

## Theo Richel

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**Sent:** dinsdag 16 maart 2010 22:30

**To:** Theo Richel

**Subject:** GoToMeeting with firewalls

## Using GoToMeeting with a Firewall

If you are experiencing issues when connecting to your meeting it may be due to an Internet Security application such as a Firewall. Please ensure the following files have full access to the Internet:

GoToMeeting Components		
g2m_download.exe	G2MStart.exe	G2MChat.exe
AppCore.exe	G2MLauncher.exe	G2MQandA.exe
G2MInstallerExtractor.exe	G2MTesting.exe	G2MSessionControl.exe
G2MCoreInstExtractor.exe	G2MMaterials.exe	G2MMatchMaking.exe
G2MCodeInstExtractor.exe	G2MPolling.exe	G2MRecorder.exe
G2MInstHigh.exe	G2MView.exe	G2MTranscoder.exe
G2MInstaller.exe	G2MUI.exe	G2MTranscoder.exe
G2MUninstall.exe	G2MFeedback.exe	G2MTranscoder.exe
G2MComm.exe	G2MHost.exe	G2MTranscoder.exe

These GoToMeeting components need to be admitted through three ports: 80, 443 and 8200. One-way TCP connectivity is needed (TCP outbound). Should you need to authorize specific IP ranges, our IP ranges can be found here: [www.citrixonline.com/iprange](http://www.citrixonline.com/iprange).

### Using GoToMeeting with a Firewall

Setting up a firewall to enable GoToMeeting to work requires that you take a little extra time to configure your software to allow GoToMeeting to run without interruption. Setting up GoToMeeting to work with a firewall involves two steps.

#### ► To set up a firewall to allow GoToMeeting

*Step One: Enable GoToMeeting to access the Internet*

The first time you host a GoToMeeting from a firewall protected PC, you will set off the firewall and be prompted to allow GoToMeeting to access the Internet.

1. Select the check box to "Remember the answer each time I use this program."
2. Click **Yes** to enable GoToMeeting to access the Internet.

*Step Two: Configure your firewall to accept all GoToMeeting files*

1. Open your firewall console and manually select the option to allow each of the above components. After doing this once, you should not need to repeat this process again.

### Using GoToMeeting with Norton Internet Security Firewall

#### ► To set up a Norton firewall to allow GoToMeeting


1. Right-click on the Norton Internet Security  icon on your host computer's system tray (bottom-right of your desktop).

2. Select Open Norton Internet Security from the system tray menu.
3. Select Personal Firewall from the Status & Settings menu and click the **Configure** button.
4. Select the *Programs* tab, locate GoToMeeting and then click **Add**.
5. To begin adding files, click on g2mcomm.exe and click **Open**.
6. From the *Program Control* prompt select *Permit* from the drop down menu and click **OK**.
7. Repeat these two steps to add the remaining GoToMeeting files:

## Using GoToMeeting with Norton Transaction Protection




If your version of Norton Internet Security has the Norton Transaction Protection feature enabled, you may need to adjust your Norton settings in order to use GoToMeeting.

► To set Norton Transaction Protection to allow GoToMeeting to run

1. If you have not already done so, host a practice meeting.
2. End the session.
3. While physically present, right-click on the Norton Internet Security  icon on your system tray.
4. Select *Open Norton Internet Security* from the system tray menu.
5. Click on the *Norton Internet Security* tab at the top of the Norton window.
6. From the Settings drop-down list, click the *Norton Internet Security Options* link.
7. Click the *Transaction Protection* link from the left side of the window.
8. Change the status to allow g2mlauncher.exe and then click **OK**.

## Using GoToMeeting with ZoneAlarm Firewall


























► To set up a ZoneAlarm firewall to allow GoToMeeting

1. Double-click the ZoneAlarm  icon on your host computer's system tray.
2. Select *Program Control* from the menu on the left.
3. Verify that you are viewing the *Programs* tab.
4. Click the **Add** button on the bottom-right of the screen.
5. Navigate to the GoToMeeting folder on your computer (C:\Program Files\Citrix\GoToMeeting).
6. Highlight all of the GoToMeeting files in that folder and click **Open** to add the GoToMeeting files.
7. Locate the GoToMeeting file in the Programs list, click the  icon in the Trust Level column and select *Super*. Repeat this step for each of the GoToMeeting files.
8. Finally, click each  icon in the Access and Server columns that correspond to a GoToMeeting program and select *Allow*.


### Program Control

These are the programs that have tried to access the Internet or local network, along with the permissions they were given.

Change program permissions by left

Active	Programs ▲	Trust Level	Access		Server		Send Mail
			Trusted	Internet	Trusted	Internet	
		■■■	X	X	X	X	X
	 Citrix Online Communications	■■■					
	 GoToMyPC Host Loader	?					
	 GoToMyPC Vista Helper	?					
	 Island Module	?					

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