

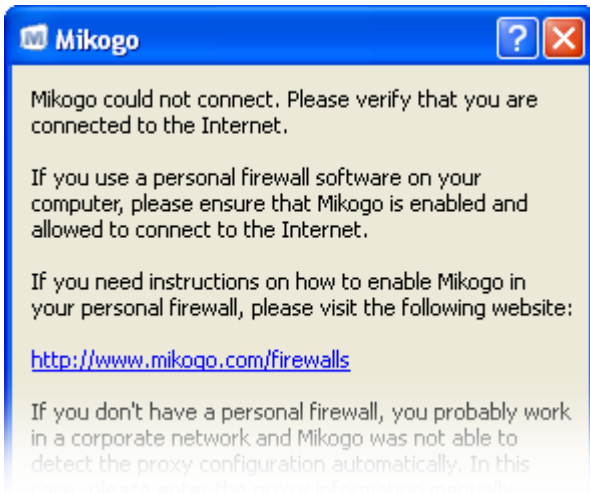
# Mikogo & Personal Firewalls


- Norton Internet Security

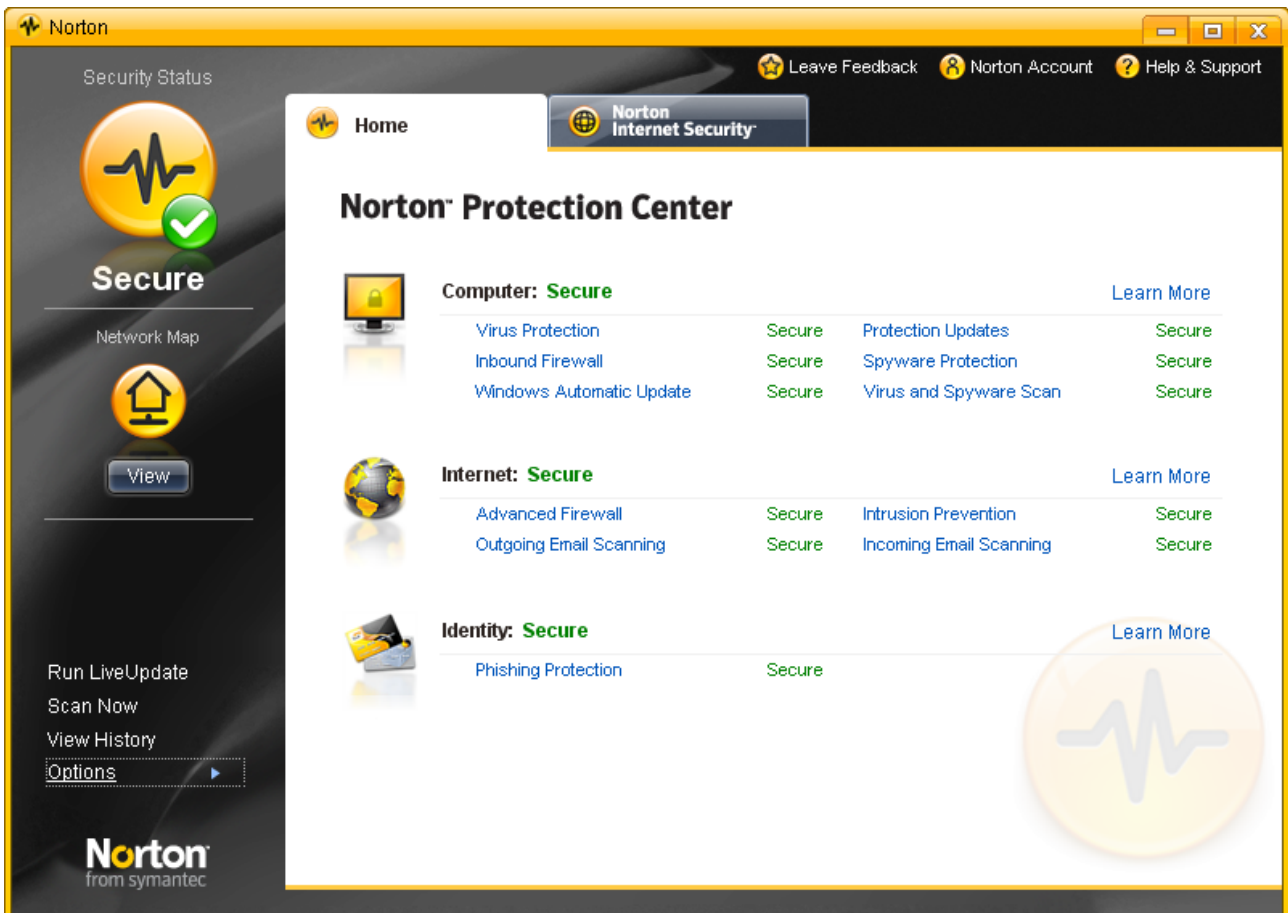


## Create an Exception Rule

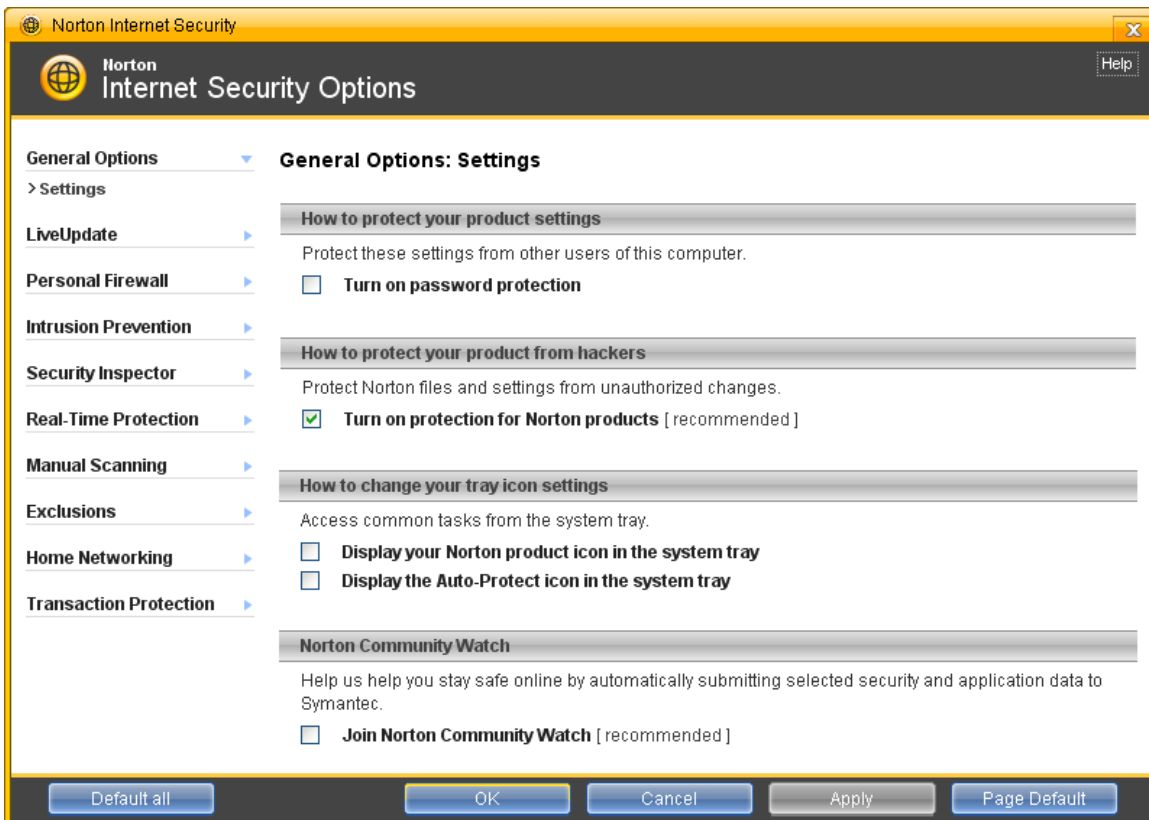
If you use the Norton Internet Security personal firewall on your PC and you are having trouble using the Mikogo software you might have to first create an **Exception Rule** for Mikogo. In case you receive the following message please proceed as described below.



