Trouble Joining a Webinar

## *Common Issues When Joining Webinars on PCs*

The following are some common issues that you may encounter when trying to connect to GoToWebinar on a PC. We've recommended a few easy ways you can resolve these issues.

Trouble joining a webinar?

If you're running into problems when trying to join a webinar, we highly recommend that you install the latest version of Java. To install the latest version of Java, visit Free Java Download. Many common issues can be easily resolved by updating or installing the latest version of Java.

Does your browser crash or freeze?

If you're trying to join a webinar and either your browser crashes or you see the error message below, we recommend that you uninstall your old version of Java and reinstall a newer version of Java. Uninstalling an older version of Java is optional but highly recommended for security reasons. Read Why should I remove older versions of Java form my system? for more information.
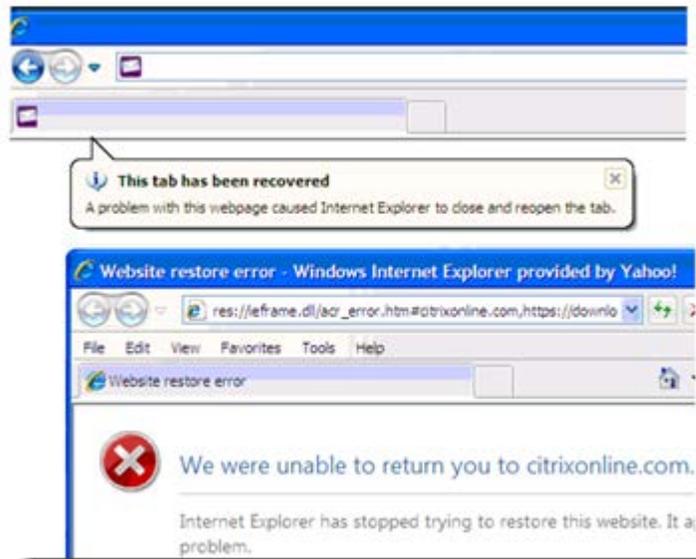
▶ **To uninstall or install Java on your PC**

   1. To uninstall Java on your PC, visit How do I uninstall Java on my Windows computer?. Follow the directions.

   2. Once you've uninstalled your old version of Java, you'll need to reinstall an updated version of Java. To install the latest version of Java, visit Free Java Download.

Can your installer not locate a suitable folder?

If you're trying to join a webinar from a PC and see "The installer could not locate a suitable folder to install into" error, try any of the following workarounds:

On Windows XP:

- **Install Java:** On Windows XP, you can visit Free Java Download to install the latest version of Java. After you've installed the most recent version of Java, you can seamlessly join sessions!
- **Use a Different Browser:** If you're using Internet Explorer, try joining the webinar using a different browser, such as Mozilla Firefox or Google Chrome.
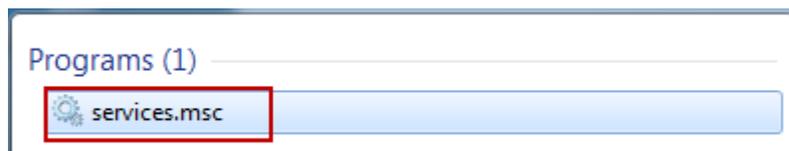
Windows Vista & Windows 7

