TROUBLE-SHOOTING GUIDELINES FOR EVENTCENTER TECHNOLOGY:

After trying each of the following steps, try to log into the event/archive again before moving to the next step.

Step 1: Browser Test

Please take the following browser test):

http://eventcenter.commpartners.com/se/Meetings/BrowserTest.aspx?account.id=CommPart

Step 2: Please try the suggestions to be sure your system and networks are up to date.

- If you are already logged into the meeting and experience a problem (slides stop advancing, streaming audio stops/fails, etc.), try clicking the "refresh" button in your web browser. It looks like a circle with arrows. Or, select F5 on your keyboard.

- Clear the cache in your web browser. Then close your web browser completely. Open your web browser again and try logging into the event/archive again.

- It is recommended that you use a PC with Windows and Internet Explorer 9.0 or higher. If you are using a Mac, please use the Safari web browser. With a high speed/broadband internet connect. Wifi is not recommended.

- Make sure you do not have pop-ups disabled in your internet browser settings.

- VPN or remote desktop connections to another computer are not recommended.

- Make sure that your internet browser is Active X enabled.

- If none of the above steps resolve the issues, direct your web browser to http://www.getfirefox.com and download Firefox. Then reinstall the Adobe Flash software by visiting www.flash.com . They try the browser test (listed above) again.

- If none of these steps are successful, the issue may be related to (a) internal firewall settings, (b) internal internet settings or (c) the speed/capability of your internet connection. You should consult your IT department or internet provider. Please make sure the following the following IP addresses are open:

  72.32.161.112 port 80 (web and Flash file delivery)
  72.32.200.104 port 80 (web and Flash file delivery)
  72.32.221.65 ports 1935, 443, and 80 (Flash RTMP and RTMPT streaming) [fms1]
  66.135.54.144 ports 1935, 443, and 80 [fms2]
  72.32.221.66 ports 1935, 443, and 80 (Flash RTMP and RTMPT streaming) [fms3]