

BeamYourScreen – Connection Guide

Firewall Compatibility

The BeamYourScreen software communicates with the BeamYourScreen servers to establish a reliable and secure connection. When a session is started, the BeamYourScreen software determines the best method for communication. The BeamYourScreen software connects to the BeamYourScreen servers using TCP or http/https protocols over port 80 or 443. In case TCP connections are blocked, BeamYourScreen software will tunnel all communications using http/https. Regardless of the type of connection that is established when the session is started, firewalls do not have to be specially configured to enable BeamYourScreen sessions.

Possible Connection Problems

In 99% of all cases, BeamYourScreen connects without any problems from any Windows, Mac or Linux computer. However, there are some rare cases in which a participant cannot connect to a BeamYourScreen session.

1. A personal firewall blocks BeamYourScreen.

BeamYourScreen is firewall-friendly and connects through network firewalls using port 80 or 443. However, some users, especially individuals and small businesses, have personal firewalls installed on their computers (examples include ZoneAlarm, Sygate, Symantec, McAfee). Personal firewalls are able to control communications by prompting the user each time a connection is attempted and learning from the responses to determine what Internet traffic a user would like to permit. If a personal firewall is installed, the participant is usually prompted to allow BeamYourScreen to connect to the BeamYourScreen server. In some cases, however, the user disabled these notifications and might not be notified that BeamYourScreen is trying to establish a connection and the personal firewall might block BeamYourScreen without notifying the user. In this case the user has to enable BeamYourScreen manually in the personal firewall.

2. The user has a Windows operating system and Java is not enabled.

BeamYourScreen provides Intelligent Session Login™ technology and automatically detects the user's operating system and availability of Java. If the user has a Windows operating system and Java is installed and enabled, BeamYourScreen will use Java to temporarily download and run a tiny connection program to establish the connection with the BeamYourScreen server. If Java is not installed or not enabled, BeamYourScreen will ask the user to manually download and run this connection program. In any case, nothing is installed on the user's computer, no registry changes are made and no administrator privileges are required. In some cases, however, although the Intelligent Session Login detects that Java is installed, the Java applet cannot be started, because the Java virtual machine is either misconfigured or disabled or blocked in the browser. In this case, the Intelligent Session Login will try to establish a connection using Java, but fail and ask the user to manually download the connection program. To connect, the user either has to enable Java or manually download and run the connection program. To install Sun's latest Java version, users should go to www.Java.com.

3. The user has a Mac or Linux operating system and Java is not enabled.

The Intelligent Session Login automatically detects the user's operating system and BeamYourScreen provides a special Java Session Login for Mac and Linux users. Mac and Linux users need Java to connect. If Java is not installed or disabled, the user will be notified and asked to install or enable Java in order to connect. To install Sun's latest Java version, users should go to www.Java.com.

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4. The connection program cannot be downloaded.

Users with Windows operating systems use a tiny connection program to establish the connection with the BeamYourScreen servers. This connection program has to be downloaded to a temporary Internet folder on the participant's computer. Some firewalls block the download of executable files and because of that BeamYourScreen might not be able to connect. In this case, the user should download the following zipped file (<http://www.BeamYourScreen.com/download/en/BeamYourScreen.zip>), unzip the file and then run the connection program. If this is also not possible, Windows users can use the Java Session Login by clicking on Java Session Login on www.BeamYourScreen.com just below the Join Session button.

5. The proxy settings cannot be detected.

BeamYourScreen automatically detects proxy settings from Internet Explorer. In some cases, BeamYourScreen might not be able to automatically detect the correct proxy settings. In this case, the user has to enter the proxy information manually. To enter the proxy information, the user clicks on the B icon in the system tray, selects Settings/Connection and enters the proxy information.

6. An automatic proxy configuration script is used.

Some users did not specify the proxy information in the browser, but use automatic proxy configuration scripts hosted on another computer. As BeamYourScreen cannot detect automatic proxy configuration scripts, the user has to enter the proxy information manually. To enter the proxy information, the user clicks on the B icon in the system tray, selects Settings/Connection and enters the proxy information.

7. The firewall or proxy requires authentication.

Some companies use proxy authentication. In this case, the user has to enter a user name and password before a connection to the Internet can be established. The BeamYourScreen software will detect that the firewall or proxy requires authentication and ask the user to provide a user name and password to connect to the Internet. For Windows system, the Windows domain may also be required. The user has to enter the correct user name and password to allow BeamYourScreen to connect to the BeamYourScreen servers. The user name and password required might be the same as those used to log on to Windows. However, the web proxy may require different passwords. The user name and password is typically also used to establish an Internet connection and most users know the user name and password. If in doubt, a network administrator can confirm the correct information.

Please contact us, should you have any questions.

BeamYourScreen Support

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