



Connection problems

Sometimes when you try to connect to a meeting, Adobe Connect can “stop” when the meeting is loading. If this happens, you need to open some ports in the firewall. This is very rare for people at home, it mostly happens for networks with high security such as company networks.



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Which ports should be open in the firewall?



You need to open the ports: **1935** (RTMP), **80** (http) and port **443** (SSL).

These ports are TCP and only needs to be open to the IP-addresses
130.243.57.251, 130.243.57.252 and 130.243.57.237.

If any port is closed, you notice it by doing [this test for our meeting rooms](#)¹ or when you are trying to connect to a meeting and Adobe Connect has “stopped” when the meeting was loading (this can also depend on a very slow speed on the broad band).

Not anyone can open these ports so contact your IT-department and they will help you.

¹ https://connect1.du.se/common/help/en/support/meeting_test.htm

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