



# Quick Reference Guide

Enabling the Kaleidescape Friendly URL with  
Windows Operating Systems  
QRG-005 v2.0

## Overview

If you can't access the User Web Utility using either the Kaleidescape friendly URL (<http://my-kaleidescape>) or the serial number-based URL (<http://ks-#####>) in your browser, you may need to change your PC's NetBIOS settings. For security reasons, PCs are sometimes configured to disallow the use of arbitrary hostnames. This Quick Reference Guide explains how to enable access without compromising security.

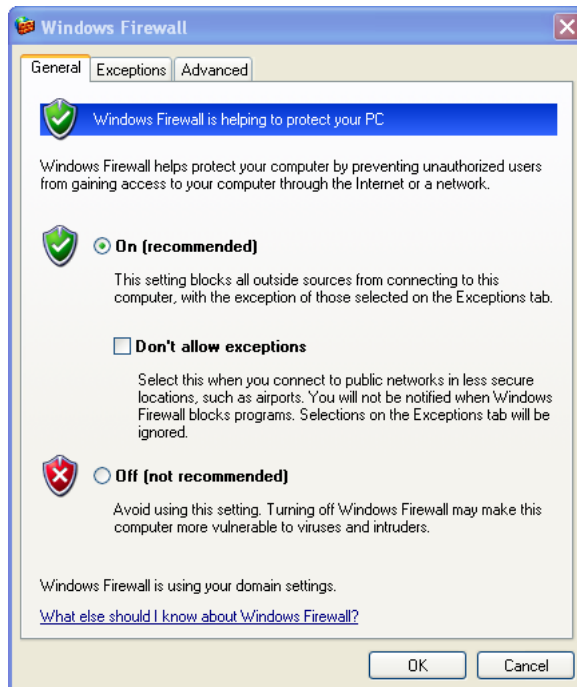
These instructions are for the Microsoft Windows XP, Service Pack 2 operating system. For other versions of the Windows operating system, check the system documentation or help.

## Checking Whether the PC is Set Up as a Firewall

First check whether your PC is configured to act as a firewall. If it is, then it won't allow dynamic lookup of hostnames through NetBIOS. Either turn off the firewall, or set up an exception for your Kaleidescape Server.

To check how your firewall is configured:

1. From the **Start** menu on your PC, click **Settings** and select **Control Panel**.
2. Double-click **Windows Firewall**.
3. Click the **General** tab.



If the **On (recommended)** check box is checked, your PC is set up to be more secure and may not permit NetBIOS name resolution.

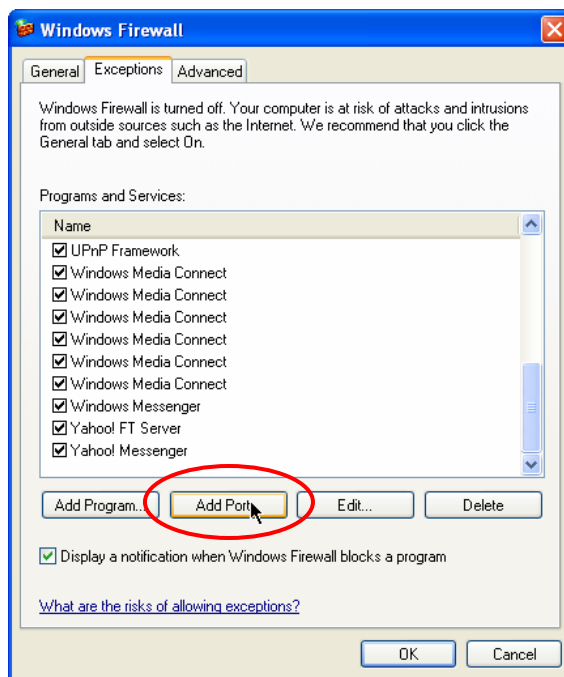
## Creating a Firewall Exception for NetBIOS

If your PC's firewall is enabled and it can't access Kaleidescape Web Utilities, you have two options. First, you can turn off firewall protection altogether. This allows NetBIOS name resolution but reduces the security of the PC in other ways. To do this, check the **Off** check box then click **OK**. Kaleidescape does not recommend this option.

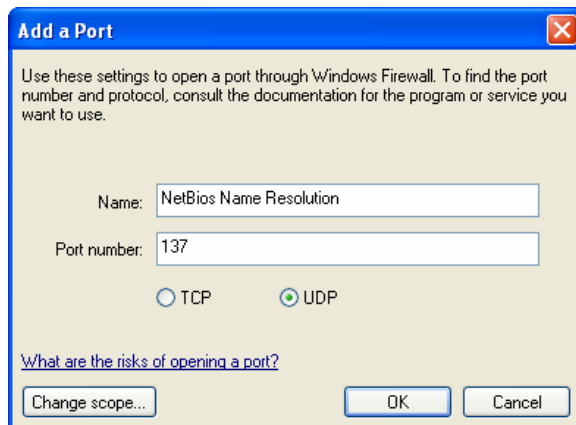
If you'd rather keep the firewall on, you can add an exception to allow NetBIOS name resolution through the firewall. Kaleidescape recommends this option.

To create an exception for NetBIOS:

1. Click the **Exceptions** tab on the Windows Firewall dialog box.



2. Click **Add Port**. The **Add a Port** dialog box appears.



3. Type "NetBIOS Name Resolution" in the **Name**: text box.
4. Type "137" in the **Port number**: text box. This allows network messages to be sent to port 137 only, in order to resolve network names.

