



## **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
    - Java Desktop System
    - Mac
  - Step 2: Entering Proxy Information into Java Web Start
  - Step 3: Entering Proxy Information into Elluminate Live!
  - Configuration Difficulties
- System Administrator Information
  - Addresses, Ports and Protocols

### **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.

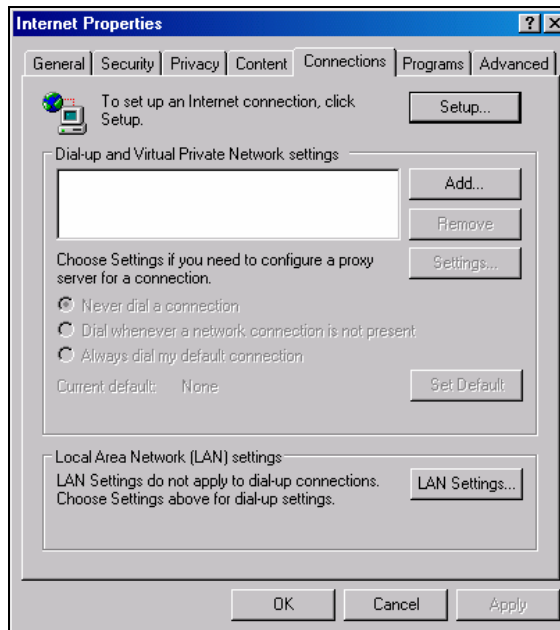
If Java Web Start cannot detect the proxy settings, it will prompt to specify them. In this case it will be necessary to manually configure Java Web Start's proxy settings in order to launch Elluminate *Live!*. Java Web Start will also prompt for username and password should it encounter an authenticating proxy.

## Configuring Proxy Settings

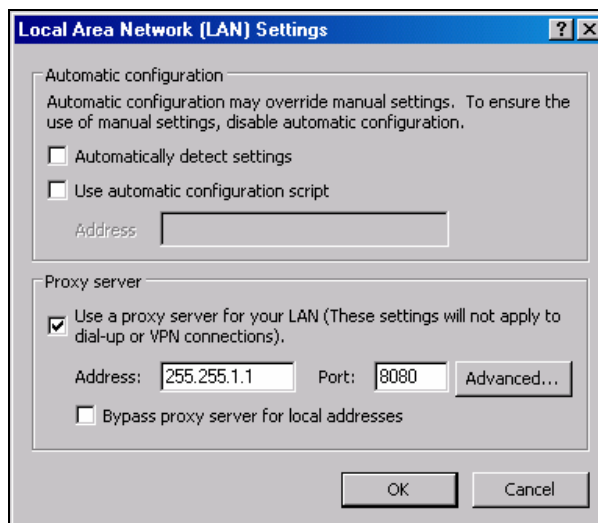
### Step 1: Gathering Proxy Information

#### Windows 98/ME/2000/XP

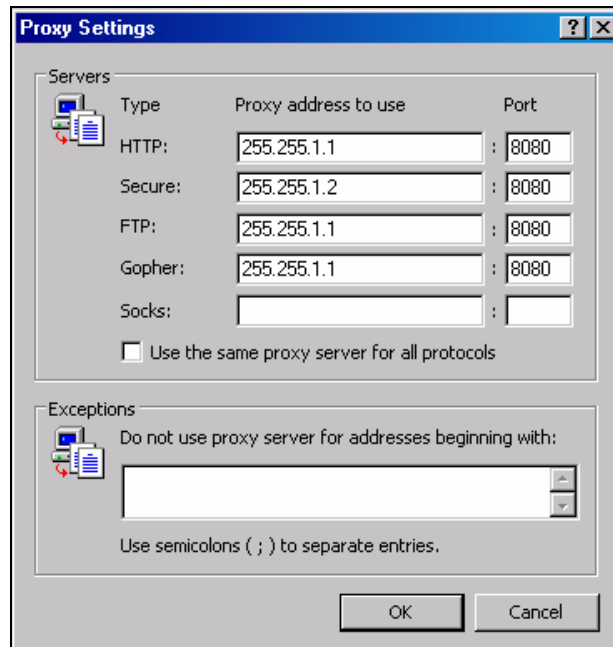
1. Click on the **Start** menu and select **Control Panel** ( or Start/Settings/Control Panel).
2. Open the **Internet Options** control.
3. Select the **Connections** tab.
4. Click on the **LAN Settings** button.



