



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.



Home Status Configuration Maintenance Troubleshooting Help

Firewall Configurati

VC Configuration
DNS Configuration
DHCP Configuration
Private LAN Configuration
Public LAN Configuration
Single Static IP Configuration
Service Configuration
Firewall Configuration
ATM Loop backs

Security Level

*Control outbound traffic initiated from within the local network.
Inbound traffic may be controlled by configuring Port Forwarding.*

- High Blocks all outgoing traffic except Mail, News, Web, FTP, and IPSEC
- Medium Same as high, end user can set custom rules through NAT configuration.
- Low Only known security holes are protected
- None All traffic is allowed
- Custom Customize settings

edit

Cisco (formerly Linksys)

Some newer Cisco/Linksys models have proxy access disabled by default.

- 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.

The screenshot displays the Linksys by Cisco web interface for a Wireless-N Home Router (WRT120N). The top navigation bar includes 'Security', 'Setup', 'Wireless', 'Security', 'Access Restrictions', 'Applications & Gaming', 'Administration', and 'Status'. The 'Security' menu is expanded, showing 'Firewall' and 'VPN Passthrough'. The 'Firewall' section is active, showing 'SPI Firewall Protection' set to 'Enabled'. Below this, the 'Internet Filter' section has four options: 'Filter Anonymous Internet Requests' (checked), 'Filter Multicast' (unchecked), 'Filter Internet NAT Redirection' (unchecked), and 'Filter IDENT (Port 113)' (checked). The 'Web Filter' section has four options: 'Proxy' (unchecked), 'Java' (unchecked), 'ActiveX' (unchecked), and 'Cookies' (unchecked). A red arrow points to the 'Proxy' checkbox with the text 'UNCHECK "PROXY"'. At the bottom, there are 'Save Settings' and 'Cancel Changes' buttons. The Cisco logo is visible in the bottom right corner.