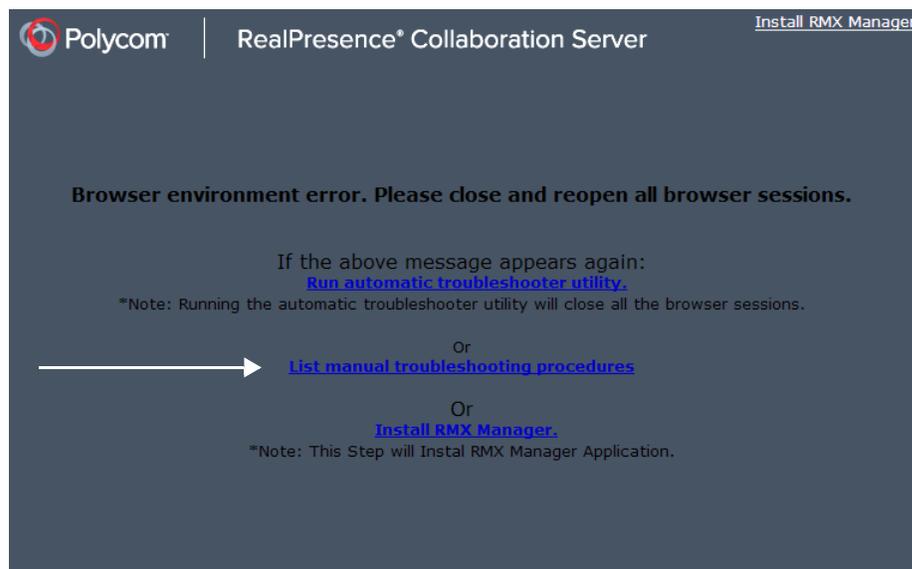


Troubleshooting Instructions

Collaboration Server (RMX) Web Client Installation - Troubleshooting Instructions

If a *Browser Environment Error* occurs, close all the Internet Explorer sessions and reconnect to the MCU.

if the problem persists, you can run the *Automatic Troubleshooting Utility* or perform the *Troubleshooting Procedures* manually.



The *Manual Troubleshooting Procedures* include several procedures that can be performed in order to solve the connection error. At the end of each procedure, check if you can connect to the MCU and if the problem persists, perform the next procedure.



In *Secured Mode* (<https://>), the *DNS* name specified in the RMX's *Certificate* must correspond with that of the *DNS Server* used by the *Client* that is connecting to the RMX.

The following troubleshooting procedures can be performed manually:

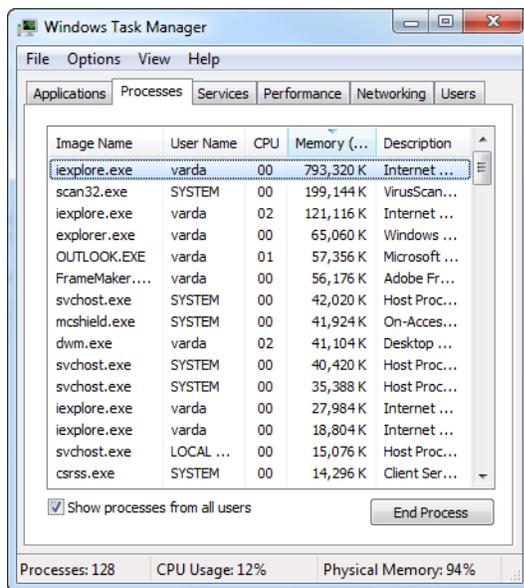
- Procedure 1: Ending all Internet Explorer Sessions
- Procedure 2: Deleting the Temporary Internet Files, Collaboration Server Cookie and Collaboration Server Object
- Procedure 3: Managing Add-ons Collisions
- Procedure 4: Browser Hosting Controls (Optional)

Procedure 1: Ending all Internet Explorer Sessions

In some cases, although all the Internet Explorer sessions were closed, the system did not end one or several IE processes. These processes must be ended manually.

To end all Internet Explorer sessions:

- 1 Start the **Task Manager** and click the **Processes** tab.
- 2 Select an **ieexplore** process and click the **End Process** button.



- 3 Repeat this process for all **ieexplore** processes that are currently active.
- 4 Close the *Windows Task Manager* dialog box.
- 5 Open the Internet Explorer and connect to the MCU.

If the problem persists, continue with Procedure 2.