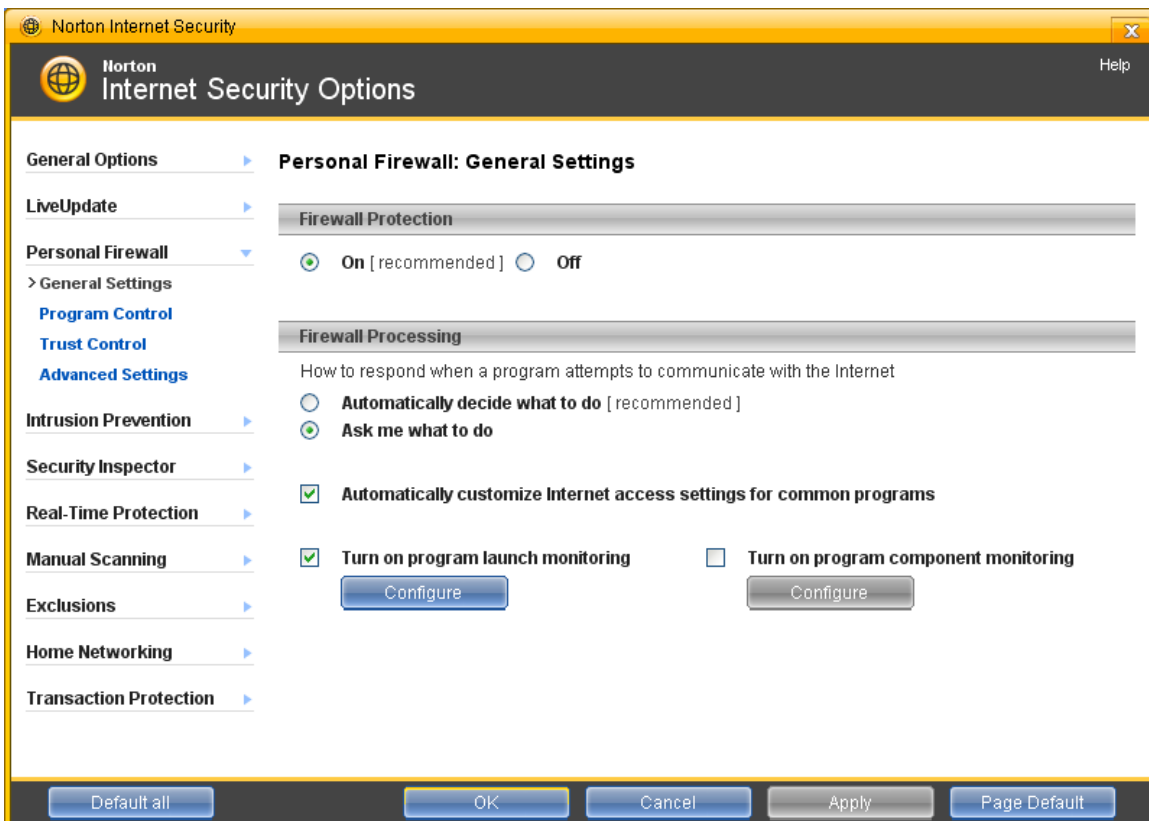
Next to your computer clock, click on the Norton Internet Security icon  and the Norton Internet Security main window will appear. Click on **Options** in the bottom-left corner of the window.