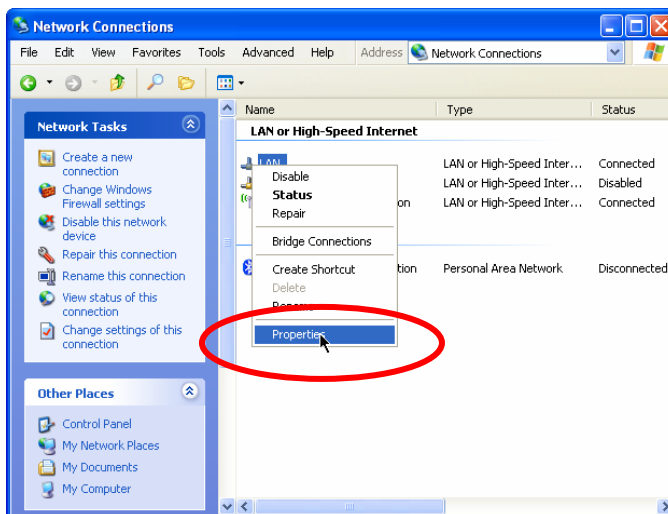
5. Select UDP.
6. Click OK to close each open window.
7. Check to see if you can open the User Web Utility.

## Enabling Windows NetBIOS on a PC

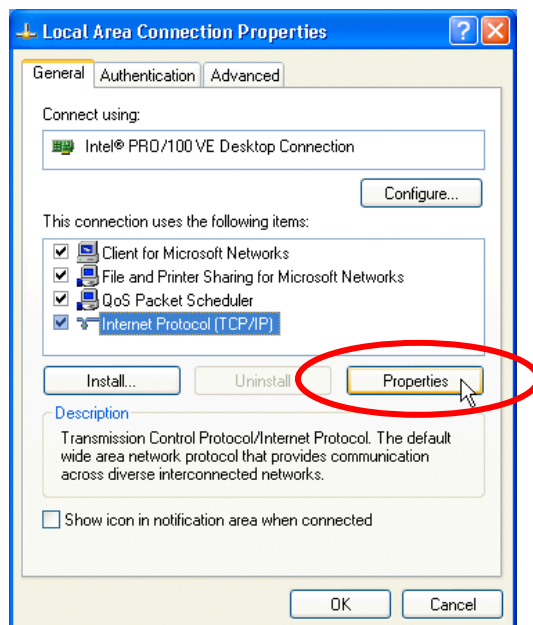
If your PC's firewall is disabled, or if it is enabled with an exception for NetBIOS name resolution and you still can't access the User Web Utility, then the PC's NetBIOS name resolution may be turned off.

To enable Windows NetBIOS:

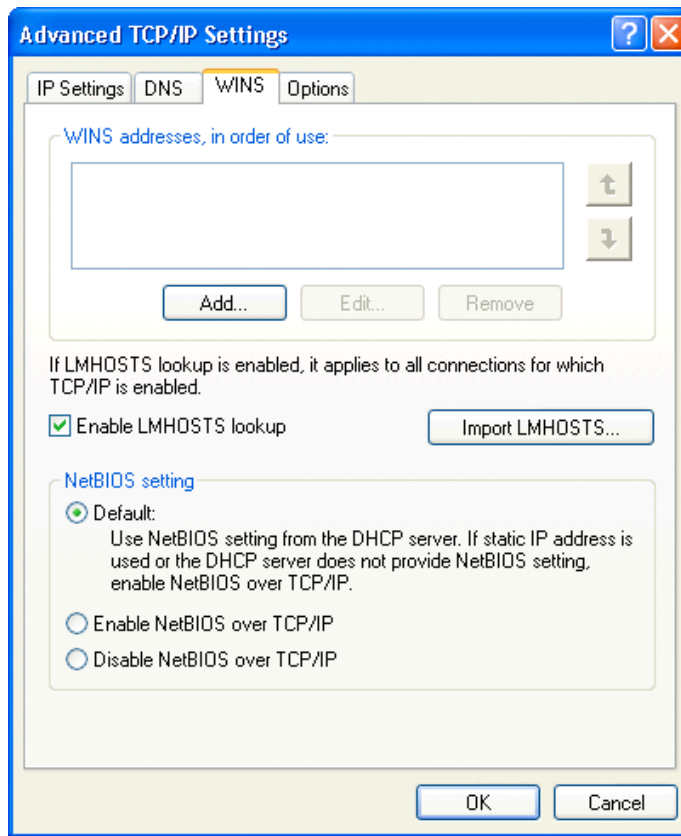
1. From the Start menu on your PC, click Settings and select Control Panel.
2. Double-click Network Connections.
3. Right-click LAN (or other name of your local area network) and select Properties.



4. Click Internet Protocol (TCP/IP) in the General tab and click Properties.



5. Click Advanced. The Advanced TCP/IP Settings dialog box appears.



6. Click the WINS tab.  
If Default is selected and the friendly URL isn't working, then your network DHCP server isn't providing NetBIOS name resolution. Click **Enable NetBIOS over TCP/IP** to make your PC do this itself.  
If **Enable NetBIOS over TCP/IP** is selected and the friendly URL isn't working, there is likely a problem with your network setup. Consult a Windows system administrator for help.
7. Click OK to close each open window.