Procedure 2: Deleting the Temporary Internet Files, RMX Cookie and RMX Object

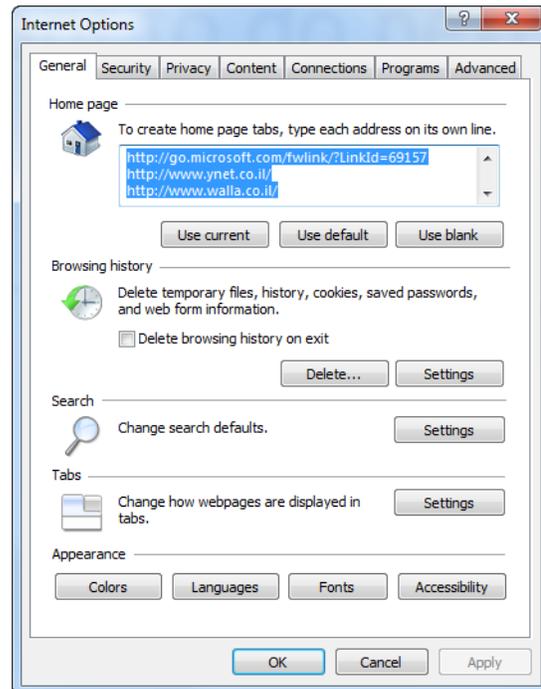
If at the end of Procedure 1 the error message is still displayed, and you cannot connect to the MCU, perform the following operations:

- Delete the Temporary Internet files
- Delete the RMX/Collaboration Server Cookie
- Delete the RMX/RMX ActiveX Object

Deleting the Temporary Internet Files

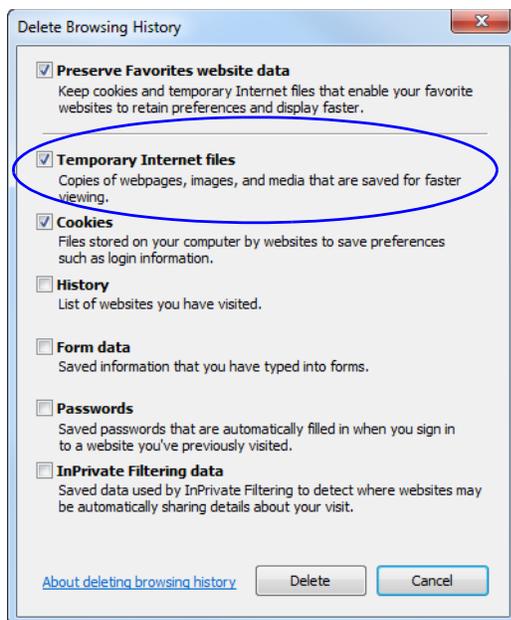
To delete the Temporary files:

- 1 In the *Internet Explorer*, click **Tools > Internet Options**. The *Internet Options* dialog box opens.
- 2 In the *Browsing history* pane, click the **Delete** button.



The *Delete Browsing History* dialog box opens.

- 3 It is recommended to delete only the **Temporary Internet files**. By default, the **Cookies** option is also selected. Clear it if you do not want to clear the cookies from your computer.

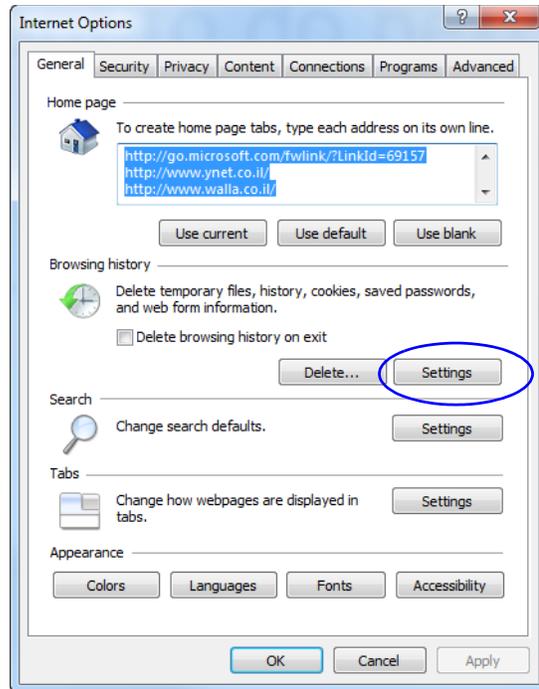


- 4 Click the **Delete** button.
- 5 When the process is complete, the system return to the *Internet Options* dialog box.

