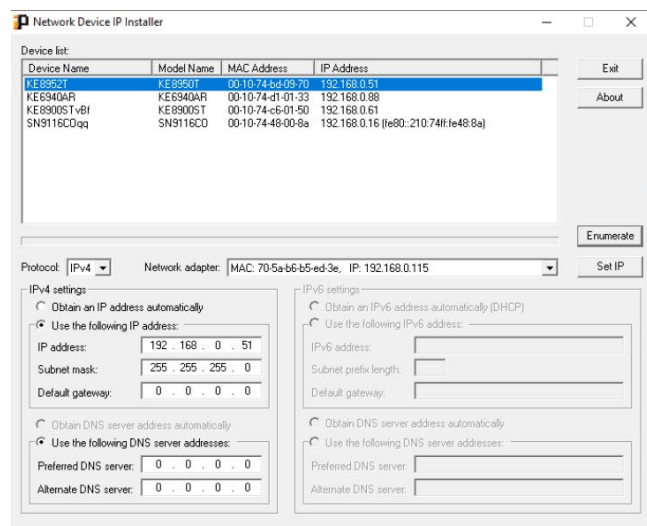


## Cannot add KE to CCKM

\* Please update your CCKM and KE devices to latest version first.

\* Please make sure your KE device can be identified on IPinstaller: please download and run IPinstaller in your CCKM server.

[https://www.aten.com/global/en/products/release-note/?action=release\\_note&type=driver&eid=511](https://www.aten.com/global/en/products/release-note/?action=release_note&type=driver&eid=511)



### Possible Causes:

1. Java : from Java 8 update 291, Java adds TLSv1 and TLSv1.1 in disabled algorithms and the two are utilized in many of our over IP products and KE devices.

- Short term solution: in case you encountered an issue on our over IP product when installed Java 8 update 291 or newer version, please adopt either one below:

Using java 8 update 271 instead: after installed java 8 update 271, please remove java 8 update 291.

Or

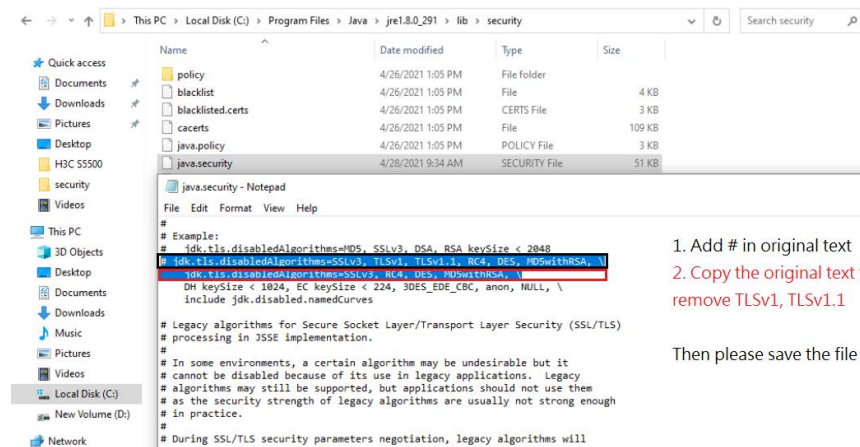
On Java 8 update 291 or newer version: Modify java.security by removing TLSv1 and TLSv1.1 in disabled algorithms.

Steps:

A. Find the java.security in the CCKM Server: in the example its path is

[C:\Program Files\Java\jre1.8.0\\_291\lib\security](#)

B. Modify "java.security" as below



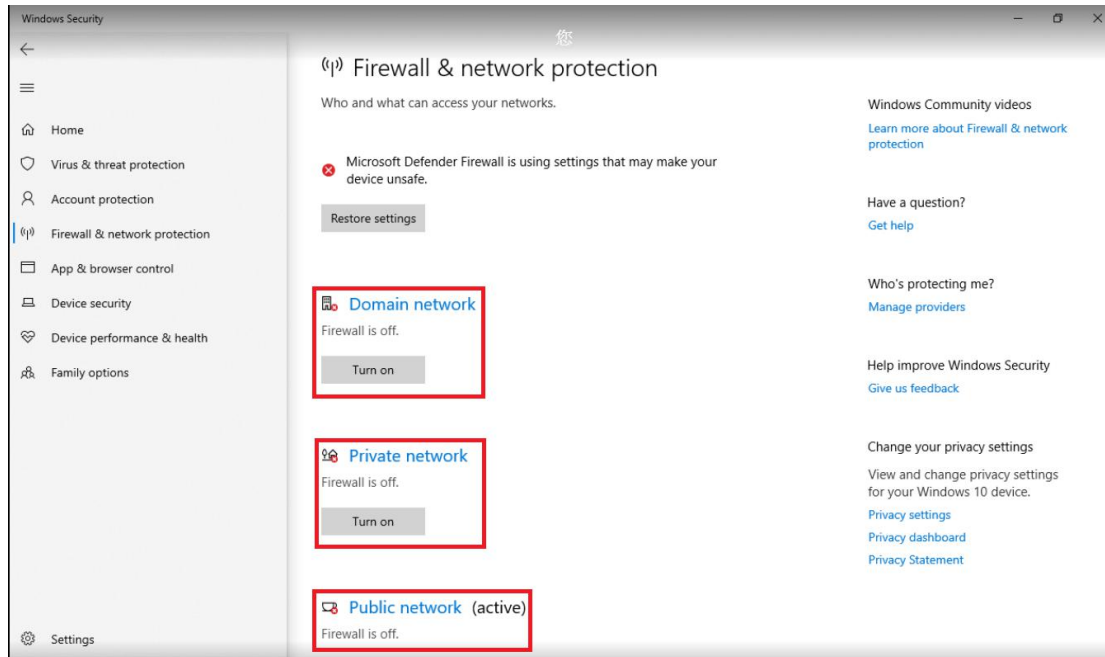
1. Add # in original text
2. Copy the original text to next column, remove # and remove TLSv1, TLSv1.1

Then please save the file and reboot the server.

- Long term solution: we will add TLSv1.2 support on relevant products by providing firmware in later release.

## 2. Firewall or Antivirus blocks necessary ports:

Initially we suggest temporarily turn off Windows firewall and disable antivirus.



You may open below ports for CCKM and KE if firewall and antivirus are needed to enable. Please refer to page 135 of user manual:

[https://assets.aten.com/product/manual/ke6900-ke6940-ke6900a-ke6940a-ke6900ait-ke6940ait-ke6900st-ke6910-ke6912-ke6920-ke6922-ke8950-ke8952-ke8900s-ke9900st-ke9950-ke9952-cckm\\_um\\_w\\_2022-01-25.pdf](https://assets.aten.com/product/manual/ke6900-ke6940-ke6900a-ke6940a-ke6900ait-ke6940ait-ke6900st-ke6910-ke6912-ke6920-ke6922-ke8950-ke8952-ke8900s-ke9900st-ke9950-ke9952-cckm_um_w_2022-01-25.pdf)

## KE I/O Ports

The following table provides the I/O port use of KE Series devices.

Device	Port	Number
KE Matrix Manager (TCP)	HTTP	8080
	HTTPS	8443
	Device TCP	9110
	CLI	9111
	Redundancy	9120
	Database Service	1527
KE Matrix Manager (UDP)	Port	9110
	Broadcast	9000
KE TX/RX Device (TCP)	Manager	9110
	Service	9000
	Telnet	23
	SSH	22
KE TX Device (TCP)	VM	9001
	vUSB	9002
	Serial	9003
	USB Access Mode	9009
KE RX Device (TCP)	CLI	9130
KE TX/RX Device (UDP)	Manager	9110
	Service	9000
	Array Mode	9120
	Video	0xFE00(65024) - 0xFE03(65027)
	Audio	0xFE04(65028) - 0xFE05(65029)

3. If you still cannot add KE to your CCKM after above two measures, please hard reset your KE device then check again: you can power up your KE device, then using end of a paper clip, press and hold the reset button for about 5 seconds until you hear a beep sound. On standard version KE device, the reset button is in the rear of device. For example, below diagram is from KE6900AR:



4. For slim version, the reset button is in the front of device. For example, below diagram is from KE8900SR:

