Elluminate *Live!* Access Guide

This guide is provided to Elluminate *Live!* users to assist them to make a successful connection to an Elluminate *Live!* session through a proxy firewall. In some cases settings discussed in this document are controlled by the user's System Administrator. If this is the case, intervention by that System Administrator will be required.

This document contains the information on:

- Launching Elluminate *Live!*
- Configuring Proxy Settings
    - Step 1: Gathering Proxy Information
        - Windows
        - Solaris
        - Mac
    - Step 2: Entering Proxy Information into Java Web Start
    - Step 3: Entering Proxy Information into Elluminate *Live!*
    - Configuration Difficulties
- System Administrator Information

Launching Elluminate *Live!*

The Elluminate *Live!* eLearning and Web Conferencing solution is launched when a user clicks on a link in an Internet browser or email. Clicking the link downloads a small Java Network Launching Protocol (JNLP) file containing the information necessary to connect to an Elluminate *Live!* session. Java Web Start launches, reads the information in the JNLP file, ensures that the proper Java Resource (JAR) files are in place, and makes the connection to the Elluminate *Live!* server.

Java Web Start detects the proxy settings used by the default Internet browser on the connecting system, and uses the same settings during the connection process. Java Web Start supports most proxy configuration scripts and can detect proxy settings in most environments.
If Java Web Start cannot detect the proxy settings, it will prompt to specify them.
In this case it will be necessary to manually configure Java Web Start's proxy settings in order to launch Elluminate *Live!*. Java Web Start will also prompt for username and password should it encounter an authenticating proxy.

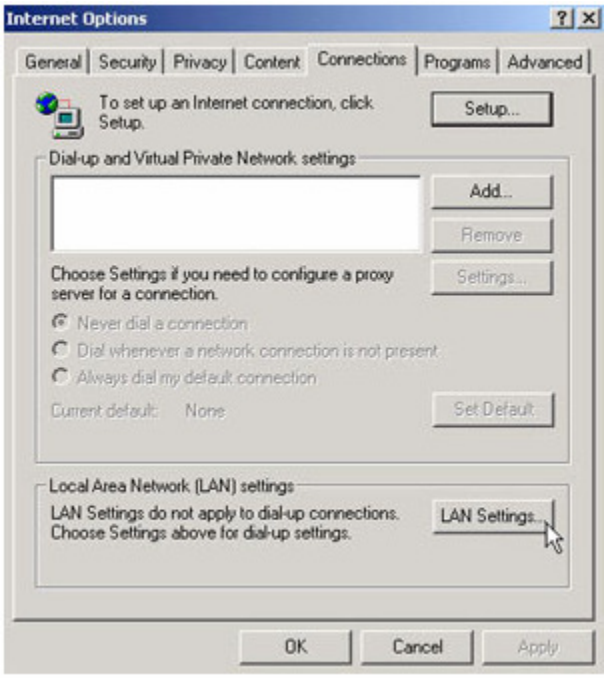
Configuring Proxy Settings

STEP 1: (Gathering Proxy Information)

