

I get a message saying "Unable to launch the specified application."

This message is displayed when Java Web Start encounters an error while downloading the Java Resource (JAR) files that make up CCC Confer.



Click on the "Details" button to view the "Category" type of the error.

Locate your error below for solution:

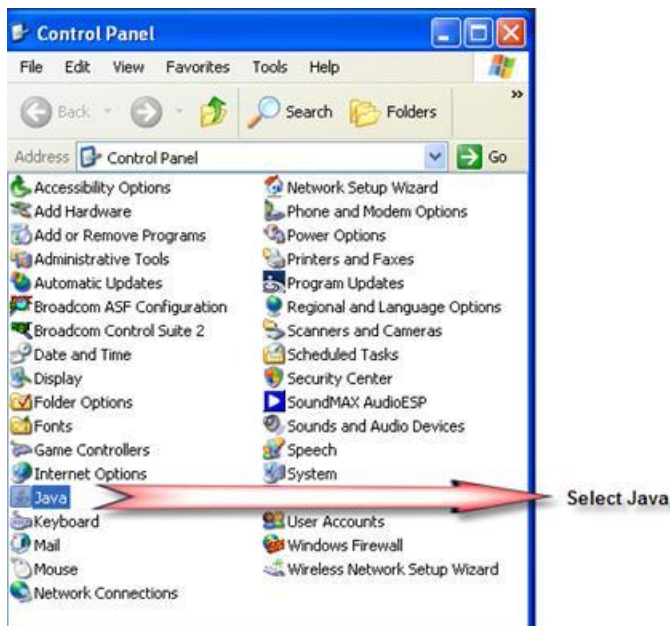
I get the error "Cache must be enabled."

Solution:

Confirm that "Keep temporary files on my computer" is selected by doing the following:

WINDOWS

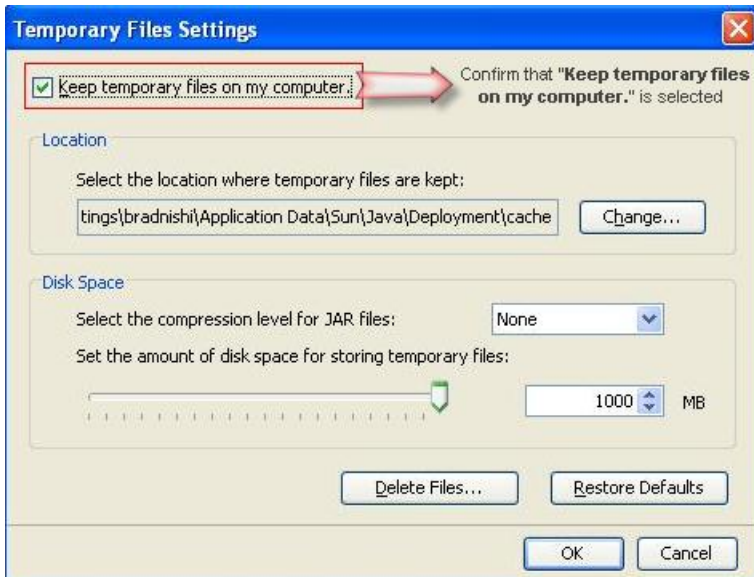
- Click on the **Start** menu and select **Control Panel** (Settings -> Control Panel)
- Vista users will need to open "**View 32bit/64bit Control Panel Items**" at this point – may need to switch to Classic View)
- Open "**Java**"



- Click the “**Settings**” button.



- Confirm that “**Keep temporary files on my computer**” is selected.



- Select **OK**
- Close the **Java Control Panel**

I get the error "Invalid Argument Error."

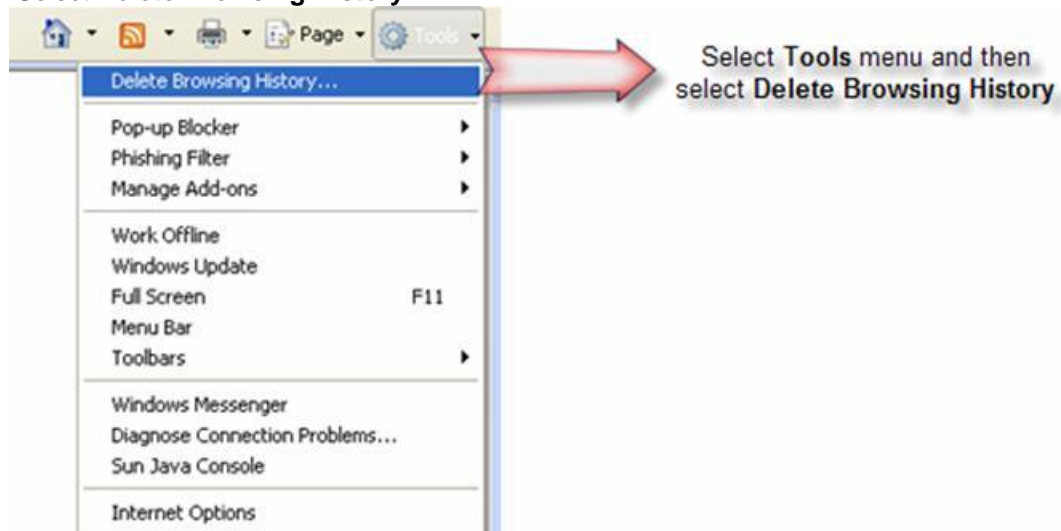
Your Internet browser cache is full and has no room for the temporary files created during the download of JAR files.

Solution:

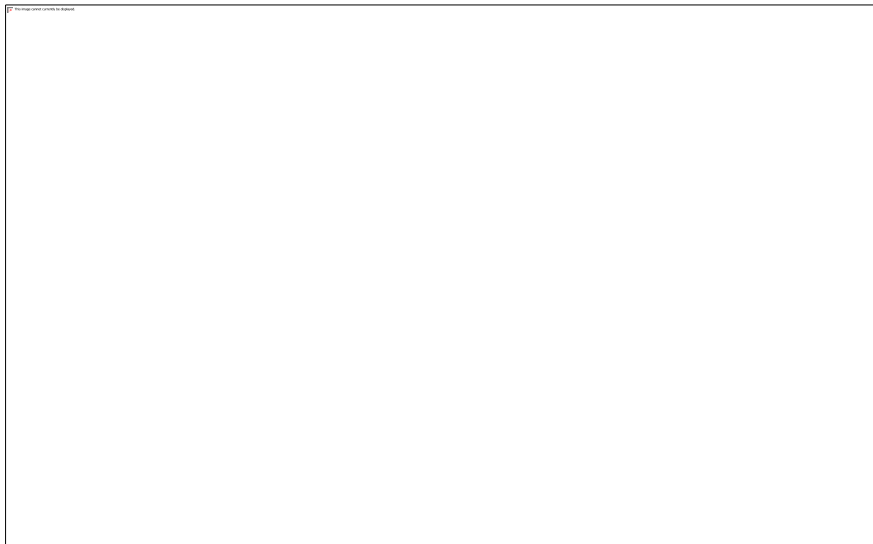
Clear your Internet browser cache.

