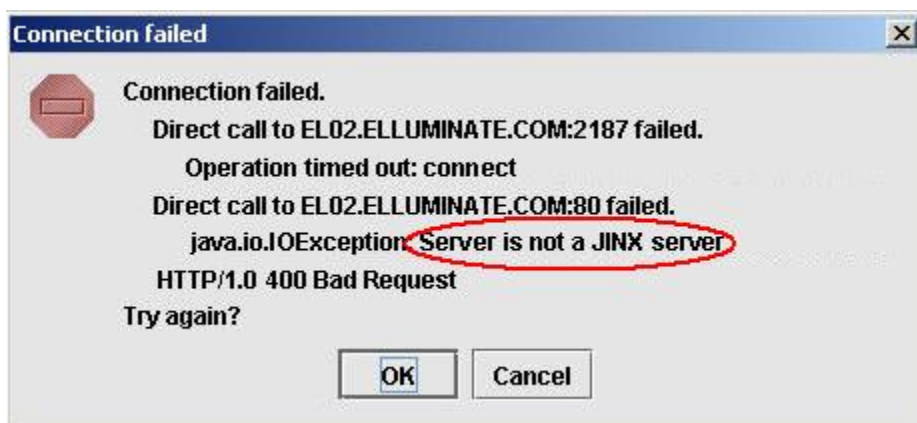


Connection Failed. Direct call to ...ELUMINATE.COM failed.

This message displays when you are prevented from connecting to an Elluminate *Live!* server to authenticate and join a session. This may be caused by a firewall/proxy or lost Internet connection.

Keywords sometimes found in the error message dialogue box:

- **Connection timed out**
- **Proxy call to server: port via server: port failed**
- **Connection refused by proxy: Service Unavailable**
- **Try Again?**
- **2187, 80**



Solution:

- Verify your internet connection is active.
- Configure your Proxy and/or Firewall settings to allow access to Elluminate *Live!*.

Configure a Proxy Setting

Java Web Start should automatically detect your proxy settings. Various errors will direct you to change proxy settings.

- Note: If any required address/port information is missing, contact a Systems Administrator.

Follow instructions for your operating system and/or browser.

(Windows, MAC OS X, Firefox, Solaris, Mozilla and Netscape are shown below)

Windows

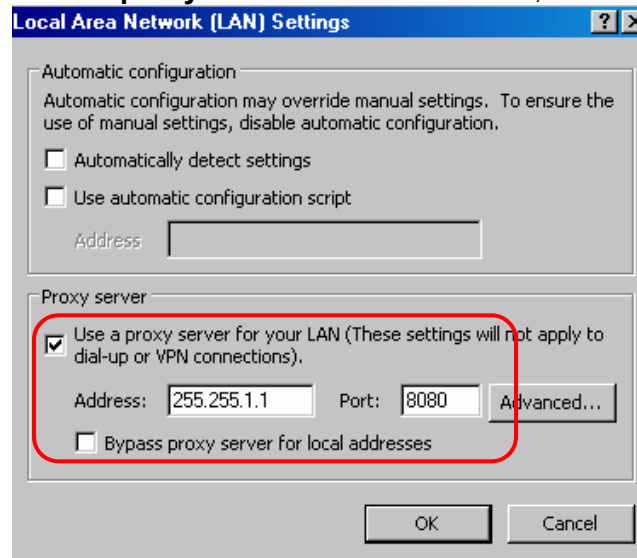
STEP ONE:

Go to the **Start** menu - **Control Panel**

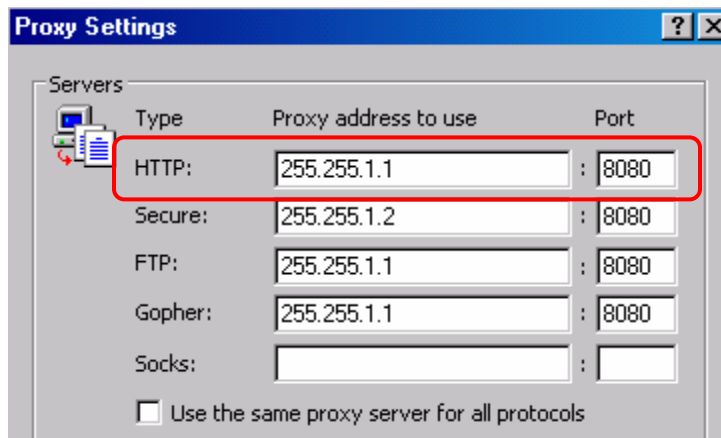
- Open **Internet Options** control
- Select the **Connections** tab
- Click on **LAN Settings...**



- If the **Use a proxy server...** field is checked, record the address and port information.



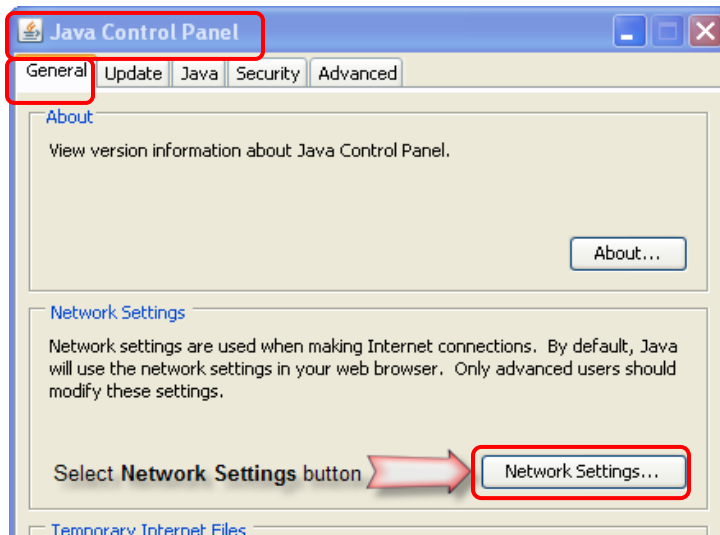
- If **Use a proxy server...** field is checked, and the Address or Port is null, click the **Advanced...** button. Record the information next to HTTP (or Gateway)
- If **Proxy Address** and **Port** or not present, contact your System Administrator.



