Overcoming network connection issues in Elluminate

Issue 1 - Failure to detect proxy settings on start up

Problem

Both Java Web Start and Elluminate *Live!* should automatically detect your proxy settings. However, there are occasions when this does not happen automatically, and you are prompted for your proxy information. The following information will provide you with the steps needed to locate the necessary information and how to enter it correctly.

Solution:

STEP 1:

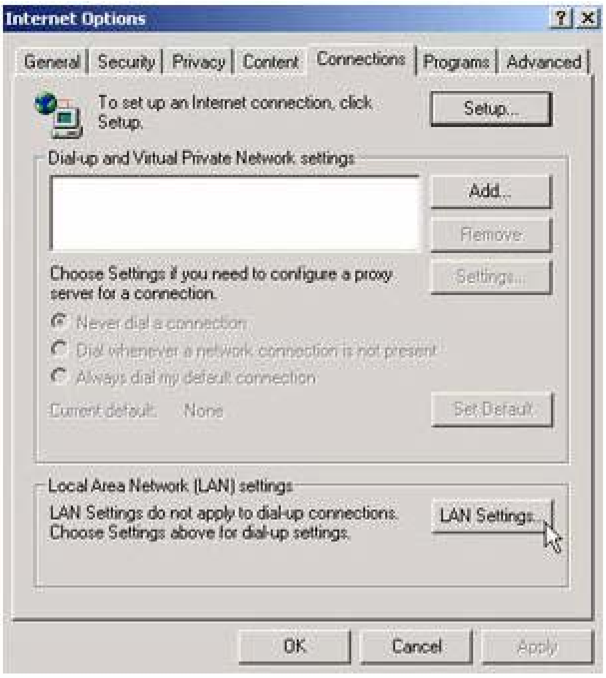
Windows

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

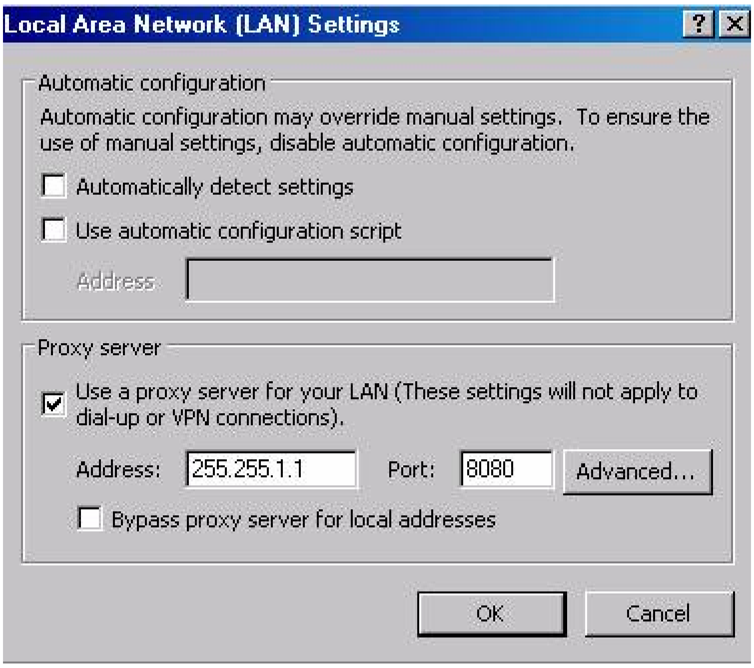
2. Open your **Internet Options** control

3. Select the **Connections** tab

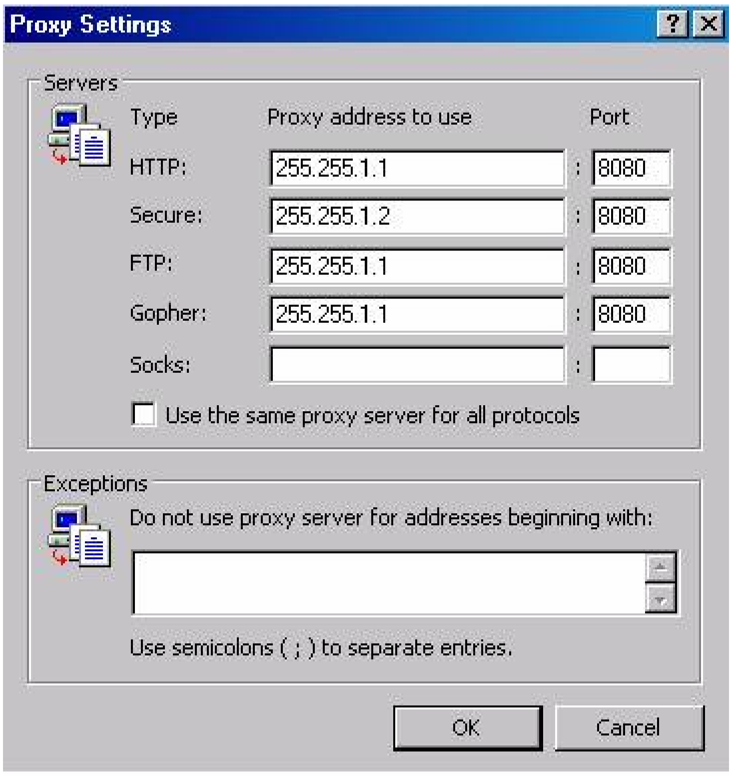
4. Click on **LAN Settings...**



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.

