

1. If you have issues accessing the virtual platform, please follow the below checklist:

- Make sure you are using the latest version of the following browsers: Google Chrome, Firefox, Microsoft Edge.
- Check your internet connection speed. If the Wi-Fi connection is unreliable, check if a cable connection is available, try with another internet connection or a "hotspot" WIFI from your cell phone.
- Turn off VPN as this might block your access to the virtual platform. More information about this and about firewall issues can be found below.
- Refresh page (hard refresh)
 - **Mac:** CMD + Shift + R
 - **Windows:** Hold down Ctrl and click the Refresh button or, Hold down Ctrl and press F5.
- Make sure the camera and mic are enabled on the browser:
(<https://www.lifewire.com/configure-camera-microphone-setting-in-google-chrome-4103623>)
- Clear cache on your browser.
- Close other tabs or tools on your computer.
- Make sure you have enough space on your computer

If none of these tips worked:

It can occur that streams are blocked by the internet's firewall. In this case, you can switch to another internet connection. Or ask the person that has access to your company's or university's internet to allow us on the network. Please find the information that should be shared here:

<https://docs.agora.io/en/Agora%20Platform/firewall?platform=All%20Platforms#rtc-sdk>

Those domains all need to be wildcards for the subdomains e.g

- * [.agora.io](https://docs.agora.io/en/Agora%20Platform/firewall?platform=All%20Platforms#rtc-sdk)
- * [.edge.agora.io](https://docs.agora.io/en/Agora%20Platform/firewall?platform=All%20Platforms#rtc-sdk)
- * [.agoraio.cn](https://docs.agora.io/en/Agora%20Platform/firewall?platform=All%20Platforms#rtc-sdk)
- * [.edge.agoraio.cn](https://docs.agora.io/en/Agora%20Platform/firewall?platform=All%20Platforms#rtc-sdk)

To access the virtual platform and web app, it is needed to whitelist the following domains in your firewall:

- eureka.web.indrina.com
- get-eureka.com
- talk.get-eureka.com
- devtalk.get-eureka.com
- backend.get-eureka.com
- CLIENT.web.indrina.com
- CLIENT.my.conferences.cc

The ports that need to be open are 80, 443, 5222, 5280.

Please do not set static IP restrictions to our domain as our infrastructure is scaling permanently and server content through multiple endpoints, in different geographical locations.