Common problems and solutions

I receive a Connection Failed message

This message is sometimes received when people access Elluminate from a computer within the UTAS network or from another secure network (usually a computer at work or school). On rare occasions, it is received by people accessing Elluminate from a home internet account. It may look something like this, though the details will probably be different. The Elluminate window should be open behind it.

There are many reasons why a person might receive a Connection Failed message. Some possible explanations and potential solutions are presented in this document.

Explanations and Solutions

Loss of connection to the internet

If your connection to the internet breaks during the launch process, you may receive a Connection Failed message. This might occur if you have an unreliable internet connection, particularly if you have a satellite or wireless connection.

Solutions:

☑ Check that you are still connected to the internet by trying to open another web page, for example, the UTAS home page.

☑ If you are using a wireless internet connection, check that you are still receiving a wireless signal.

Failure to authenticate (enter a username and password correctly)

Some Elluminate users will find that they receive a pop-up message prompting them to enter a username and password during the launch process. This often occurs when people access Elluminate from a computer within the UTAS network or from another secure network (usually a computer at work). Entering your username and password allows you to gain access to a website/external server through your network’s proxy server. Proxy servers act like traffic police, directing internet coming into
and going out of a network. The message that is received may look like something like this: Sometimes the prompt to authenticate is ‘hidden’ behind other windows, making it difficult to see. If this is the case, and you are using a Windows operating system, you may see one of the tabs in your Task bar flashing or appearing in a different colour. Click on the tab to view the message. If you enter the incorrect username and password, click on the Cancel button, delay your response or do not notice the message, your connection to the Elluminate server will be severed and you will receive the Connection Failed message. If this happens, try the following solutions.

Solution:

If you have not entered your username and password successfully, click on the Cancel option when the Connection Failed message appears. You should be able to see the Elluminate Live! window. In the Elluminate Live! Window, select Session > Join Session (or Join conference or Connect to session in some versions) as shown below. Elluminate will try to reconnect to the session and you should be prompted to enter your username and password again. Enter the correct username and password. You should now be able to join the web room.

I am on a network. I have entered my username and password correctly and I still get a Connection Failed message OR I was not prompted to enter a username and password and I received the Connection Failed message.

Sometimes, Elluminate has difficulty identifying the proxy address for your network’s proxy server. It needs to know this address to work effectively. Settings on some proxy servers prevent this from happening automatically. If this is the case, you may need to tell Elluminate exactly what your proxy settings are.

Solution for users on a computer inside the UTAS network:

☑ In the Connection Failed window, click on the Cancel button.

☑ You should see the Elluminate Live! window. Select Tools then Preferences (as seen below).

☑ The Preferences window will open. Select the Proxy Settings option from the menu on the left hand side by clicking on it (you may have to scroll down to see it). You should see three options on the right of the screen. If you cannot see anything recorded next to the Server and Port options, it means you need to tell Elluminate the Proxy Settings for the University, as seen below. To do this, next to Method select the
HTTPS Proxy Server option. Type proxy.utas.edu.au next to the Server option. Finally, type 8080 next to the Port option. Click on the Apply button to apply your settings, you can then close the Preferences window.

To reconnect to the web room, select Session, then Join Session (or Join Conference or Connect to Session in some versions). Be alert to any messages asking you to enter a username and password.

If you still can’t access the web room, it might be worth checking your Java settings. You can find information about this in the Web conferencing problems: Java settings information sheet.

Solution for users on a computer outside the UTAS network:

First, you will need to find out what your proxy settings are and set up Elluminate accordingly. Instructions regarding how to do this on a machine running a Windows operating system can be found at: http://d2.parature.com/ics/support/default.asp?deptID=2653&task=knowledge&questionID=473.

Mac OS X operating system, can find instructions at: http://d2.parature.com/ics/support/default.asp?deptID=2653&task=knowledge&questionID=472.

If these instructions don’t work for you, you may need to contact your local system administrator (the person who runs the network that your computer is connected to). Provide them with the information found at: http://d2.parature.com/ics/support/default.asp?deptID=2653&task=knowledge&questionID=476.
Further questions should be directed to Elluminate by telephoning 1800 267 338 (free call within Australia).

**I get a ‘Connection failed’ message when I am trying to access Elluminate from home**

Some difficulties can arise with proxy addresses when a person accesses Elluminate using the same computer between different networks or between a network (like the UTAS network) and an internet connection at home. This usually happens when proxy servings for a network have been entered into Elluminate’s Preferences manually.

**Solution:**

If you are able to access Elluminate from work or university but cannot access it from home using the same computer, you may have to enter the Preferences window in Elluminate at home and remove the Proxy Settings information you entered earlier. You will need to re-enter the proxy settings when you go to use Elluminate on the work/university network again.

**None of these solutions worked. What do I do now?**

You can find solutions to related problems on our webpage. Alternatively, contact Elluminate for support on:

1800 267 338 (free call within Australia)