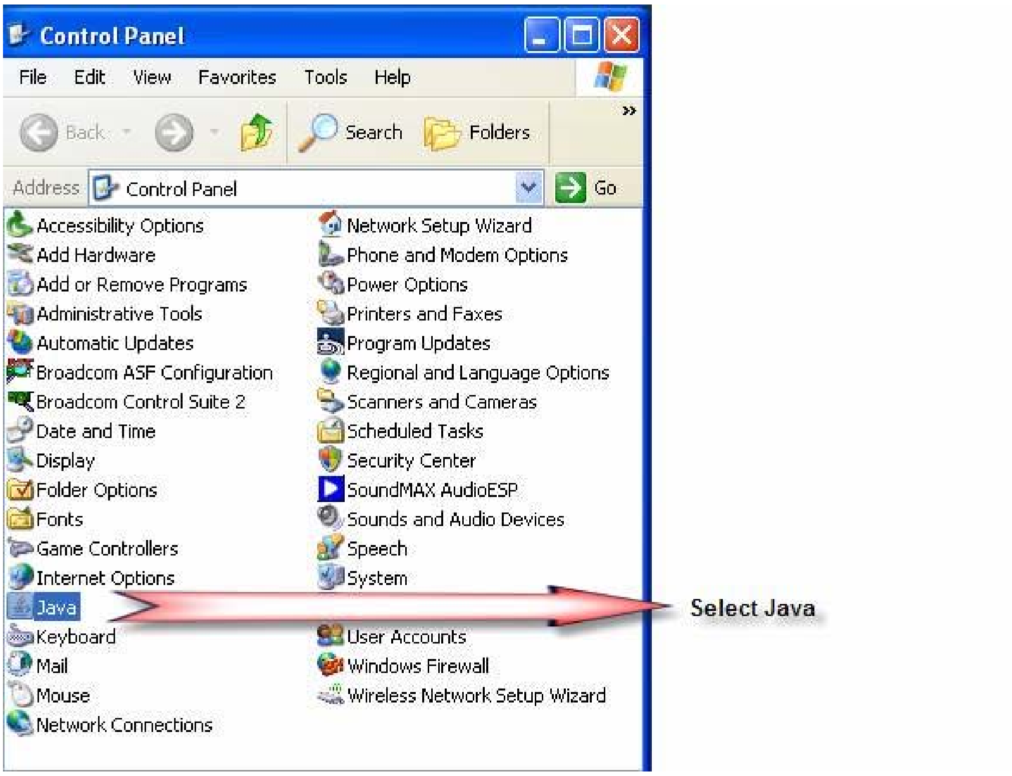


STEP 2: Entering Proxy Information into Java

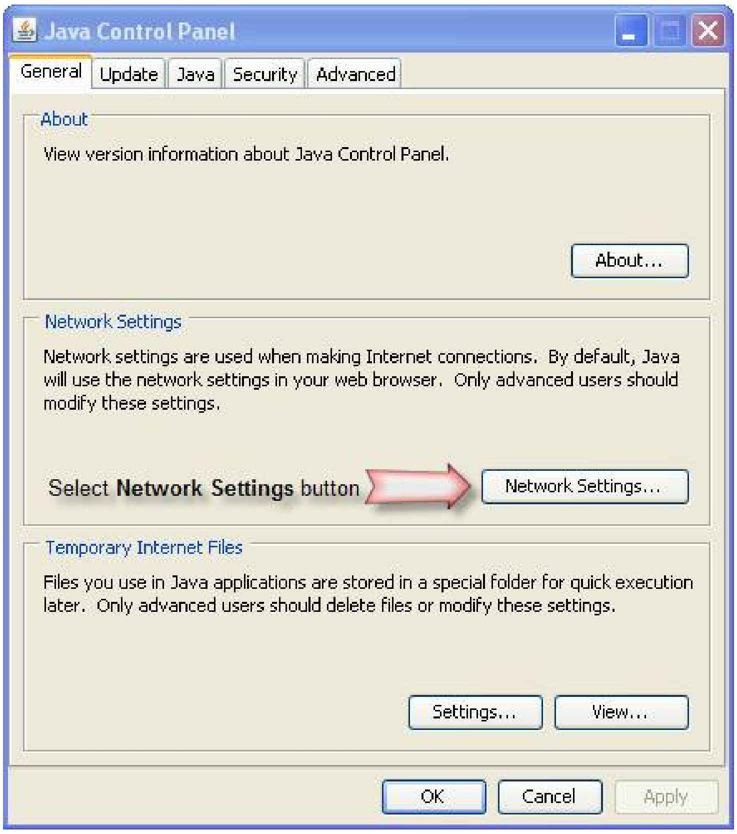
Open **Java Application Manager**

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

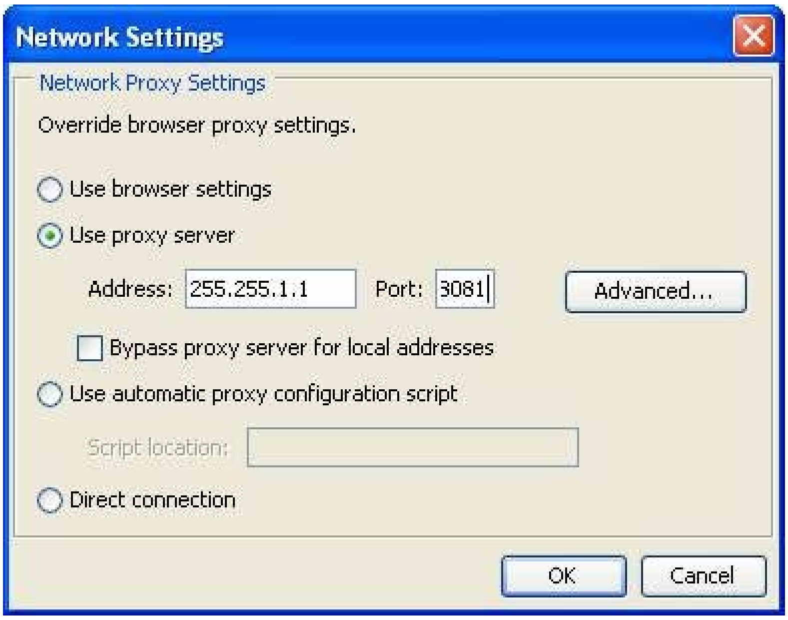
2. Select **Java**



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.



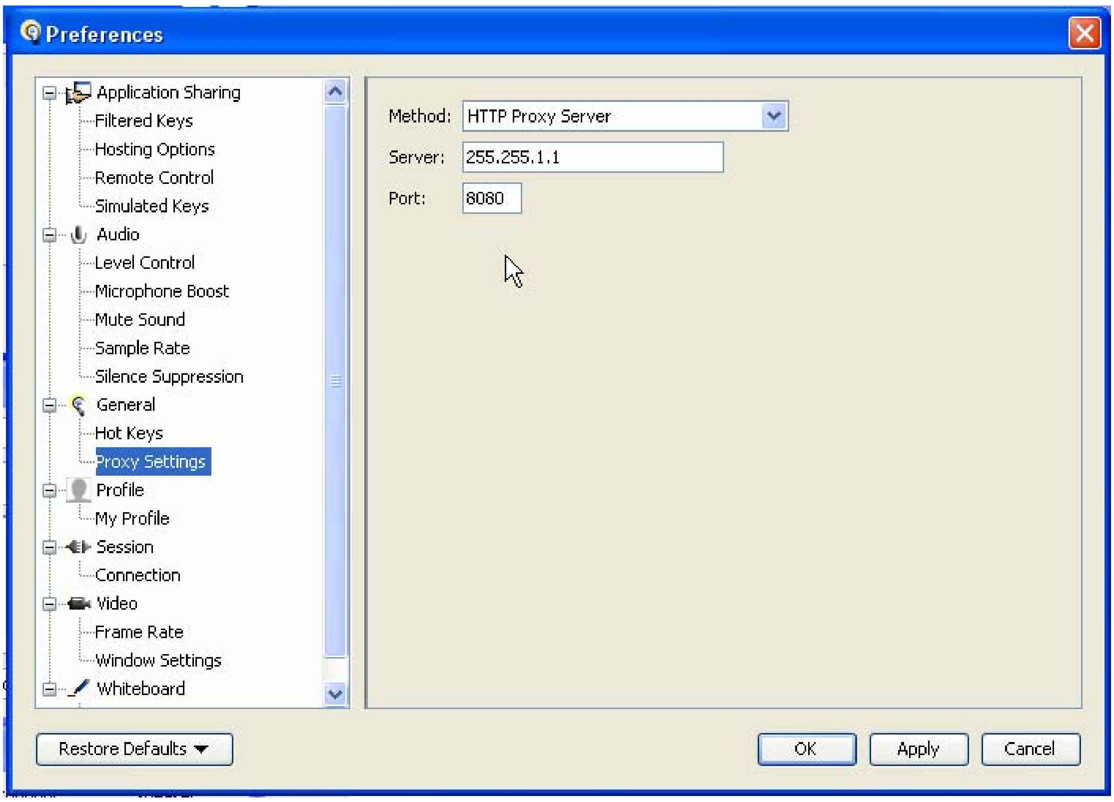
STEP 3: Entering Proxy Information into Elluminate *Live!*

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.

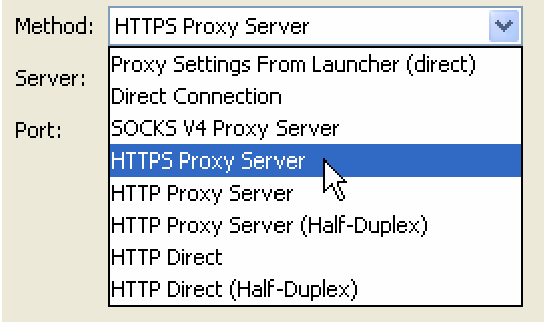
1. Cancel the authentication process by clicking the **Cancel** button when prompted to try again in the Elluminate *Live!* environment.

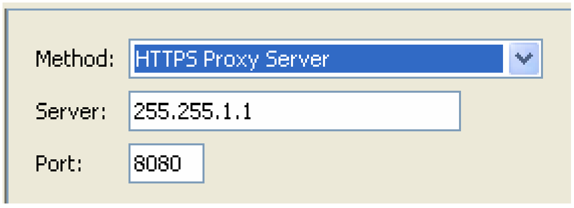
2. Select **Tools –> Preferences and select Proxy Setting**.
3. In the 'Method' field, select 'Use HTTP proxy server'.
4. Enter the proxy address recorded in the step above into the Server field, and the port number into the Port field.

NOTE: The connection failed message may have different server information than from above. Elluminate connects currently on servers el01.elluminate.com through - el08.elluminate.com.



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'.





8. If you are connecting from home using your own internet connection then you should use **Direct Connection** in the **Method** field

Configuration Difficulties

If a connection still cannot be established you will need to contact your System Administrator because further configuration is necessary. Please provide them with the following information.

System Administrator Information

(http://d2.parature.com/ics/support/default.asp?deptID=2653%26task=knowledge%26questionID=476)

System Administrator Information

This information is intended for a System Administrator in the event you were still unable to establish a connection after trying:

- Gathering Proxy Settings from default Internet browser
- Entering Proxy Information into Java Web Start
- Entering Proxy Information into Elluminate *Live!*

What are we trying to do:

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.

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)**

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.

Using Elluminate from inside Blackboard Vista (the TAFE VC)

You are ale to launch Elluminate form inside the TAFE VC (Blackboard). Elluminate uses a powerlink to identify people who are in a blackboard session and what their status is. Teachers have the ability add themselves or other teachers as moderators in Elluminate whilst students enter Elluminate as participants.

The following are some issues to be aware of when using Elluminate from inside the TAFE VC.

