

Dear Customer,

We cannot provide technical support for your network or components for several reasons. (Please read the EULA)

- It puts us in a position of liability for future support and the security of your network.
- We cannot support hardware that we do not sell as this put us in a position of liability for the functioning of the network hardware.
- Our staff is not trained to support a variety of network equipment.

Please read security recommendations: <http://www.supersalon.com/security/>

In an effort to provide some assistance please find below:

- Links to popular network hardware manufacturers where you can find help.
- Generic instructions for opening and closing router ports.

Note: Opening router ports presents a security risk. Some customers wish to open ports to allow browser-based remote access, or access to other systems on the network such as cameras. Remember: There is always a trade-off between security and convenience. We recommend erring on the side of security. Remote access systems such as logMeIn or GoToMyPC are more secure.

Opening Ports (Port Forwarding) Note: This reduces security and is not recommended

To port forward the router for accessing Super Salon remotely:

1. Connect to the router using a computer that is on the network same network: Using a web browser such as Internet Explorer, enter in the IP Address of the router into the URL field, typically this is 192.168.1.1 however it may vary depending on the manufacturer.
2. You may be prompted for a username and password, if you have not set up a username and password, the default is typically **admin** for the username and a blank password, or admin for the password and a blank username but again varies depending on the manufacturer.
3. Once you've successfully logged into the router, you will need to look for the port forward settings area, this may be under an advanced section of the router setup.
4. In the port forward settings, create a new forward, for the IP Address you will need to use the IP Address of the computer using Super Salon, which can be found by going into the Start Menu > Run, type in cmd, press okay, in the black window type in ipconfig, this will give you the ip address of the computer. In the port forward setup, enter this IP Address, for the port type in 80 (note you may have two fields for the port, if so enter 80 in both fields) and click save.
5. To forward for the ports for RealVNC, create another port forward using the same IP Address however for the port, type in 5900. When setting up the port forward you may also be asked to select either a protocol of either TCP or UDP, the protocol if prompted, should always be TCP.

Closing Ports

1. To disable remote access to super salon you will need to connect to the router using a computer that is on the network same network. Using a web browser such as Internet Explorer, enter in the IP Address of the router into the URL field, typically this is 192.168.1.1 however it may vary depending on the manufacturer.

2. You may be prompted for a username and password, if you have not set up a username and password, the default is typically admin for the username and a blank password, or admin for the password and a blank username but again varies depending on the manufacturer.
3. Once you've successfully logged into the router, you will need to look for the port forward settings area, this may be under an advanced section of the router setup.
4. In the port forward settings, delete the forwarding of port 80 to the computer using Super Salon.

If your router came equipped with a firewall built in, all other vital ports will be disabled.

Links to common hardware:

- Linksys website: <http://www.linksysbycisco.com/US/en/products/Routers>
- Linksys help forum: http://forums.linksysbycisco.com/linksys/board?board.id=Wireless_Routers&page=1
- How to forward the HTTP port (80), for any router: http://www.portforward.com/english/applications/port_forwarding/HTTP/HTTPindex.htm
- How to forward the RealVNC port (5900), for any router: http://www.portforward.com/english/applications/port_forwarding/RealVNC/RealVNCindex.htm

Thank you very much for your understanding. We appreciate your business very much.

The SuperSalon Support Team.