Small Business VOIP Router: Problems with Access to Some Websites

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Contents

Introduction

This article is one in a series to assist in the setup, troubleshooting, and maintenance of Cisco Small Business products.

Q. How do I access some websites using the Cisco Small Business VoIP router?

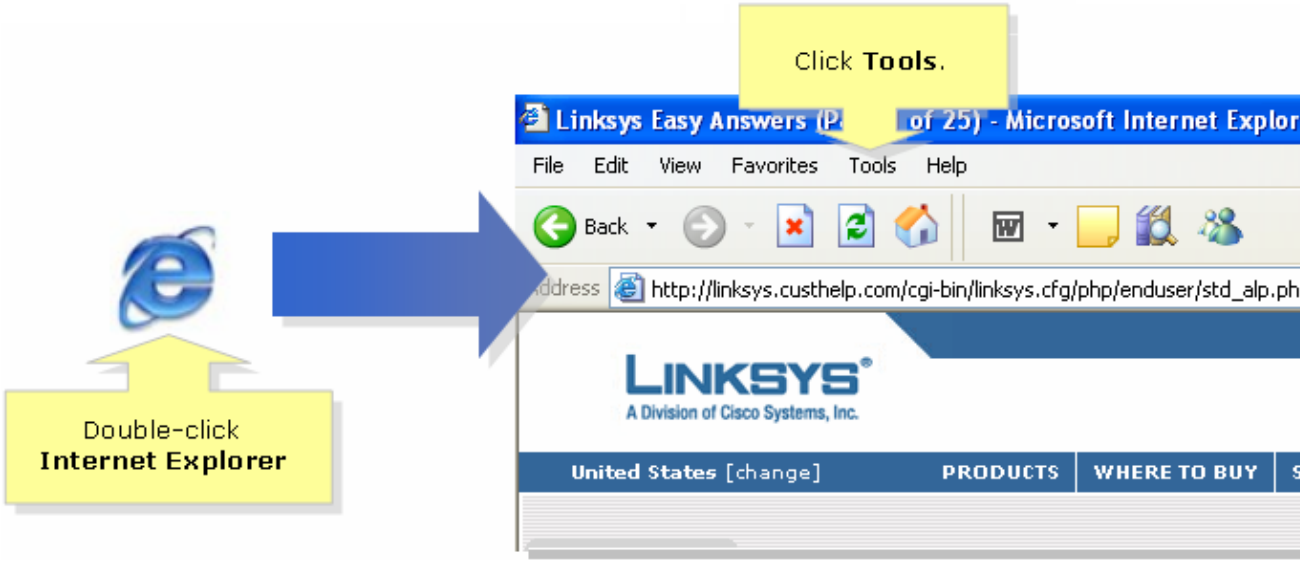
A.

Inability to access certain websites is due to three main factors:

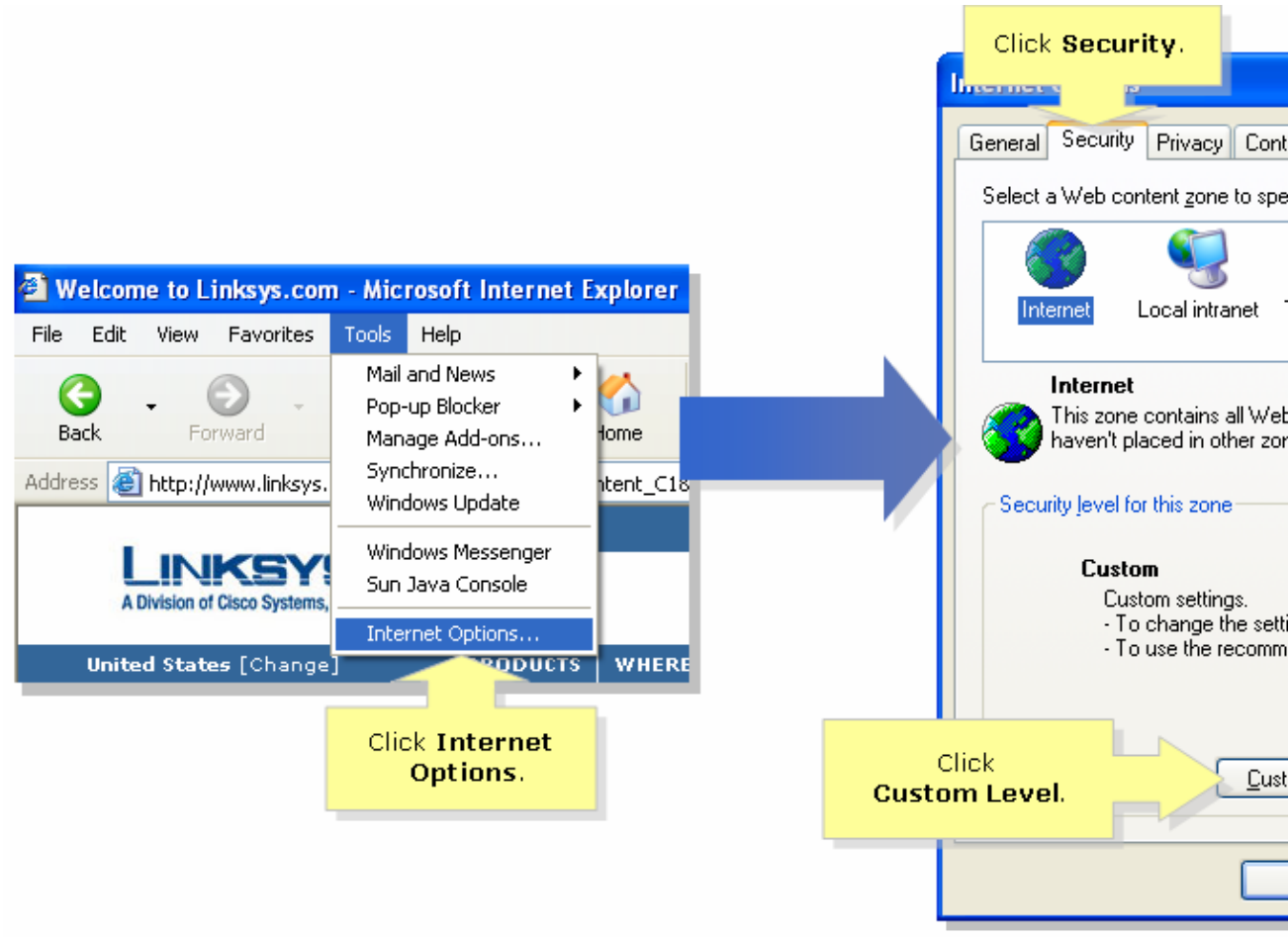
1. Security on the web browser is set too high
2. MTU not set on the router properly
3. Secured websites

Lower Security Settings on Internet Explorer

Step 1:
Double−click ***Internet Explorer***, and click ***Tools***.



Step 2:
Select ***Internet Options***, click ***Security*** > ***Custom Level***. A window similar to Step 3 will appear.



Step 3:
Under the ***Reset to*** drop−down menu, select ***Medium−Low***, and click ***OK***.

