

Desktop videoconferencing error messages and solutions

Error message - "disconnected due to network"

This error message can be one of three things:

1. The Windows firewall is blocking ConferenceMe.
Solution: Add the ConferenceMe software to the Windows firewall exception list.
2. The organisational firewall is blocking the ConferenceMe software.
Solution: Contact your system administrator, who will need the following link to resolve this issue:
<http://www.ja.net/documents/services/video/JVCS-and-firewalls.pdf> ^[1].
3. Alternatively, this error message can relate to the conference being blocked by the customer's anti-virus software. ConferenceMe uses port 80 for signalling, which can cause heuristic virus scanners to behave in this way.
Solution: The IP address (included in the link sent from the booking service) needs to be added to the exceptions list within the anti-virus software. The following are three popular anti-virus solutions:

Anti-virus	Solution
AVG (v8.5 or later)	Add an exception to Web shield for each IP address included in the link sent from the booking service
Avira	Add an exception to Web Guard for each IP address included in the link sent from the booking service
Kaspersky	Add an exception to allow ConferenceMe traffic

Error message – "ConferenceMe is already running on your PC"

If ConferenceMe is open already and you try to click on a ConferenceMe link from the Booking service the following error will appear:

"ConferenceMe is already running on your PC."

Solution: Close ConferenceMe and click on the link again.

Source URL: <https://community-stg.jisc.ac.uk/library/janet-services-documentation/desktop-videoconferencing-error-messages-and-solutions>

Links

[1] <http://www.ja.net/documents/services/video/JVCS-and-firewalls.pdf>