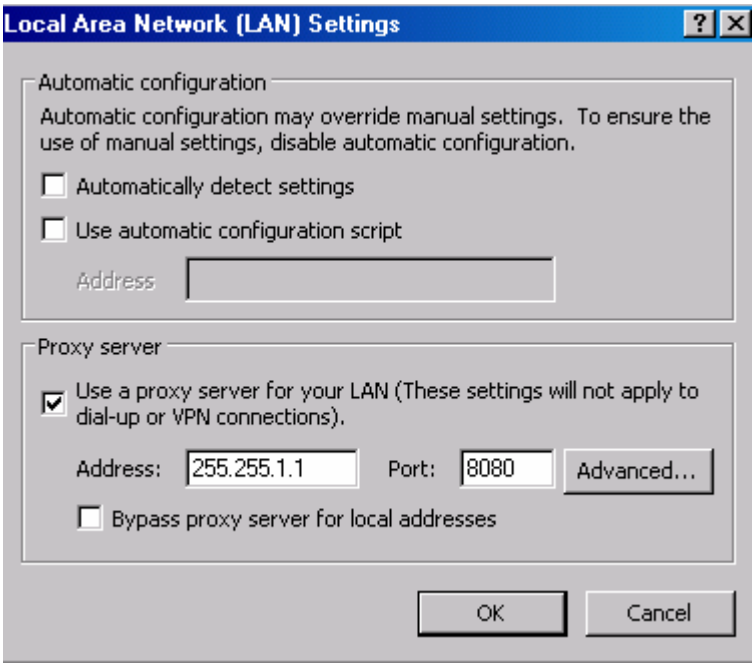
Windows

1. Click on the **Start** menu and select **Control Panel** (Start → Settings → Control Panel)

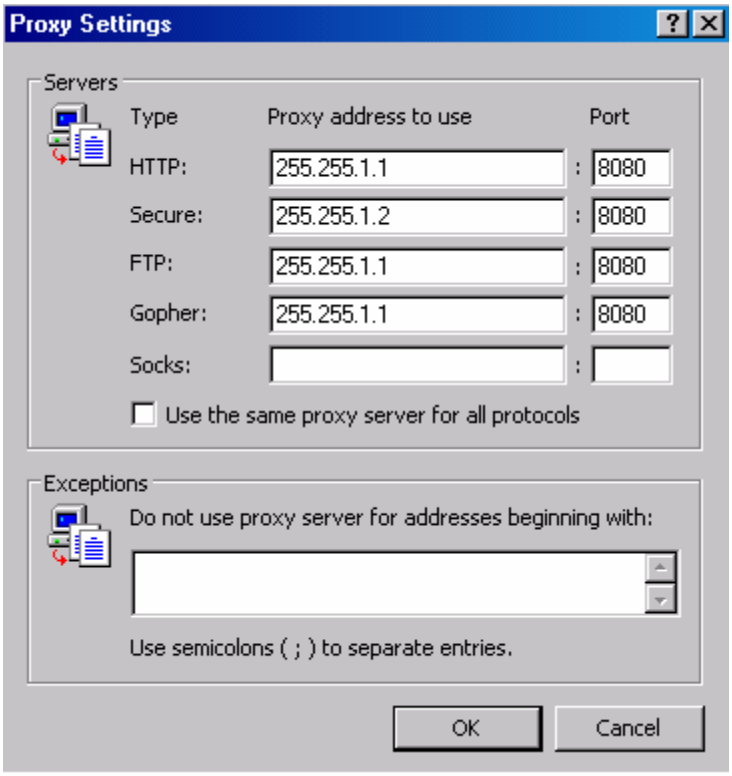
2. Open your **Internet Options** control
3. Select the **Connections** tab
4. Click on **LAN Settings...**



5. If 'Use a proxy server for your LAN' is checked, record the information listed beside Address and Port. If proxy Address and Port number information is not available or not present, contact your System Administrator.

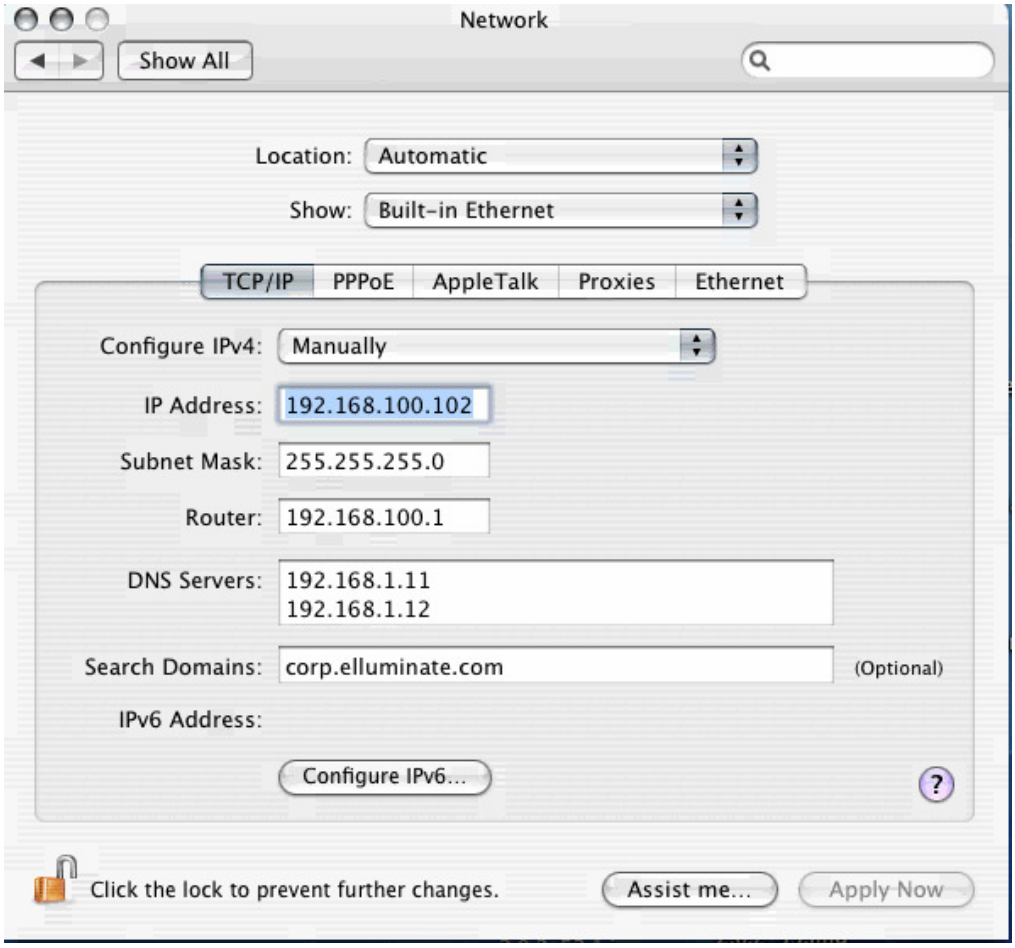


6. If ‘Use a proxy server for your LAN’ is checked, but the Address or Port is null, click the Advanced button and record the information next to HTTP (or Gateway). If proxy Address and Port or not present, contact your System Administrator.