Internet Explorer 7 (ie7):

- Select **Tools** menu
- Select **Delete Browsing History**



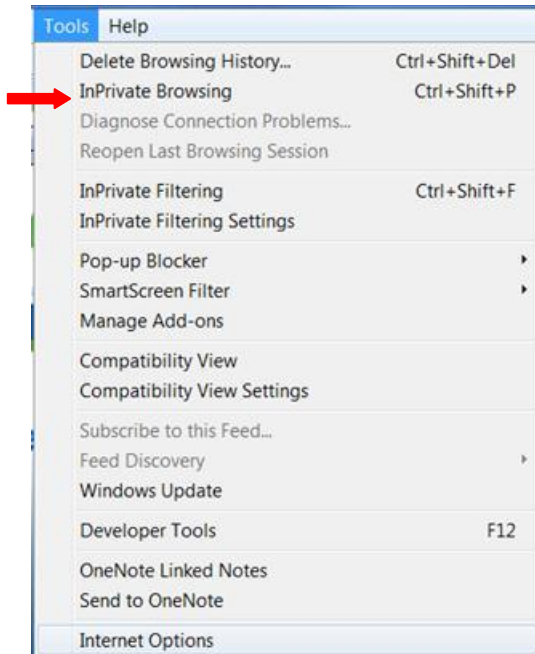
- The Delete Browsing History dialog box will appear. Select **Delete Files** button for the **Temporary Internet Files**



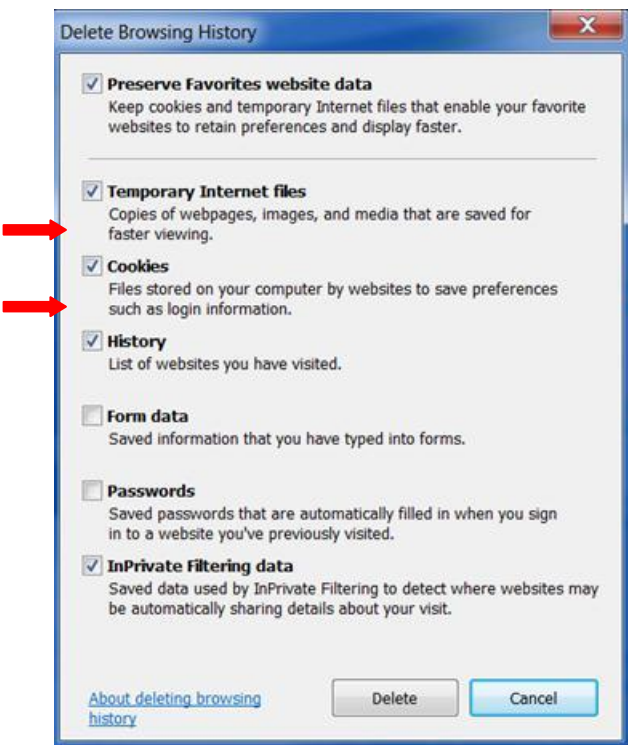
- You will be prompted for confirmation. Click **Yes**.
- Close out windows to get back to Internet Explorer.

Internet Explorer 8 (ie8):

- Select **Tools** menu > Select **Delete Browsing History**



- The **Delete Browsing History** dialog box will appear.

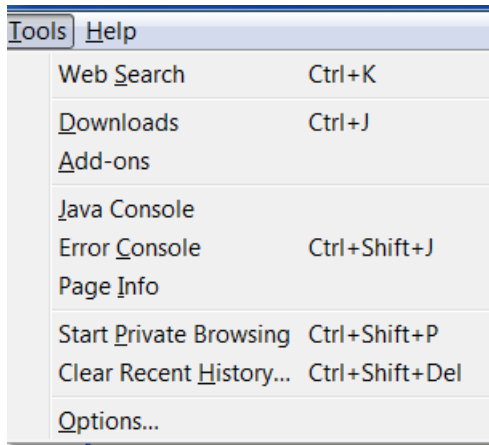


Make sure **Temporary Internet Files** and **Cookies** are checked.

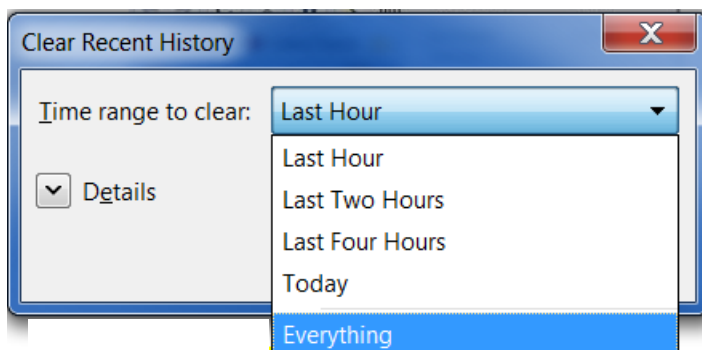
- Click **Delete**. Window will close automatically.

Firefox 3.5 – 3.6

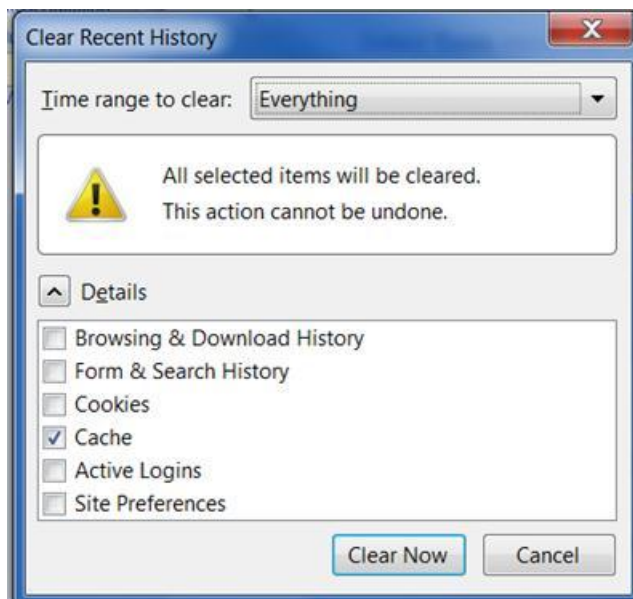
- Select **Tools** menu, then **Clear Recent History**



- The **Clear Recent History** window comes up. Select **Everything**



- Another **Clear Recent History** window comes up. Check off **only** the **Cache** box.



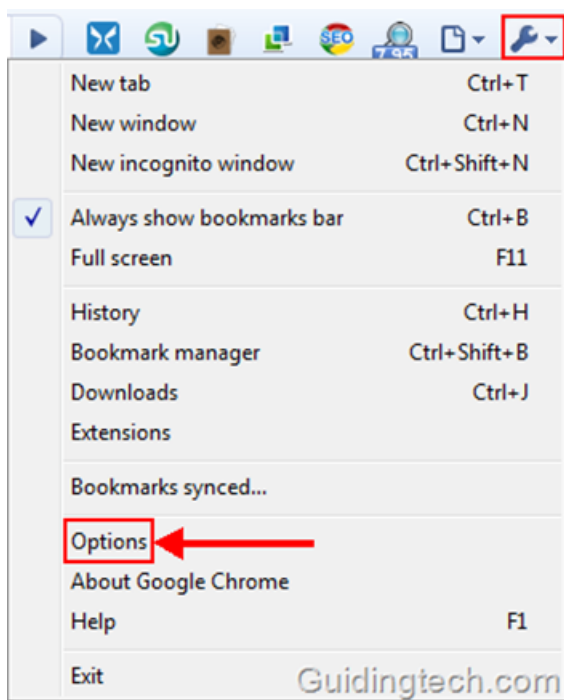
- Click the **Clear Now** button. Exit and Re-launch the browser.

Safari 4.0

- Open **Safari**
- Click on **Safari** in the upper toolbar and select **Reset Safari**.
- Open **Empty Cache** and **Remove All Cookies**.
- Click the **Reset** button.
- Exit and Re-launch the browser.

Google Chrome 5.0

At the top right of your browser, click on tools button. Now click on *options*.



I get the error "Download Error: Corrupted JAR File."

An error occurred while launching/running the application.

