

# SRW Switches: Fix Microsoft IE8 Browser Problems

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## Introduction

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

## Prerequisites

## Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

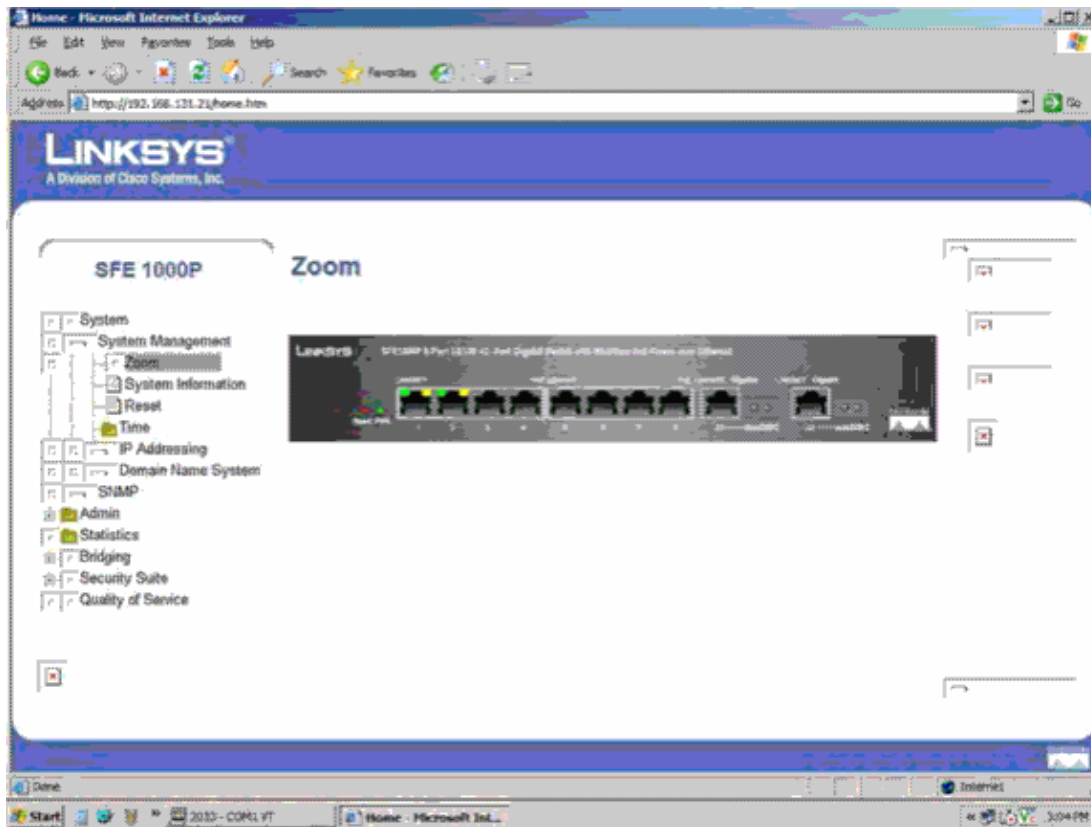
## Problem

This article describes the procedure to fix Microsoft Internet Explorer 8 (IE8) browser problems that can occur when you connect to Cisco Small Business SRW Managed Switches.