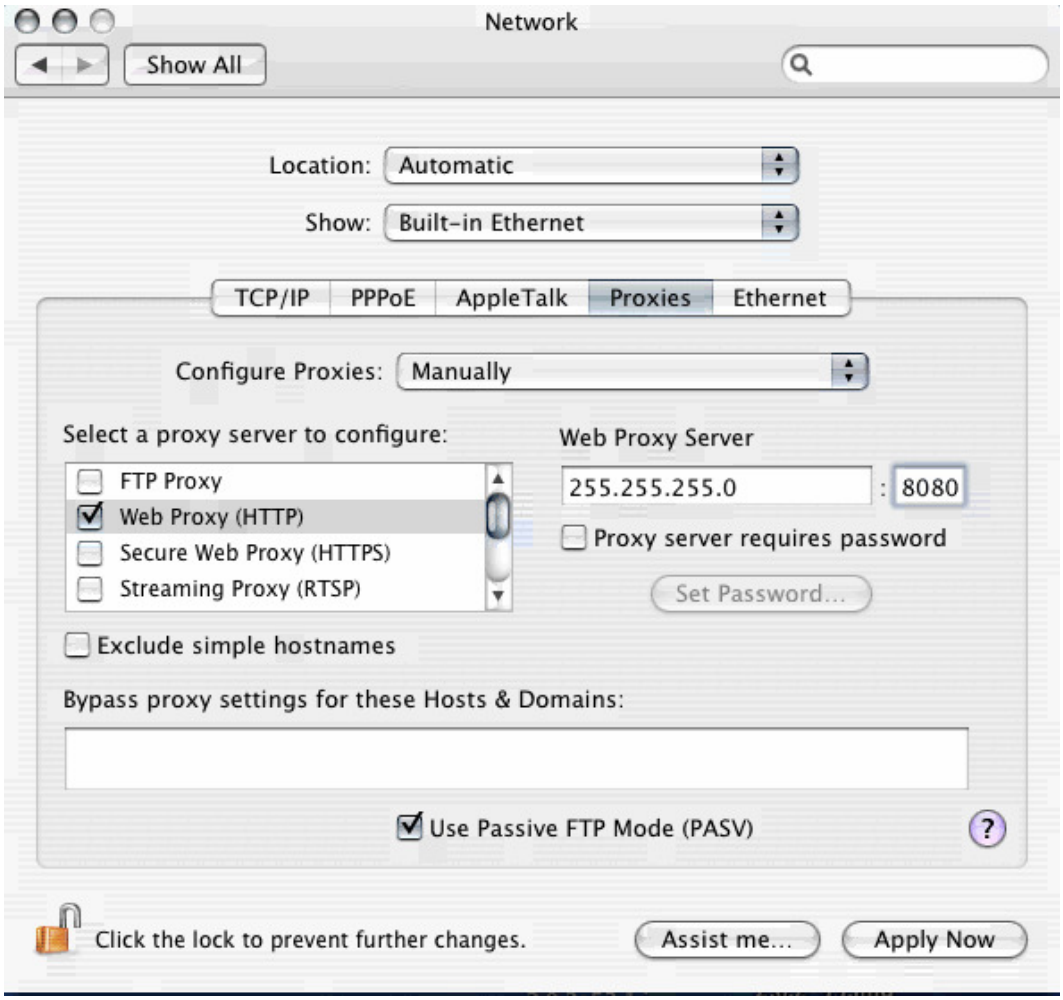


Apple Mac OS X

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



4. Select the **Proxies** tab



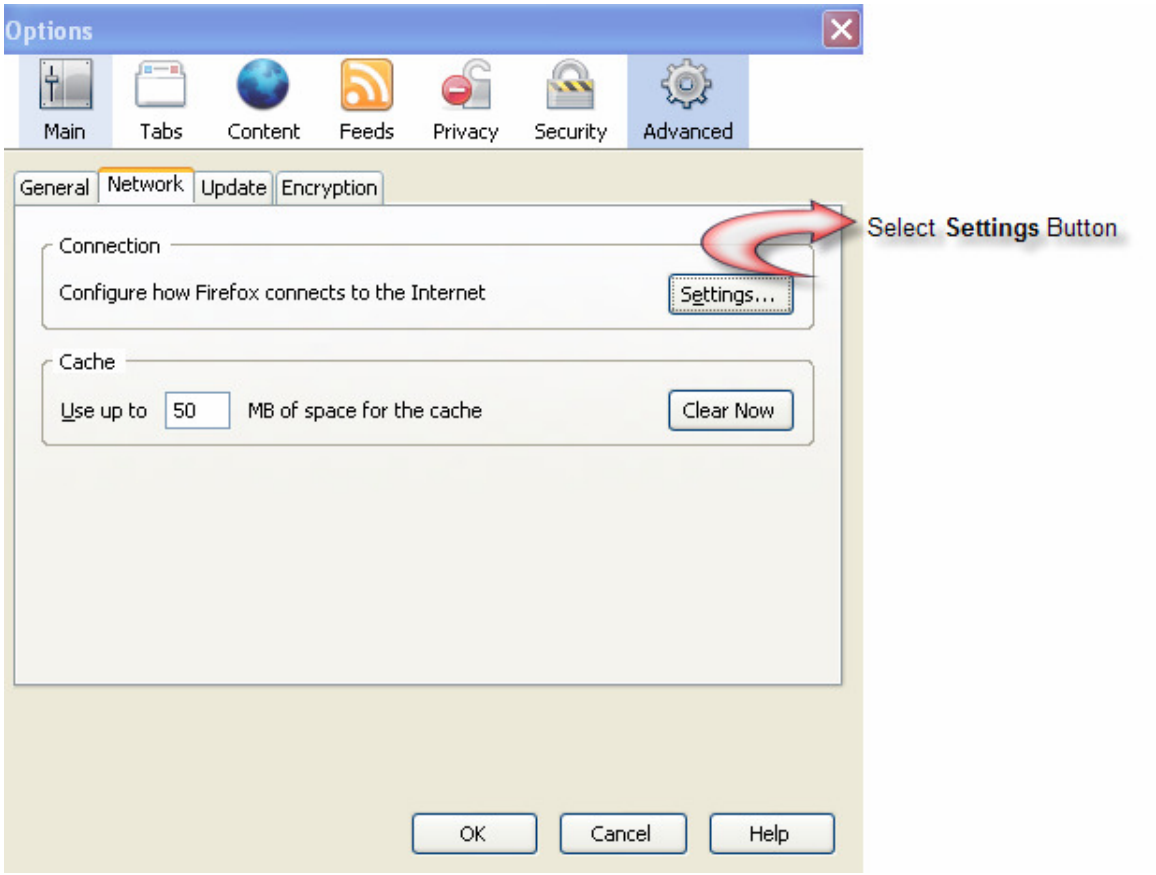
5. Copy down the information in the Address and Port fields from either Web Proxy or Secure Web Proxy

