

Mikogo & Personal Firewalls


- ZoneAlarm

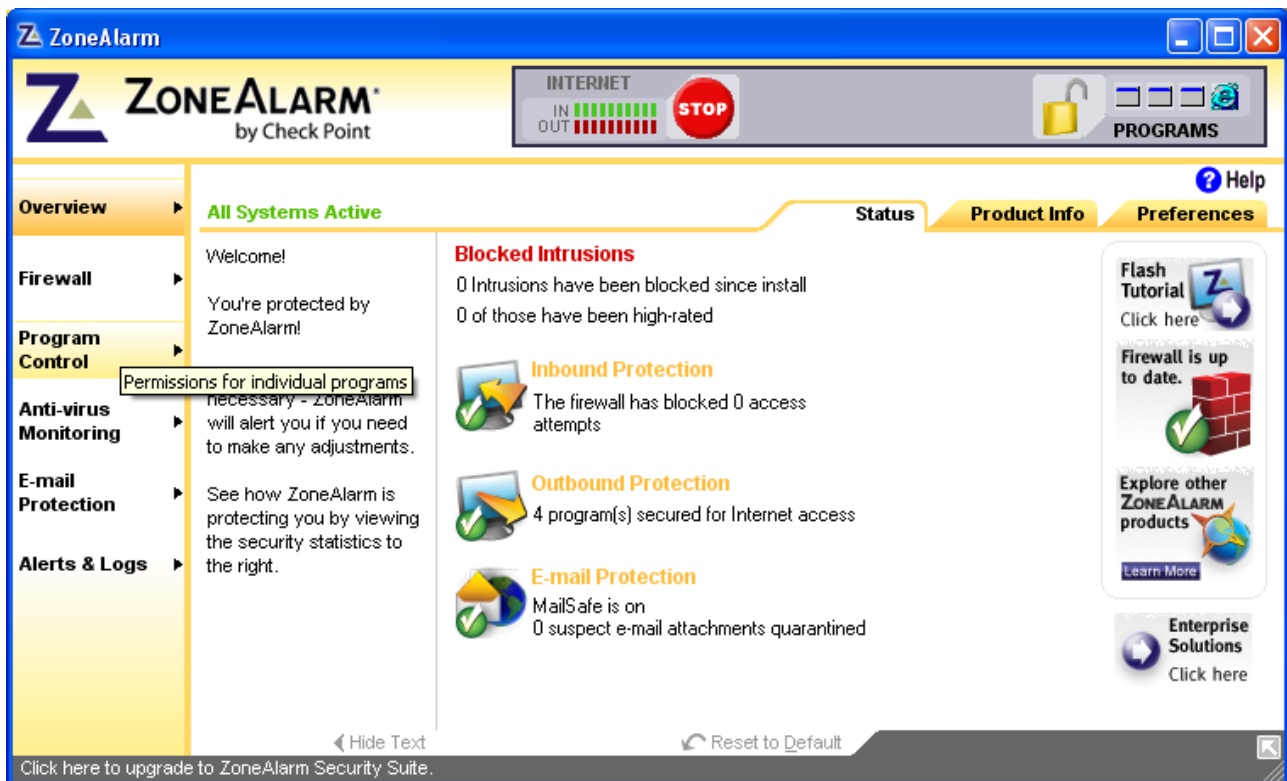


Create an Exception Rule

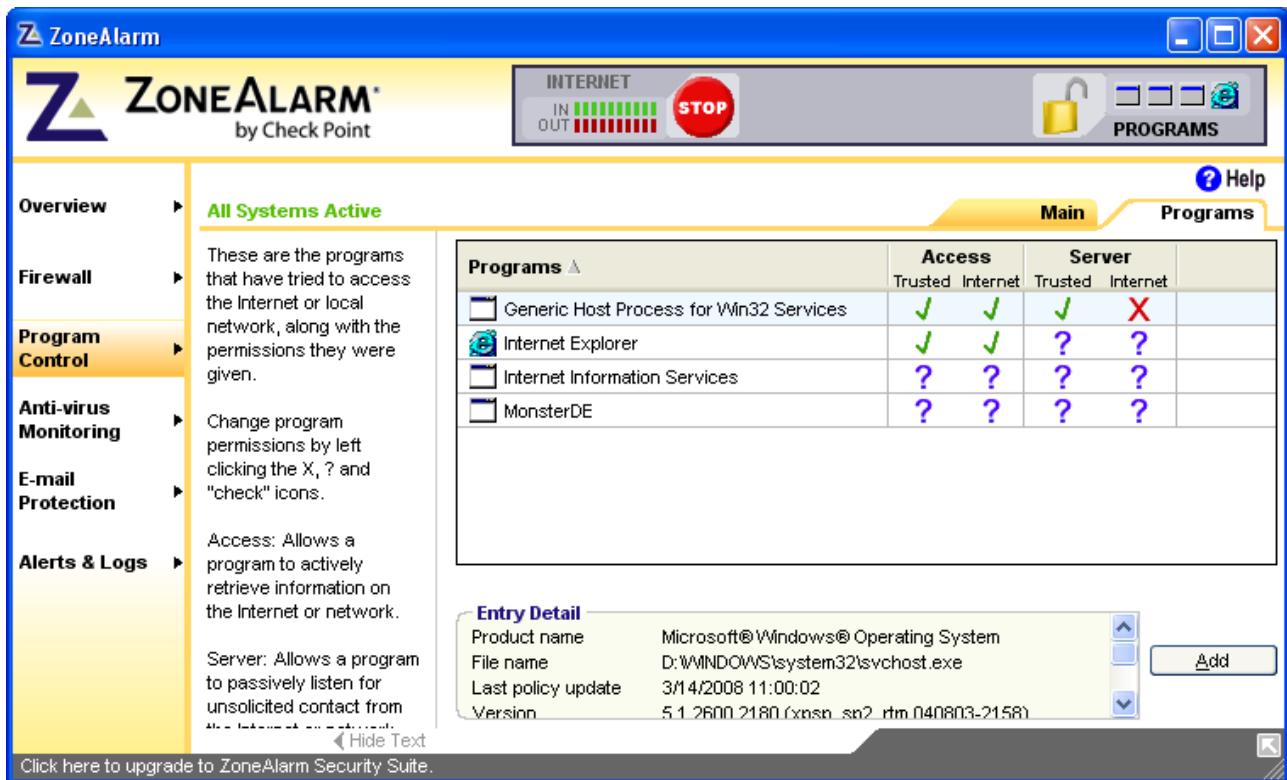
If you use ZoneAlarm personal firewall on your PC and you are having trouble using the Mikogo software you might have to first create an **Exception Rule** for Mikogo. In case you receive the following message and you use ZoneAlarm, please proceed as described below.