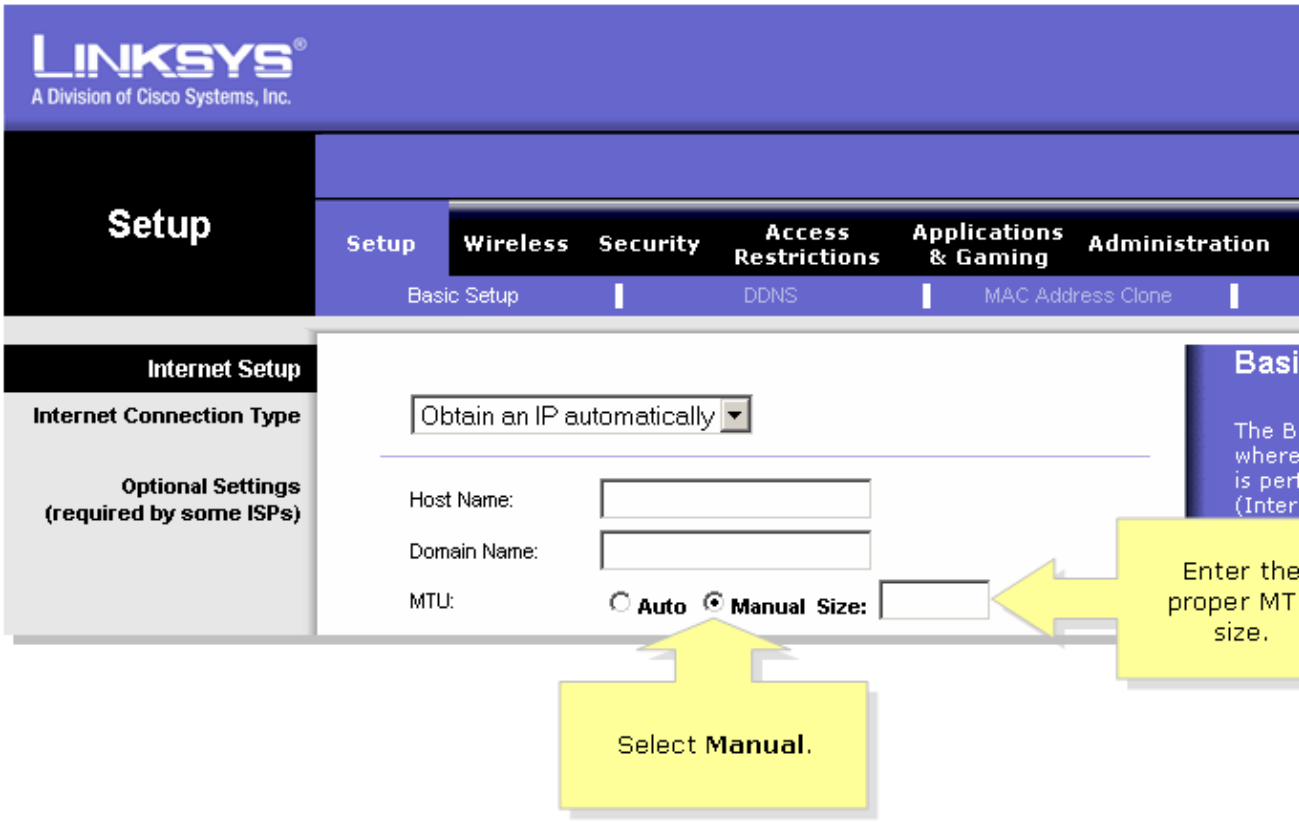
Note: If this did not work, enable the MTU on the ADSL gateway. For instructions, complete the steps in the next section.

Enable MTU on the VoIP Router

Step 1:
Determine the proper MTU size for the website.

Step 2:
Access the router's web−based setup page. For instructions, click here.

Step 3:
When the router's web−based setup page appears, look for ***MTU*** and set it to ***Manual***. In the ***Size*** field, enter the MTU value you obtained from Step 1.



Note: Here are the recommended MTU sizes for DSL and Cable Connection:

Cable Connection: 1500
PPPoE DSL Connection: 1492

Step 4:

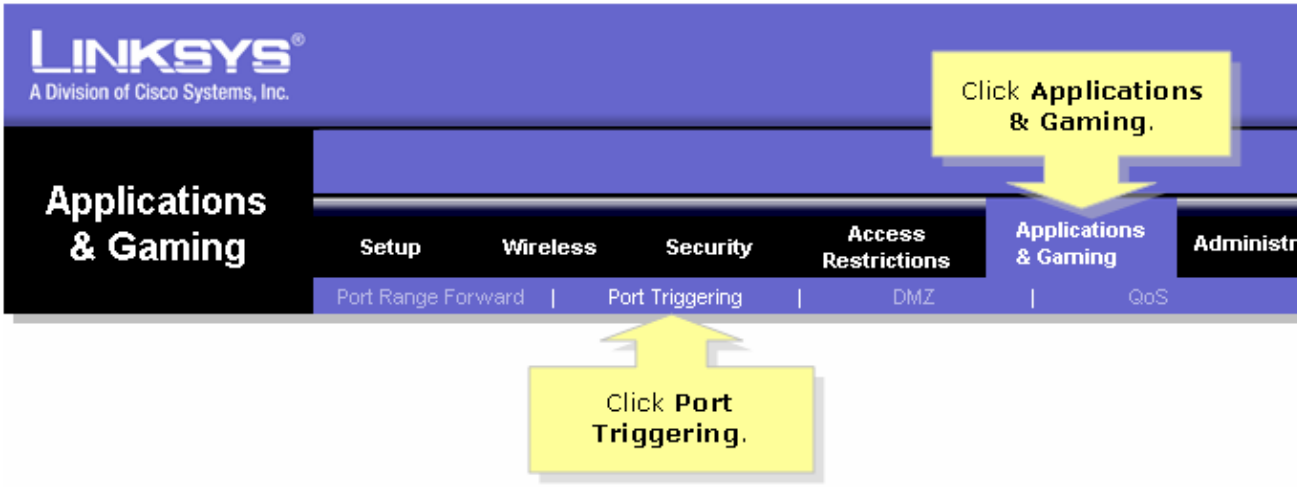
Click Save Settings.