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

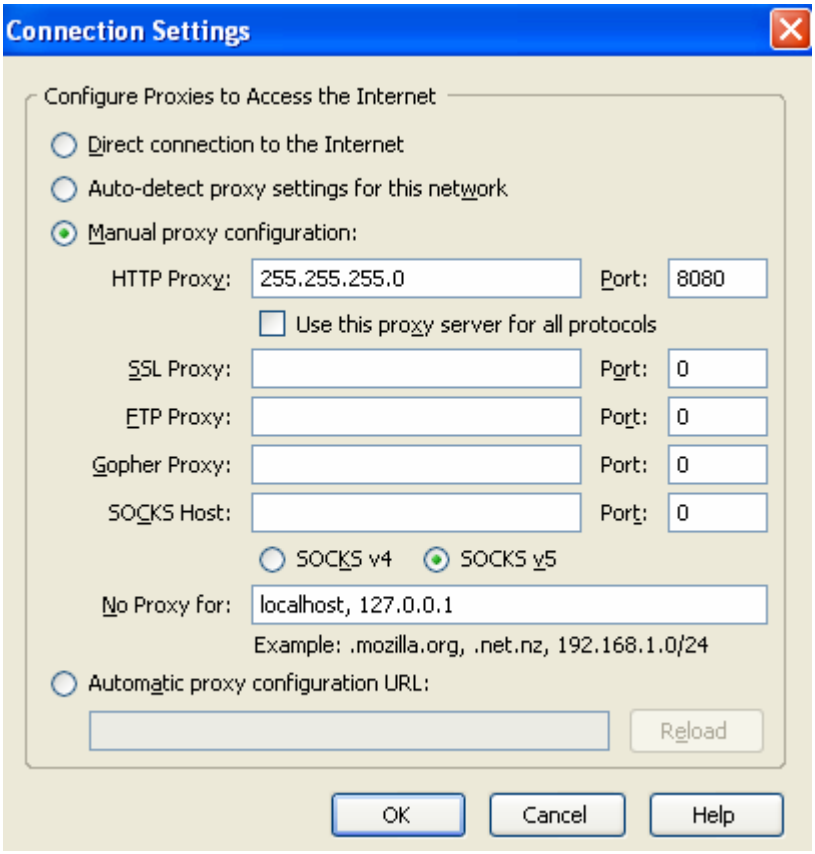
Solaris

Mozilla

1. Open **Mozilla**
2. Select **Options** from the **Tools** menu
3. Select the **Advanced** button and then select the **Netwok** tab
4. Select the **Settings** button in the **Connection** area



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



Netscape

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

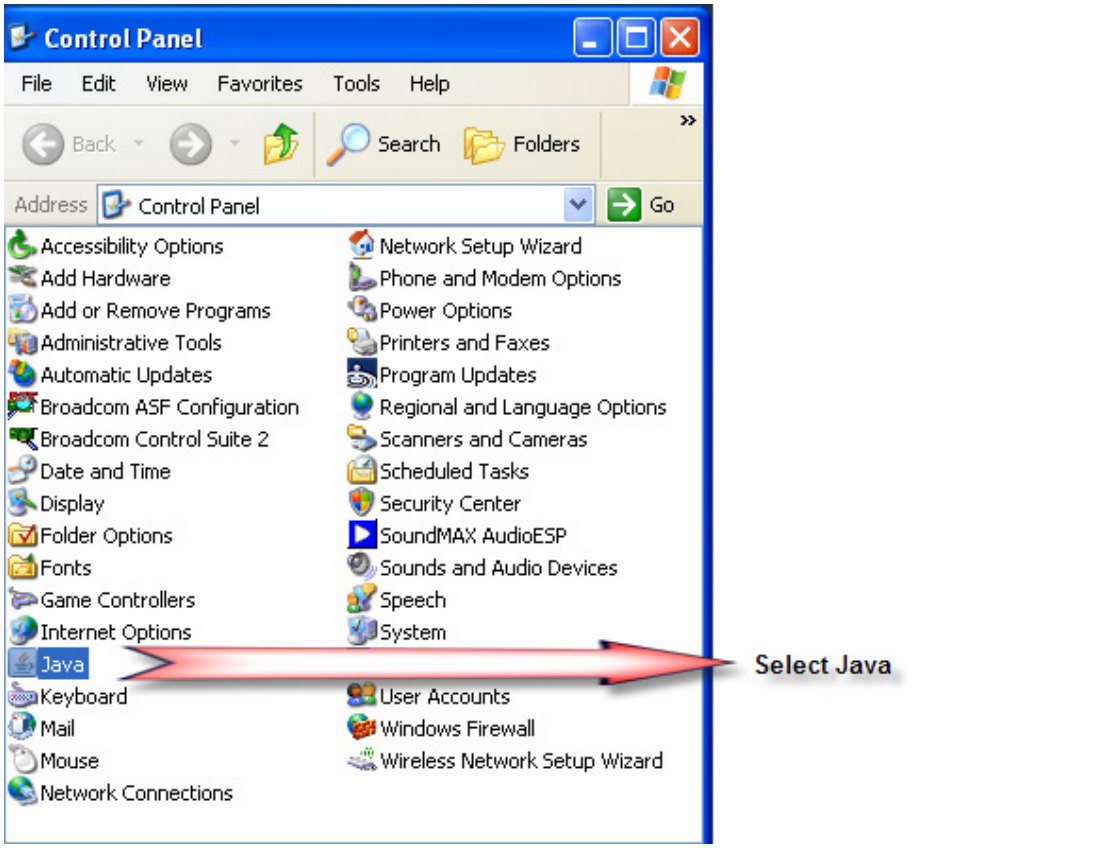
Step 2: (Entering Proxy Information into Java)

