

## 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.*

1. Go to [www.ec.commpartners.com](http://www.ec.commpartners.com) and click on the Support Tab in the top left, once expanded click "Run Test." You should see a Congratulations message. Click "Click Here" to take the second part of the test. Once the second part is loaded you should hear a pre-recorded audio message. If your browser does not pass the first part of the test, go to [www.flash.com](http://www.flash.com) to download the required Adobe Flash software. Once at the site, go to the "Downloads" menu at the top and choose "Get Flash Player."
2. 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.
3. 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.
4. 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.
5. Make sure you do not have pop-ups disabled in your internet browser settings.
6. VPN or remote desktop connections to another computer are not recommended.
7. Make sure that your internet browser is Active X enabled.
8. If none of the above steps resolve the issues, direct your web browser to <http://www.getfirefox.com> and download Firefox. Next reinstall the Adobe Flash software by visiting [www.flash.com](http://www.flash.com) . (See step 1.)
9. 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]