Title: Elluminate Live!
Vendor: Elluminate
Category: Download Error

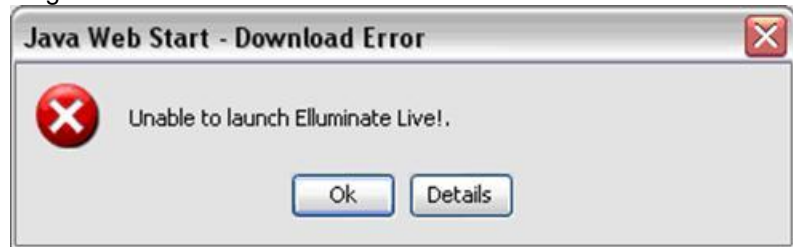
Corrupted JAR file at "URL to JAR file (Java Resource file)"

Description:

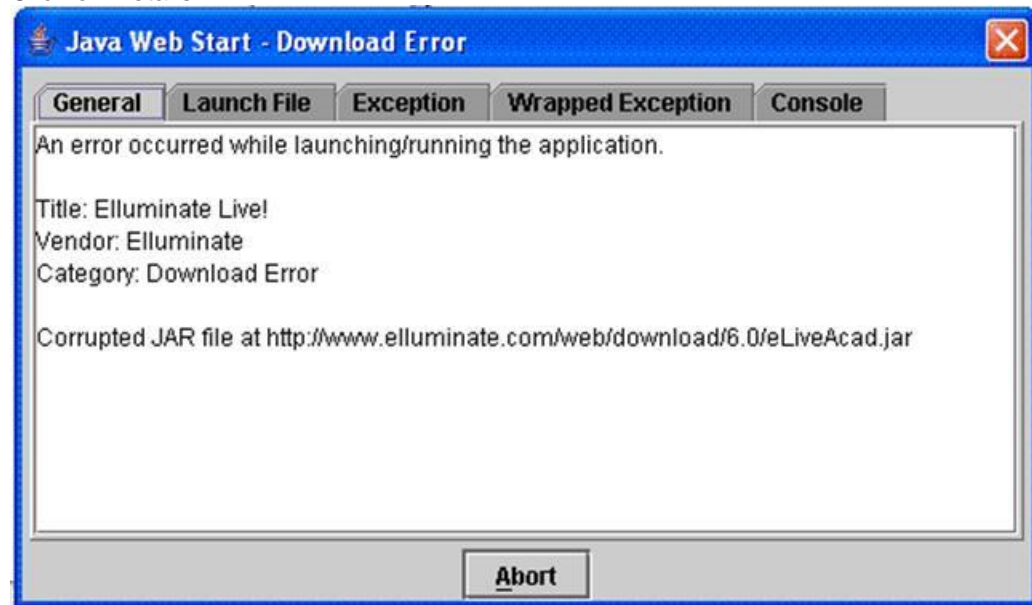
CCC Confer is comprised of several Java Resource (JAR) files. The first time you launch CCC Confer a set of these JAR files download to your computer. In the process, they may become corrupt.

Screenshots:

Original Error:



Click on Details:



Solution:

Remove any corrupt JAR files from Java Web Start by clearing the Java Web Start cache, then re-try your session to download new JAR files.

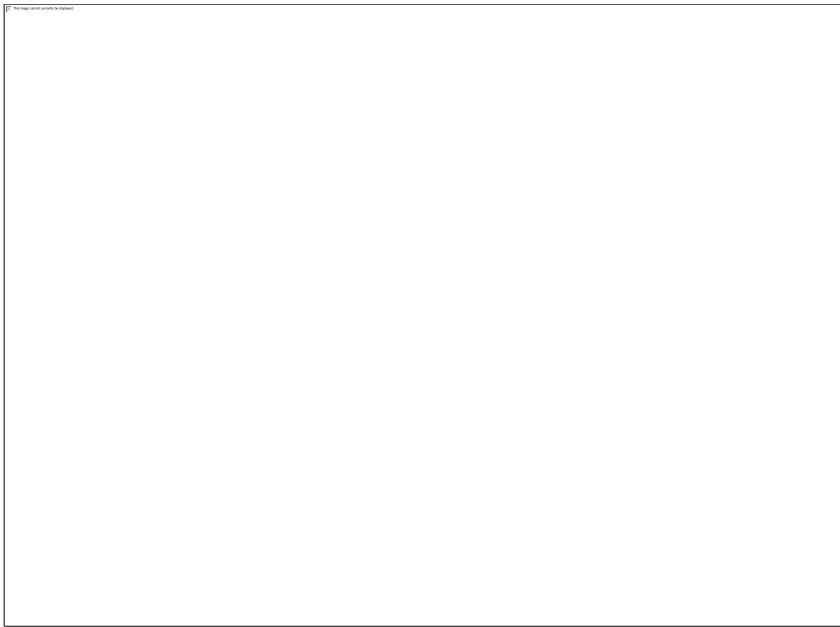
Clear your Java Cache:

Java 1.5

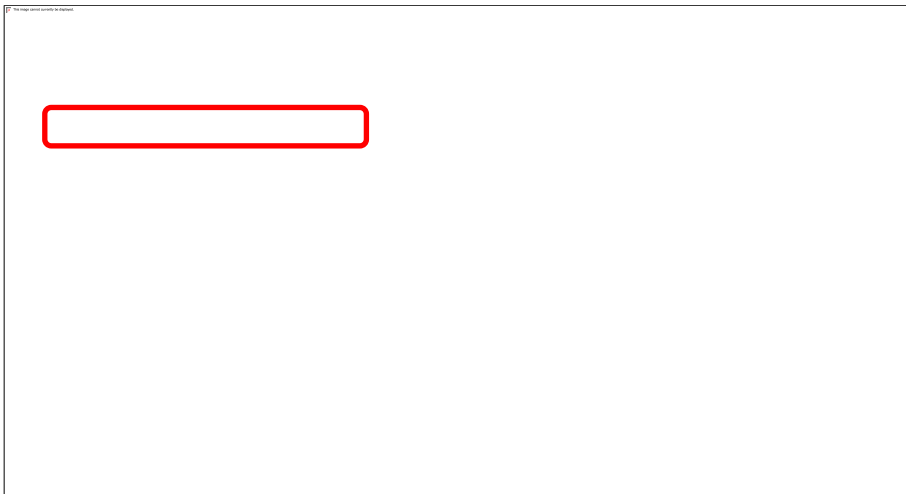
Windows:

Java Web Start version 1.5 (J2SE 5)

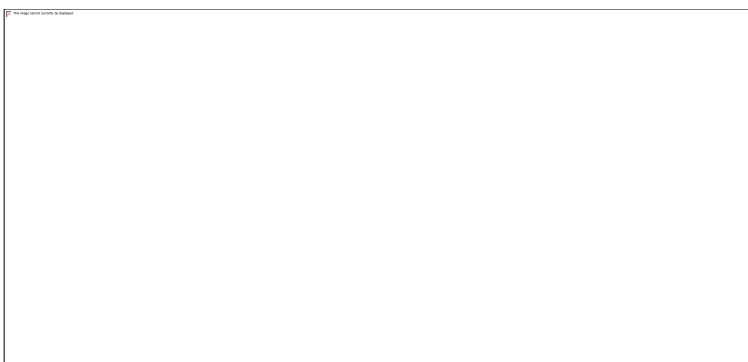
- Click on the **Start** menu and select **Control Panel** (Settings -> Control Panel)
- Open **“Java”**



- Click the **“Delete Files”** button.



- Select **“OK”** button on the Delete Temporary Files Dialog.



- Close the Java Control Panel

- To confirm you are in a clean state Elluminate support also recommends that you delete the "Deployment" folder which is located in the following locations:
 - XP - C:\Documents and Settings\"Username"\Application Data\Sun\Java\Deployment
 - Vista - C:\Users\"Username"\Appdata\LocalLow\Sun\Java\Deployment
- Just navigate to the folder
- Right Click and select "Delete"

Mac:

Version J2SE 5

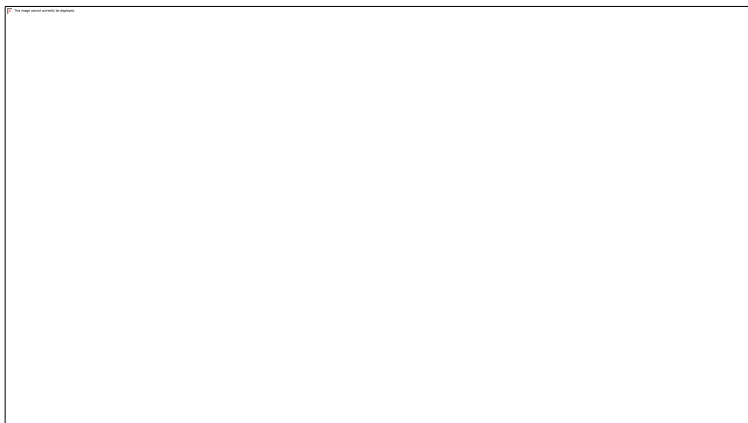
- Open your **Finder**



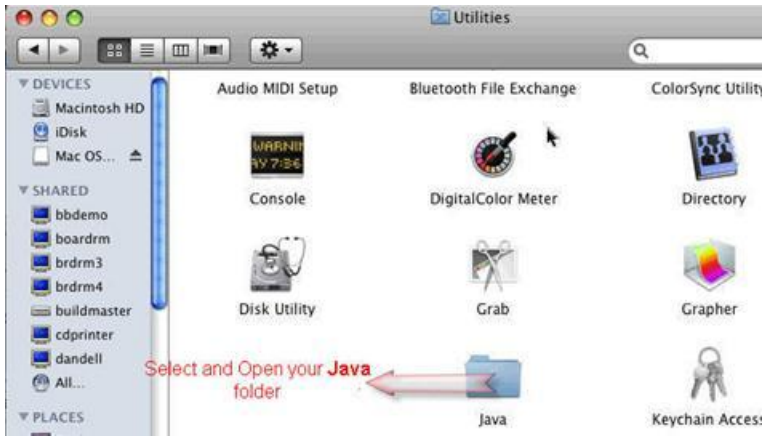
- Select **Applications**



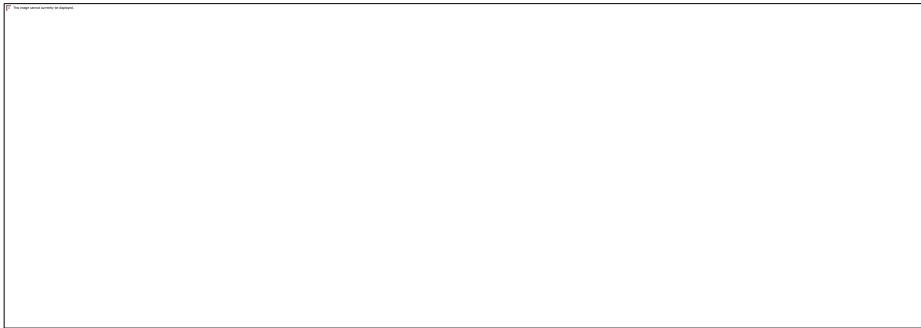
- Select and Open your **Utilities** folder



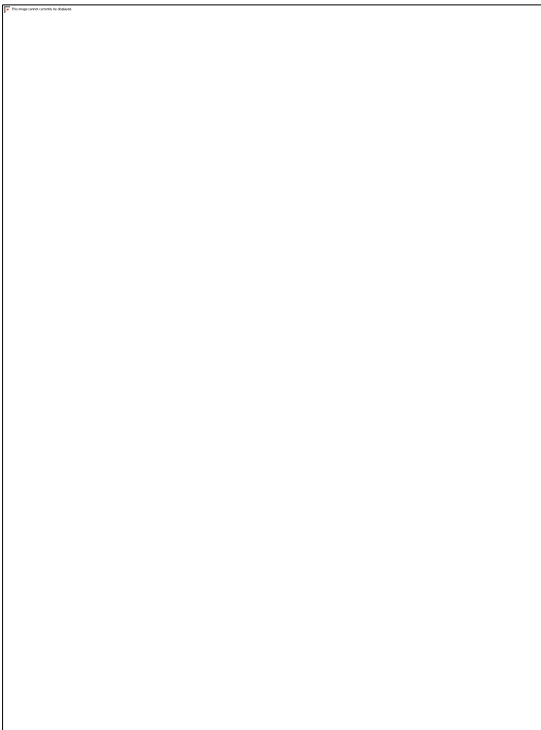
- Select and Open you **Java** folder



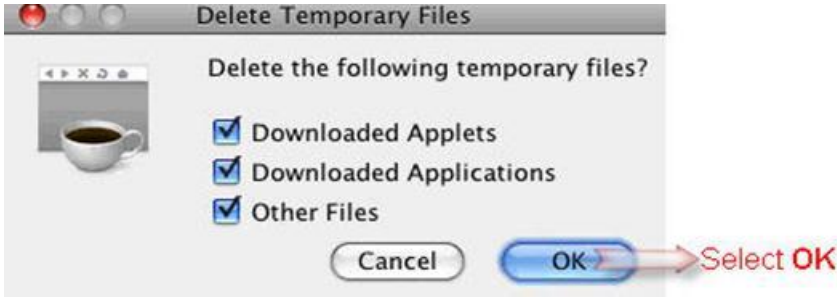
- Select and Open Java Preferences



- Under Temporary Internet Files select **Delete Files** button



- Select **OK**

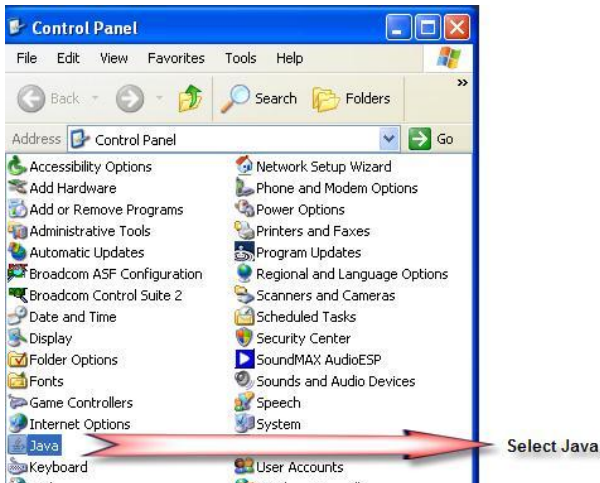


Java 1.6

Windows

Java Web Start version 1.6

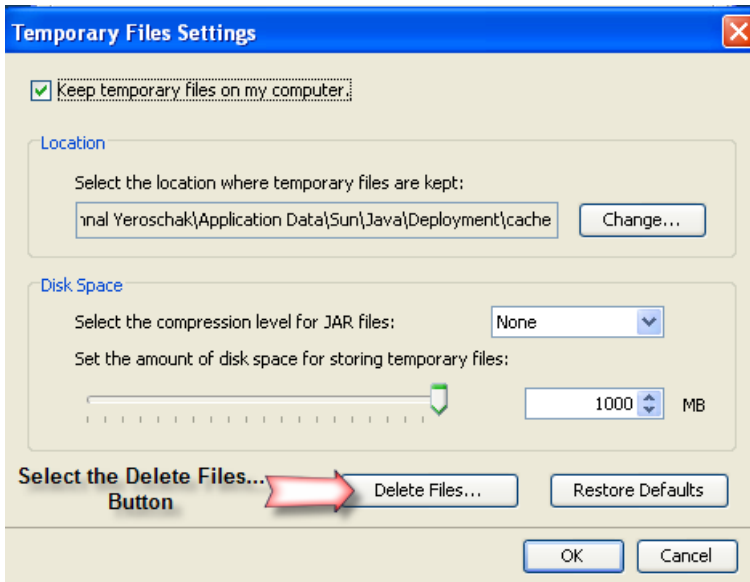
- Click on the **Start** menu and select **Control Panel** (Settings -> Control Panel)
- Open **“Java”**



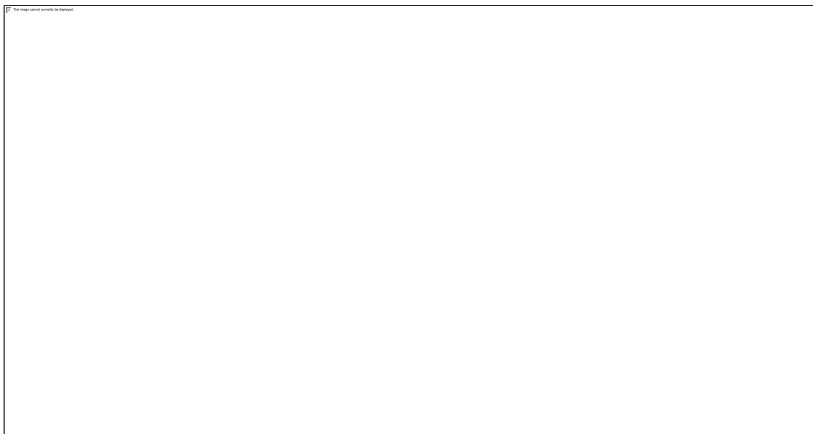
- Click the “Settings”button.



- Click the “Delete Files” Button.



- This will open a “Delete Temporary Files” dialog box. Select “OK” for deleting “Applications and Applets” and “Trace and Log Files”.



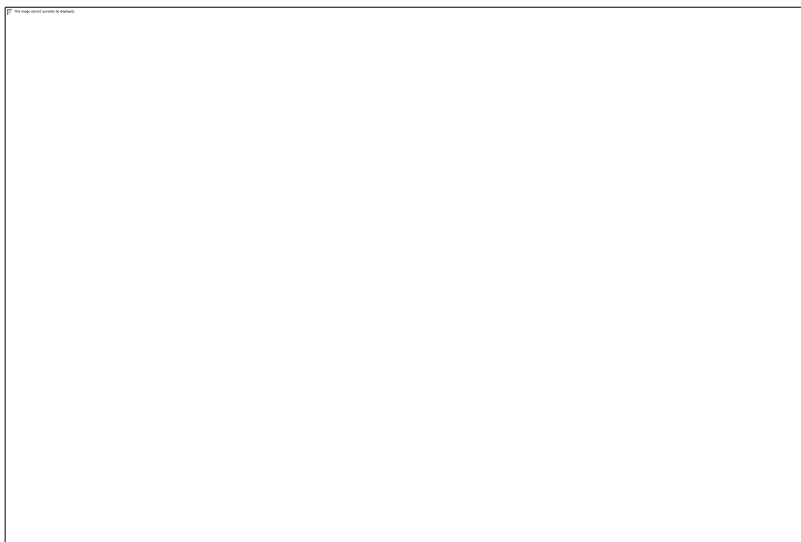
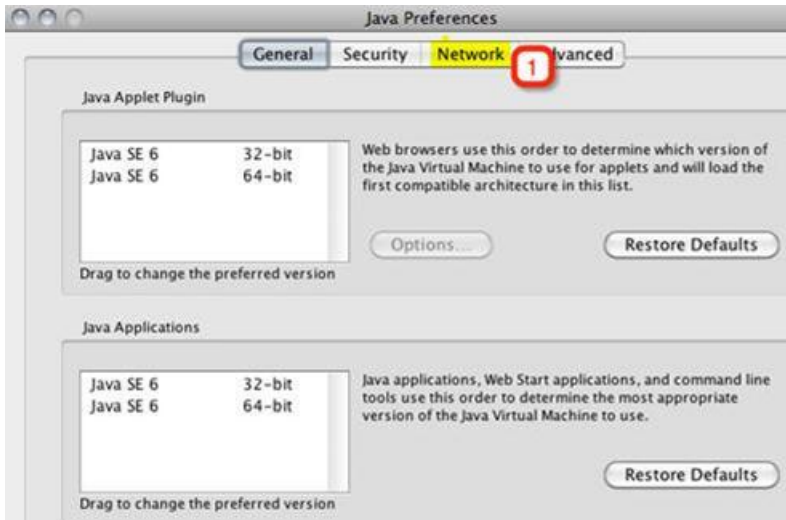
- Close the Java Control Panel
- To confirm you are in a clean state Elluminate support also recommends that you delete the "Deployment" folder which is located in the following locations:
 - XP - C:\Documents and Settings\Username\Application Data\Sun\Java\Deployment
 - Vista - C:\Users\Username\AppData\LocalLow\Sun\Java\Deployment
- Just navigate to the folder
- Right Click and select "Delete"

Mac:

Version J2SE 6

- Open the Java control panel by going to Finder> Applications>Utilities > Java Preferences

Click on the Network tab> Delete files > Make sure that both boxes (applications and applets / trace and log files) are selected and the click OK, then close the Java preferences window.



Change Java Settings for Automatic Downloads

MAC OSX

- Click the **Macintosh HD** located on your desktop.
- Double click the **Applications** folder.
- Double click the **Utilities** folder within **Applications**.
- Double click the **Java** folder within the **Utilities**.
- Click and drag Java versions 1.4.2, or earlier, to the **Trash**.
- Close the **Macintosh HD** and **Restart** your computer.

You may also need to configure your computer's firewall or proxy settings to allow Java Web Start to download JAR files. This may require the intervention of a System Administrator.

I get the error "Download Error - Unable to Load Resource"

An error occurred while launching/running the application.

Title: Elluminate Live!
Vendor: Elluminate
Category: Download Error

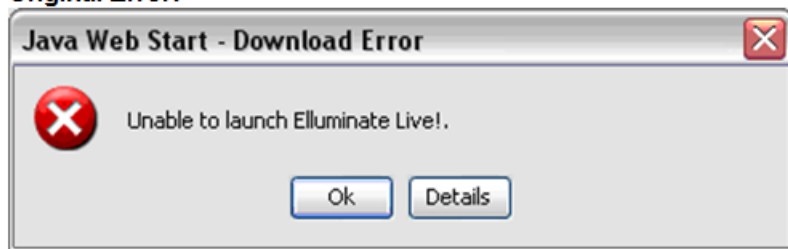
Unable to load resource: "URL to JAR file (Java Resource file)"

Description

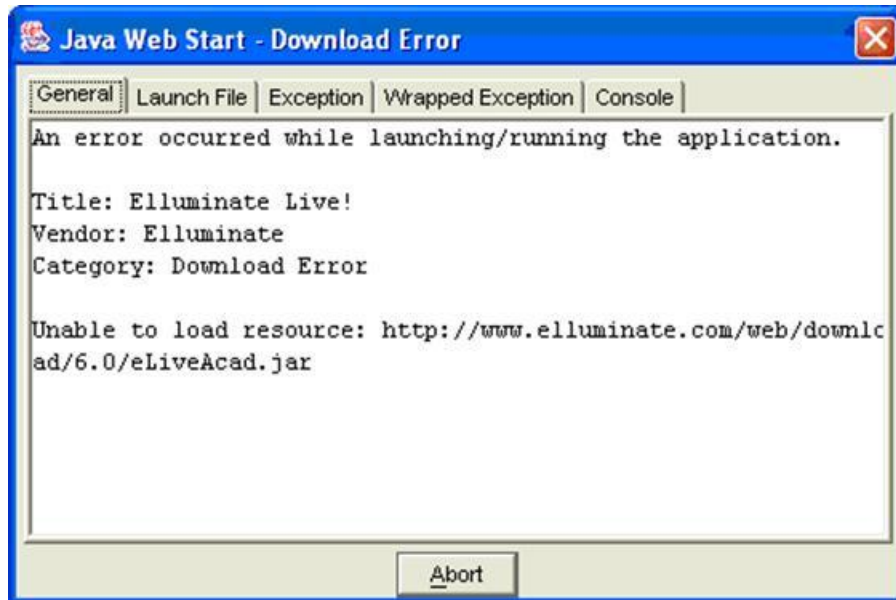
CCC Confer is comprised of several Java Resource (JAR) files. The first time you launch CCC Confer a set of these JAR files is downloaded to your computer. In the process, they may be stopped by a firewall or security program running on your computer.

Screenshots:

Original Error:



Click on Details:



Solution

There are two possible solutions for this issue:

1. You may attempt to configure your computer to use your proxy settings to access CCC Confer. This may require the intervention of a System Administrator.

or

2. Configure your computer's firewall to allow Java Web Start to download JAR files. This may require the intervention of a System Administrator.