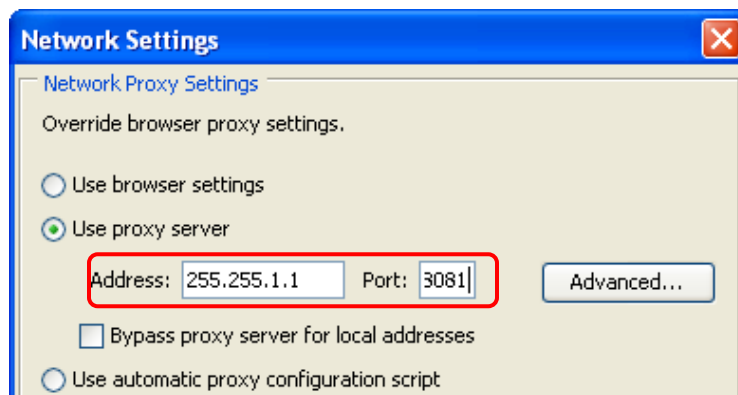
Enter the Proxy Information into Java

STEP TWO:

- Go to the **Start** menu - **Control Panel**
- Select **Java**
- Click the **General** tab, click **Network Settings**



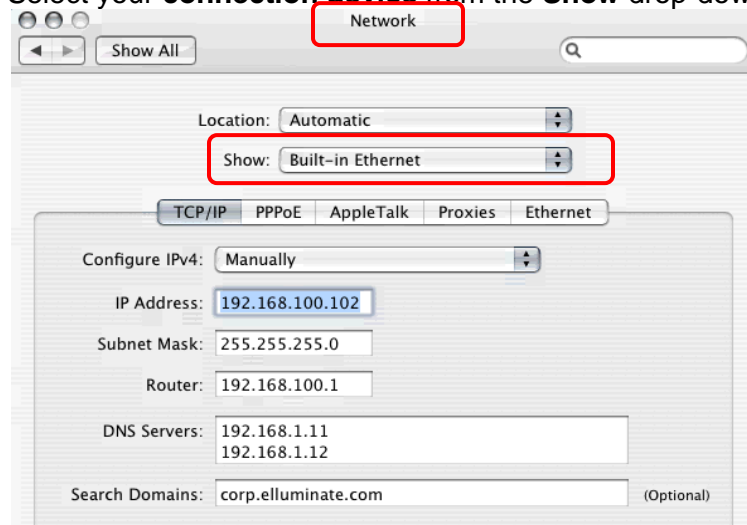
- Click the **Use proxy server** radio button.
- Enter the information the Proxy address and Port information from step 5. (above)



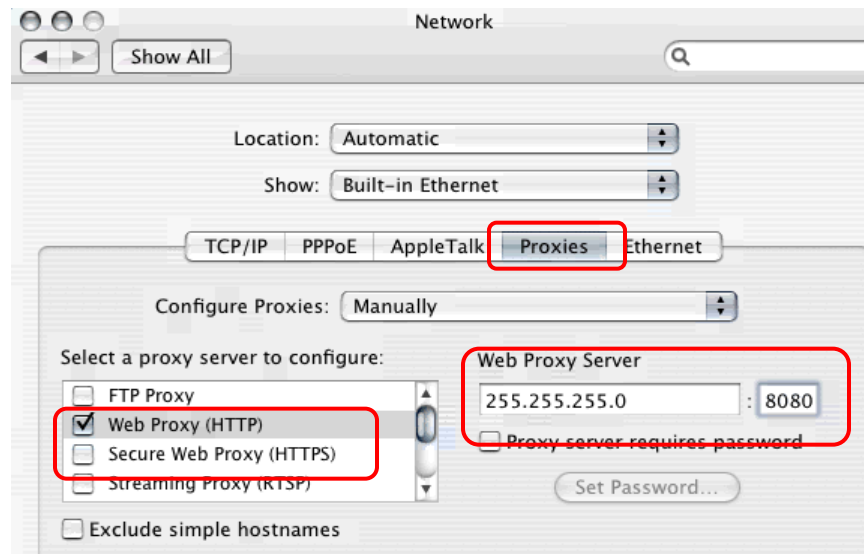
Mac OS X

STEP ONE:

- Open **System Preferences**
- Select **Network**
- Select your **connection device** from the **Show** drop-down box



- Select the **Proxies** tab



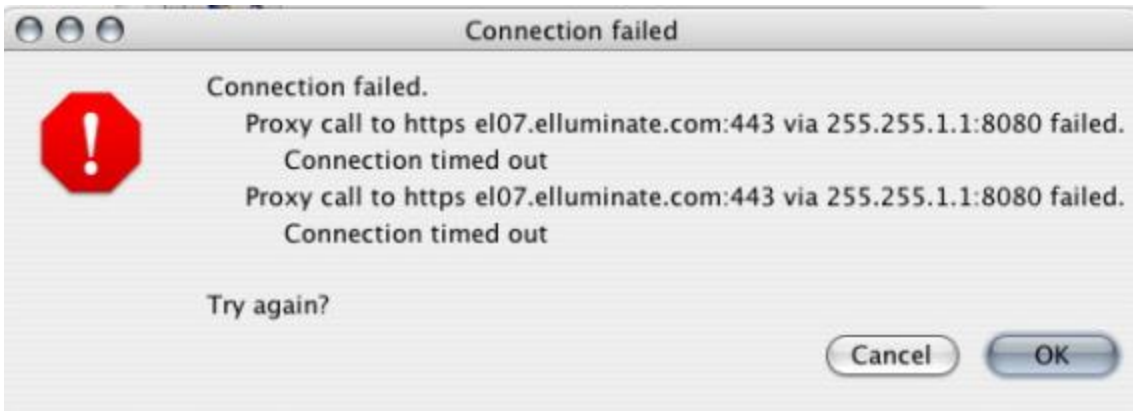
- Copy the Address and Port fields from the Proxy Server field.

STEP TWO:

Entering Proxy Information into Elluminate *Live!*

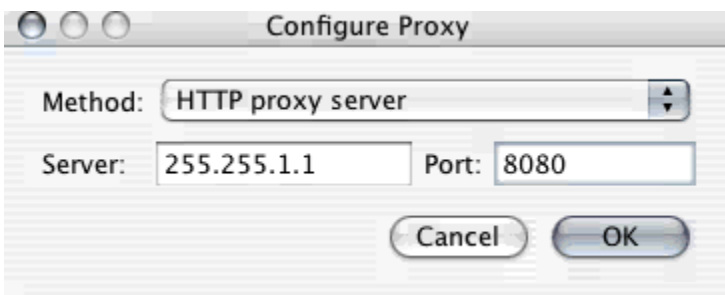
The proxy information should pass automatically from Java Web Start to Elluminate *Live!*. If it does not, a Connection Failed error message will appear, and it may be necessary to manually configure the proxy settings in Elluminate *Live!*. In this step, Elluminate *Live!* will be manually configured to use a specified address and port number to connect to a proxy.