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 there is no information listed under Address or Port, click the Advanced button and record the Address and Port information next to HTTP (or Gateway). If proxy Address and Port number information is not available or not present, contact your System Administrator.



## Solaris 9

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**

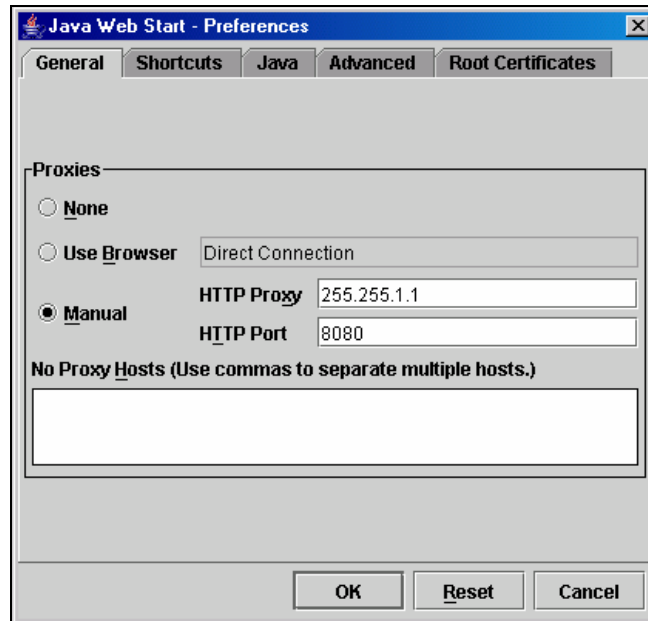
## Java Desktop System

1. Click on **Launch**
2. Select **Internet** from the **Preferences** menu
3. Record the address and port numbers listed beside **HTTP Proxy** and **Secure HTTP Proxy**

#### 4. Step 2: Entering Proxy Information into Java Web Start

In this step Java Web Start will be manually configured to use a specified address and port number to connect to a proxy.

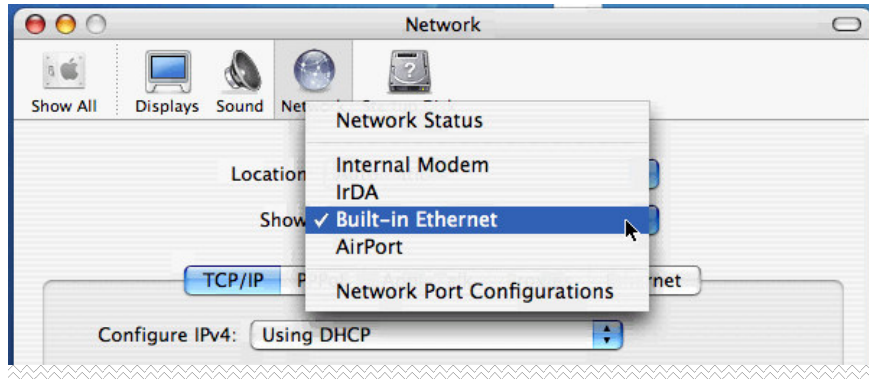
1. Open the Java Web Start Application Manager
  - a. Windows: Click the **Start** menu and select **All Programs**. Select **Java Web Start** from the Java Web Start folder.
  - b. Solaris: Open a **Terminal** window and type **javaws**.
  - c. Java Desktop System: Click on **Launch** and select **Java** from the **Preferences** menu
  - d. Mac: In the **Applications** folder, open **Utilities**, then **Java**, then **Java Web Start**.
2. Select **Preferences** from the **File** menu.
3. On the **General** tab, under **Proxies**, select **Manual**
4. Enter the proxy address recorded in the step above into the HTTP Proxy field, and the port number into the HTTP Port field.



