GoToWebinar Firewall Protocols

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If you are experiencing issues when connecting to your Webinar it may be due to an Internet Security application such as a Firewall. Please ensure the following files have full access to the Internet:

G2mcomm.exe
G2mlauncher.exe
G2mui.exe
G2msessioncontr.exe
G2mchat.exe
G2mmatchmaking.exe
G2mview.exe

*These programs need to be admitted outbound through one of these three ports: 80, 443 and 8200.
*You can view our IP range document at http://www.citrixonline.com/iprange
*You can also try our Connection Wizard: www.gotowebinar.com/wizard

If you have any additional questions or need further clarification, please call us toll free at (800) 263-6317 so we can directly address and assist you with your issue. If you are unable to use the 800 number to contact us please feel free to use one of the other customer care numbers listed at the bottom of this email. Our Global Customer Support is open 24 hours a day, 7 days a week to assist you. For more detailed information on your GoToWebinar account please visit our FAQ's located at:
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Thanks again for your interest in GoToWebinar.

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