If you have a security program or firewall (such as Norton or McAffee) on your Windows computer that blocks connection with applications, you may need to manually enable GoToWebinar to join sessions. You may do this by opening your security software and accessing its firewall settings. Most security programs will allow you to configure access for specific programs in their firewall settings. To configure the firewall to allow GoToMeeting, look in the program rules for g2comm.exe and set it to "Allow" or "Full Access."

Configure firewalls on your computer.

1. Host or join a session to set off your firewall.

2. When prompted to enable GoToWebinar to access the Internet, click **Yes**. Then select the "Remember the answer each time I use this program" check box.

3. Open your anti-virus program to allow it to accept all GoToWebinar files. The following must be admitted via 1 of 3 ports: 80, 443 or 8200. One-way TCP connectivity is required (TCP outbound).

g2m_download.exe	G2MStart.exe	G2MChat.exe
AppCore.exe	G2MLauncher.exe	G2MQandA.exe
G2MInstallerExtractor.exe	G2MTesting.exe	G2MSessionControl.exe
G2MCoreInstExtractor.exe	G2MMaterials.exe	G2MMatchMaking.exe
G2MCodecInstExtractor.exe	G2MPolling.exe	G2MRecorder.exe
G2MInstHigh.exe	G2MView.exe	G2MTranscoder.exe
G2MInstaller.exe	G2MUI.exe	G2MFeedback.exe
G2MUninstall.exe	G2MComm.exe	G2MHost.exee

Configure firewalls within a corporate environment.

If you're using a firewall in a corporate environment, you may have a hardware firewall. Instruct your IT department to read the Optimal Firewall Configuration Fact Sheet to allow GoToWebinar to connect.

Set up Norton® Anti-virus Software to allow GoToWebinar

1. In your system tray,double click the Norton Internet Security icon .

2. Select **Open Norton Internet Security**.

3. From the Status & Settings menu, select **Personal Firewall** > **Configure**.

4. Select the **Programs tab** to locate GoToWebinar, and then click **Add**.

5. To begin adding files, select **g2mcomm.exe** > **Open**.

6. When prompted, use the drop-down menu to select **Permit** > **OK**. Then repeat the steps for the remaining GoToWebinar files.

Set up Norton® Transaction Protection to allow GoToWebinar

If your version of Norton Internet Security has the Norton Transaction Protection feature enabled, you may need to adjust your Norton settings before you can use GoToWebinar.

1. If you haven't already done so, start and then end a GoToWebinar session.

2. Right-click the Norton Internet Security icon while it's visible in your system tray.

3. Select **Open Norton Internet Security**.

4. Select the **Norton Internet Security tab** at the top of the window.

5. From the Settings drop-down menu, select **Norton Internet Security Options** >**Transaction Protection**.

6. Change the status to allow "g2mlauncher.exe," and then click **OK**.

Set up ZoneAlarm Firewall to allow GoToWebinar

1. In your system tray, double-click the ZoneAlarm icon .

2. Select **Program Control** > **Programs tab** > **Add**.

3. On your computer, navigate to **C:\Program Files\Citrix\GoToMeeting**. Select all the GoToMeeting files, and click **Open**.

4. Locate the GoToMeeting file in the Programs list. In the Trust Level column, click the Question Mark icon , and select **Super**. Repeat this step for each of the GoToMeeting files.

5. Finally, in the Access and Server columns, click each Question Mark icon that corresponds to a GoToMeeting program, and select **Allow**.

McAfee® Total Protection Anti-virus Software to allow GoToWebinar

1. In your system tray, right-click the McAfee Total Protection icon .

2. Select **Open McAfee Total Protection**.

3. Then click **Firewall** > **Settings**.

4. In the Program Permissions, scroll down and select **GoToMeeting** > **Edit**.

5. Using the Access drop-down menu, select **Full**. Then click **Save**.