1. Cancel the authentication process by clicking the **Cancel** button when prompted to try again in the Elluminate *Live!* environment.

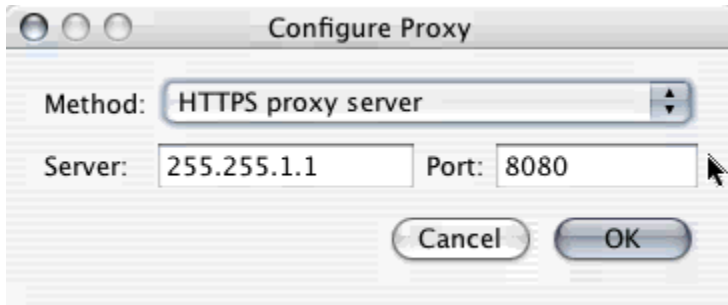
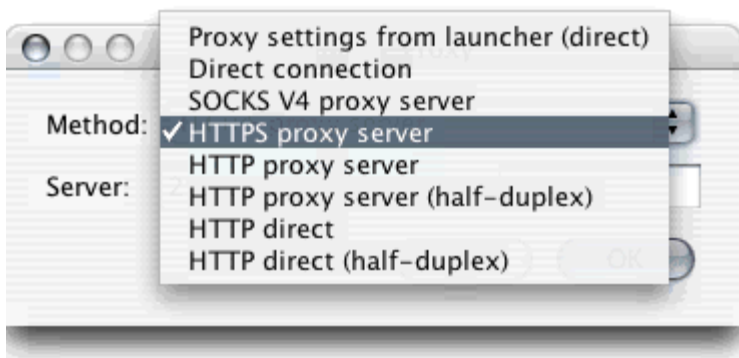


2. Select **Proxy Configuration...** from the **Session** menu.
3. In the 'Type of proxy server...' field, select 'Use HTTP proxy server'.
4. Enter the proxy address recorded in the step above into the Server field, and the port number into the Port field.

NOTE: The connection failed message may have different server information than from above. Elluminate connects currently on servers el01.illuminate.com through - el08.illuminate.com.



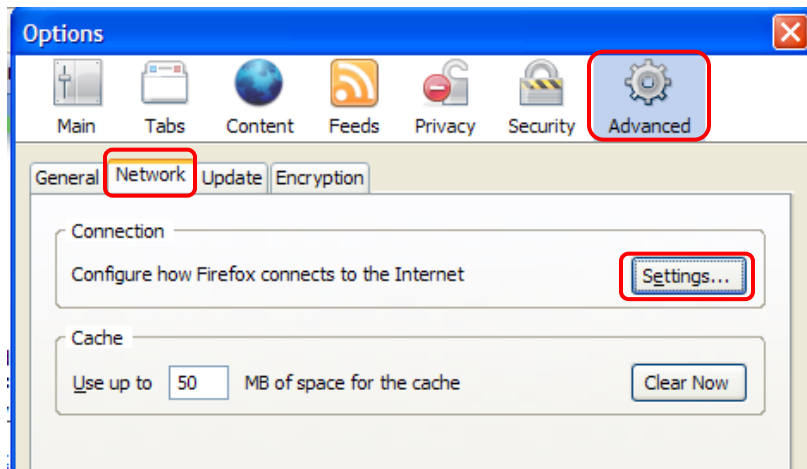
5. Click **OK**.
6. Select **Join the Session** from the **Session** menu.
7. If this fails, go back to step 3 and select 'Use HTTPS proxy server'.



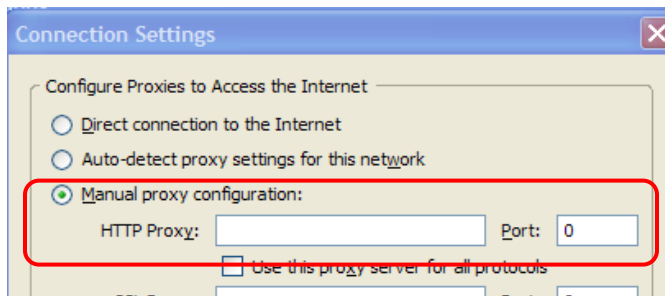
Firefox

STEP ONE:

- Open **Firefox**
- Go to **Tools > Options**
- Click the **Advanced** button > click the **Network** tab
- Click **Settings**



- Record the address and port numbers listed under **Manual proxy configuration**

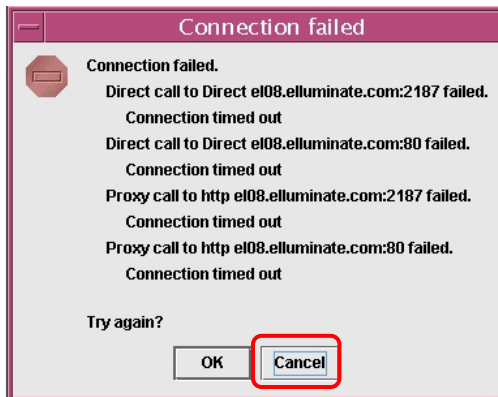


STEP TWO:

Enter Proxy Information into Elluminate

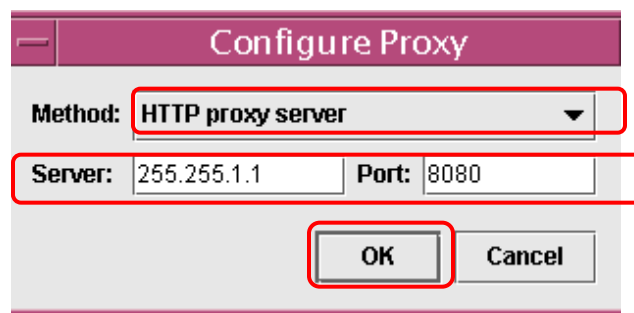
In this step, manually configure Elluminate to use a specified address and port number to connect to a proxy. This is done from the error message dialogue box.

- Click the **Cancel** button to cancel the authentication process.