Note: If this did not work, complete the steps in the next section in order to open ports on the router.

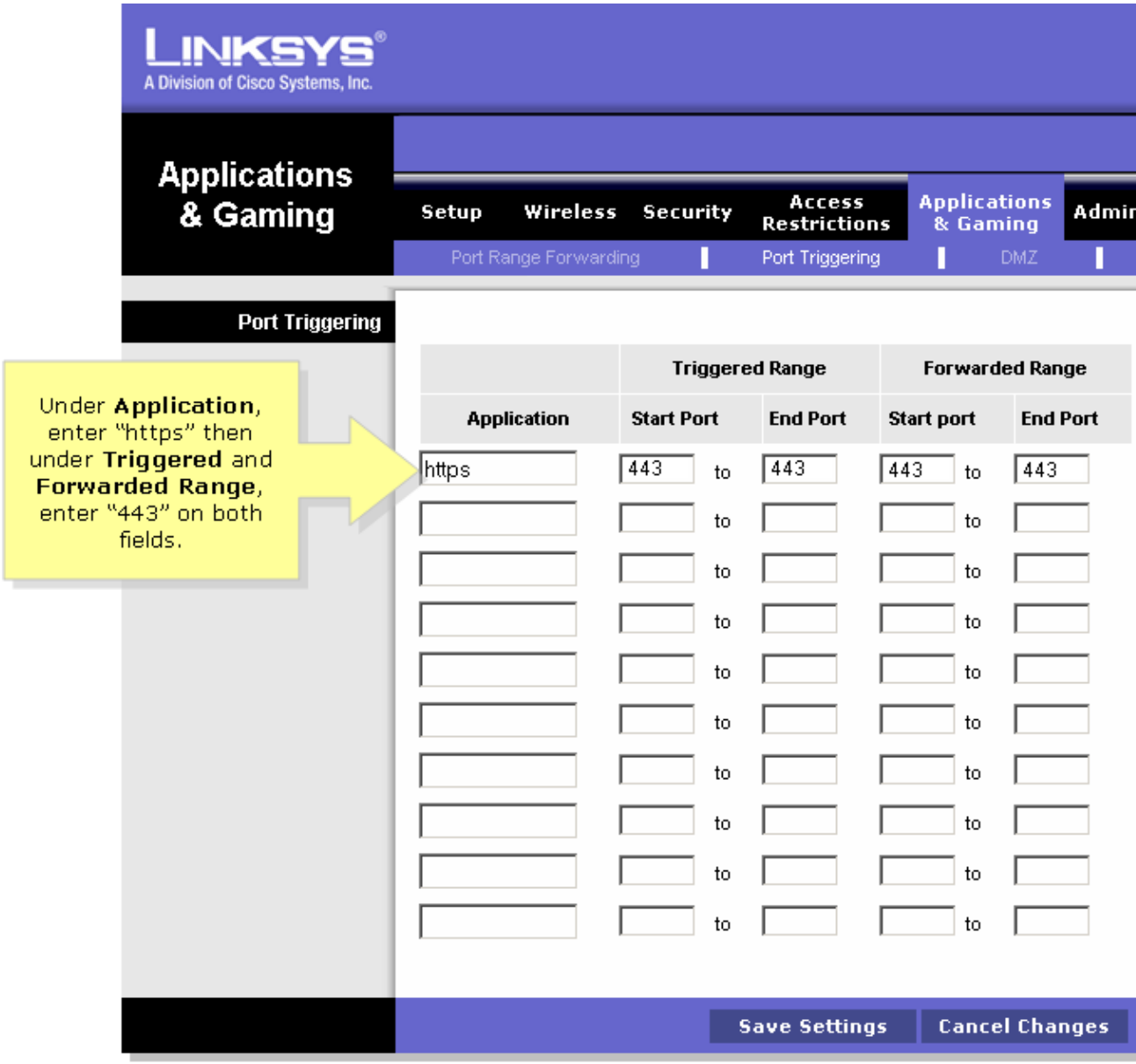
Open Ports for Secured Sites

Step 1:
Access the router's web−based setup page. For instructions, click here.

Step 2:
When the router's web−based setup page appears, click ***Applications & Gaming*** > ***Port Triggering***.



Step 3:
Under ***Application***, type "https", and in the ***Triggered Range*** and ***Forwarded Range*** fields, type "443" (the port being used by https).



Step 4:

Click Save Settings.

Related Information

- **Technical Support &Documentation − Cisco Systems**

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