



Citrix Online-GoToWebinar Security Solutions

Is there some link one can click to test to be sure one won't have access problems?

Run the GoToMeeting wizard and see if that reports any errors. You can find this at www.gotomeeting.com/wizard. Download and run the wizard and continue to select "Next" until it gets to the end. The wizard will inform you of whether or not it can connect to Citrix GoToWebinar servers as well as optimize your connection for using GoToWebinar.

The issue when trying to install/run the GoToWebinar software may be caused by an old or corrupt version of Java on your PC.

Please click on this link and follow the prompts to update Java.

www.java.com and then click the Free Java Download button.

Once it is updated please try to join a GoToWebinar again.

Please make sure to get the following info to your IT department and also check your deleted items and spam folders.

Here are the domains & IPs that will need to be whitelisted and allowed to send HTML. Some may be redundant, just wanted make sure all domains were included.

record for care.gotomeeting.com

v=spf1
ip4:66.151.158.11
ip4:66.151.158.22
ip4:64.74.80.20/30
ip4:216.219.126.0/24
ip4:66.151.158.10 -all

record for gotomeeting.com

v=spf1
ip4:66.151.158.11
ip4:66.151.158.22
ip4:64.74.80.20/30
ip4:216.219.126.0/24
ip4:66.151.158.10 -all

record for gotowebinar.com

v=spf1
ip4:64.74.80.20/30

ip4:66.151.158.11
ip4:66.151.158.22
ip4:216.219.126.0/24
ip4:66.151.158.10 -all

record for citrixonline.com
v=spf1
ip4:66.151.158.11
ip4:66.151.158.22
ip4:64.74.80.20/30
ip4:216.219.126.0/24
ip4:66.151.158.10
include:salesforce.com -all

If you have any additional questions or need further clarification, please Citrix Online toll free at (800) 263-6317 so they can directly address and assist you with your issue. If you are unable to use the 800 number to contact them, please feel free to use one of the other customer care numbers listed at the bottom of this email. Their standard Customer Care Center is open 24 hours a day, 7 days a week to assist you.

Direct Dial: 1-805-617-7002

Toll Free:

US and Canada - 1-888-259-8414
Australia - 0011-800-3375-8675
Europe- 00-800-3375-8675
India- 000-800-100-3084
Mexico- 001-888-896-5419
New Zealand- 00-800-3375-8675
UK- 0800-032-7756