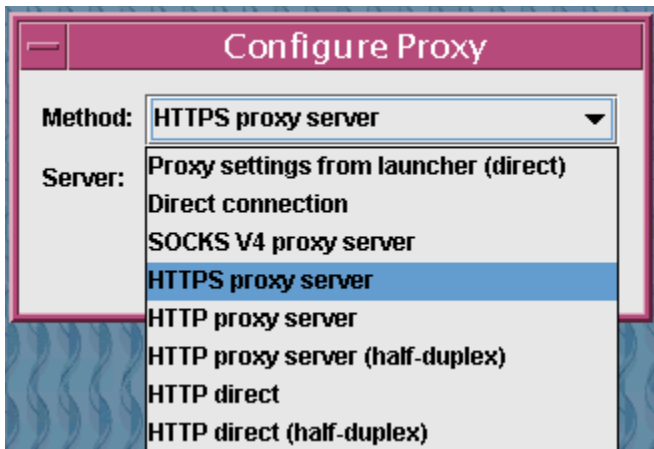
- Select **Proxy Configuration...** from the **Session** menu
- In the **Type of proxy server...** field, select **Use HTTP proxy server**.
- Enter the proxy address recorded in the step above into the Server and Port fields.
- Click **OK**

NOTE: The connection failed message may have different server information than from above. Elluminate connects currently on servers el01.elluminate.com through - el08.elluminate.com.



- Select **Join the Session** from the **Session** menu

Note: If this fails, go back and select **Use HTTPS proxy server**.

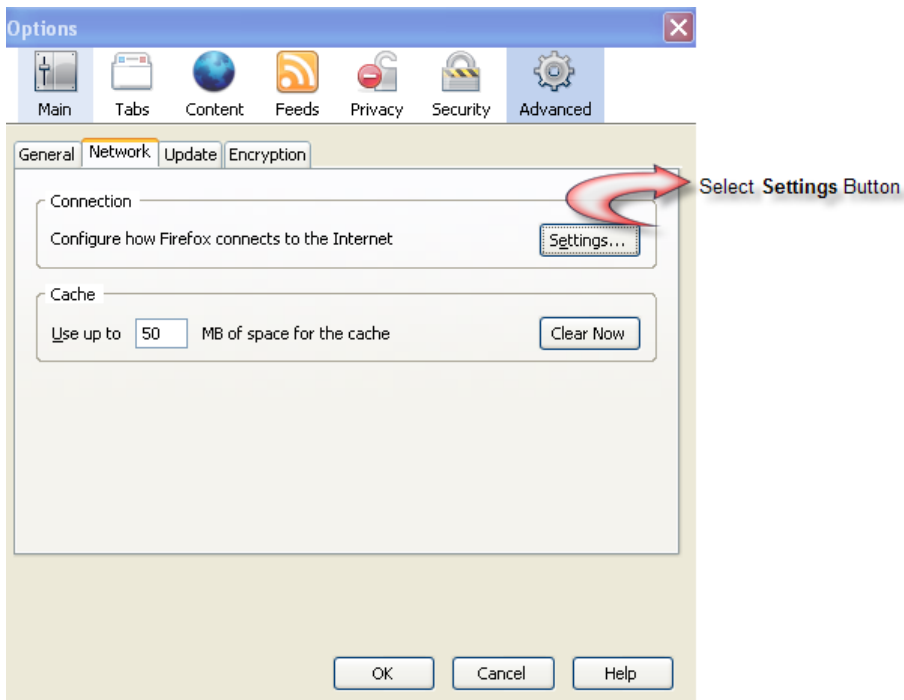


Solaris SPARC 10

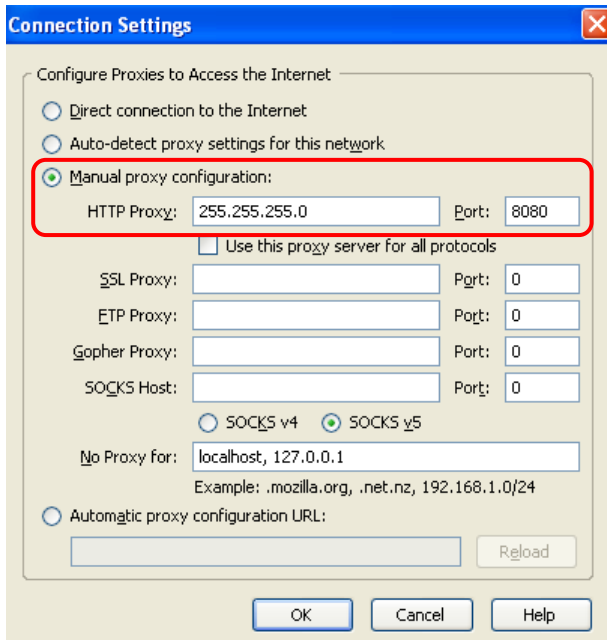
STEP ONE:

Mozilla

- Open **Mozilla**
- Select **Options** from the **Tools** menu
- Select the **Advanced** button and then select the **Network** tab
- Select the **Settings** button in the **Connection** area



- Record the address and port numbers listed under **Manual proxy configuration**



Netscape

- Open **Netscape**
- Select **Preferences** from the **Edit** menu
- Expand the **Advanced** menu and select **Proxies**
- Click the **View** button beside **Manual Proxy Information**
- Record the address and port numbers listed beside **HTTP Proxy and Security Proxy**

If this information is not available or not present on your computer, you will need to contact your System Administrator for assistance.

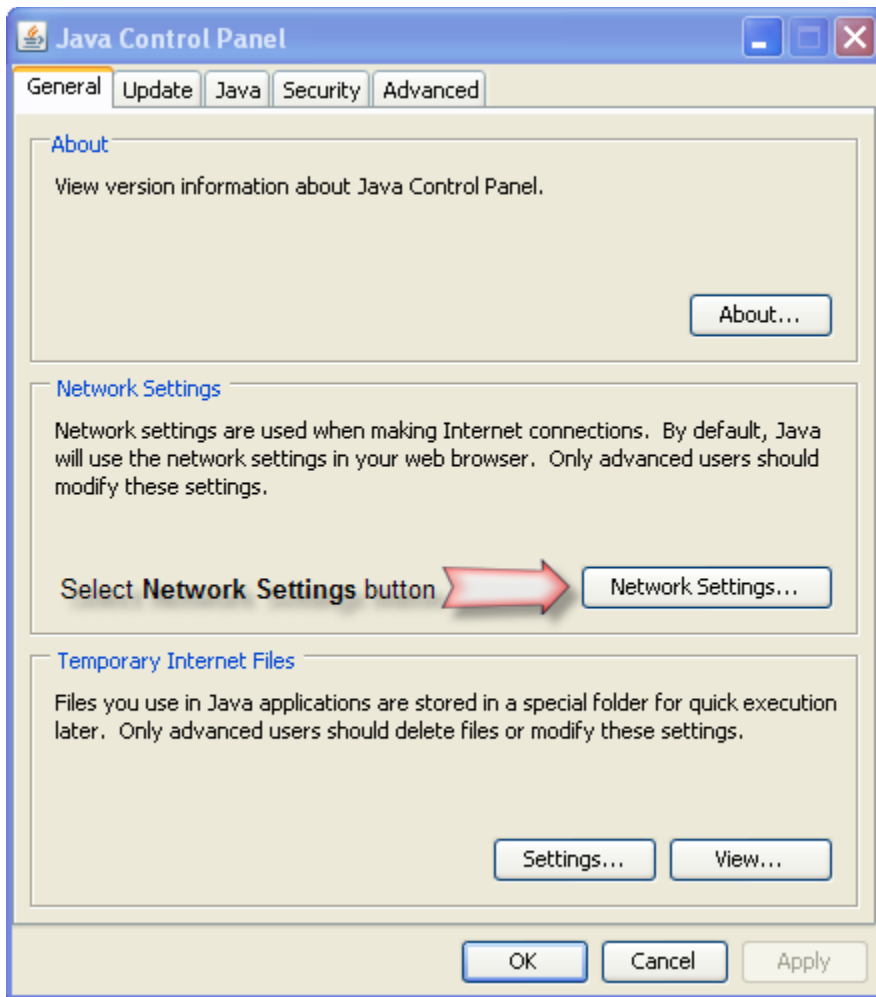
If you get a Java Web Start error when launching into Elluminate *Live!*, you may need to configure the proxy settings for Java Web Start manually.