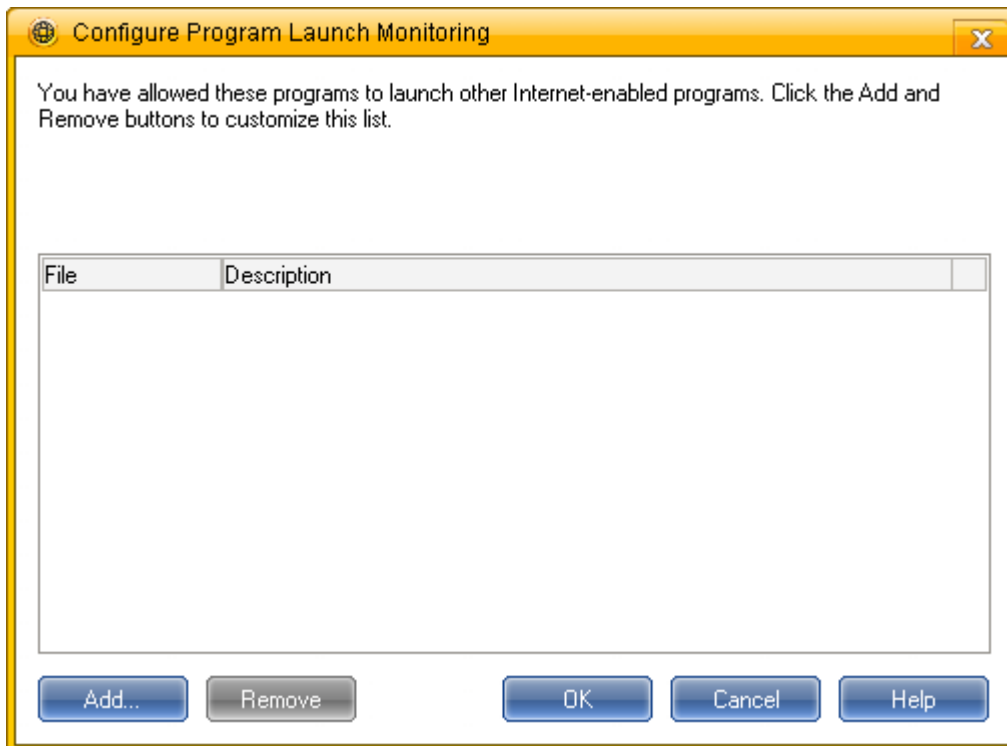
The Norton Internet Security Options will open. Click on **Personal Firewall** (in the left-hand column).



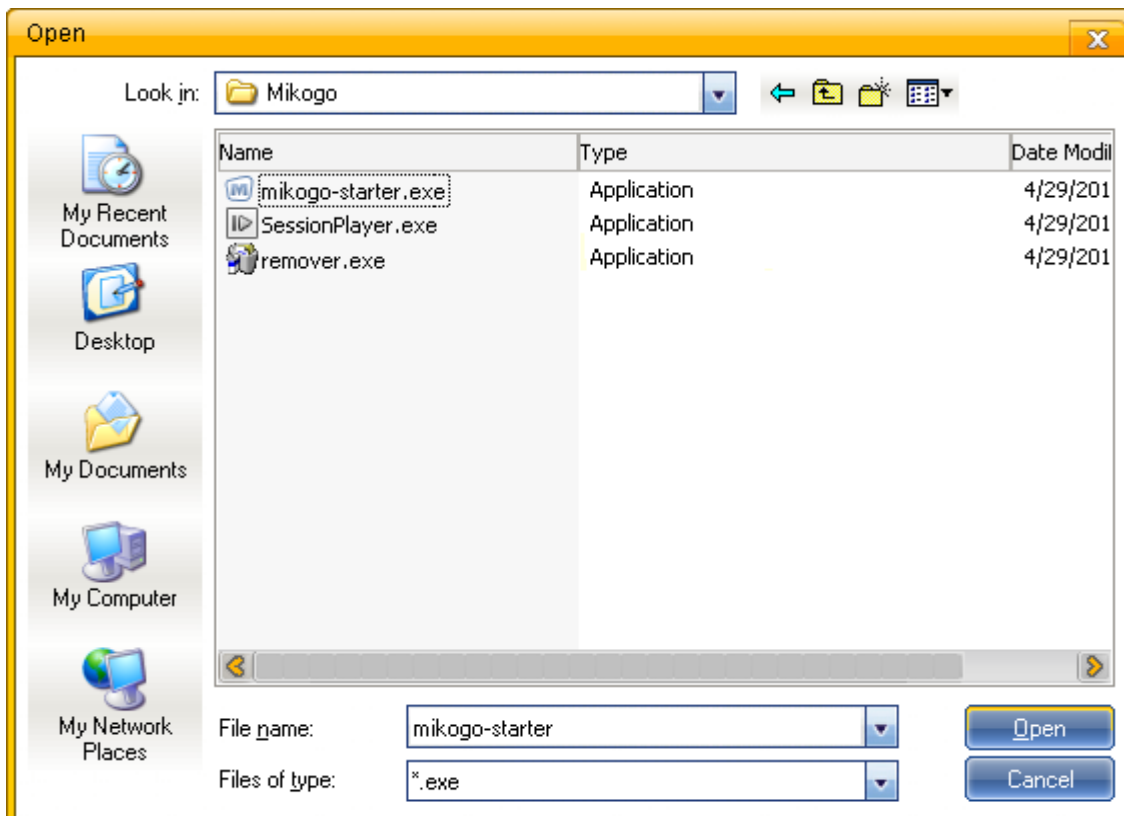
The Norton Internet Security Personal Firewall Options will open. Click on **Configure**.