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:

- eI01.elluminate.com to eI08.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:

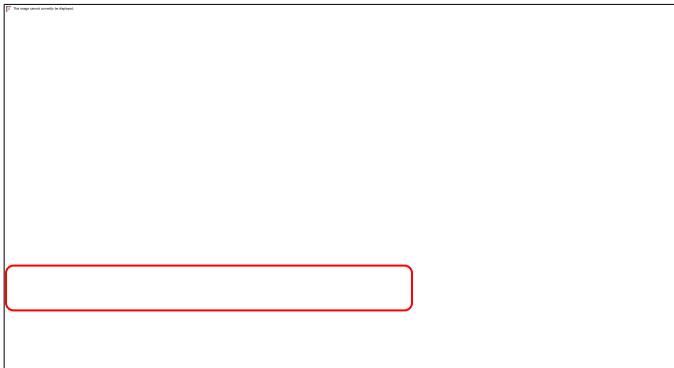
1. Approve the Java Web Start download.
2. At the prompt to confirm choose **“Permit Always”**.
3. Java Webstart will install correctly.



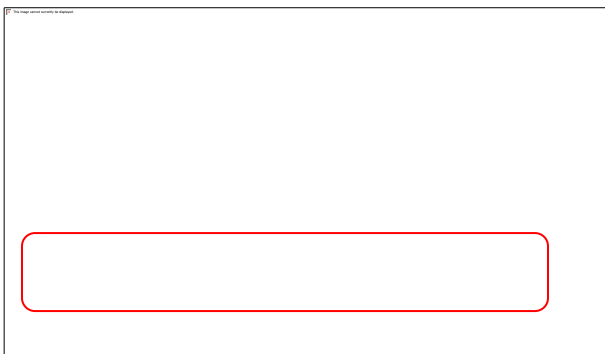
4. If you receive the error message "**Java Installer Connection Error**", download and install our [Offline installer](#).



5. Approve **Elluminate Live!** to launch a session - a set of files will download to run.
6. Select "**Permit Always**" to continue.

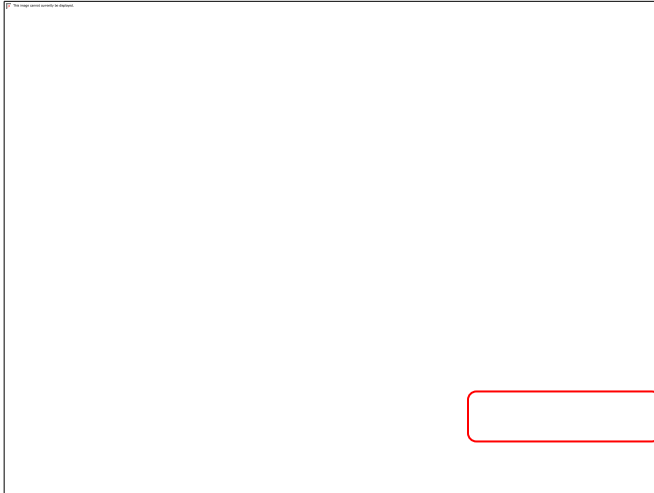


Change the option to "**Always allow connections to this program on all ports**".



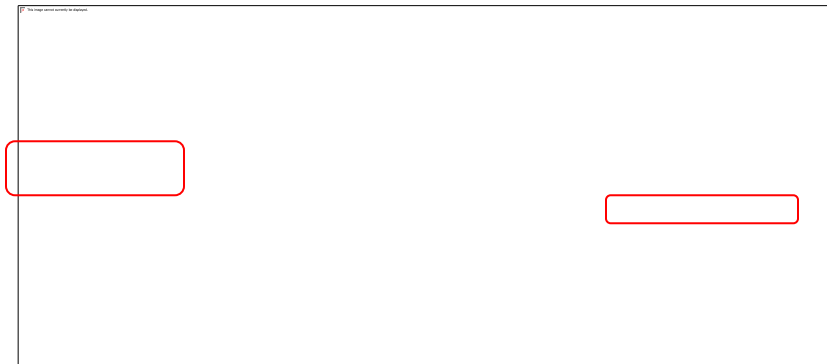
Set Permissions after the initial launch of Elluminate:

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



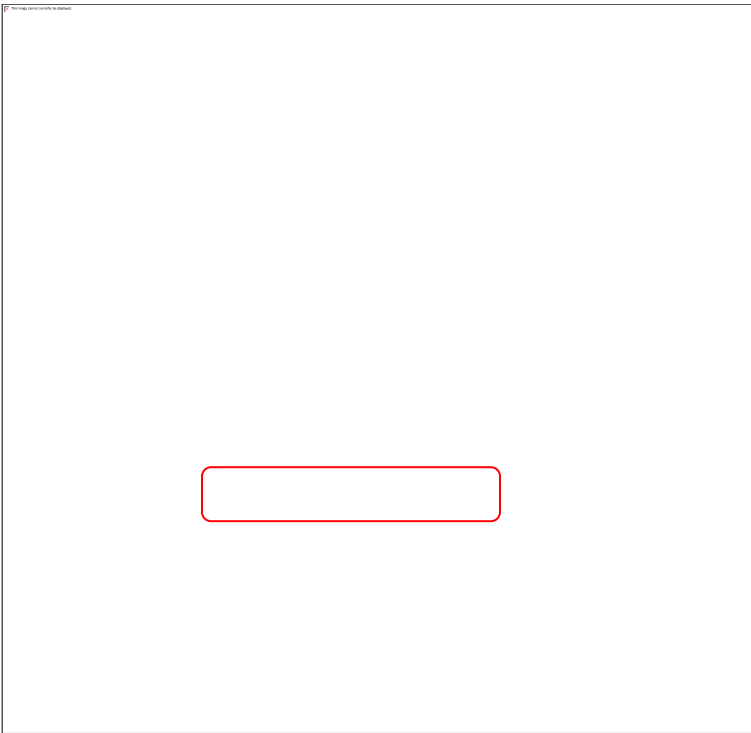
2. Go to the "**Programs**" tab:

- Find the program "**javaw**"
- Click the "**Internet Access**"
- Select "**Permit All**".
- Click "**Ok**" and "**Close**".

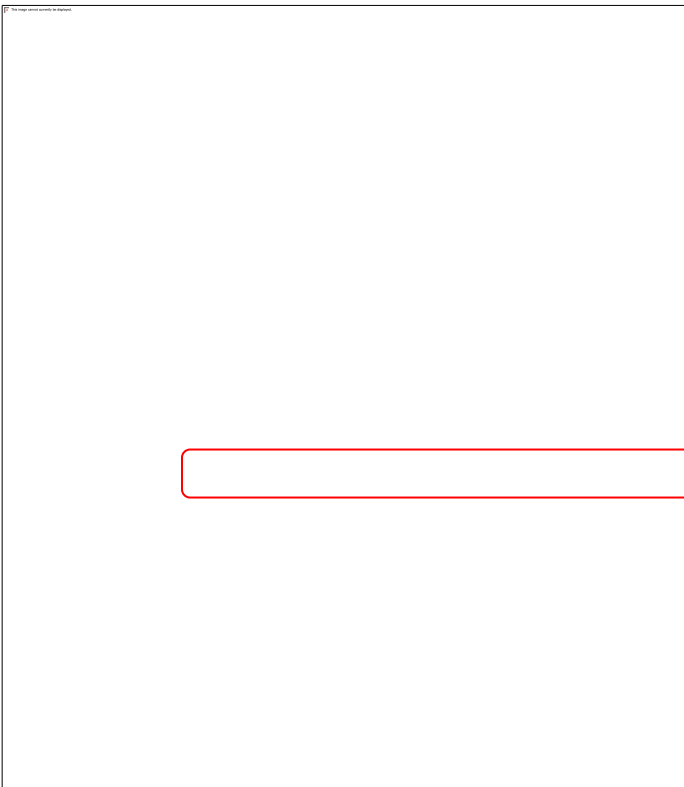


McAfee Firewall

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.