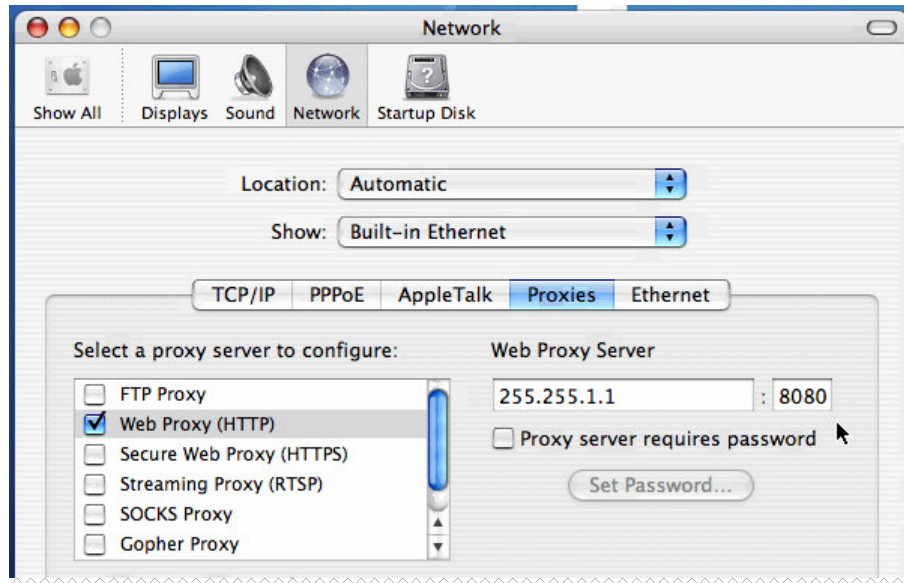
5. Click **OK** and close the Java Web Start Application Manager.

#### Mac OS X

1. Open your **System Preferences**
2. Click on **Network**
3. In the Show menu, select your connection device (Built-in Ethernet, Airport, etc.)



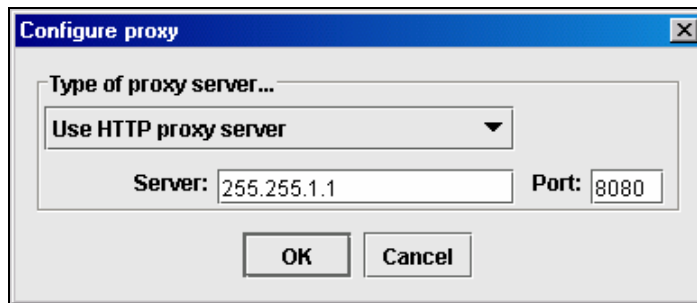
4. Select the **Proxies** tab
5. Record the Address and Port from either Web Proxy or Secure Web Proxy. If proxy Address and Port number information is not available or not present, contact your System Administrator.



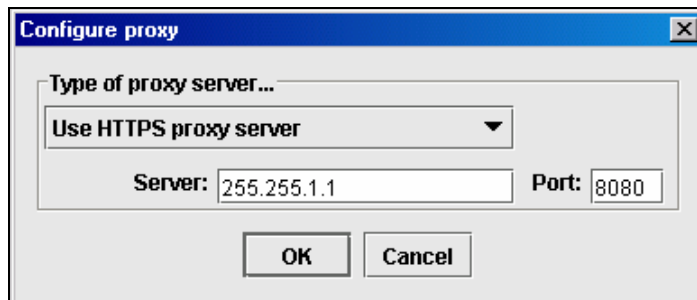
### Step 3: Entering Proxy Information into Elluminate *Live!*

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 **Proxy Configuration...** from the **Session** menu.
3. In the 'Type of proxy server...' field, select 'Use HTTP proxy server'.
4. Enter the proxy address recorded in the step above into the Server field, and the port number into the Port field.



5. Click **OK**.
6. Select **Join the Session** from the **Session** menu.
7. If this fails, go back to step 3 and select 'Use 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

This information is intended for a System Administrator in the event that the steps above prove unsuccessful.

### Addresses, Ports and Protocols<sup>1</sup>

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 IP ranges:

<u>IP Address Block</u>	<u>Netmask</u>	<u>CIDR</u>
216.220.49.208	255.255.255.240	/28
65.110.166.160	255.255.255.224	/27

Elluminate *Live!* connects on one of two ports – 2187 or 80. Access through either port to one of the above listed servers is required to make a connection to an Elluminate *Live!* session.

Communication is in a proprietary protocol called the Collaborative Communication Framework (CCF), which is layered on a TCP transport protocol.

#### Note:

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

For more information, and access to a 24-hour configuration session which you may use to test a system's ability to login to an Elluminate *Live!* session, visit [www.illuminate.com/support](http://www.illuminate.com/support). If you have any questions, contact Elluminate's Support Team at [support@illuminate.com](mailto:support@illuminate.com).

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<sup>1</sup> If a user is attempting connection to a session running on a license holder's server, the network address and port number may differ. Contact the organization hosting the session for network address and port information.