

List of common errors

General causes of errors

- User has a VPN is on which is blocking the platform.
- User shared his/her personal link with other users.
- User has a very strong firewall.
- User is using an outdated browser.
- User has a very strong antivirus software which blocks the platform.
- Human error ;-)

Debug steps:

- User should update the browser and preferably use Chrome.
- Make sure you the user has only 1 tab opened of a virtual event and didn't shared the personal link with other people. Only one person can have access.
- User needs to go to <https://live.eventinsight.io/check.html> to check if everything is on green. If not user can make a screenshot.
- User should put firewall/VPN off.
- User can turn of antivirus software.
- If firewall/VPN can't put off user can switch computer. For example go from a company computer to a personal one.

List of common errors speakers

- Camera/audio is not working

Debug steps:

- Follow all the 'List of common errors general'
- User should be share there is a green light behind the microphone and camera
- User needs to click on the settings icon. Then on audio/video settings. Make sure the right microphone and camera are selected.
- User should make sure the hardware is on and actually working. (For example test with a different program like Zoom).

If above is not working, we need a screenshot of the user to see what exactly goes wrong.:

- What is not working?
- When is it not working?
- What is the name of the user for which is it not working?
- What kind of messages gives the system/what does the user see?
- Provide a screenshot