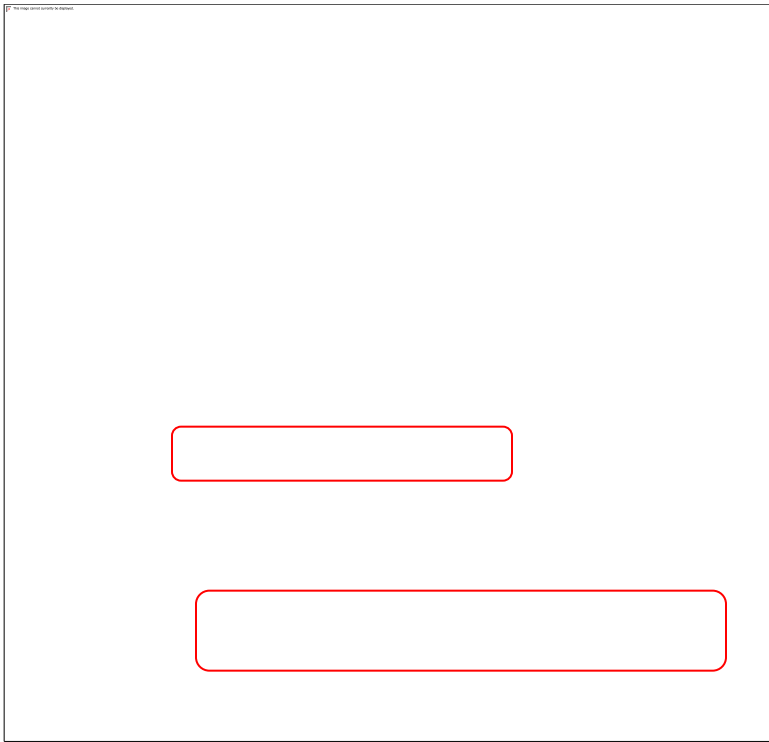


5. Click "**Allow this program to communicate in any way it wants**"



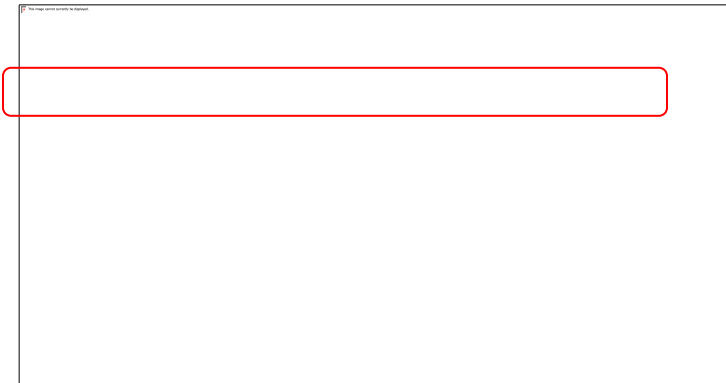
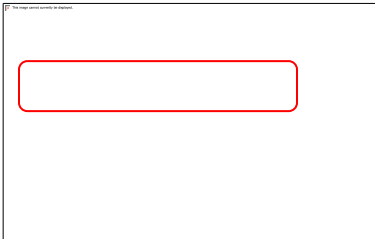
If these messages appear:

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**".

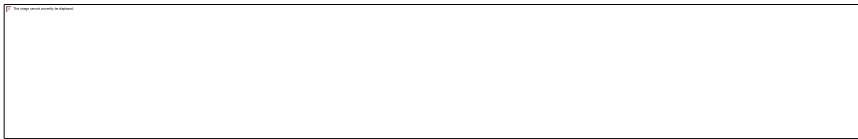


Zone Alarm Firewall

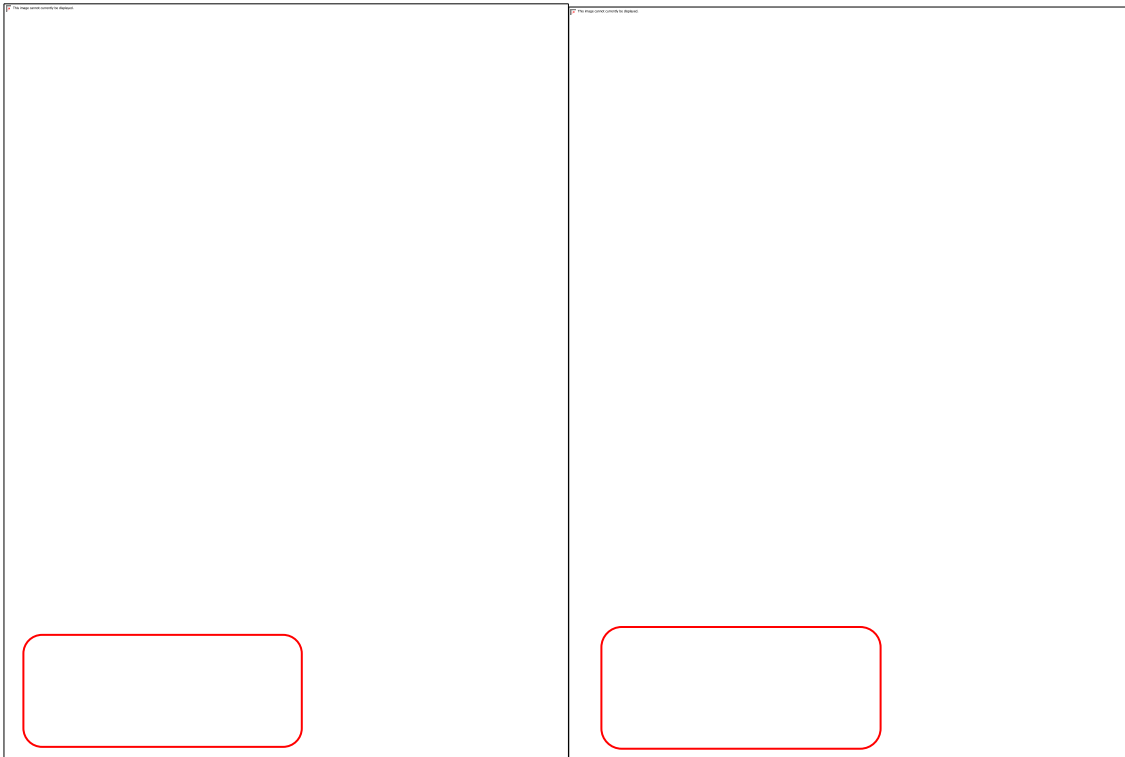
1. Approve the Java Web Start download.
2. At the prompt click "**Remember this setting**" and "**Allow**".



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

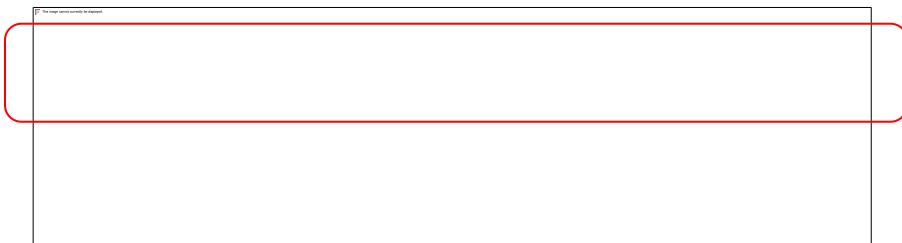


3. Approve Elluminate to launch a session. Allow the files to download and run.



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.



I get the error "Could not verify signing in resource."

An error occurred while launching/running the application.