## Solution

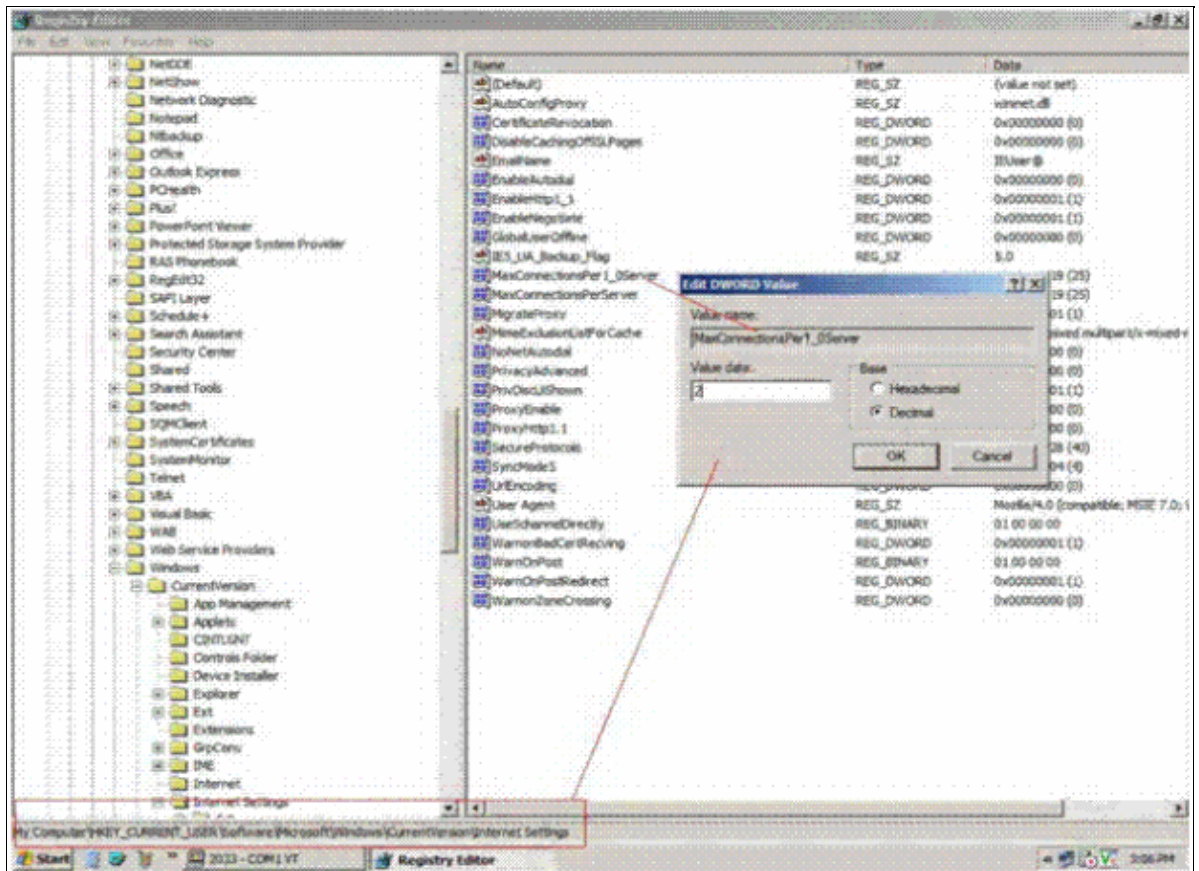
If the page does not display completely when you use Internet Explorer 8 to manage Cisco Small Business SRW Switches, as shown in Figure 1, complete these steps:

**Figure 1**



1. Run **regedit** and locate **FEATURE\_MaxConnectionsPer1\_0Server** and/or **FEATURE\_MaxConnectionsPerServer** under **HKEY\_CURRENT\_USER\Software\Microsoft\Internet Explorer\Main\FeatureControl**, as shown in Figure 2.

**Figure 2**



2. Modify the current set DWORD value back to the default value of 2.

- a. Change "iexplore.exe"=dword:00000002
- b. [HKEY\_CURRENT\_USER\Software\Microsoft\Internet Explorer\Main\FeatureControl\FEATURE\_MAXCONNECTIONSPERSERVER]

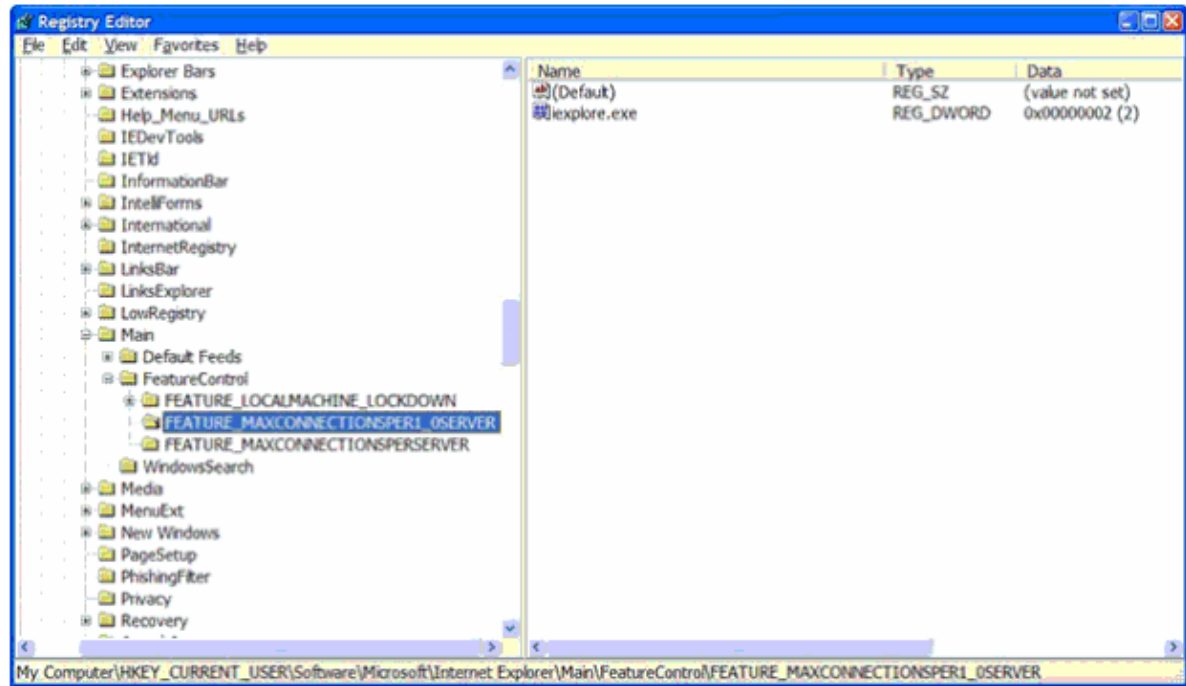
Change "iexplore.exe"=dword:00000002

This changes the number of connections in IE8 to two. By default, the number of connections IE8 opens is six.

If the registry key is not present, create it. Figure 3 shows how it looks after the change is made.

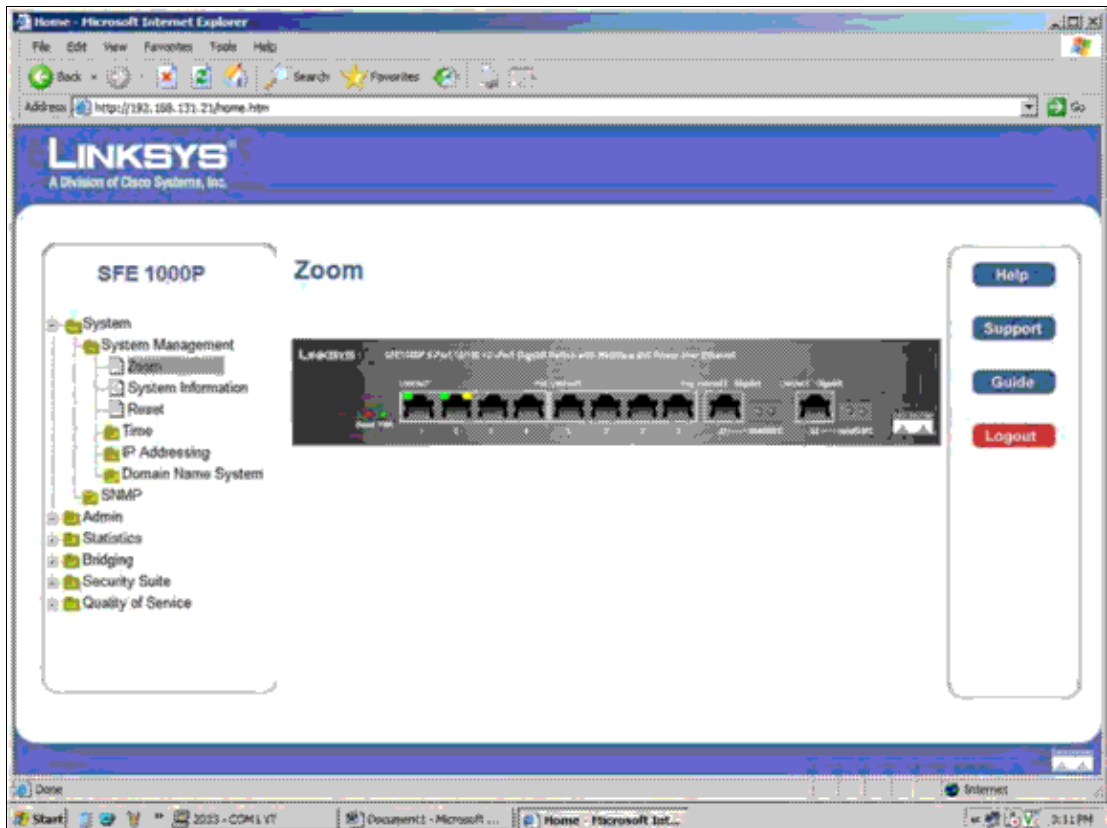
**Note:** You must reboot the PC after you make this change.

**Figure 3**



3. Access the switch again, and the problem is fixed, as shown in Figure 4.

Figure 4



## Related Information

- Cisco Small Business Communities
- Technical Support & Documentation – Cisco Systems

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