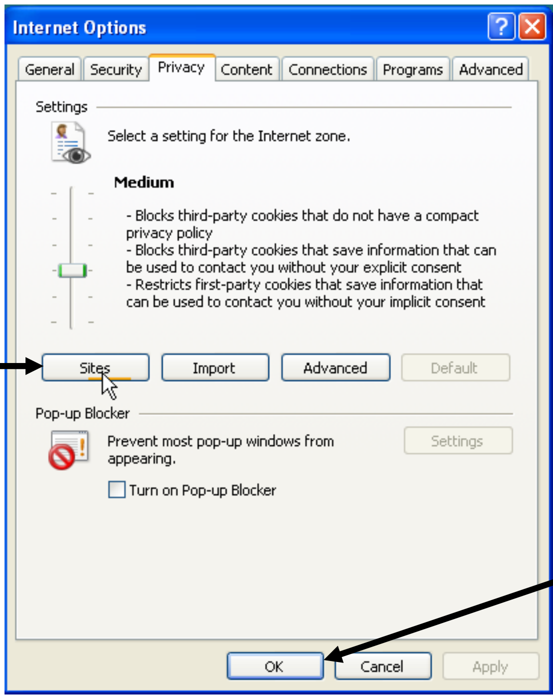
Allowing cookies to be set
Problem
As Elluminate needs to know who you are when you enter an Elluminate session this information is passed to Elluminate in the form of a cookie. It is possible to have the security level of your browser set to a level that does not allow cookies to be set. If this is the case you may get a message similar to this

Please retry using the WebCT Proxy tool to restart session.

It appears that this only occurs in Internet Explorer and the problem is with Internet Explorer Privacy levels.

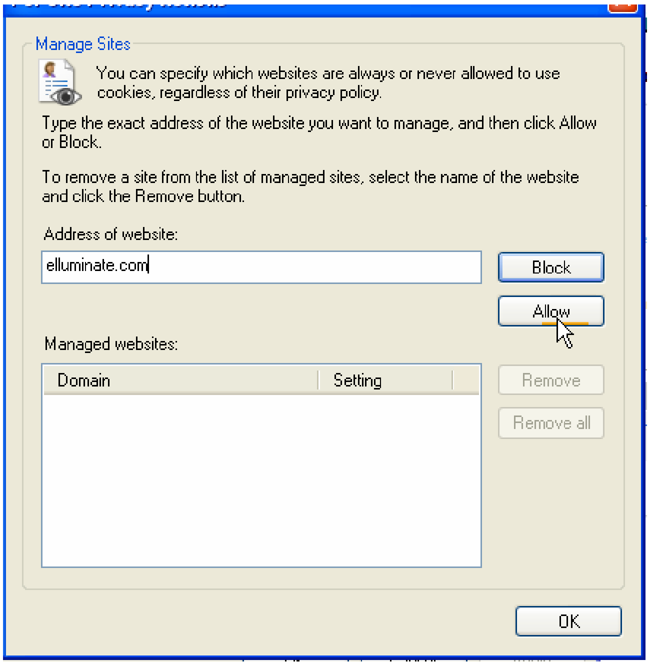
Solution
Step 1. Go to Tools and internet options and select privacy and then the Sites button

Click on the Sites button and enter the elluminate.com



Click the OK Button

Step 2. In the sites box type in **elluminate.com**



Step 3. Click on **Allow** and then **OK**
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Keeping Track of Sessions

Sessions can be created from both the ELM Administrator interface or by a moderator from within a TAFE VC/Blackboard section. The moderator is unable to see other planned session so there is a possibility for clashes to arise.

The ELM administrator is able to see all sessions that have been created, both by moderators in the ELM interface and by teachers within Blackboard. Blackboard created sessions are identified as being created by ***Legacy Adapter.*** The name of the session is taken from the course and section name of the originating Blackboard section. It is possible for a teacher to edit the title of the session. You may consider developing a procedure in which the teacher's name is included.

From the list of sessions in the ELM Administrator interface it is possible to see if there is likely to be a clash that may mean your Elluminate licence is to be exceeded. From the Session Name you can look up the teacher of the section in Blackboard and see if the sessions can be rescheduled if the numbers look like exceeding your licence.

It is possible for the TAFE VC administrator at your organization to "turn off" the Elluminate tool at a course level. This can let you manager access to Elluminate based on procedures that you may wish to develop in which teachers need to request or book sessions prior to being able to set them up.

Changing names
Problem
There is an issue when a teacher's name has been changed in Blackboard but they have kept the same log in name. If that teacher has previously entered an Elluminate session the Elluminate server will not recognize the person, even thought their logon name is correct, and the teacher will be added as a participant rather than a moderator.

Solution
If a teachers name needs to be changed then create a new login name for the person as well. Please note this is only a problem once a name change has been made after a person has entered at least one Elluminate session with their original name.