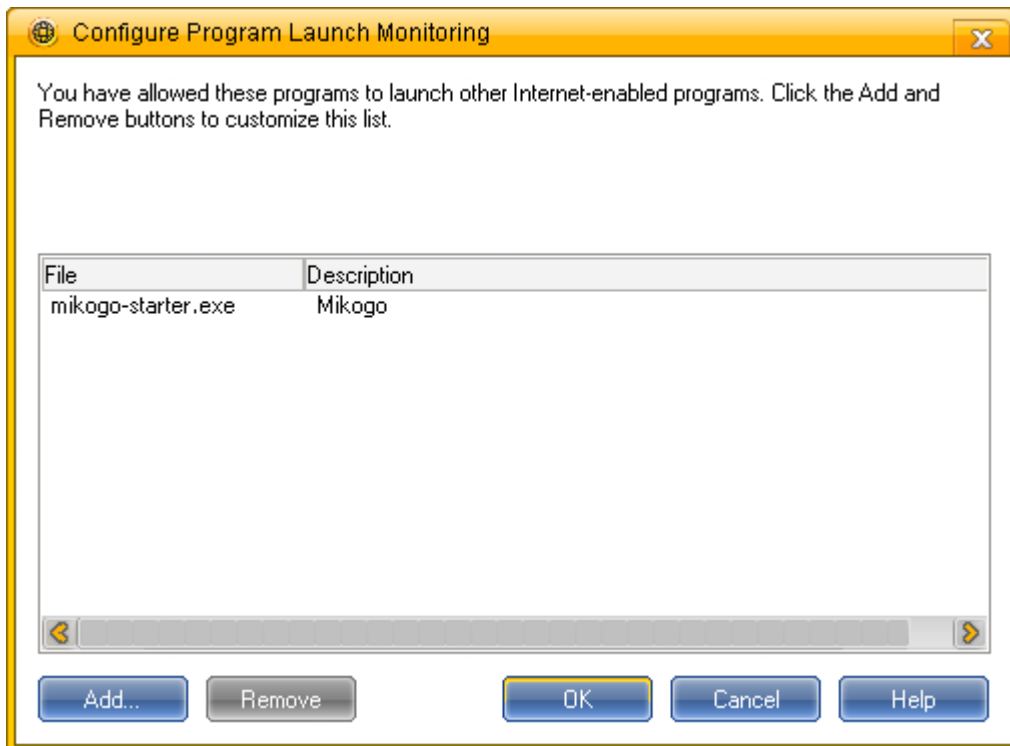
The **Configure Program Launch Monitoring** window will open. Click on **Add**.