STEP TWO:

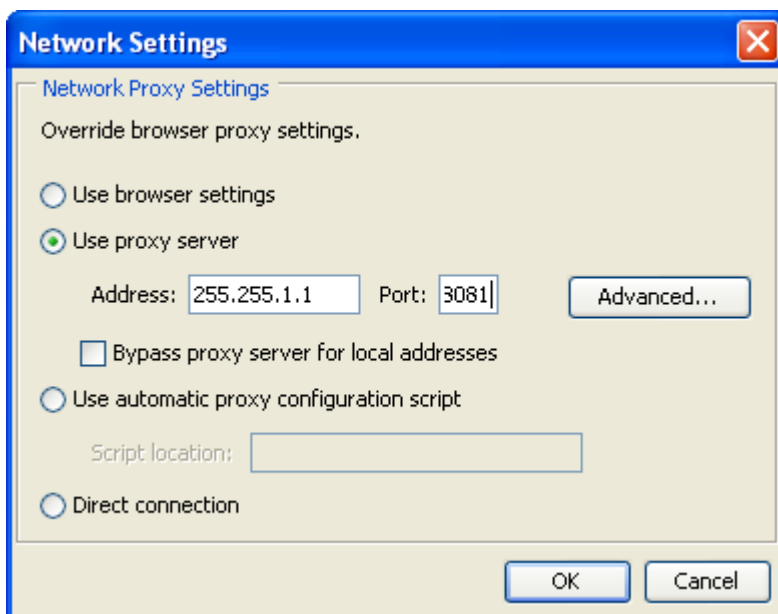
Entering Proxy Information into Java

Open **Java Application Manager**

- Solaris:** Open a **Terminal** window and type **javaws**.
- From the General tab, select the **Network Settings** button



- In the pop-up, click the button to **Use proxy server**. Then enter the information you copied before into the Address and Port boxes.

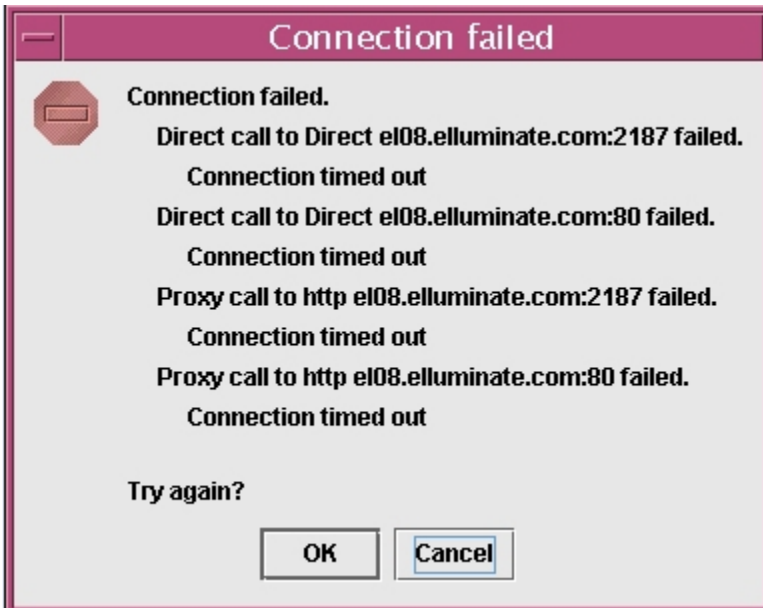


STEP THREE:

Entering Proxy Information into Elluminate *Live!*

The proxy information should pass automatically from Java Web Start to Elluminate *Live!*. If it does not, a Connection Failed error message will appear, and it may be necessary to manually configure the proxy settings in Elluminate *Live!*. In this step, Elluminate *Live!* will be manually configured to use a specified address and port number to connect to a proxy.

1. Cancel the authentication process by clicking the **Cancel** button when prompted to try again in the Elluminate *Live!* environment.

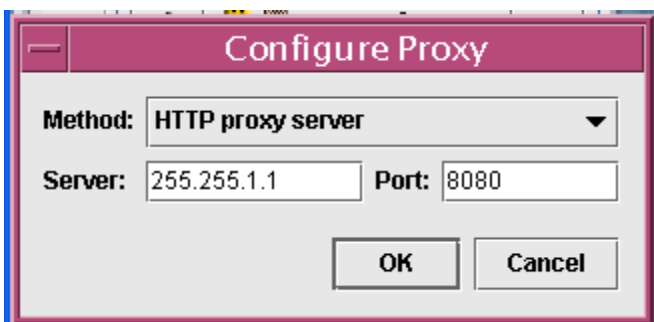


2. Select **Proxy Configuration...** from the **Session** menu.

3. In the 'Type of proxy server...' field, select 'Use HTTP proxy server'.

4. Enter the proxy address recorded in the step above into the Server field, and the port number into the Port field.

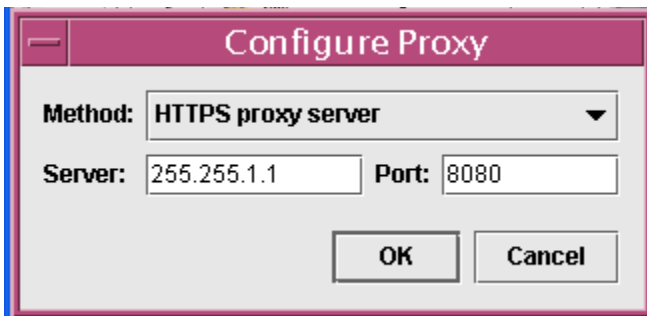
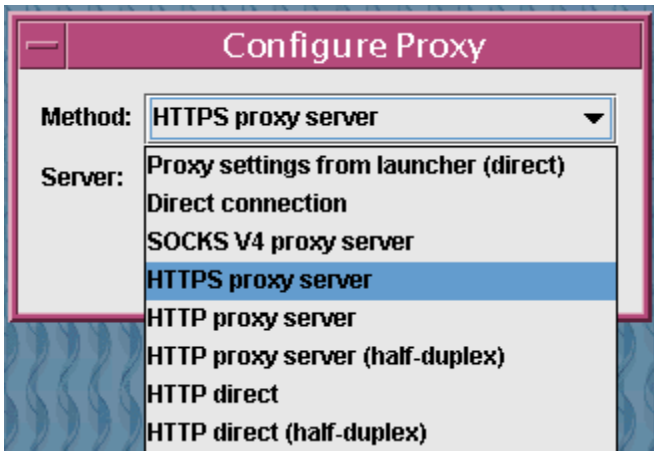
NOTE: The connection failed message may have different server information then from above. Elluminate connects currently on servers el01.illuminate.com through - el08.illuminate.com.



5. Click **OK**.

6. Select **Join the Session** from the **Session** menu.

7. If this fails, go back to step 3 and select 'Use HTTPS proxy server'.



CONFIGURE a PERSONAL ROUTER or FIREWALL

General Tips:

- Allow Java Web Start (javaws.exe) access to the internet - may require both inbound and outbound connections.
- Elluminate *Live!* may require access separately - allow on both inbound and outbound connections.
- Possible prompt to allow **leEmbed** access to the internet when conducting a Web Tour.
- Configure the firewall/router to allow Elluminate traffic through.

Configure your Personal Router

Examples follow for the following routers:

- Norton Personal Firewall / Norton Internet Security
- McAfee Firewall
- Zone Alarm / Zone Alarm Pro

Allow outbound access to host addresses:

- el01.elluminate.com to el08.elluminate.com

Allow access for port IP addresses:

- 216.220.49.[212,215,216]
- 65.110.166.[165 – 169]

Open Ports:

- 80 has to be open for outbound traffic
- 2187 has to be open for outbound traffic

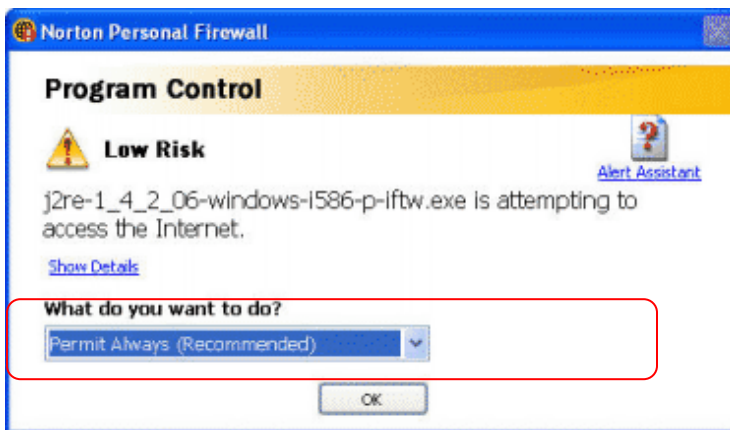
Additional steps if above is not successful:

- Disable SPI (Stateful Packet Inspection) as it tends to interfere with out communication protocol.
- Specify the connecting machine as DMZ (Demilitarized zone).

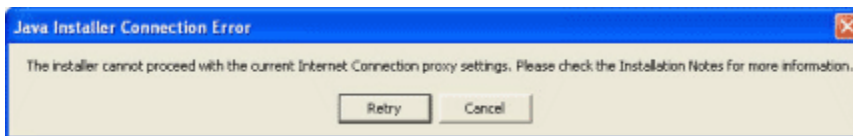
Norton Personal Firewall

Steps to complete during first time use:

1. Approve the Java Web Start download.
2. At the prompt to confirm choose **“Permit Always”**.
3. Java Webstart will install correctly.



4. If you receive the error message **"Java Installer Connection Error"**, download and install our [Offline installer](#).

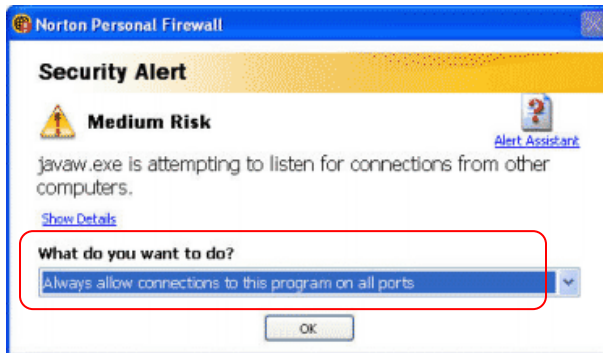


5. Approve **Elluminate Live!** to launch a session - a set of files will download to run.

6. Select **"Permit Always"** to continue.

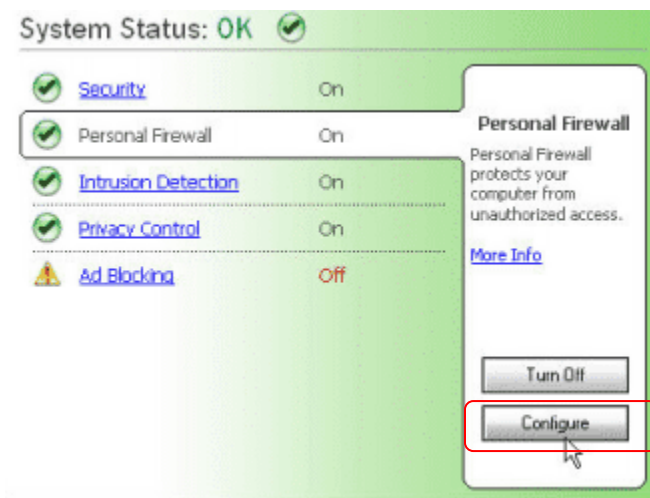


Change the option to **"Always allow connections to this program on all ports"**.