In rare cases, GoTowebinar may not install correctly if the Windows Secondary Logon Service is disabled. Follow the steps below to turn it on:
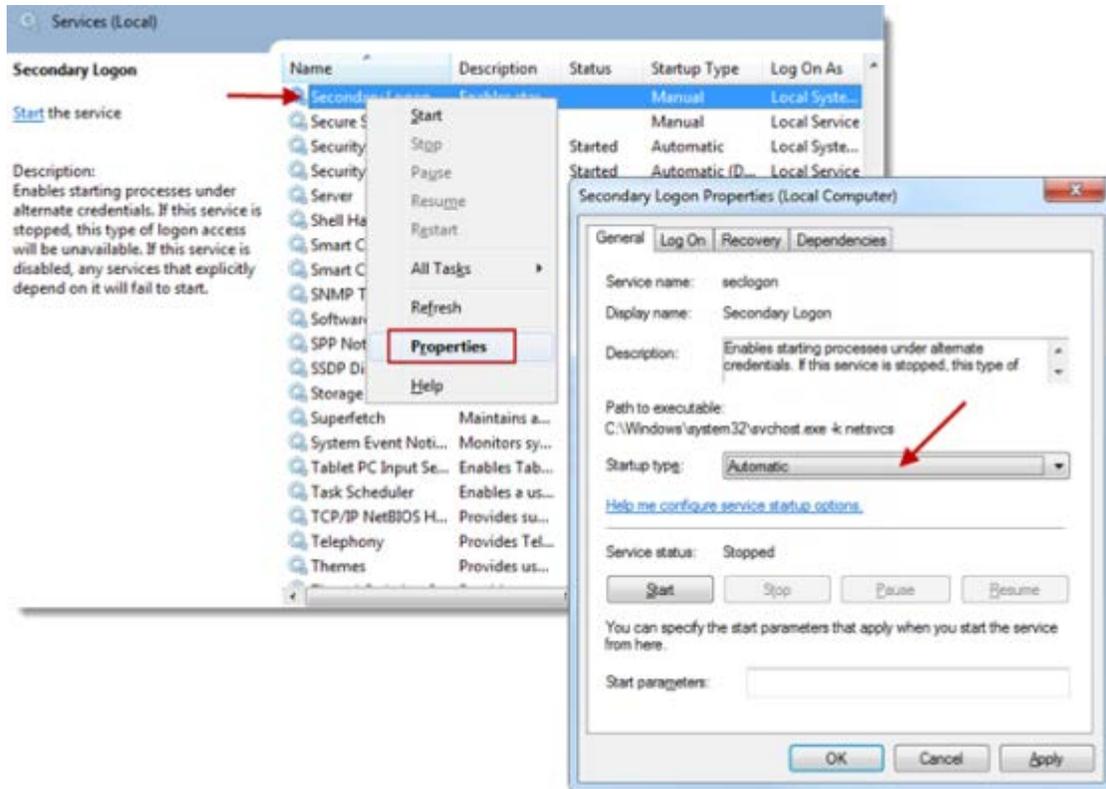
1. Click the Windows Start button on your desktop.
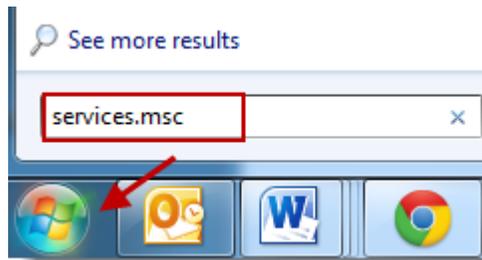

2. Type "services.msc" into the search field. Select the "services.msc" option from the search results.

3. Scroll down and find "Secondary Logon." Right-click"Secondary Logon," and select **Properties**.

4. On the Secondary Logon Properties dialog, select **Automatic** from the "Startup type" drop-down menu. Click **Apply**, and then click **OK**.

5. From the Services window, right-click the "Secondary Logon" option again, and click **Start**.
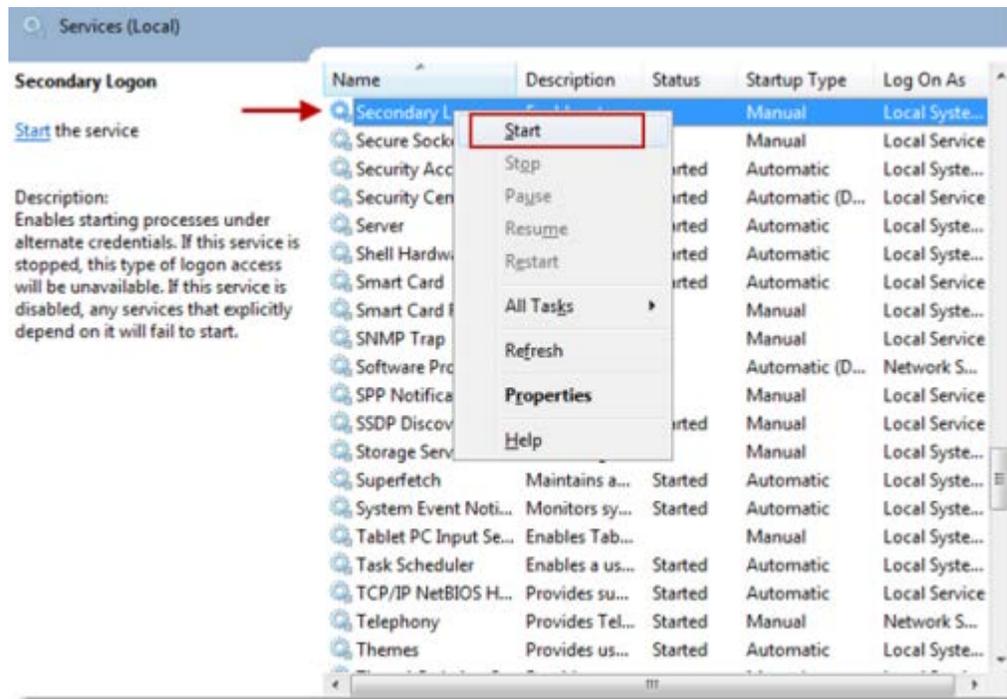
6. Restart your PC. You can now install GoTowebinar!

