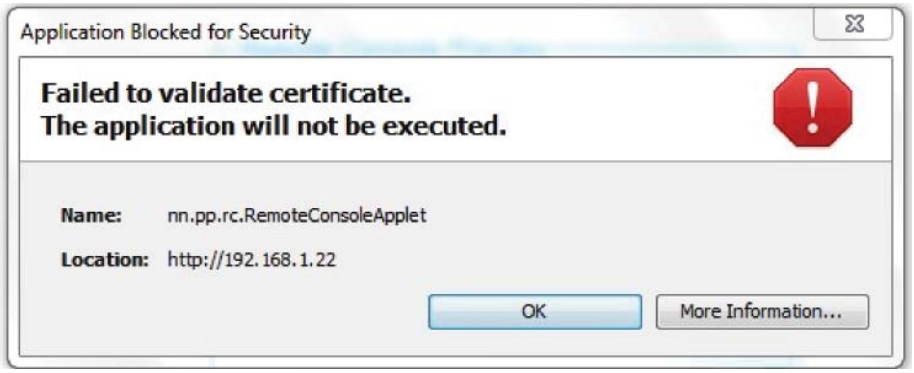
Troubleshooting - Important Preconfiguration for IP console

REMOTE CLIENT COMPUTER SETUP

The remote client computer must have a web browser (such as Microsoft Internet Explorer, Mozilla Firefox, and Netscape Navigator) and a Java Virtual Machine (version 1.4 or higher) installed. Enable Java on the web browser.

JAVA Update for IP KVM

Due to the latest update from Java security, customer may face the "JAVA Block" message while accessing the remote console over IP as below :

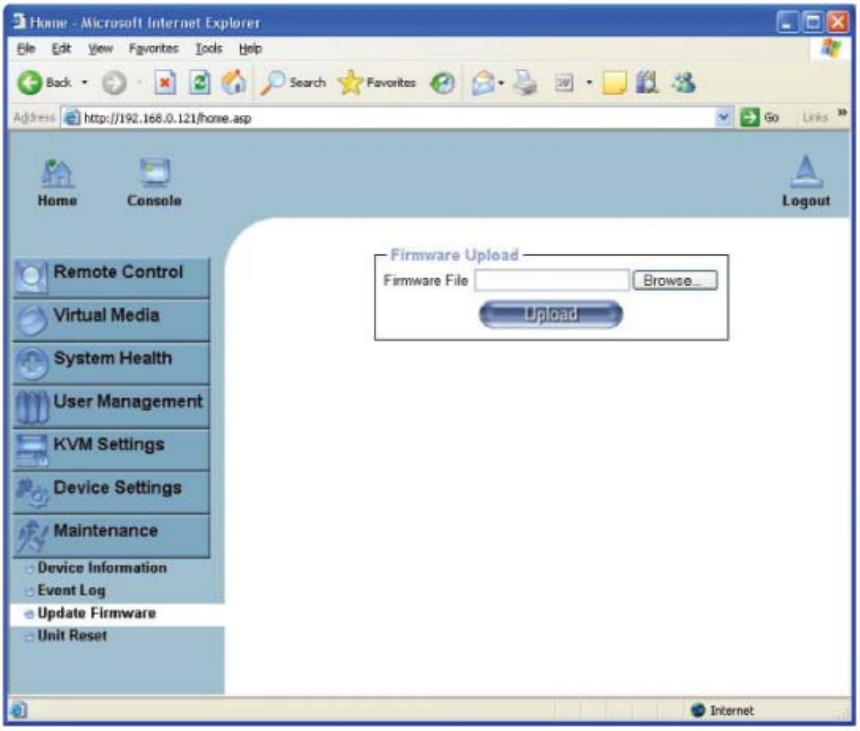


If it said so, please download the latest IP KVM firmware (version aust-i11-150608) from the link below :
http://www.austin-hughes.com/resources/software/kvm-switch

