

# Software House

## C•CURE 9000 Technical Advisory Bulletin

**Date:** June 13, 2023

**TAB number:** SWH-TAB-000036444

**Topic:** iSTAR Web Page Diagnostic Utility issue on Google Chrome and Microsoft Edge

### Issue statement

There is an issue viewing and editing the iSTAR Default Gateway and Connect Ethernet Adaptor fields on a webpage when using the iSTAR Web Page Diagnostic Utility on Google Chrome or Microsoft Edge browsers.

### Background

Some iSTAR Web Page fields do not render correctly on Google Chrome v114.x and Microsoft Edge v114.x. The following fields do not display information and cannot be edited:

- Ethernet Adapter 1 Default Gateway
- Ethernet Adapter 2 Default Gateway
- Connect Ethernet Adaptors to Separate Networks

Figure 1: Affected fields in iSTAR Web Page Diagnostic Utility

Ethernet Adapter 1		Ethernet Adapter 2	
MAC Address	00:50:F9:6B:21:0A	MAC Address	00:50:F9:6B:21:0B
IP Allocation *	Static	IP Allocation *	DHCP
IP Address *	10.0.0.222	IP Address *	NA
Subnet Mask *	255.255.255.0	Subnet Mask *	0.0.0.0
Default Gateway		Default Gateway	

### Affected versions

This issue affects the following items and C•CURE versions:

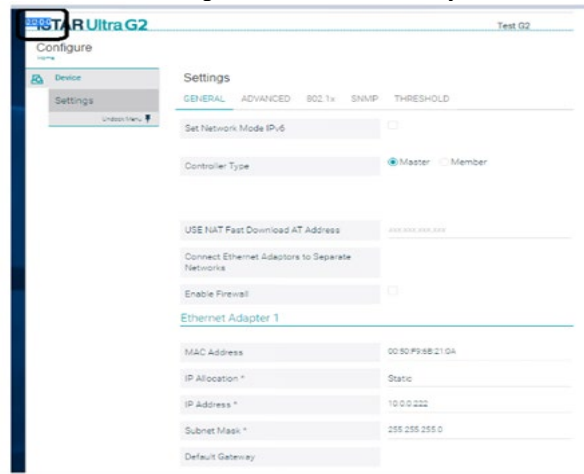
- iSTAR controllers impacted: iSTAR Ultra, iSTAR Ultra G2, iSTAR Ultra LT, iSTAR Edge G2.
- Fields impacted: Ethernet Adapter 1 Default Gateway, Ethernet Adapter 2 Default Gateway, Connect Ethernet Adaptors to Separate Networks.

## Workarounds

1. On the Settings page, click Edit and then click in the Subnet Mask field. On your keyboard, press the Tab key. The Default Gateway field displays in the top left of your web browser, as shown in Figure 2 below. Enter the Gateway IP address, press the Tab key, and then click Save. The Gateway IP address is saved but the field is still blank.

**Note:** This workaround is not applicable for the Connect Ethernet Adaptors to Separate Networks field.

Figure 2: Default Gateway field



2. Use a different browser, such as Mozilla Firefox.
3. Revert to an earlier version of Google Chrome or Microsoft Edge.

## Solution

SPAR 862681 will resolve this issue and will be released as part of firmware version 6.9.2 CU01.

## Technical support contact details

If you require further assistance with this technical advisory bulletin, contact Software House technical support.

Technical support telephone numbers		Technical support web portal links
US and LATAM	+1 800 507 6268	<a href="#">Support Case Online Portal</a>
EMEA and APAC	+ 800 2255 8926	<a href="#">Complete Support Contact List</a>

See the [Software House](#) website for the latest software releases and documentation.

## End of Technical Assistance Bulletin

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