



CATWALKCONFERENCE.COM TROUBLESHOOTING TIPS

Login Screen

- Make sure that you have the ID and Password you have been assigned ready for login. Enter them in the appropriate spots and click "Log on".
- If you have just created a new ID and password, be aware that it may take 5 minutes or so while the system "recycles" its access settings and activates/updates the ID.
- Password is case sensitive. Make sure that you are entering it exactly as provided to you.
- If you have logged on early and your meeting has not yet started, you may conduct a test meeting to pre-download the applets and verify your machine is correctly configured. To do this, click the Attend A Meeting option, and then find the "Test Meeting" option along the left hand side of the page. Clicking this will start a "mini" Web Conferencing meeting and verify your settings. Don't worry about verifying A/V settings unless you will be attending a meeting that uses computer audio and video.

Attending a Meeting

Prior to beginning your meeting, please insure the following:

- Any active popup blockers need to be deactivated for the duration of your meeting. Catwalk Conference uses popup blockers to begin the meeting, as well as within the meeting for Instant Messaging. Blocking them will prevent the meeting from starting. If you wish, you can allow popups from <http://meetings.catwalkconference.com> and <http://st2c3mcw01.connectria.com>. If allow popups from these two sites, you may leave your popup blocker enabled. Be sure to allow popups BEFORE clicking your meeting link.
- If you use any popup blockers from third party providers such as Google, Yahoo! or MSN, please consult their documentation to determine how to unblock popups for our site. For information on the MSN Search Toolbar popup blocker, use this link: http://search.msn.com/docs/toolbar.aspx?t=MSNTBAR_CONC_AboutPUB.htm
- The first time you enter a meeting, Lotus web conferencing will download several Java applets to your machine. You must have Administrator rights on your machine in order for this to take place. For most users, this is the default, unless your company has modified your PC's configuration to prevent you from having Administrator

rights. If you do not have these rights, please check with your network support group to have those rights granted on a one-time basis. You will need rights to download Java applets AND to install them.

- You may receive one or two security warnings that say "do you trust content from IBM/Lotus?". Answer "Yes" to these questions. Failure to do so will result in the meeting not starting on your machine. Sometimes these security windows come up minimized on the task bar, so please look for them there as well.

If You Appear to Hang

- Be aware that the downloads of the applets may take a couple of minutes on a high speed connection, and significantly longer on dial-up. Be patient.
- Make sure popups are not blocked.
- Make sure that you have installed all of the latest Windows Updates. To get the latest Windows Updates for your machine, in Internet Explorer click on "Tools" "Windows Update". This will bring up the screen that will scan your PC and determine what updates will need to be installed. You can also go directly to <http://windowsupdate.microsoft.com>
- Make sure you have Admin rights on your machine, as discussed above.
- Make sure you do not have any security message windows that you need to respond to.
- Firewall issues will occasionally cause a hang. If you are using a personal firewall, such as Norton, please disable it, close the browser window and try to enter the meeting again (see below). You may re-enable your firewall after the meeting.
- If you are behind a corporate firewall and think this may have something to do with your problem, please contact Catwalk Technical Support. Usually, meetings may be attended even from behind restrictive firewalls via a process called tunneling over Port 80.

To Try Again

- If you are hung on a grey or white screen and need to try again, click the "X" in the upper right corner to close the window. Find the window containing the Meeting Center. You should see your meeting. Click on "Attend A Meeting" to restart the process of entering the meeting.

Checking Your Security Permissions

- If you get into a meeting and cannot see the whiteboard area, you may have an issue with security and permissions. Typically, you would see "loading page" but the whiteboard doesn't come up. You may also see the whiteboard, but cannot share your screen in the application sharing section of the solution. Recent versions of Internet

Explorer have added some additional security settings that may impact this particular area of the conferencing solution. Please review the bullet points below.

- In Internet Explorer, go to the Menu and pick "Tools", "Internet Options". Click on the tab that reads "Security". Look for the section that reads "Security Level for this zone". If it reads "High", then you probably do not have appropriate access to download and/or run the Java and ActiveX applets. If it permits you to change it to "Medium", do so. If it says "Medium" or "Custom" and you think rights might still be your problem, contact Catwalk Technical Support, or check the settings below. "Medium" is typically the default for Windows XP.
- Still on the Security Tab, click the Custom button. Scroll to Java Permissions. Make sure "Disable Java" is not selected. If it is, it must be changed to one of the other options, usually either Medium or High safety. In Netscape, go to Edit – Preferences and make sure that "Enable Java" is enabled.
- On the Security Tab, scroll to Scripting. Make sure that "Active scripting" and "scripting of Java applets" are both set to enable.
- Still within the Security tab, scroll up to the section labeled "ActiveX controls and plug-ins". Make sure that "Download signed ActiveX controls" is either enabled or prompt. Make sure "Run ActiveX controls and plug-ins" is enabled. Make sure "Script ActiveX controls marked safe for scripting" is enabled.
- If you've changed any of these settings you will need to close all browser windows, then restart Internet Explorer.

Checking your Java setup

- Still in "Internet Options", go to the "Advanced" tab. Scroll down until you see a category titled "Java VM", "IBM Java VM", or "Microsoft VM", or "Sun Java". The tool works with Microsoft Java VM or Sun/IBM Java. ". If you have one called Microsoft VM, check the box labeled "JIT Compiler". Make sure "Java VM" and/or "IBM Java VM" are unchecked. Click OK to save your changes, close and restart your browser.
- If you have both Microsoft VM and Sun Java and prefer to use Sun, uncheck the Microsoft VM and check the Sun. The tool will not work with both checked.
- If you do not have Microsoft VM, but do have Java VM, Sun Java, or IBM Java VM, make sure it states version 1.4.1 or higher. Sametime will not work with Java 1.4.0 or lower. Make sure the checkbox is marked. Click OK to save your changes, close and restart your browser.
- If you have no Java VM, you will need to install Java. Java can be obtained from the Sun website at <http://java.com>.

Considerations for Windows XP Service Pack 2

- Windows XP, Service Pack 2 has built a popup blocker into Internet Explorer. Like other popup blockers, it will need to be disabled in order for CatwalkConference to function correctly.
 - § To disable the popup blocker, click the Tools menu, then Popup Blocker, then Turn Off Popup blocker.
 - § To allow popups only from our site, click the Tools menu, then Popup Blocker, then Always Allow Popups from this Site. A confirmation screen will appear, click Yes.
 - § You may also add our website to the “allowed” sites in your popup blocker. For the IE popup blocker, select Tools, Popup Blocker, then Popup Blocker Settings. In the box for “Address of website to allow” enter “meetings.catwalkconference.com” and “st2c3mcw01.connectria.com” and click Add. This will permanently add our site to your list of sites for which popups are OK.
- Windows XP, Service Pack 2 also may now prevent functioning of a web enhancement called ActiveX. If this is happening, you will not be able to do application sharing within the tool. If you are not going to be doing application sharing, then these settings have no effect for you.
 - § In IE, go to the Tools menu, and select Internet Options. Click the Security tab, then the Custom Level button. Once there, you will see a category called “ActiveX controls and plug-ins”. In this category, you will find an option called “Download Signed ActiveX Controls”. This option should be set to enable. Prompt may also be selected, but you will have to be vigilant about watching for popup bars that may appear at the top of your IE screen. Enable is recommended.
 - § Within the same “ActiveX controls and plug-ins” group, find the option for “Run ActiveX controls and plug-ins”. Make sure this is set to enable.
 - § Click OK to save your settings, close Internet Explorer, then restart Internet Explorer.

Considerations for Norton Internet Security 2004 and above

- Norton Internet Security 2004 and above have added Ad Blocking software that interferes with the startup process for CatwalkConference.com. Typically, the most common symptom of this problem is that you will appear to hang at the Meeting Details screen after you have selected “Attend the Meeting”. Clicking the grey “Attend the Meeting” button will have no effect and it will appear that the button is not even being depressed. To eliminate this problem, open Norton Internet Security.

- § If you are not already there, click "Status & Settings". You will see a line item for Ad Blocking. By default, it is On.
- § Click Ad Blocking. To turn it off entirely, click Turn Off.

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