Set Permissions after the initial launch of Elluminate:

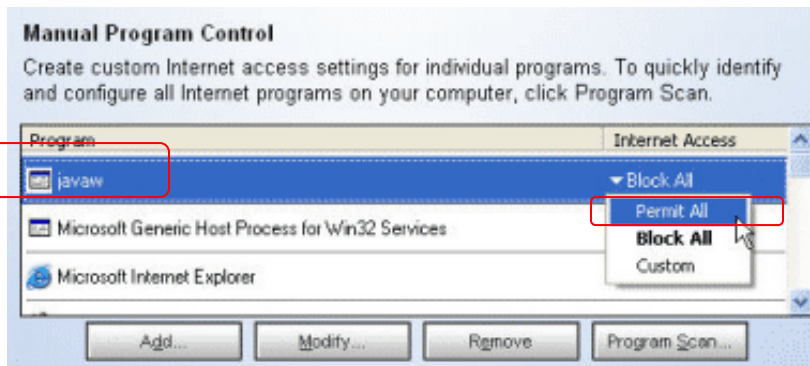
1. Open the application, select **"Personal Firewall"**, and click the **"Configure"** button.



2. Go to the **"Programs"** tab:

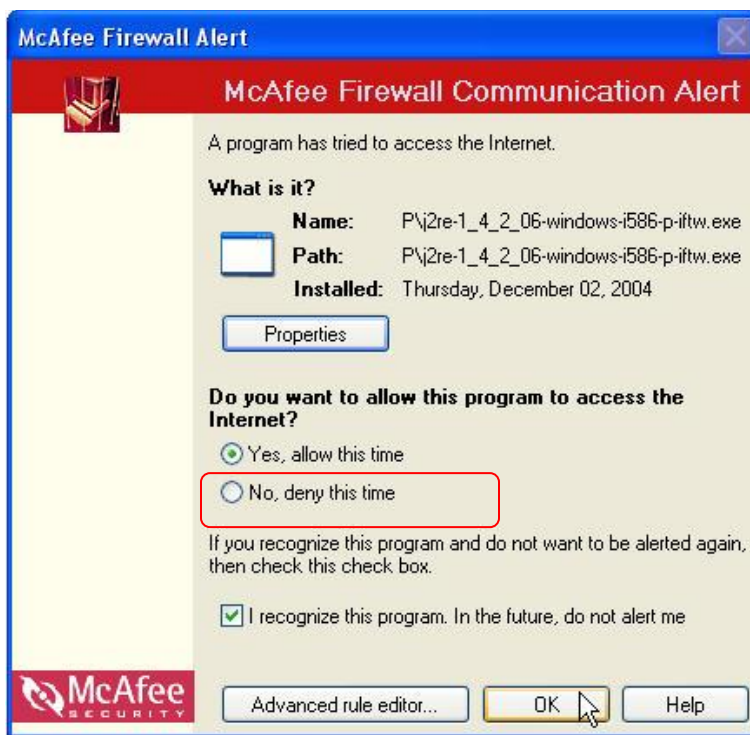
- Find the program **"javaw"**

- Click the **“Internet Access”**
- Select **"Permit All"**.
- Click **"Ok"** and **"Close"**.

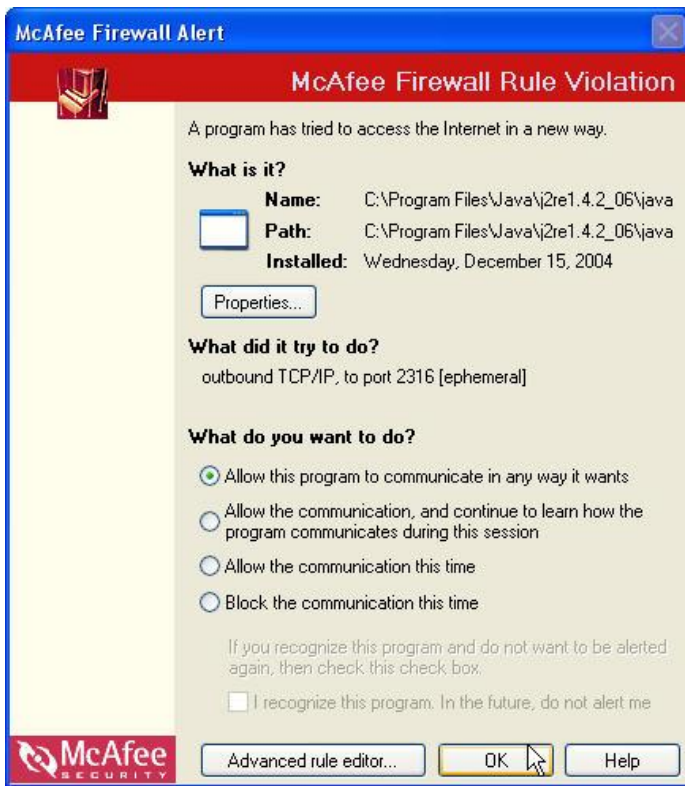


McAfee Firewall

1. Approve the Java Web Start download
2. At the prompt check **“Yes, allow this time”**.
3. Approve Elluminate to launch session.
4. Allow download the files to run.