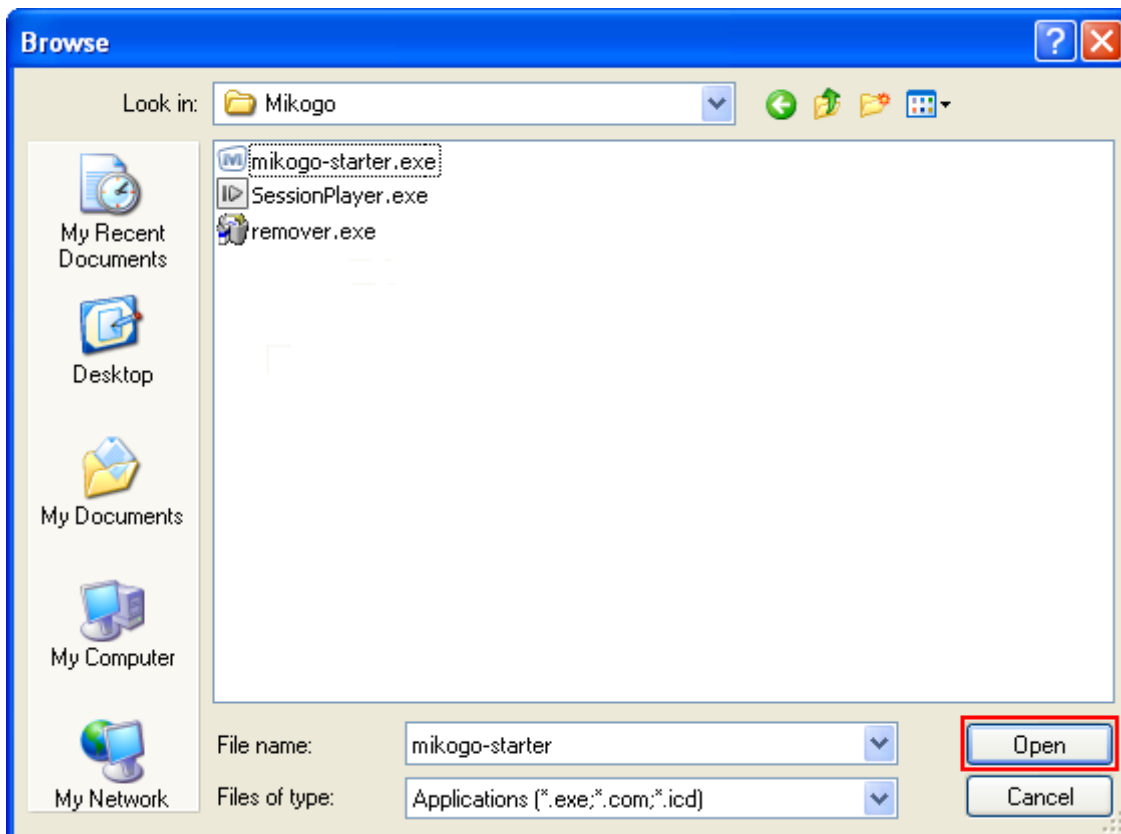
Click on the ZoneAlarm icon  in your system tray next to your computer clock. The ZoneAlarm main window will appear. In the vertical navigation on the left-hand side, click on **Program Control**.



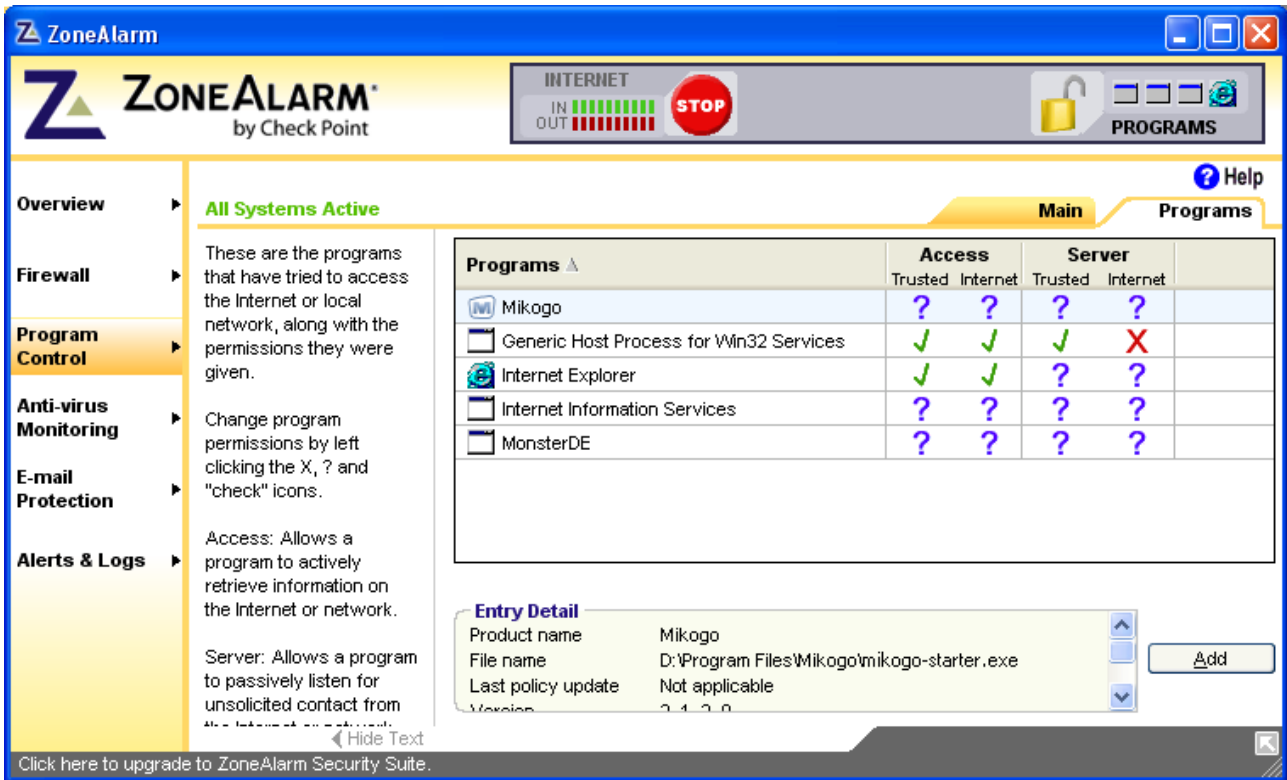
The ZoneAlarm Program Control will open. Click on the Programs tab.