Deleting the RMX/Collaboration Server Cookie

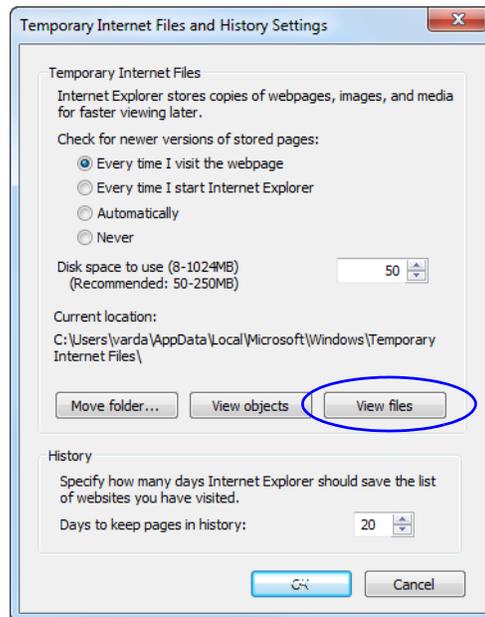
To delete the RMX Cookie:

- 6 In the *Internet Options* dialog box - *Browsing History* pane, click the **Settings** button.



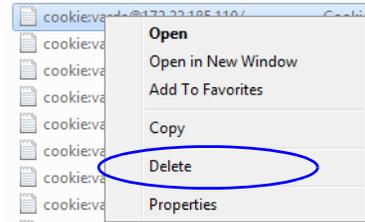
The *Temporary Internet Files and History Settings* dialog box opens.

- 7 Click the **View files** button.



The Windows Explorer screen opens, listing Windows *Temporary Internet Files*.

- 8 Browse to the RMX/ RMX cookie.
The cookie is listed in the format: **cookie:user name@RMX/RMX IP address**. For example: **cookie:valerie@172.22.189.110**.
- 9 Right-click the RMX cookie and click **Delete**.



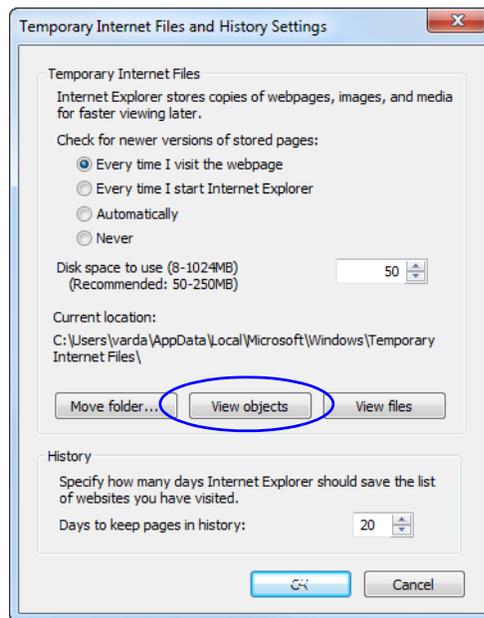
The system prompts for confirmation.

- 10 Click **Yes**.
The cookie is deleted.
- 11 Close the Windows Explorer screen.

Deleting the RMX/Collaboration Server ActiveX Object

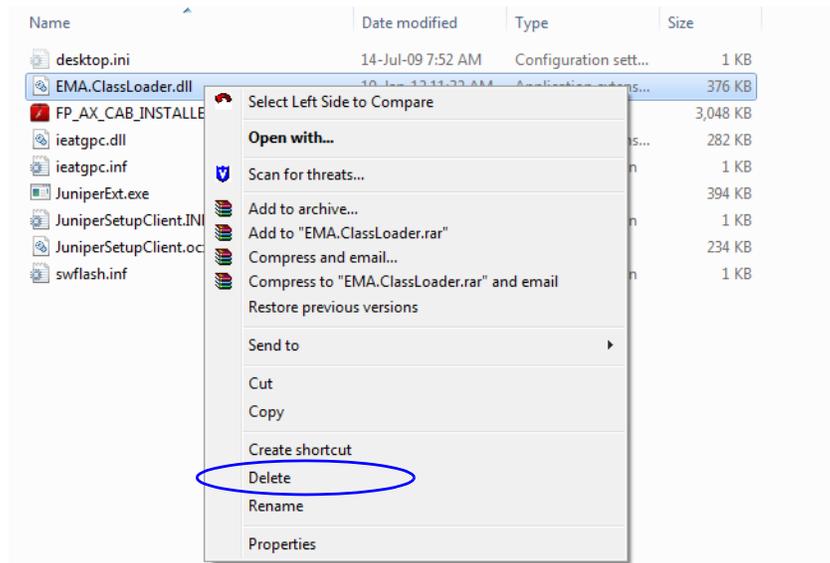
To delete the RMX/RMX ActiveX Object:

- 12 In the *Temporary Internet Files and History Settings* dialog box, click the **View objects** button.



The Windows Explorer screen opens, listing the Windows *Downloaded Program Files*.

13 Right-click the **EMA.ClassLoader.dll** and then click **Delete**.



The system prompts for confirmation.

14 Click **Yes**.

The RMX object is deleted.

15 Close the Windows Explorer screen.

16 In the *Temporary Internet Files and History Settings* dialog box, click **OK**.

17 In the *Internet Options* dialog box, click **OK** to close it.

18 Close the Internet Explorer session and reopen it.

19 Connect to the RMX.

If the problem persists, continue with Procedure 3.

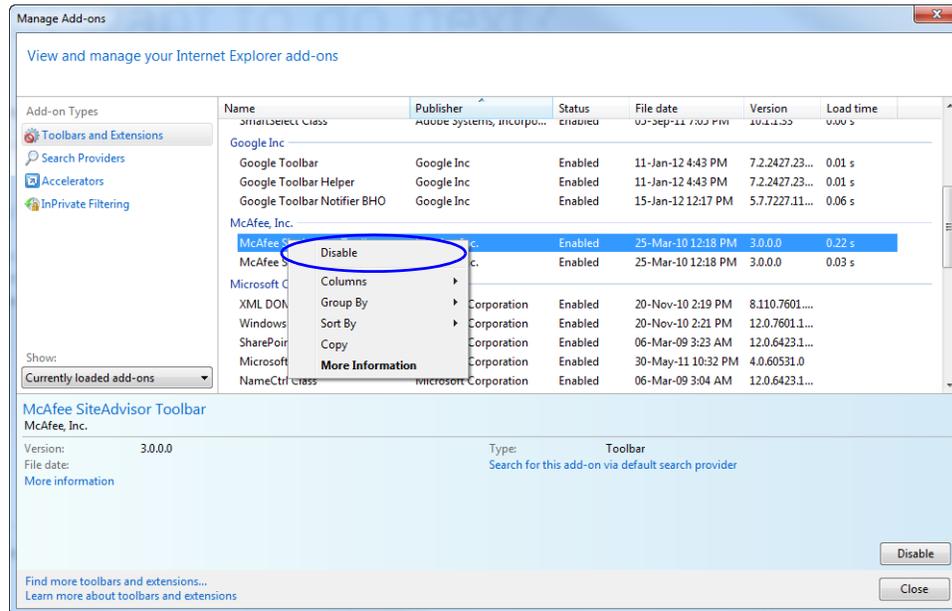
Procedure 3: Managing Add-ons Collisions

In some cases, previously installed add-ons, such as anti virus programs can create collisions between applications and prevent the installation of a new add on. Disabling these add-ons may be required in order to install the RMX Web Client.

To disable an add-on:

- 1 In the *Internet Explorer*, click **Tools > Manage Add-ons**.
The *Manage Add-ons - Toolbars and Extensions* dialog box opens.
- 2 Scroll to the add-on to disable (for example, the anti virus add-on), right-click it and then click **Disable**.

Alternatively, select the add-on and click the **Disable** button.



- 3 Click the **Close** button to close this dialog box.
- 4 Connect to the RMX.

If the problem persists, continue with the Procedure 4.

Procedure 4: Browser Hosting Controls (Optional)

If the *Collaboration Server (RMX) Web Client* does not load and run after *Procedures 1-3* have been performed, the reason may be that *.NET Framework 4* or higher is running on the workstation with *Managed Browser Hosting Controls* disabled.

Managed Browser Hosting Controls is an *Internet Explorer* operating mode required by the *Collaboration Server (RMX) Web Client*. By default, *.NET Framework 4* and higher are not enabled to support *Managed Browser Hosting Controls*.

Perform *Procedure 4* to:

- Determine whether *.NET Framework 4* or higher is running on the workstation.
- Determine whether a 32-bit or 64-bit version of *Windows* is running on the workstation.
- Enable *Managed Browser Hosting Controls* if *.NET Framework 4* or higher is running on the workstation.

To enable Managed Browser Hosting Controls:

- 1 Determine whether *.NET Framework 4* or higher is running on the workstation.
 - a On the *Windows Desktop*, click **Start**.
 - b In the *Start Menu*, click **Control Panel**.

