To enroll and attend Events, users must be able to log into the Centra Server and install the client. If the user reports a connection issue when clicking “Attend,” try to determine if the client is successfully installed. See “Troubleshooting Client Installs” on page 9.

**General Connectivity Troubleshooting Guidelines**

- Verify minimum hardware
- Verify proper browser settings
- Consult the client installation section
- Close all other applications
- Run the System Check
- Reboot the computer
- Check the Centra client log for error and connection type
- Telnet to the Centra Server. If Telnet cannot connect, then the user cannot connect
- Run Tracert to the Centra Server. Slow connection speeds can cause problems, and indicate bandwidth issues or a problem on the network/Internet
- Check the Client logs for error messages, failed connections, or tunnel connections
- Check with the Centra Server Administrator to verify that the Centra Server components are running and configured properly
- Uninstall the client and re-install with setup.exe
- Check firewall and proxy settings

Common Connectivity Issues

The following lists common connectivity Issues.

“Issue 1: User cannot access the Login page” on page 14
“Issue 2: User can get to the Login page on the server but cannot log into the server” on page 15
“Issue 3: User can get to the My Schedule page but cannot find the Event” on page 16
“Issue 4: User cannot enroll in an Event” on page 16
“Issue 5: User clicks Attend or Lead and gets an error” on page 16
“Issue 6: User clicks Attend and nothing happens” on page 17
“Issue 7: Issues while in the client during an Event” on page 18

Issue 1: User cannot access the Login page

When trying to access the login page, the following problems can occur:

**User receives a “page not found” error**
Ensure the URL is typed correctly. Enter the DNS name as well as the IP address of the server. Verify that the IIS Admin service and the WWW Publishing service are both started on the Centra Server.

**User can reach the server via the IP address, but not the DNS name**
Make sure the user’s PC is configured with a DNS server IP Address. Ensure that the DNS server is correctly configured to resolve the Centra Server’s IP address to its DNS Name. Contact the Centra Server Administrator.

**User cannot get to the login page via the DNS name or the IP address**
The Centra Server may not be up. Try pinning the server. See Ping for instructions. Contact the Centra Server Administrator.

**User receives a JRun Connector error**
The Centra Server, Centra Management Server is down. Contact the Centra Server Administrator to restart the service.

**Some users can access the server and others cannot**
Contact the Centra Server Administrator. Users may be on different network subnets or external networks, which require the Administrator to add network address mappings on the Centra Server.

**The browser eventually times out with a message that it cannot find the page**

Check the IP address or a DNS name in the error that is returned to the client, and make sure it is the correct address. The client must be able to telnet to the DNS name or IP address that the server is returning. See Telnet.

If the client cannot telnet, contact the Centra Server Administrator (an additional address mapping to the CMS for this client may be needed.)

**Note:** This can happen when Network Address Translation (NAT) is protecting a server.

Issue 2: User can get to the Login page on the server but cannot log into the server

One of the following issues may occur:

**User receives a “The system could not log you in. Please make sure your username and password are correct.” error.**

The user may be typing the username and/or password incorrectly, or the user does not have an account on the Centra Server. Remember, the username and password fields are case sensitive.

If the user still receives this error, you will need Manage Users privilege on the Centra Server to resolve the issue.

- If you do not have this access, escalate the issue to someone who has this privilege.
- If you have the Event Manager role, determine if the user has an account.

If so, tell the user the username and password (create a new password if necessary). If the user has no account, create a new account.

**User forgets their username and password**

Check the user login and password through the Manage Users page. Reset the user password, then give users their username and and reset password. Instruct them to change the reset password after accessing the system to a password they are likely to remember. Make sure users enter their username and password correctly. Domains can be configured to include a “Forgot your password” link and a Remember Me feature. These can be turned on/off independently.

**The user is not a registered user**

The user must create an account or have someone with Manage Users privilege create an account. If the user has a guest account on the server, someone with Manage Users privilege can edit the account and convert to a registered user.

**Note:** Be sure to change the password when you convert the user. The default password is a GUID generated by the server.

**User's account is locked**

**Note:** Any account locking functions must be set by the System Administrator on the domain property.
The user's account can be locked due to expiration, too many attempts at login or manually. Using the Manage Users privilege, you can edit the user account to unlock and reset the password if necessary. The user will not receive any email warning and will only see a warning message appear based on the domain property settings. If they do not attempt a login during the warning period time frame, they will not receive any warning message.

**Note:** Error message says, “The system could not log you in. Please contact your system administrator”.

**Issue 3: User can get to the My Schedule page but cannot find the Event**

This is not a technical problem. Either the Event Manager has set up the Event, but the user was not enrolled, the Event has already occurred, or the user is not looking for the Event in the right place.

**The Event is only listed on the Past tab**

The Event is no longer available. The time and date it was scheduled for has passed. If the event was recorded and the recording published, the user will see a Playback link next to the Event.

**The Event is not listed on the Upcoming, Ongoing or Past tabs.**

The user is not enrolled in the Event. Refer the user to the Centra Event Manager or training registrar. If self-enrollment is an option, instruct the user on how to enroll in Event. Using the Enrollment link. Enroll the user yourself, if you have the Event Management role.

**The user does not see an Attend or Lead link**

Make sure the user is on the My Schedule page, Upcoming or Ongoing tabs. Users cannot attend from the Enrollment page or My Schedule page under the Past tab. Users will see an Attend link on a Guest Attend page for an upcoming event or past event with no playback and on the Public Events page.

**Issue 4: User cannot enroll in an Event**

The user may encounter the following issues when trying to enroll in an Event:

**Users are prompted for the password when they click the Enroll link**

The Event is password protected. Contact the Event Manager or the person who created the Event to obtain the password. Determine if the user should be allowed to attend the Event. If you pre-enroll the user, they will not need the password.

**The user does not see an Enroll link for the Event they want**

The user must be on the Enrollment page to self enroll.

If users are on the Enrollment page and do not see the Event, the Event properties have “Public Event (event will display on the public event list)” unchecked. If the event is marked Public, the user should see either an Enroll link, Full status or an Enrolled status. Someone with Manage Events privilege can change the event properties to allow self-enrollment by checking the Public Event checkbox.

**Issue 5: User clicks Attend or Lead and gets an error**

The following problems can occur after clicking Attend or Lead:
**User receives the error “login ID already in use.”**

The user is either already attending an Event using the same login ID, or the user may have clicked the Attend link too many times.

Ask user to close out of the error box and see if they are already in the Event (the client may be minimized).

If the user was kicked out of an Event and receives the login error when re-attending, the user may have to wait longer for the Centra Server to drop the session ID. If the server does not release the ID, create a temporary account for the user and enroll the individual in the Event. The user can attend through this account. If you do not have the Event Manager role, contact the Centra Event Manager. You can also use the Guest Attend URL for the event, by having the user can enter with an alternate email address (i.e., Hotmail or other personal email account) as long as the event property does not require pre-enrollment.

**After clicking the Attend link, the user is asked what to do with attend.jhtml**

Re-install the client from the setup.exe and re-attend.

Possible causes:

- The user skipped to Step 2 in the setup.exe client installation process. The cookie has been set, but the client is not installed. Also possible the client was deleted previously, and not uninstalled properly through Add/Remove Programs.
- Client was never installed; installation blocked due to security or permissions settings.

**Issue 6: User clicks Attend and nothing happens**

After clicking Attend, the following issues can occur:

- Is the user connecting through AOL? If yes, the AOL browser can cause problems. Have the user connect to the Internet through AOL, but use either Internet Explorer, Firefox or Netscape to access the Centra Server.
- Check the client log for connection information. Is the user tunneling? If so, contact the Network Administrator to open the appropriate ports. Although tunneling is always enabled on the Centra Server, there may be instances where the user fails to connect on either port 1709, 443 or port 80.
- Telnet to the Centra Server. Refer to Telnet. If Telnet fails, contact the Network Administrator to open the appropriate ports.
- The issue could be related to a proxy server. The user may need to configure the browser to use a proxy auto configuration (PAC) file or set an exception to the Centra Server for their proxy. Contact the Network Administrator.

**After clicking the Attend link, a blank page appears**

A user can receive this message if using content filtering software. Centra is tested against several content filtering software vendors, but is not tested against every product on the market.

Right-click on the blank window and select View Source. Copy the information into a text file and send it to Centra Tech Support along with the client logs and any additional information about the filtering software you might have installed at your
company. This information is used to help diagnose the problem.

**The client is already installed but the user gets a message that ActiveX is disabled**

Cookies are set on a server-by-server basis. If the user has already gone through this process on one server but is now attending a session on a different server, the user is prompted again to install the client. A cookie must be set for each server the user attends sessions on. Click the Launch Centra button to set the cookie for that server.

Cookies may be disabled in the browser. Users receive this message each time that they attend the session (even after they have clicked the Launch Centra button for that server). The user can get into the session, but get the message each time they launch. Have the user enable cookies.

Note: Check if the cookie is installed by looking in the Temporary Internet Files. Find a text file that has the server IP and the name that the user used to log into the computer. In the following example, jdoe indicates the user name and 10.205.0.36 is the server: jdoe@10.205.0.36

**Issue 7: Issues while in the client during an Event**

The following problems can occur during an Event:

**User cannot view content during the Event**
- If there is client-side content required for the Event, the user must download the content before continuing. Users are prompted to download the content when they click Attend or Lead. The user must accept the download to obtain the content and enter the event.
- If other users can see the content and the user downloaded the content, the user may have lost the connection. Exit the Event and re-attend.
- If the problem persists, check the connection in the Centra log. Check the connection speed. A speed less than 28.8 K can cause problems and is not supported. See Client Log.
- Does the content require a plug-in to view? Ensure the user has the appropriate viewer installed prior to entering the event.

**Note:** Users can download the content in advance by clicking the Download Content link for the Event on their Home page.

**The user receives an error saying the network connection closed unexpectedly**
- The user has lost the connection to the network. This usually indicates network or Internet problems.
- Have the user try and re-attend the Event. If unsuccessful, contact the Network Administrator.
- To verify network issues, try to telnet and tracert to the Centra Server. Refer to the Telnet and Tracert sections.
- Contact the Centra Server Administrator. The Centra Collaboration Server or Centra Satellite Server could have gone down.

**These are signs of low bandwidth**

Low bandwidth indications are:
- Choppy audio
Delays in displaying content
Poor indicator on the network status bar
The interface does not respond or responds sporadically (such as the user clicks the raise hand icon and the hand does not raise in a timely manner, etc.)

Try the following:

Close all other applications during the Centra Event. Multitasking with other applications (particularly email) can cause problems. Try rebooting the computer.
Exit the Event and re-attend. The client may have lost the connection to the Centra Server.
Run the System Check and validate the browser and connection type.
Check the client log for the connection type. Is the user tunneling? If so, contact the Network Administrator to get the necessary ports open on the firewall.
If the problem persists, have the user run a tracert to the server. See Tracert. If bandwidth is the issue, contact the Network Administrator.
If the firewall does not allow a tracert to the Centra Server, check the user's connection speed through one of the many third party Web sites that provide this service.
Examine the client log file for any errors during the Event. See Client Log.
The issue could be related to a proxy server. Contact the Centra Server Administrator.
If the problem persists, escalate to the next level of technical support.

Multicast Connection Issues

The Event may be setup to use a multicast connection. If so, escalate the problem to the next level of technical support and include the client log file. See Client Log.
If you are not sure if the Event is multicast, check the client log. Search for the word “multicast.” The Event is using multicast if you find either of the following:

- session.isMulticast=1
- Connection Type: Multicast

Proxy Server Issues

If you suspect proxy server issues, contact the Centra Server Administrator. To check if a proxy server might be used, consult the launcher_log.txt file. Refer to Launcher Log.