Do you see a "Connection Failed" error?

If GoTowebinar launches, but you see a "Connection Failed" error, you may either have security software on your PC that's blocking you from downloading GoTowebinar or have poor Internet connection. You may see one of the following error:

- **Security Firewall:** If you have security software on your PC that's preventing you from launching GoTowebinar, visit Using GoToMeeting with a Firewall for help on how to configure your firewall to allow GoTowebinar to launch.
- **Internet Connection:** Check to see if your Internet connection is down. See the GoToWebinar System Requirements for information on what type of Internet connection is required to host or join webinars. Satellite, dial-up and other non-broadband Internet connections do not meet our system requirements.
- **Firewall:** If you're using GoTowebinar in a corporate or network security environment, try running the GoToMeeting Connection Wizard to test and find the ideal connection settings you can use within your protected network.
- **Network Security Restriction:** If you're prompted to authenticate for Internet access, your network administrator may have placed restrictions. Enter your Windows or network login if prompted.

Common Issues When Joining Webinar on Macs

The following are some common issues that you may encounter when trying to connect to GoToWebinar on a Mac. We've recommended a few easy ways you can resolve these issues.

Are you having problems using GoToWebinar on Mac OS X 10.5 (Leopard)?

GoToWebinar isn't supported on Safari if you're running Java update 10 on Mac OS X 10.5 (Leopard). If you're running Java update 10 and Mac OS X 10.5 (Leopard), we recommend using the latest version of Mozilla Firefox or Google Chrome to launch GoToWebinar. You won't be able to launch GoToWebinar using Safari on OS X Leopard.
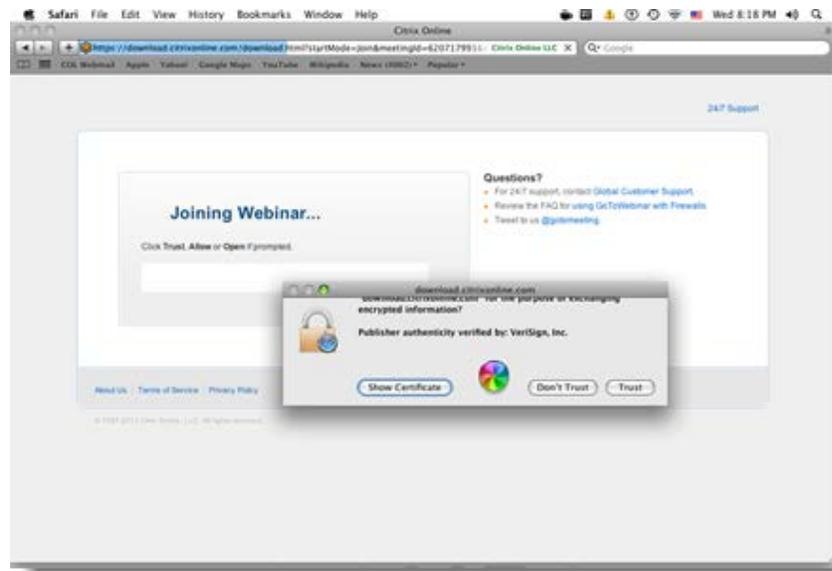
► To install the latest version of Mozilla Firefox

1. Visit www.mozilla.com.

2. Click **Firefox Free Download** to get the latest version of Firefox.

3. Once you've successfully installed Firefox, you may find it helpful to copy and paste the Join URL into Firefox's address bar.

► To install the latest version of Google Chrome

1. Visit www.google.com/chrome.

2. Click **Download Google Chrome**.

3. Once you've successfully installed Chrome, try joining the webinar. You may find it helpful to copy and paste the Join URL into Chrome's address bar.

Does your web page display "Joining the webinar: Click Trust, Allow or Open if prompted" but nothing happens?

Most likely Java did not successfully load in your browser. Try to manually download GoToWebinar or troubleshoot your Java issues.