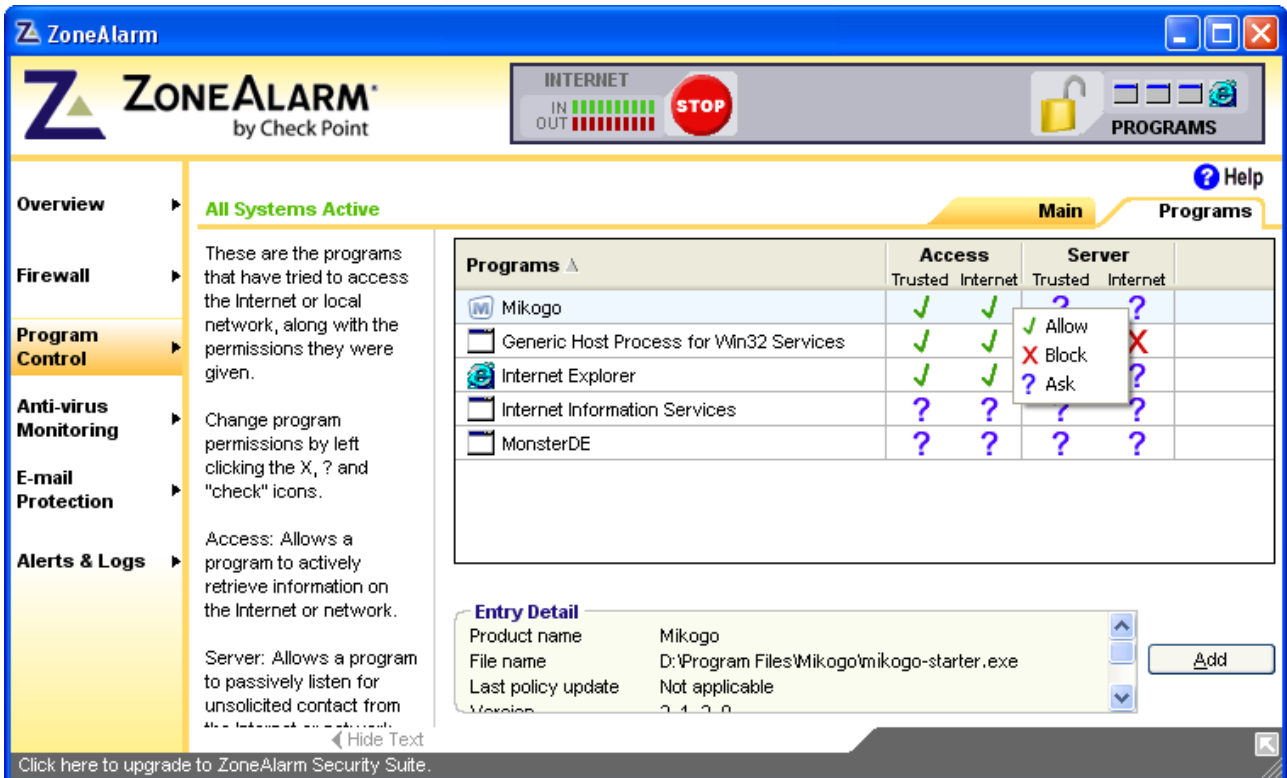
Click on Add. Browse to the mikogo-starter executable file, highlight it and click Open.




Mikogo will then appear in the Programs list.



Click in the Access column and choose Allow.



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:

