



Connection Issue:

Computer shuts down or freezes when connecting to CCC Confer session.

The last thing Elluminate Live! does before your computer connects to a *CCC Confer* session is initiate communication with the hosting server. To do this, Elluminate Live! requests a priority connection through your computer's network adapter card. Some network adapter cards run software drivers that cannot negotiate a priority connection. The failure to negotiate the priority connection is regarded by your operating system as a hardware failure. Because Windows does not know that the hardware failure is in the network adapter card only, it locks or shuts down to prevent possible damage to the file system.

SOLUTION:

Solution 1

Update the software driver for your network adapter card. First, find your network adapter card's information:

- Step 1.** Click on the **Start** menu and select **Control Panel** (Settings -> Control Panel)
- Step 2.** Open the **System** control
- Step 3.** Select the **Hardware** tab
- Step 4.** Click on the **Device Manager** button
- Step 5.** Scroll down the list to find **Network Adapters** and click the " + " to reveal the type of network adapter card in use. Record this information, which is usually the manufacturer and model name.

NOTE: The Network Cards that are NOT supported with Elluminate are: Linksys LNE 100(TX) v5 and Netgear FA311/FA312

If you have one of these cards, you will need to purchase another network card. Elluminate sends traffic at a "Priority" level. The above network cards do not know how to handle priority levels for outbound traffic. The manufacturers did not create drivers to correct this problem for the network cards.

- Step 6.** Visit the manufacturer's Web page and download and install the latest driver for your network adapter card. To test your ability to connect to an Elluminate Live! session, join Elluminate's configuration session. You can do this by clicking [here](#) and then click on the link that says "**To Complete Your Setup, Join Our Configuration Room**"

Solution 2

If an update to the software driver of your network adapter card does not prevent the problem, you may need to replace your network adapter card. Check with your system administrator or computer supplier for replacement information.