blocked access to the reader. We are working on a permanent solution, but in the meantime, the below steps will allow access. If you have any questions, please reach out to your project team or designate contact.

This document lists some temporary workarounds in regards to not being able to access the JANUS reader with recent (Feb 2022) browser updates, which result in error messages such as "This site can't provide a secure connection" (Chrome 98), "Secure Connection Failed" (Firefox 97), or "The connection for this site is not secure" (Edge 98). The issue appears to be related to new browsers enforcing the use of a newer security protocol not available in the reader.
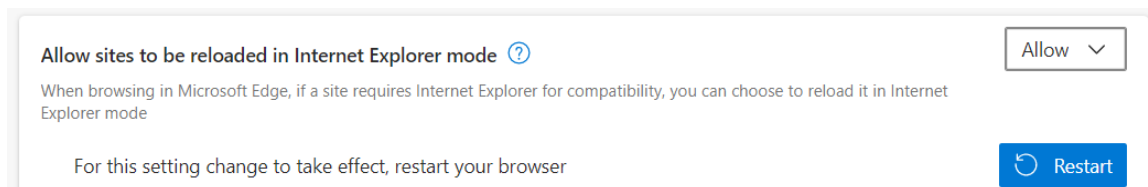
SECTION B
Actions Required to Mitigate the Issue:

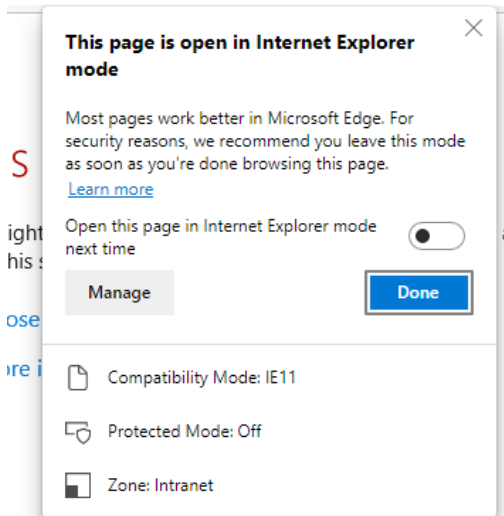**Workaround 1 – Microsoft Edge (Internet Explorer compatibility)**

This is likely the best long-term workaround as Microsoft indicates support for this mode until 2029

Use the following settings in the Edge browser:

1. Click the 3 dots icon in the upper right corner of the browser
2. Select Settings
3. Click on "Default browser"
4. Under the setting "Allow sites to be reloaded in Internet Explorer mode", select "Allow"

Allow sites to be reloaded in Internet Explorer mode ⓘ   Allow ∨

When browsing in Microsoft Edge, if a site requires Internet Explorer for compatibility, you can choose to reload it in Internet Explorer mode

For this setting change to take effect, restart your browser   ↻ Restart

5. Attempt to connect to the reader
6. Click on the 3 dots icon again and select "Reload in Internet Explorer mode"
7. If the following appears, click on the toggle next to "Open this page in Internet Explorer mode next time"

This page is open in Internet Explorer mode

Most pages work better in Microsoft Edge. For security reasons, we recommend you leave this mode as soon as you're done browsing this page.
Learn more

Open this page in Internet Explorer mode next time   ●

Manage   Done

🗋 Compatibility Mode: IE11

🖵 Protected Mode: Off

◩ Zone: Intranet

8. The page will show "This site is not secure"
9. Click on "More information"
10. Click on "Go on to the webpage"

Workaround 2 – Prior versions

If you have access to older versions of browsers listed above, then they should continue to work. Most browsers auto-update themselves so this option is not practical in most use cases.

Workaround 3 – Mozilla Firefox

Install the latest Firefox browser (version 97) and apply the workaround below.

The Firefox browser is available at this link https://www.mozilla.org/en-US/firefox/all/#product-desktop-release

To fix the "Secure Connection Failed" message when attempting to connect to a reader, follow the steps below. This applies to either 32 or 64 bit versions of Firefox 97 and prior, which is the latest version currently available.

1. In the browser address bar, type: about:config   (followed by ENTER key)
2. Click on "Accept the Risk and Continue"
3. In the search bar, type:

> 🔍 security.tls

4. Look for the following setting:

> security.tls.version.enable-deprecated   false   ⇌

5. Change the setting to "true" by clicking on ⇌
6. Close the tab, and try to connect again. Note: it is normal to get the warning messages if connecting to a reader for the first time.

Workaround 4 - Firefox ESR (Extended Support Release)

Download the Firefox Extended Support Release browser (the latest version 91.6.0 will work).

Attempt to connect to the reader, it will show "Secure Connection Failed"

Click on the "Enable TLS 1.0 and 1.1" button (essentially does what the above workaround achieves).

You should now be able to connect to the reader.

Ref: https://jira.kapsch.net/browse/JANUS2-486

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