

PROXY SETTINGS AND FIREWALL INFORMATION

Launching ElluminateLive!

The ElluminateLive! virtual classroom is launched by Java Web Start when a user clicks on a link in an internet browser window or email. Clicking on the link downloads a small JNLP file containing the IP address and port number for the associated ElluminateLive! server, and instructions for Java Web Start to connect to it.

Connecting to a Classroom

Java Web Start attempts a direct connection to the ElluminateLive! server. Unfortunately, many firewalls prevent outbound connections on most ports. Many proxy-based firewalls prevent any direct TCP/IP connections. ElluminateLive! addresses these issues in a number of ways. ElluminateLive! attempts to connect on multiple ports simultaneously. ElluminateLive! first attempts a direct connection to ports 2187 and 80. If such a connection is not possible, ElluminateLive! attempts an indirect connection using HTTPS on port 443. If such attempts fail, ElluminateLive! reports to the user that

- The connection failed, or
- The connection was reset by peer, or
- The connection timed out.

Proxy Configuration Settings

You may also use the Proxy Configuration settings on the Tools menu of ElluminateLive! to specify the type of connection ElluminateLive! should use. There are four proxy configuration options:

- Use proxy settings from launcher (direct)
- Direct communication
- Use HTTPS proxy server
- Use SOCKS V4 proxy server.



Configuring an HTTPS Proxy

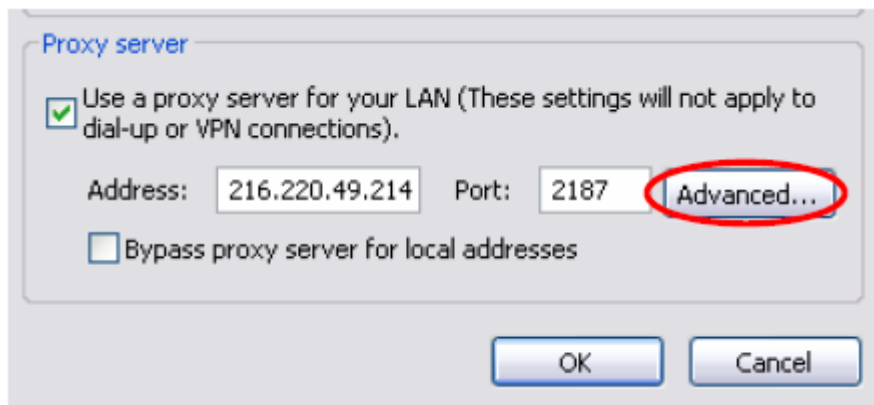
To configure ElluminateLive! to work with an HTTPS proxy, determine the IP address and port number of the proxy and transfer them into ElluminateLive!'s Configure Proxy tool.

Determining HTTPS Proxy Settings

To determine HTTPS proxy settings, open Internet Explorer, and select Internet Options from the Tools menu. Select the Connections tab and select LAN Settings.



On the Local Area Network (LAN) Settings panel, select Advanced.



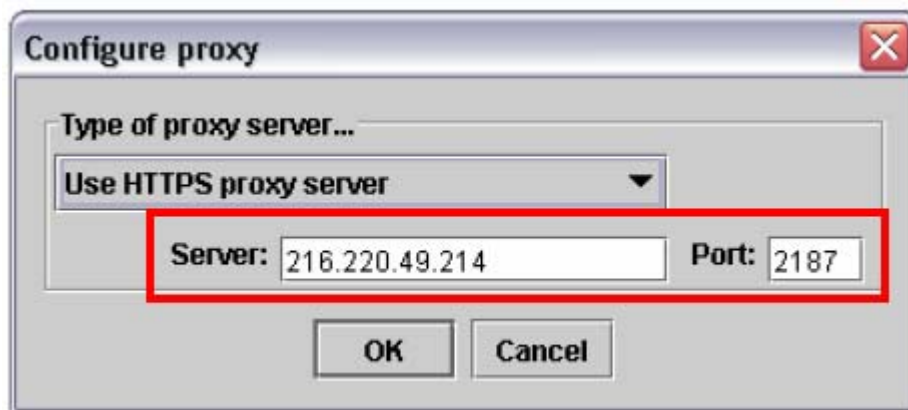
Record the IP Address and Port Number listed beside Secure.

IlluminateLive!'s Configure Proxy Tool

In the IlluminateLive! Virtual Classroom, select Configure Proxy from the Tools menu. From the pull-down menu, select Use HTTPS proxy server.



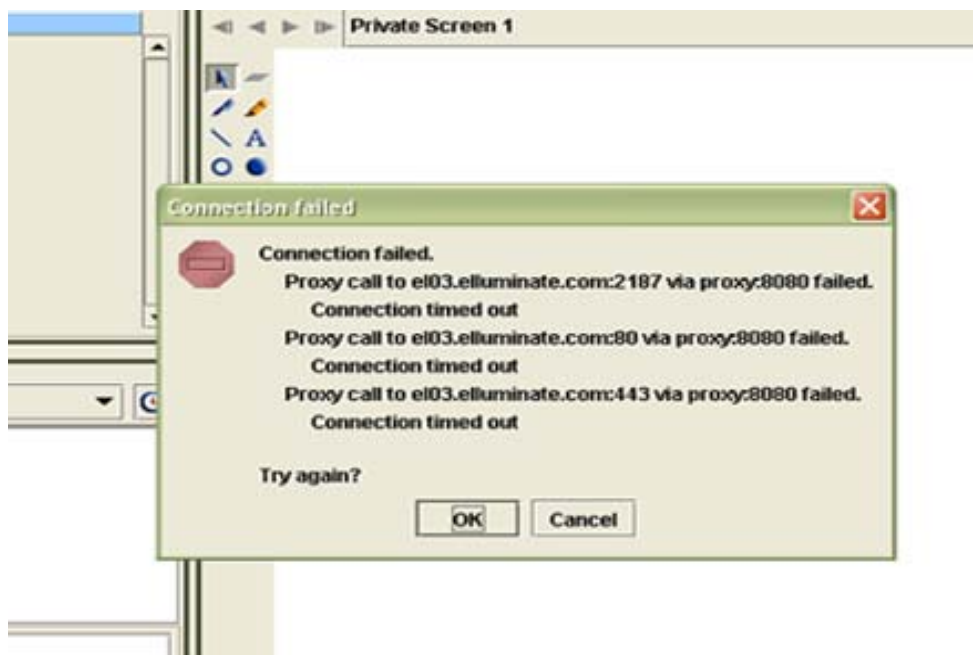
Beside Server, enter the IP Address of the proxy server. Beside Port, enter the Port Number. Click OK.



Connect to the classroom by choosing Join a Class from the File menu.

PROXY CONFIRUGATION – OPTION 1

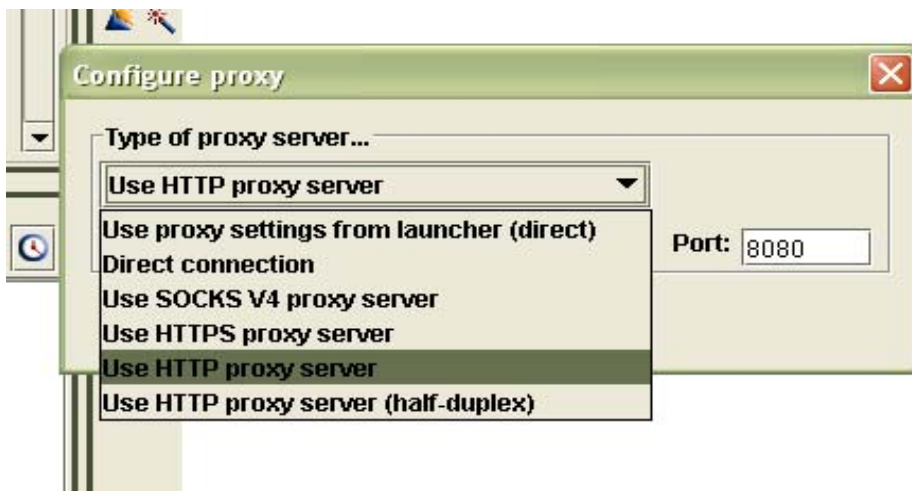
When the connection fails - 'Cancel' the failed message



Click on Session on the Toolbar and select Proxy Configuration



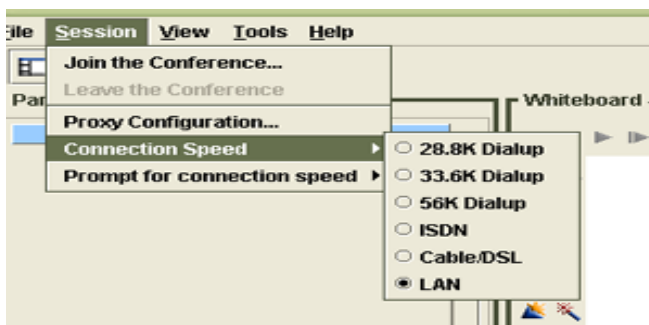
The most common one is to use the HTTP Proxy Server



PORT to be set to 8080 and OK



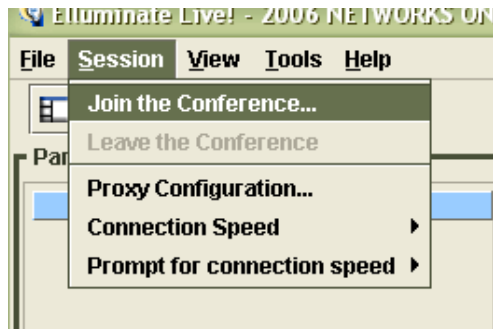
Choose the appropriate connection speed



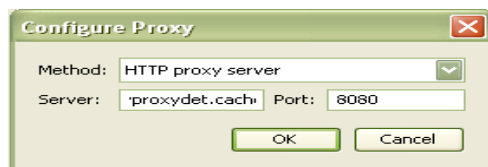
Audio setup can be checked within Elluminate from the Tools>Audio>Audio Wizard Setup menu and follow the prompts.



Finally click on Session to join the conference in progress.



PROXY CONFIRUGATION – Specific to DET.NSW.EDU.AU



Use the below server address for TAFE NSW specific if other options don't work:

vproxydet.cache.det.nsw.edu.au

Port: **8080**

Further help

Any other error messages please grab the screen shot by pressing the PrtScrn (print screen) key on your keyboard and paste it into email or Word doc and email it to Jyothi Jayaram to be followed up with Elluminate Support Service.

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