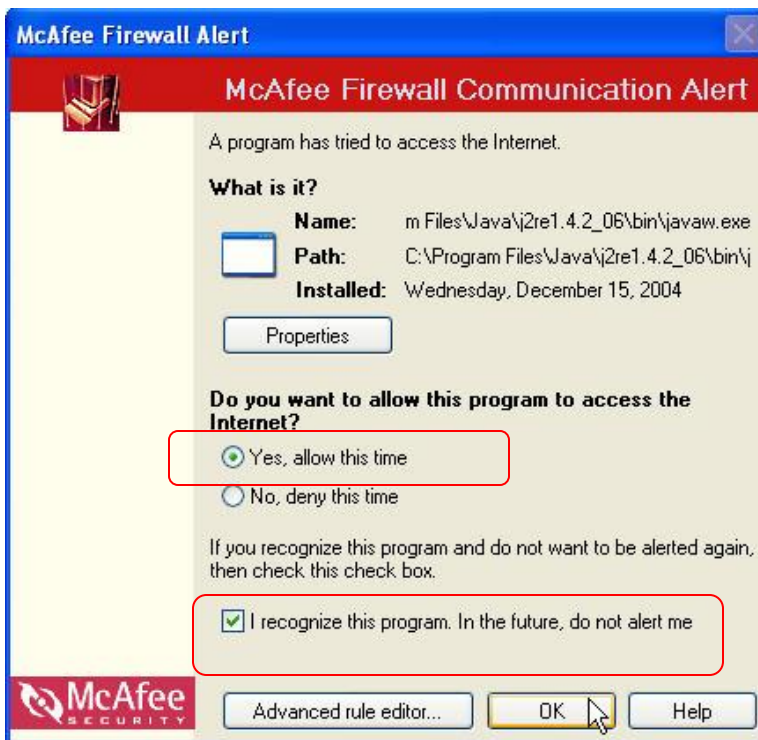


5. Click **"Allow this program to communicate in any way it wants"**



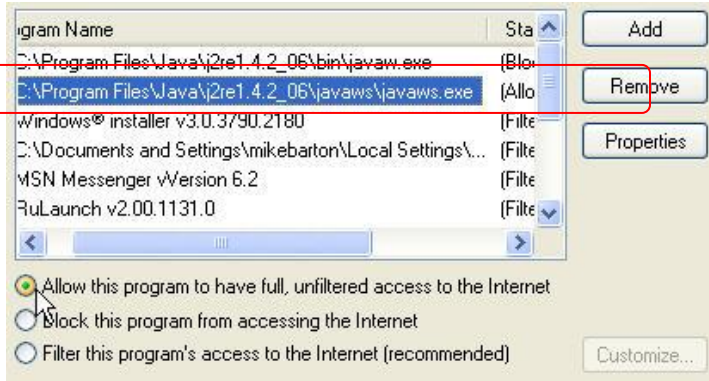
If these messages appear:

1. Click "Yes, allow this time"
2. Check "I recognize this program. In the future, do not alert me."
3. Click OK



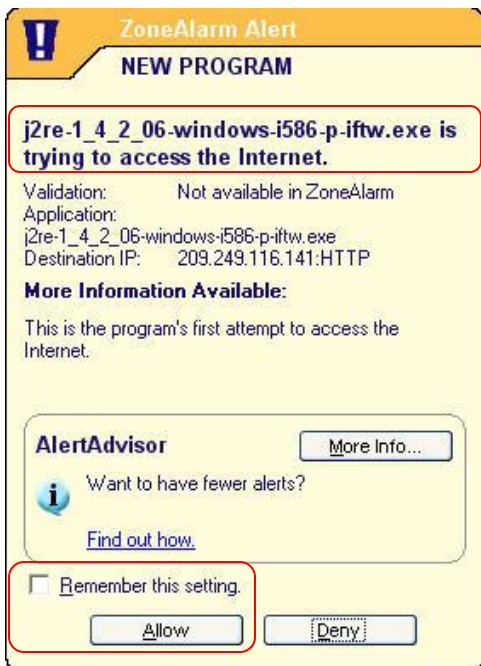
If you have set permissions:

1. Open the application and select "**Control Internet Programs**".
2. Select "**Control Internet Programs**".

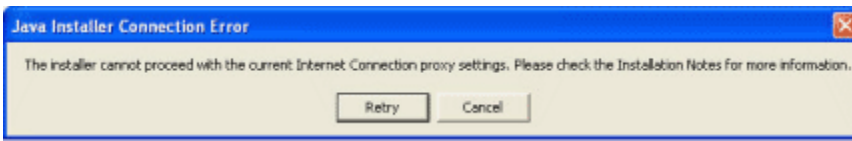


Zone Alarm Firewall

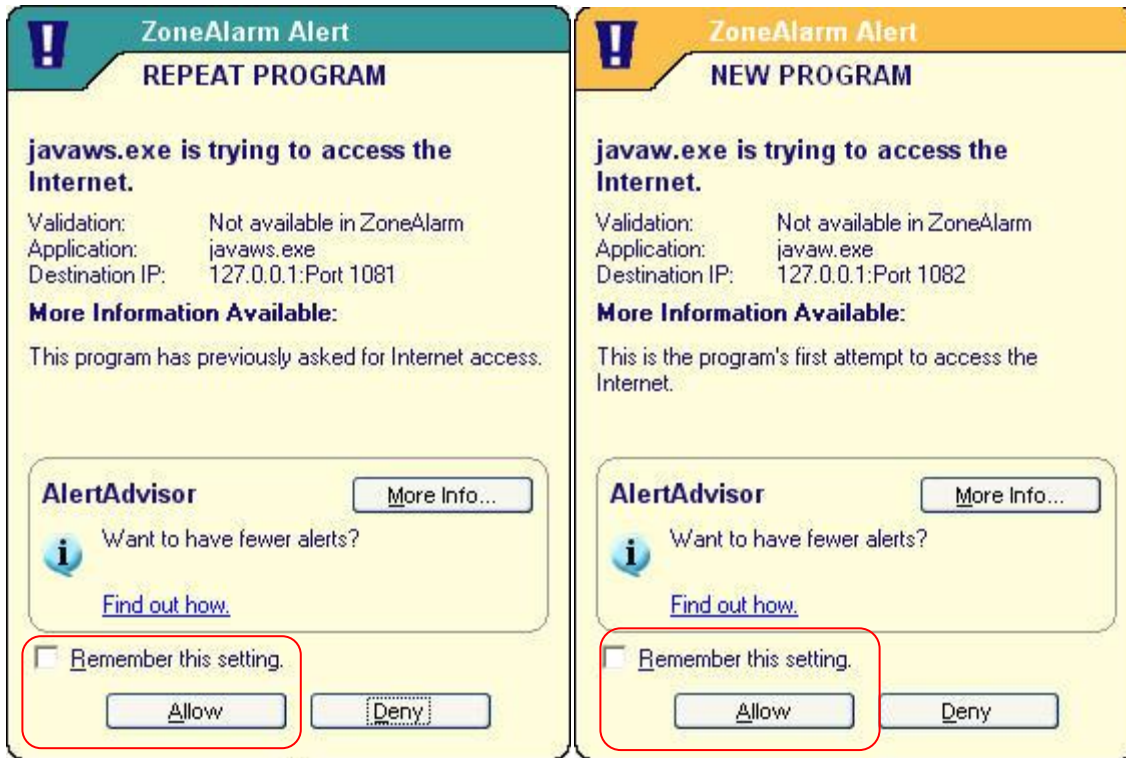
1. Approve the Java Web Start download.
2. At the prompt click "**Remember this setting**" and "**Allow**".



3. If you receive the error message "**Java Installer Connection Error**" as shown below, you will need to download and install our [Offline installer](#).



3. Approve Elluminate to launch a session. Allow the files to download and run.



Steps to complete if you have set permissions:

1. Open the application.
2. Select "**Program Control**"
3. Find "**javaw.exe**" and "**javaws.exe**"
4. Select "**Allow**" for all fields.