How do I find out if Java is working correctly?

1. Visit How do I test whether Java is working on my computer? to see if Java is working on your Mac.

2. If Java is working correctly, you'll see the message "Your Java is working":
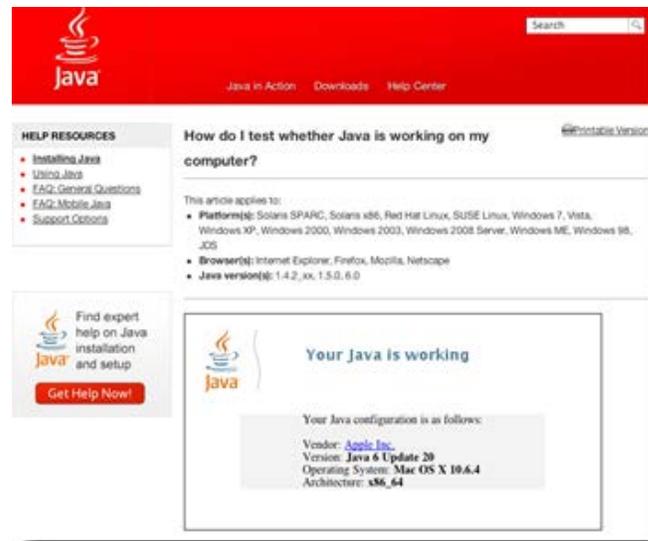
3. If you don't see "Your Java is working" or if you see an error, check to see if a Java update is available from Apple by clicking the Apple icon in the top-left corner of your menu bar.

4. On your Mac, click the Apple icon in the top-left corner of your menu bar, and select **About This Mac**.
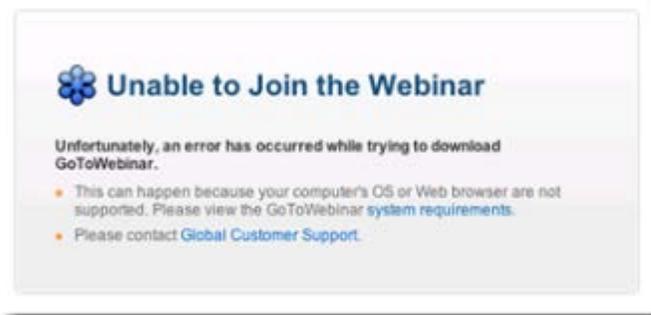
5. See which version of Mac OS X you're running.

Visit Apple's website to download the most recent version of Java:

Java for Mac OS X 10.5 (Leopard)

Java for Mac OS X 10.6 (Snow Leopard)

Java for Mac OS X 10.7 (Lion)

Why do I see "Unfortunately, an error has occurred while trying to download GoToWebinar"?

If you try to join a webinar and see "an error has occurred while trying to download GoToWebinar", you must allow the "download.citrixonline.com" applet to access your computer.

▶ **To allow GoToWebinar to download**

1. Quit and re-open your web browser.

2. Click the Join URL in the GoToWebinar invitation email.

3. Once your browser displays a security certificate that prompts you to select Allow or Deny, choose **Allow**.

> **Note**: If you accidentally select **Deny** or **Don't Trust**, then you must quit and re-open your web browser and click the Join URL to initiate the security certificate prompt again.

4. GoToWebinar should now download and launch successfully!

Test Your GoToWebinar Connection

You can easily test your connection with GoToWebinar before your organizer begins the webinar to ensure that you can join successfully. This allows you to make sure your computer has everything required to join a session. Simply join a live session to get started. This will connect you to our test GoToMeeting session, which will test your ability to join GoToWebinar sessions as well.

Related Topics

Common Issues When Joining Webinars on PCs

Common Issues When Joining Webinars on Macs

▶ **To test your ability to join GoToWebinar sessions, click the link below to join a test session**

Join a live session!

- If you're launched into session and the GoToMeeting Control Panel and Viewer appear on your desktop, you've successfully joined the meeting! This means you should also be able to join GoToWebinar sessions on this computer. A live support representative will also be available to answer your questions Monday through Friday between 12:00 AM and 4:00 PM PST.

- If you're unable to join the meeting, you may not have all the necessary software. Try checking Common Issues When Joining Webinars on PCs, Common Issues When Joining Webinars on Macs or the GoToWebinar System Requirements for more information.

Contact Support

If you are experiencing problems with GoToWebinar or have questions, please contact Global Customer Support (http://support.citrixonline.com).