Windows

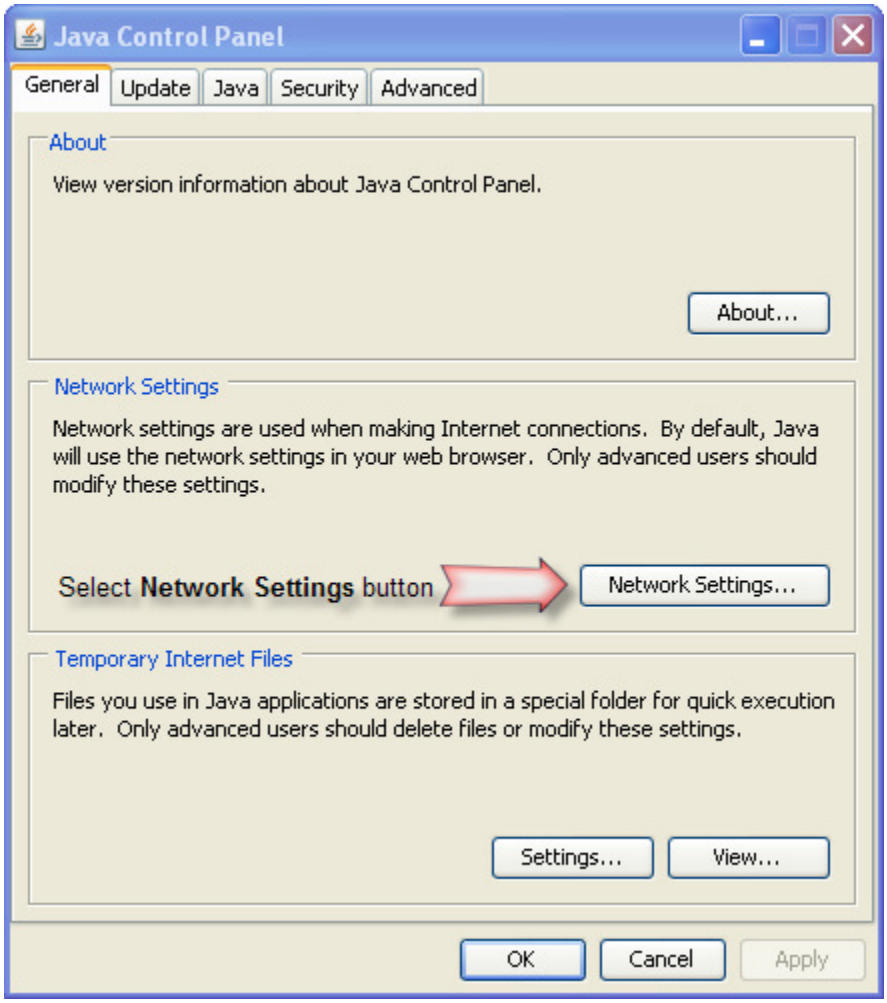
Open **Java Application Manager**

1. Click on the **Start** menu and select **Control Panel** (Start → Settings → Control Panel)

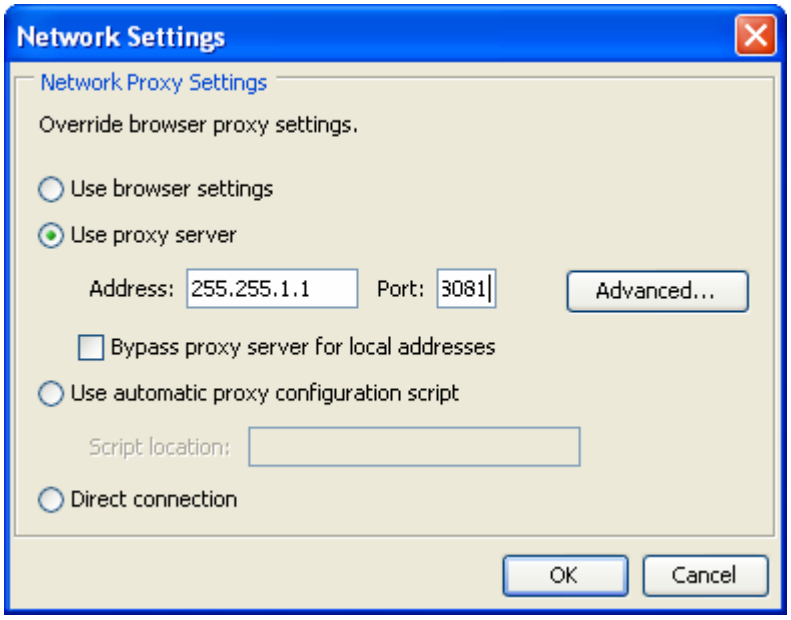
2. Select **Java**



3. From the General tab, select the **Network Settings** button



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



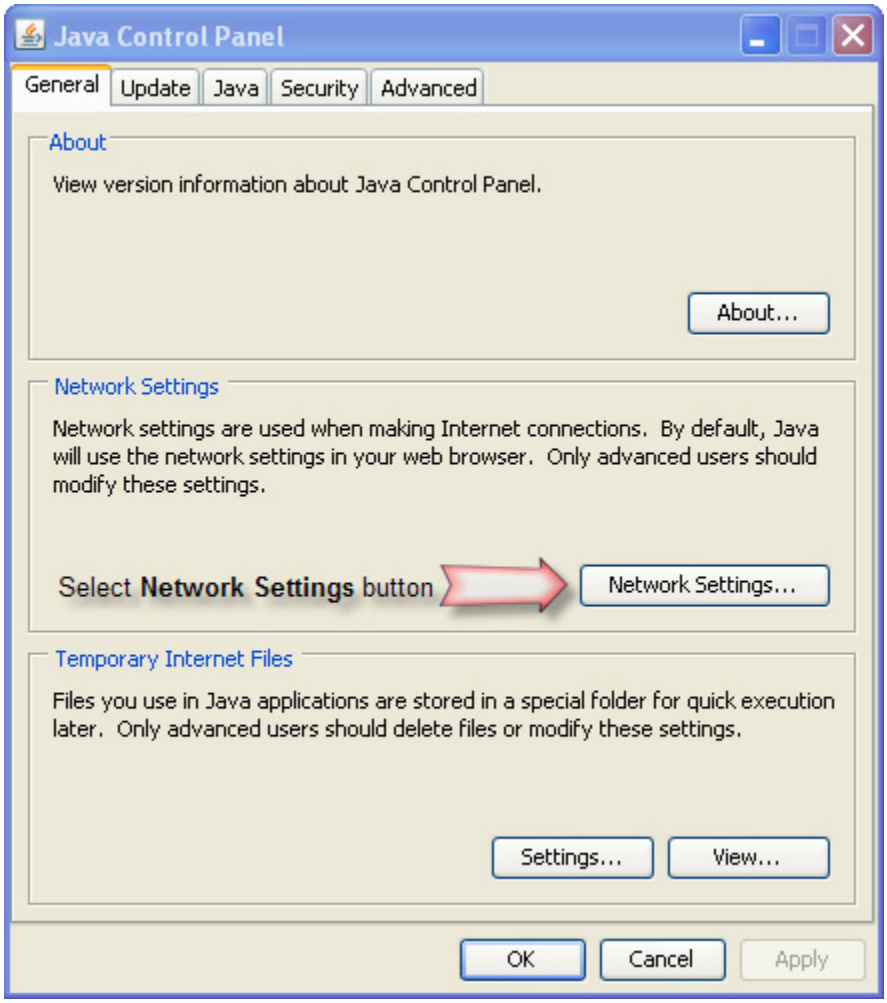
Apple Mac OS X

Please proceed to Step 3.

Solaris

Open **Java Application Manager**

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



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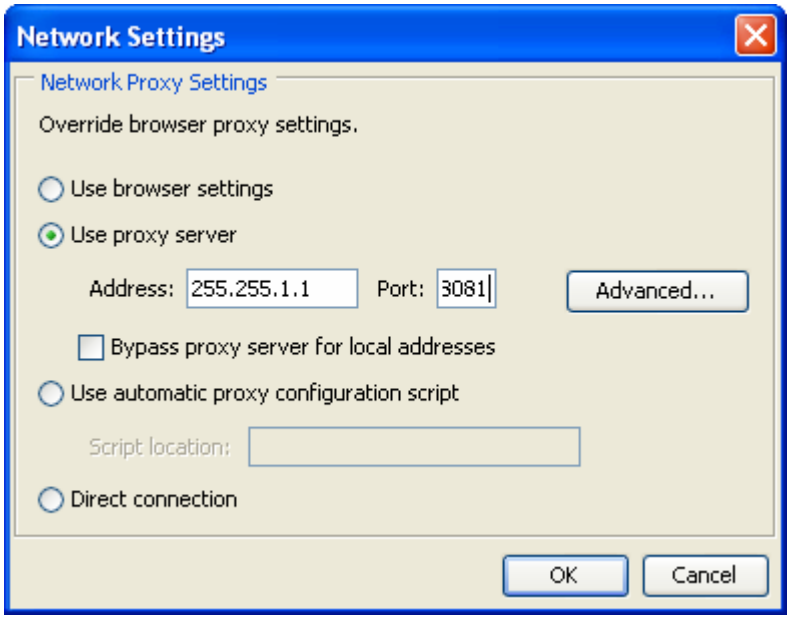
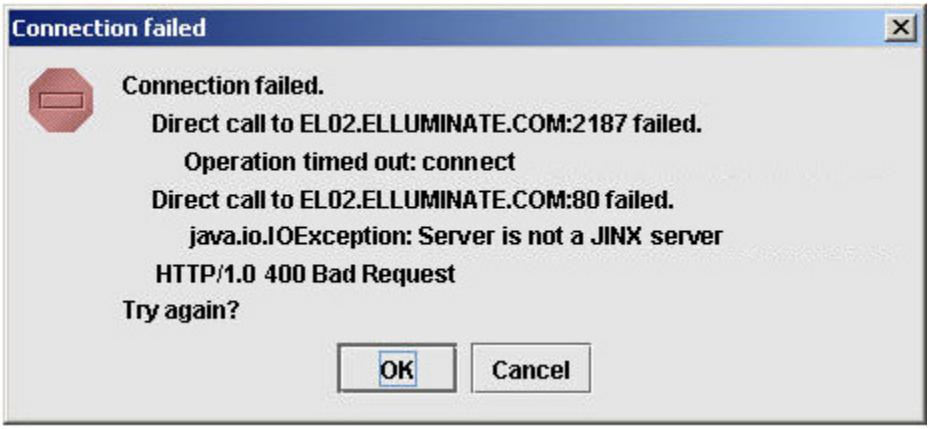


STEP 3: (Entering Proxy Information into Elluminate *Live!*)

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 **Tools (on a Mac, select the "Elluminate *Live!*" menu)**

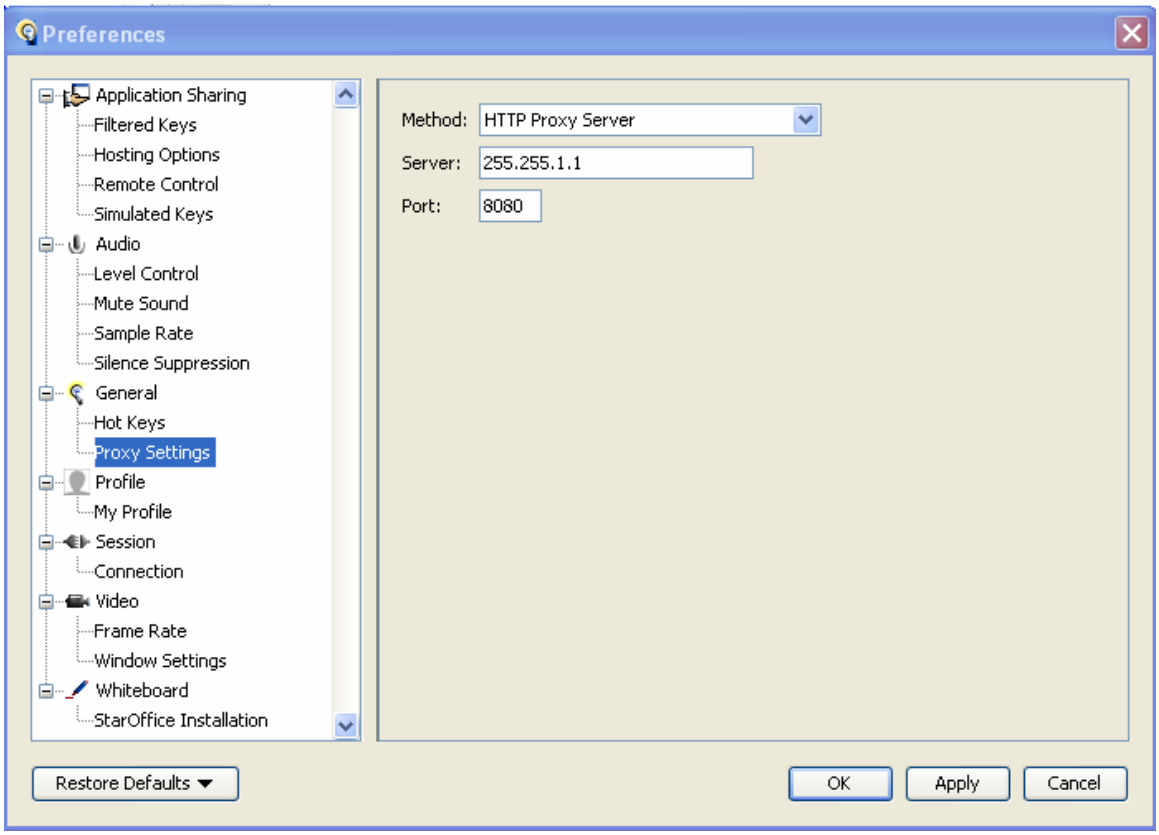
3. Select **Preferences**

4. Select **General**

5. Select **Proxy Settings**

6. In the Method field, select '**HTTP Proxy Server**'.

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

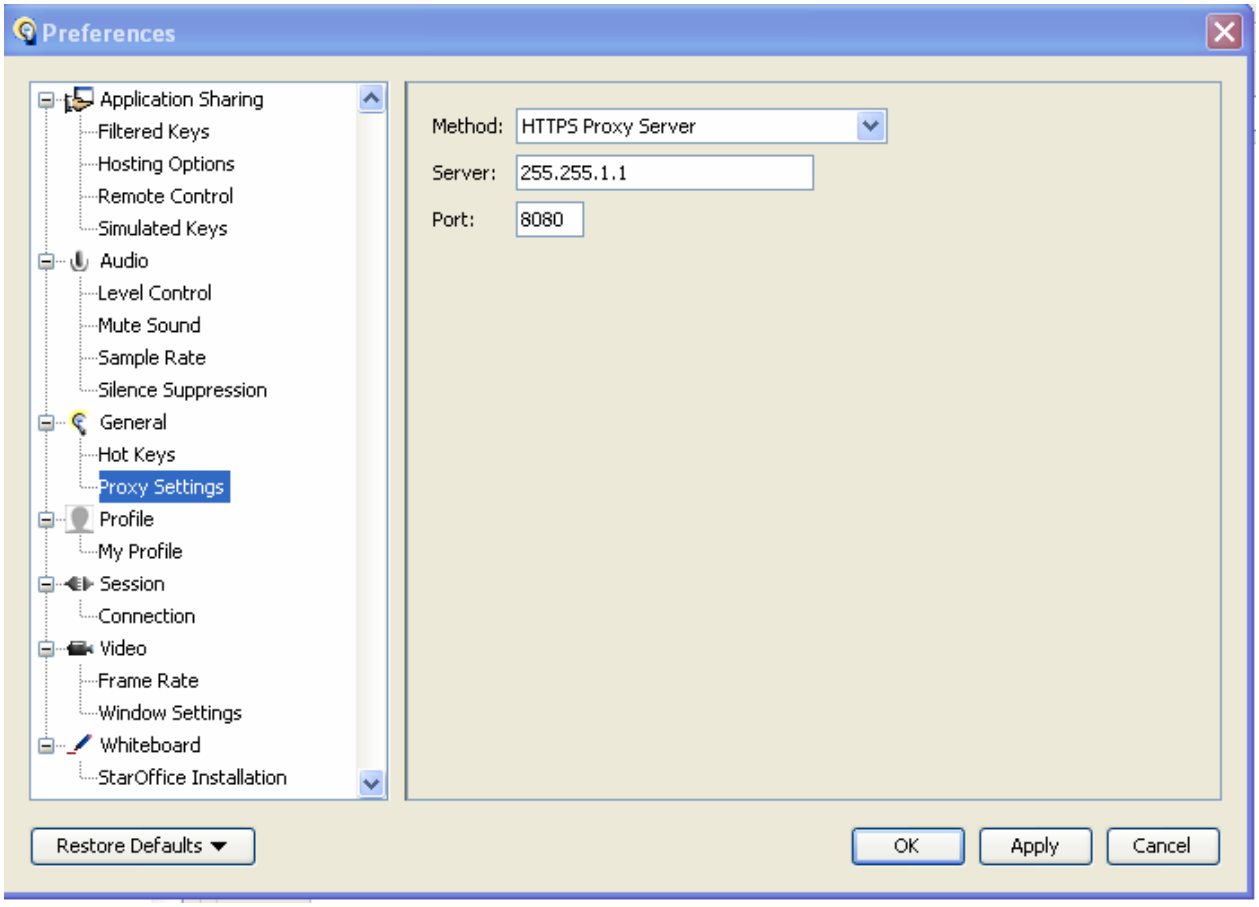


8. Select **Apply**

9. Select **Ok**

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

11. If this fails, go back to step **6** and select '**HTTPS Proxy Server**'.



Configuration Difficulties

If a connection still cannot be established to the session, contact your System Administrator. Further configuration may be required to allow connection to an Elluminate *Live!* session.

System Administrator Information:

What are we trying to do:

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Addresses, Ports and Protocols

If a user is attempting connection to a session running on one of Elluminate's servers, it will be made to one of the following servers:

Since Elluminate uses dynamic server assignment, it is not possible to state in advance precisely which server will host a session. This means the IP Address is known only when the session actually starts. As a result, please ensure firewalls (and proxy systems) allow access to the entire set of Elluminate hosts in the domain **elluminate.com** and to the following IP Address ranges:

- **216.220.49.208 with netmask 255.255.255.240 (in CIDR notation: 216.220.49.208/28)**
- **65.110.166.160 with netmask 255.255.255.224 (in CIDR notation: 65.110.166.160/27)**
- **74.200.25.224 with netmask 255.255.255.224 (in CIDR notation 74.200.25.224/27)**

Enabling access to both of the address blocks listed will reduce the impact of any configuration changes that Elluminate might make.

Elluminate *Live!* connects on one of two ports 2187 or 80 for unencrypted sessions; when session encryption is used, port 443 is used instead of 2187. We need to establish a connection on one of these two ports. Once this connection has been made it will remain open and transfer all communication which is a proprietary protocol called the Collaborative Communication Framework (CCF), which is layered on a TCP transport protocol.

Firewall and web content filters must allow the download of both JNLP files (or content types) and JAVA application archive (JAR) files. The desktop client system must be configured to allow the download, installation, and execution of JAVA network applications. In addition, the end user must have these permission.

Please Note:

- Only authorized clients may connect to an Elluminate *Live!* Server
- The connection is always initiated from the client
- After connecting, only the Elluminate *Live!* server will send data to the client

For more information, and access to a 24-hour Configuration Room which you may use to test a system's ability to login to an Elluminate *Live!* session, visit www.elluminate.com/support.

If you have any further questions, please contact us for support. Thank you.