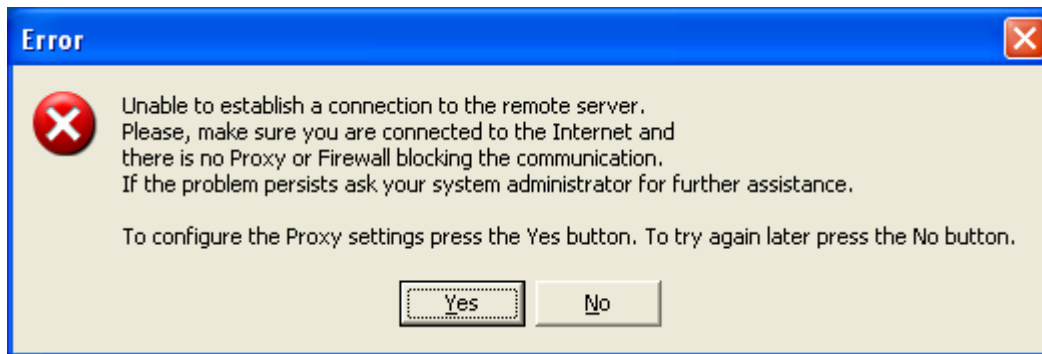


## Resolving connection problems

Sometimes users who are trying to connect to a live session from a corporate network or from home may experience connection problems.

These connection problems result in displaying the following message



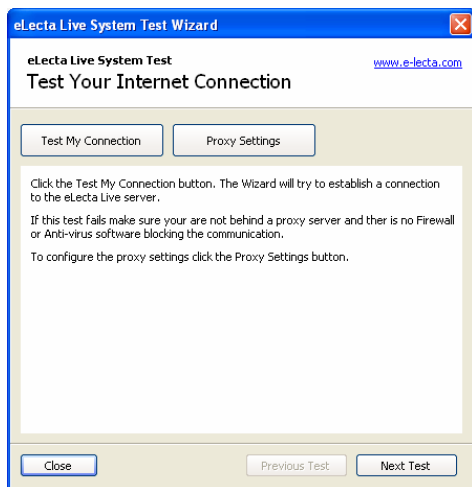
If you get the above message it means that eLecta Live client application cannot establish a connection to the server where eLecta Live session is held.

There can be several reasons for this connection problem. eLecta Live provides a system configuration tool to help you get prepared for the live sessions.

You can download and run the system testing tool from the following address:

<http://support.e-lecta.com/binaries/tools/electasystemtest.exe>

To resolve connection problems start the testing tool.



Click the Test My Connection button. If the wizard succeeds you can try to log into the live session from the link provided. If the wizard fails you need to walk through the steps below and figure out what the problem is.

## Possible Reason 1: You are not connected to the Internet.

Make sure you have access to the internet. Try to open the following web site <http://www.electa.com> (or another one) in your default browser.

## Possible Reason 2: You have an antivirus software blocking eLecta Live

Usually eLecta Live has no problems working together with anti-virus software. Some older versions of the antivirus software however may not respect the digital signature of eLecta Live and prevent it to access the remote server.

In this case you need to make sure your ant-virus software is configured so that it allows unrestricted access of eLecta Live. Please refer to the antivirus software guides.

## Possible Reason 3: You are connecting to the internet by a proxy server.

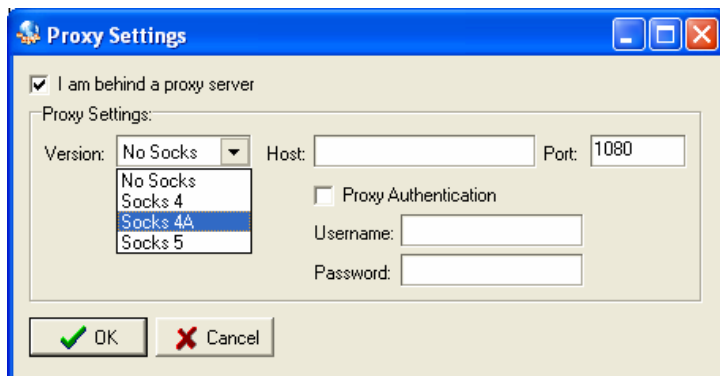
### What is a Proxy? What are these proxy settings, anyway?

A Proxy server allows networks to connect to each other. Proxy servers are commonly found on corporate networks. If you are unable to get eLecta Live to connect in your corporate network, it could be that your company uses a proxy server.

If your company uses a proxy server you may need to contact your company system administrator for assistance.

To configure eLecta Live to connect to your proxy server start the connection testing tool. On the "Test My Connection" page click the Proxy Settings button. In the Proxy settings window mark "I am behind a proxy server"

Specify the proxy version as well as the address (host) and port. eLecta Live supports the following proxies: Socks 4, 4A and 5.



Some proxy servers require additional username/password authentication. In this case mark the "Proxy Authentication" and specify the username/password you have for the proxy server. Please note that these are not the username/password you use to access the live sessions. If you don't know the Proxy username/password you have to contact your system administrator.

Press the OK button and then try to test your connection again.

### **Possible Reason 4: Your Company (home) network has a very restrictive firewall or there is a gateway which is preventing eLecta Live to establish a connection to the remote server**

Some eLecta Live users might experience problems connecting due to installed firewall on their computer or due to a router or a gateway which has restrictive connection policy. eLecta works with any firewall and router hardware/software.

eLecta Live needs unrestricted outgoing TCP connections to some TCP ports. If you fail to connect to the live session, it is likely that your firewall (or router) is blocking these and you need to open up some outgoing TCP connections. Note that this is about outgoing connections, not incoming connections. In most firewalls (or routers), you have to specify a destination port or port range to open.

If you aren't familiar with firewalls or ports, it may be a good idea to ask a system administrator or tech-savvy friend to help you. The minimum requirement is that eLecta Live needs unrestricted outgoing TCP access to the following ports: **9910, 9911, 9912, and 9913.**

eLecta Live client application does not listen on any TCP port. It only needs outbound access. eLecta does not use UDP communication so TCP access is enough.

Once the firewall (or the router) is configured you can try to test your connection with the testing tool.