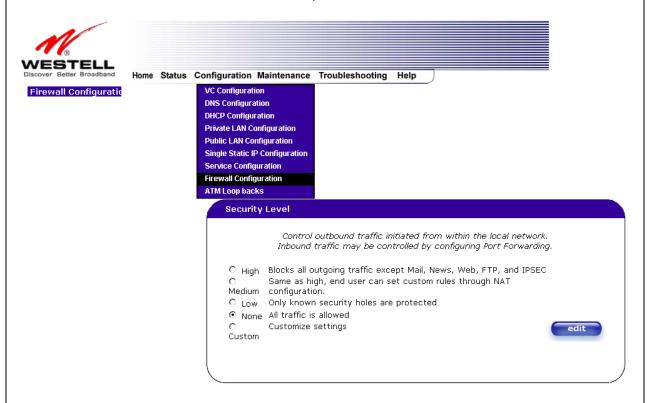# Port/Service Blocking Routers

Use this guide to troubleshoot home routers/gateways that block port 8080 outbound which is required for the APS internet filtering system.

If your Chromebook connects successfully to your home router but you open Chrome and receive no authentication prompt from our filter, the router or gateway device could be blocking port 8080 which is required for our internet filtering to work. Please follow this guide to help resolve this issue; this guide covers some of the known routers that specifically have this issue, if your router/gateway is not on the list, please consult support documentation at the manufacturer's website for further assistance.

Westell B90 (provided by Altelco/Allendale Communications)

Some particular models as configured by Altelco may have an outbound firewall enabled by default that blocks most outgoing traffic including port 8080.

1) From a computer already connected to your network, open a web browser (IE, FireFox, etc.) and navigate to http://192.168.1.1
2) Select Configuration then Firewall Configuration.
3) Under Security Level choose NONE, then select OK to confirm selection.
4) You have now disabled the outbound firewall on your Westell unit. Your APS-provided laptop should now be able to connect successfully.

Cisco (formerly Linksys)

1) From a computer already connected to your network, open a web browser (IE, FireFox, etc.) and navigate to http://192.168.1.1 or http://192.168.0.1 (depending on configuration)
2) Select Security from the menu, then Firewall.
3) Under Web Filter section, uncheck Proxy option then click Save Settings.
4) You have now disabled the outbound firewall on your Westell unit. Your APS-provided laptop should now be able to connect successfully.