Title: Elluminate Live!
Vendor: Elluminate
Category: Download Error

Could not verify signing in resource: "*URL to JAR file (Java Resource file)*"

Description:

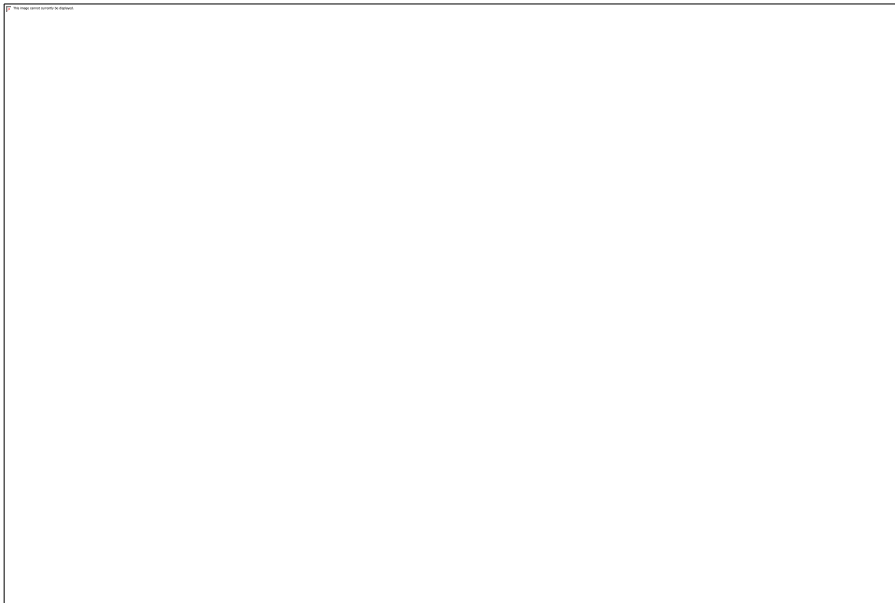
This error is caused by a third party filtering application not recognizing Elluminate Live's JAR (Java Resource File) signed certificates from the CCC Confer website.

Screenshots:

Original Error:



Click on **Details**:



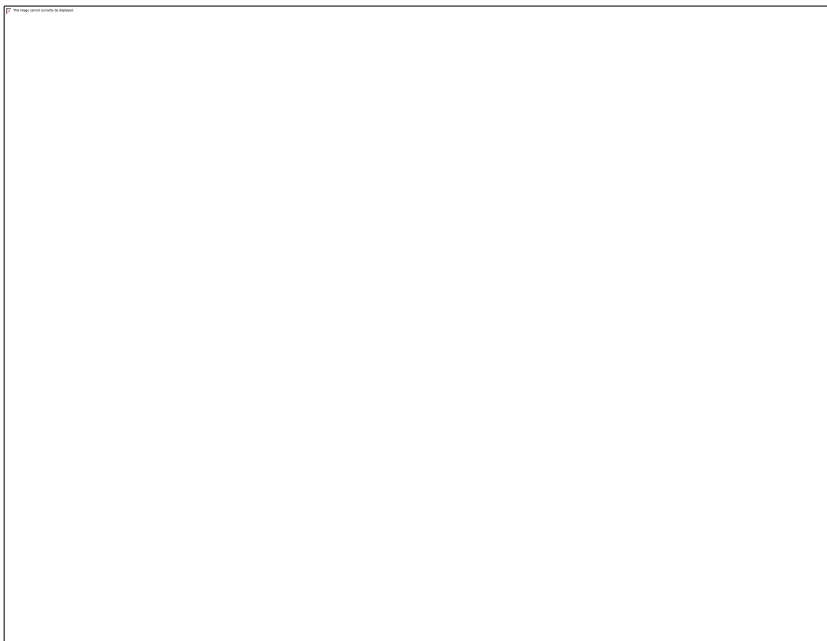
Solution:

The filtering application will have to be configured to allow Elluminate Live! files to pass through unfiltered from the CCC Confer website.

Common Filter: CyberSitter

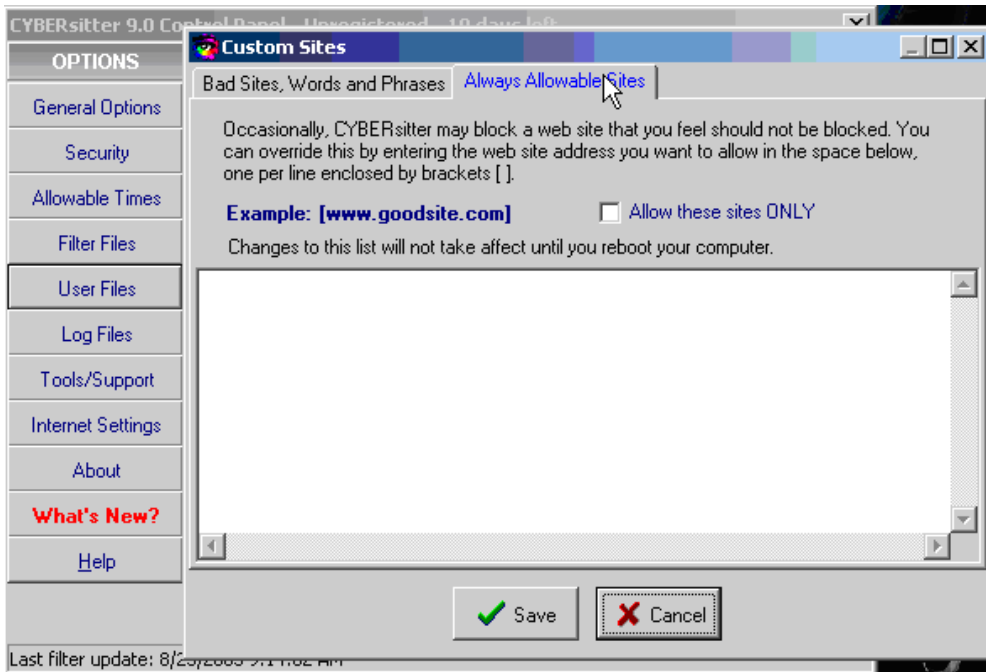
To configure Cybersitter, please use the following instructions that are listed below.

Step 1. Double click on the cybersitter icon in your system tray, and it will open up the **Cybersitter Control Panel**.

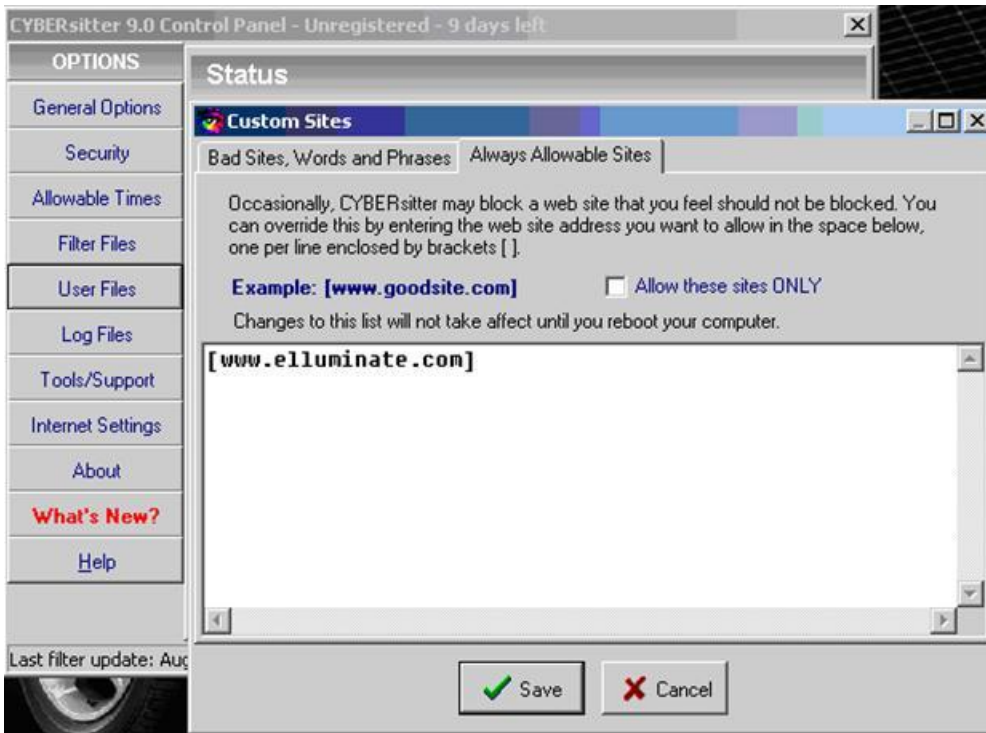


Step 2. Select “**User Files**” and a “**Custom Sites**” window will pop up.

Step 3. Select the “Always Allowable Sites” tab.



Step 4. In the space provided, type in “www.illuminate.com” then click on ‘save’.



Step 5. For the changes to take effect, you need to restart your computer before trying to access the CCC Confer session.