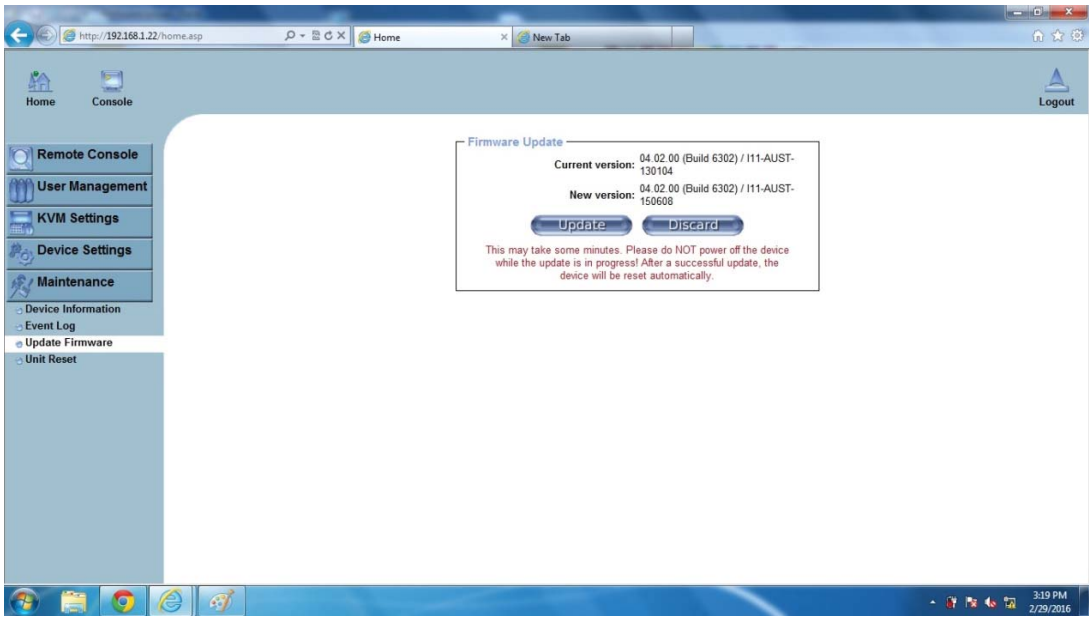
Then follow the attached steps to update the firmware.

Firmware Update Steps

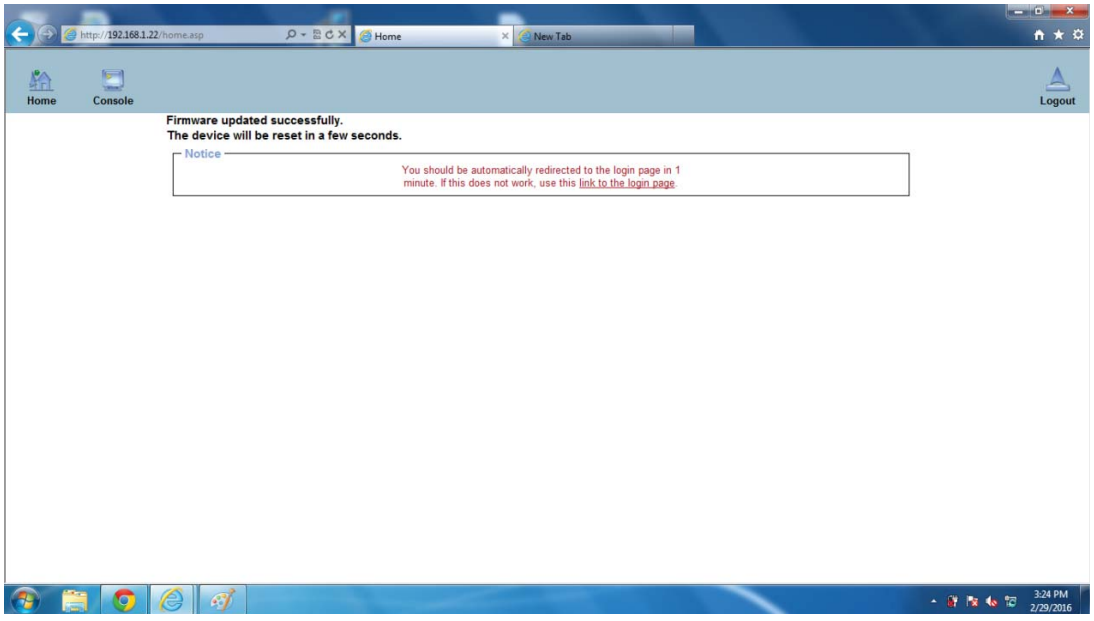
1) Download the latest IP KVM firmware (version aust-i11-150608) from the link http://www.austin-hughes.com/resources/software/kvm-switch
2) Login the IP KVM
3) Click < Update Firmware >
4) Click < Browse > to select the firmware file
5) Click < Upload >



6) Click < Update >



After the firmware has been updated, IP KVM will reset automatically.
After one minute, you will be redirected to the Login page and requested to login again.



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