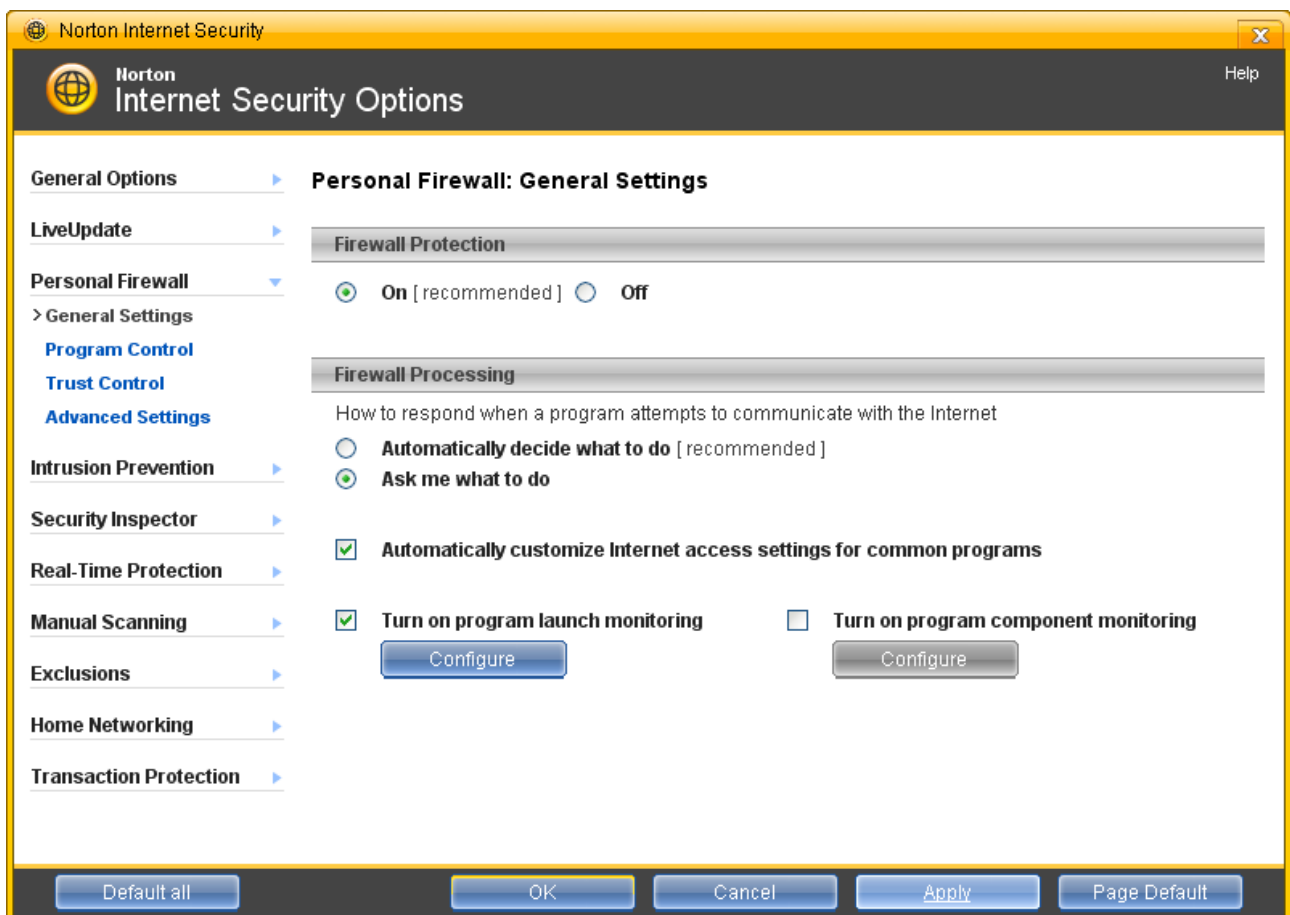
Browse to the **mikogo-starter** executable file, highlight it and click on **Open**.




Mikogo will then appear in the Allowed programs list. Click OK to close the Norton Firewall.



At the Internet Security Options window, click OK again.



## Run a Connection Test

Go to the Mikogo homepage and click on Join Session. When prompted enter 000-000-000 as the session ID and your name. Then click Join Session. Alternatively you can open the software on your computer. To do so, click on Start menu > Mikogo > Mikogo > to open and run the software. The panel will appear on your screen. Click on the  button and enter the 000-000-000 session ID and your name. Then click Join Session.



The following message will appear confirming that you can establish a connection with Mikogo:

