How do I allow Electa Live traffic on my network?

This article discusses the following questions

How do I allow Electa Live traffic on my network?

What exceptions should I add to my firewall for Electa Live sessions?

What ports does Electa Live use?

What IP range is assigned to Electa Live?

What settings does Electa Live recommend for proxy servers?

How do I configure a proxy server to work with Electa Live?

Some networks are protected by firewalls which do not allow outbound connections to Electa Live infrastructure. If you have a restrictive firewall running on your network please consider the following information to ensure traffic to and from the Electa Live domain is routed appropriately through your firewall or proxy servers. Please review the settings below:

Ports Used by Electa Live

Electa Live will attempt an **outbound connection to one of the remote ports** in the order listed below.

TCP **9910**, TCP **3301**, TCP **443**

If your firewall is restricting the outbound connections to the below ports you will have to allow at least one of them in order to connect to the live session. Please note that there is no need to open the above ports for incoming connections as Electa Live does not need to accept inbound connections from the Internet.

Address Ranges of the Electa Live Network

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Electa Live uses a distributed server infrastructure. Different Electa Live sessions are hosted on different servers based on the user location. When adding exception to your firewall you have to do that for the entire **e-lecta.com** domain by ensuring access to *.e-lecta.com considering the above ports. If you are unable to do that on your firewall please contact Electa Live support to obtain a narrower domain list or specific IP addresses.

If There is a Proxy Server on Your Network

If you have a proxy server on your network you will have to configure the virtual room plug-in to use your proxy server.

You can configure the plug-in to connect to your proxy server having in mind that the following proxy types are supported: SOCKS and SSL (HTTPS). A simple HTTP proxy is not supported for security reasons.

The manual proxy configuration requires the following steps:

1. First you need to have the latest virtual room plug-in installed. You can get it from our virtual classroom plugin download page.
2. Try to connect to one of our testing rooms.
3. If your connection fails you will be taken to the "Connection Settings" window.
4. You have several options to choose from – "**No Proxy Server (Direct Connection)**", Several **SOCKS** types and an **HTTPS** (SSL) type. Please note that there is no simple HTTP proxy option due to security reasons as mentioned above. If you have a simple HTTP proxy with no SSL support Electa Live won't connect.
5. Choose your proxy type and specify the address and the port of the proxy server. If it requires a proxy username/password then you have to fill in the respective fields too.
6. Then click OK and close all windows.

After the configuration is complete please try your connection again in the testing room.