

Join Help

If you are experiencing difficulty joining a session, determine which scenario is applicable to you and follow the recommended guidelines.

I can't join a session.

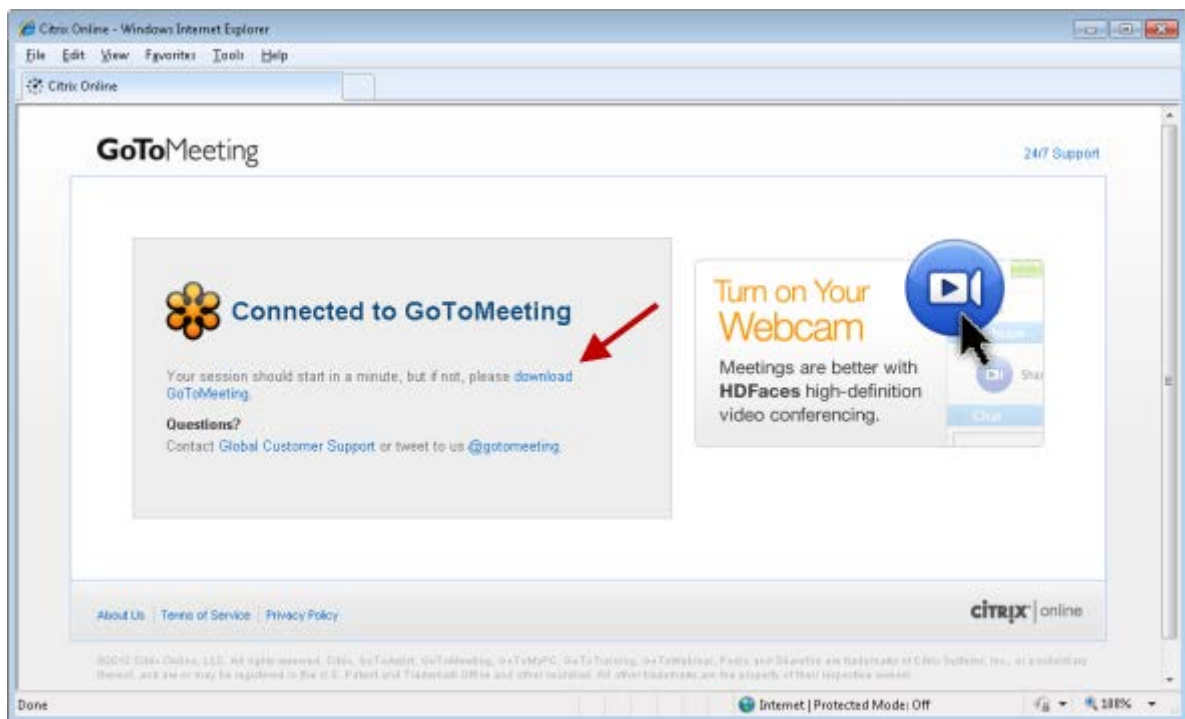
If you're having trouble joining a session, learn about downloading the installer on [Windows](#) and [Mac](#). We highly recommend leaving the optional browser plug-in enabled so that you can join sessions faster without having to go through the download process again.

I'm using Internet Explorer 7 or 8 and nothing is happening.

If you're using Internet Explorer 7 or 8 and already have GoToWebinar installed, click **No** when you see the Security Warning dialog to immediately launch into session.



If you click **Yes**, you must click **Download Webinar** on the Connected to Webinar page and go through the download process below.

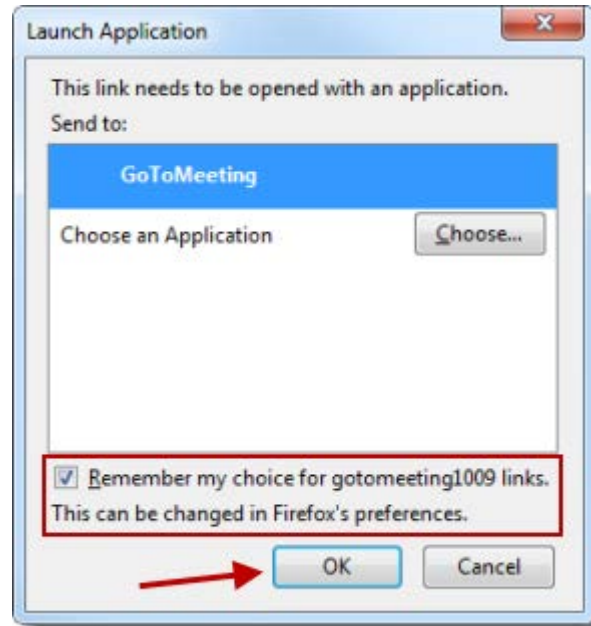


I'm using Internet Explorer 9 and nothing is happening.

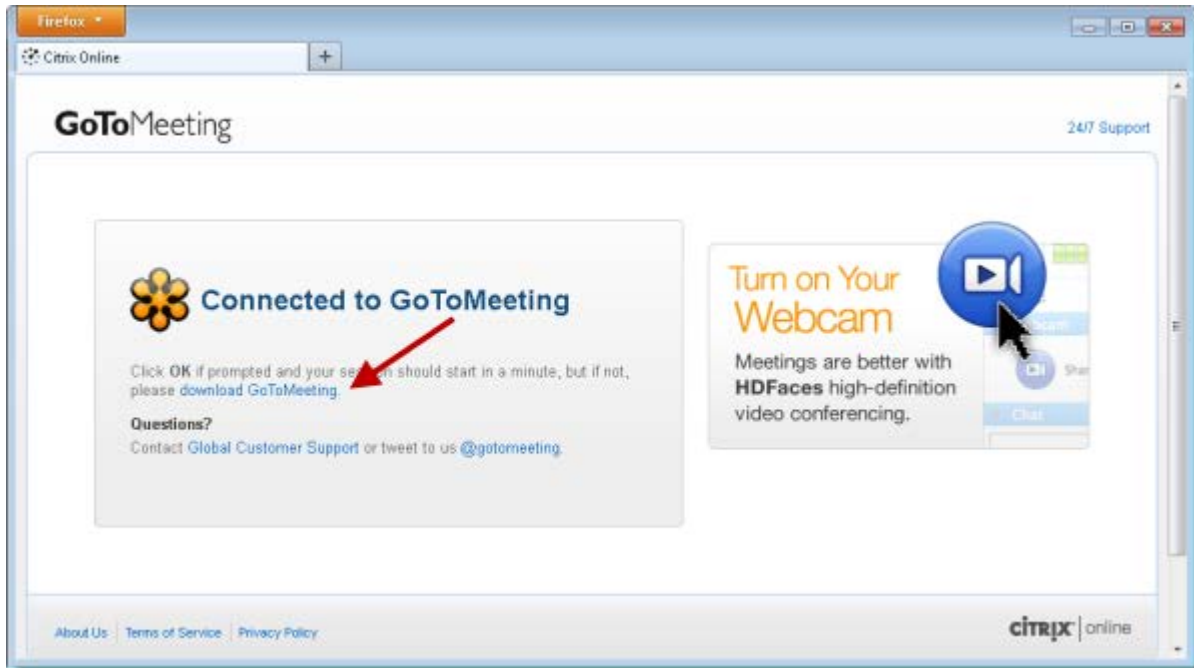
If GoToMeeting is already installed, Internet Explorer 9 may redirect you to the Connected to GoToWebinar page without launching the GoToWebinar application. Please install Internet Explorer 9.0.3 or above to successfully launch GoToWebinar using Internet Explorer 9 and refer to this [Windows support article](#) for further troubleshooting information.

I'm using Firefox on Windows and nothing is happening.

If you already have GoToWebinar installed and see a Launch Application dialog, select the "Remember my choice" check box and then click **OK**.

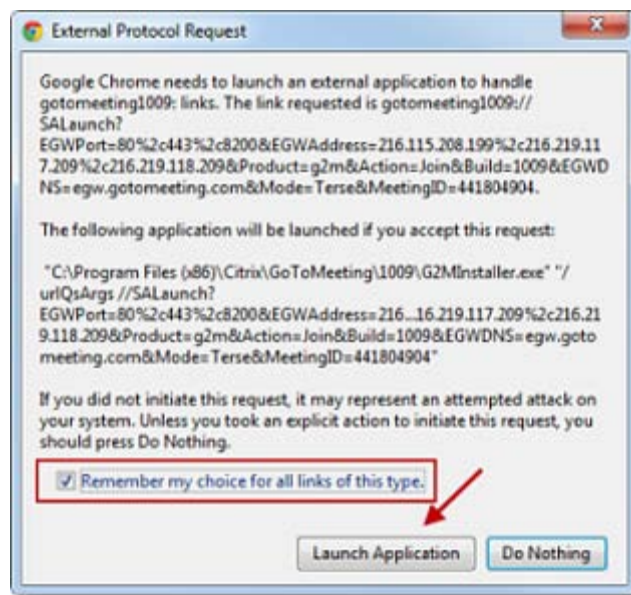


If you click **Cancel**, you must click **Download GoToWebinar** on the Connected to GoToWebinar page and go through the download process below.

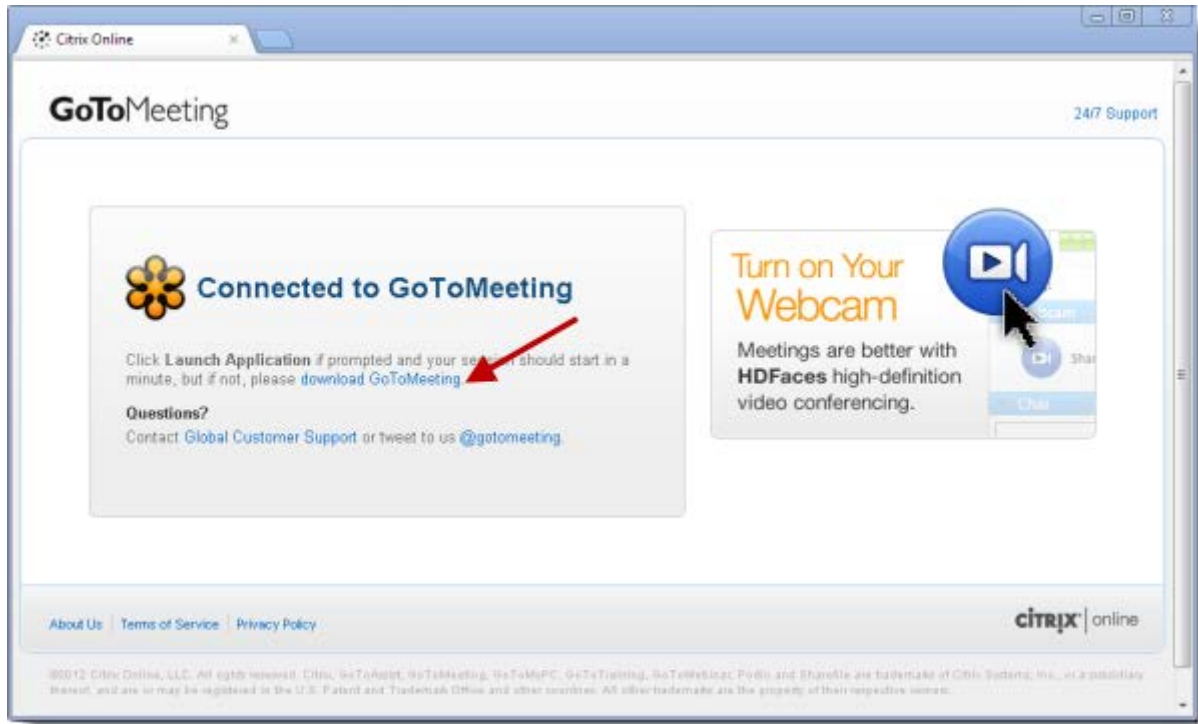


I'm using Chrome on Windows and nothing is happening.

If you already have GoToWebinar installed and see an External Protocol Request dialog, select the "Remember my choice" check box and then click **Launch Application**.



If you click **Do Nothing**, you must click **Download GoToWebinar** on the Connected to GoToWebinar page and go through the download process below.

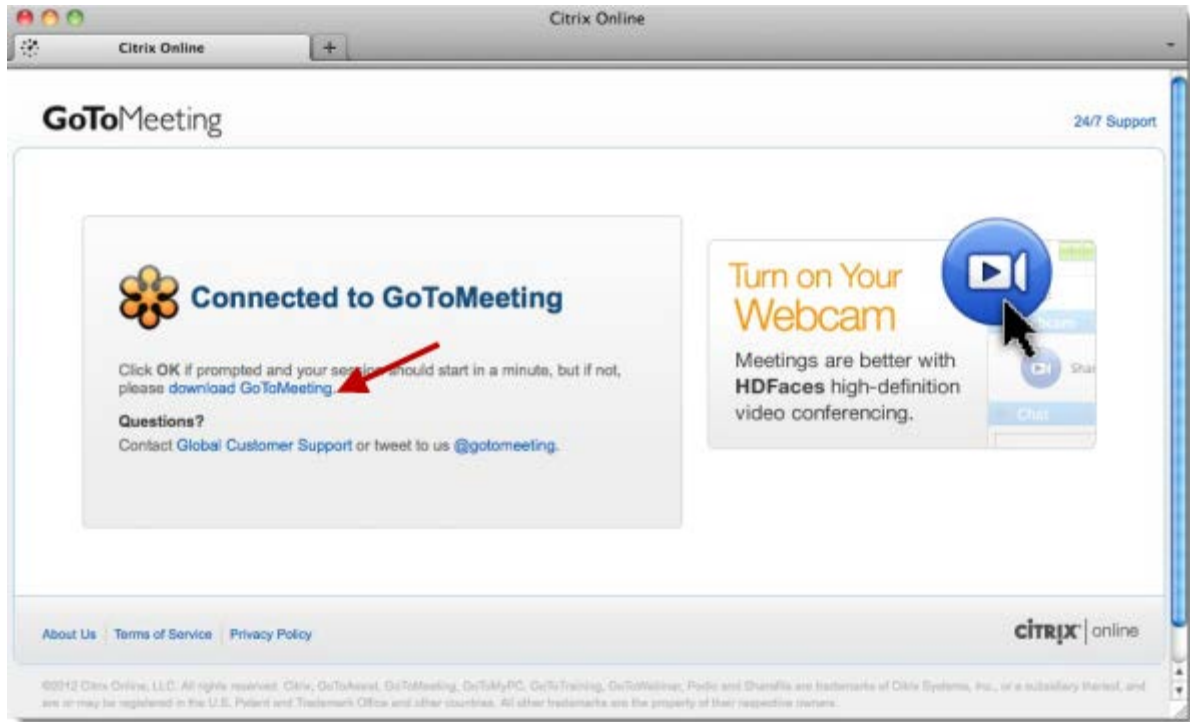


I'm using Firefox on Mac and nothing is happening.

If you already have GoToWebinar installed and see a Launch Application dialog, select the "Remember my choice" check box and then click **OK**.



If you click **Cancel**, you must click **Download GoToWebinar** on the Connected to GoToWebinar page and go through the download process below.

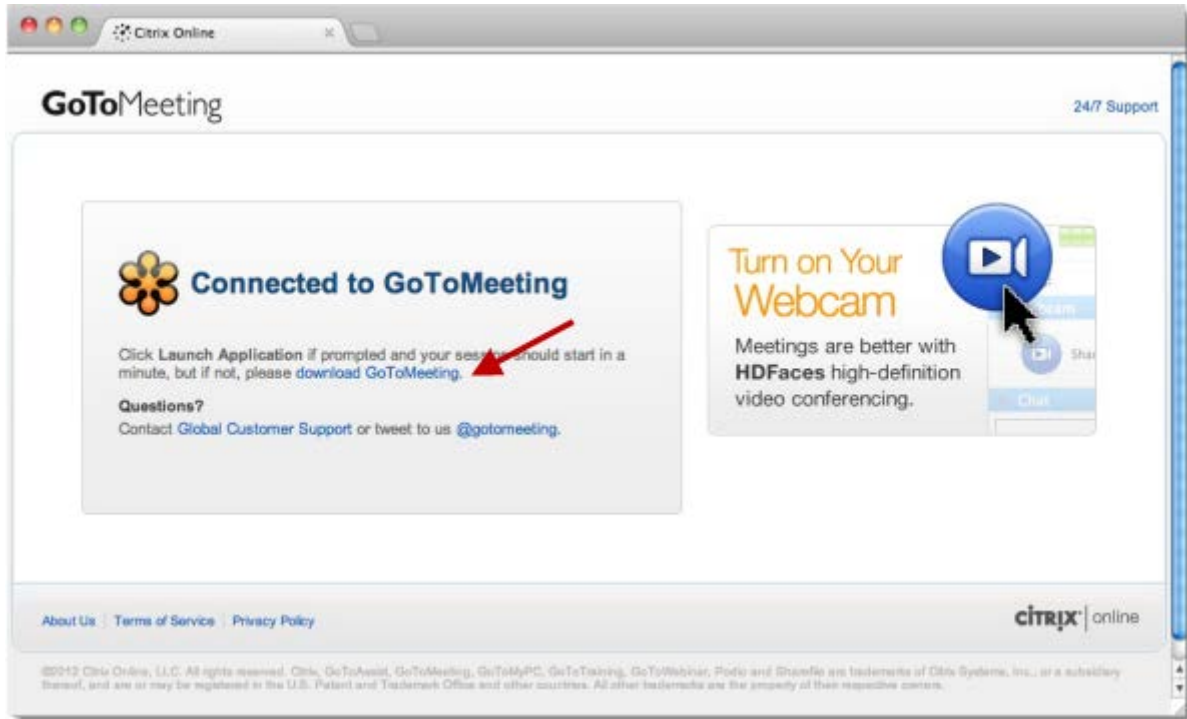


I'm using Chrome on Mac and nothing is happening.

If you already have GoToWebinar installed and see an External Protocol Request dialog, select the "Remember my choice" check box and then click **Launch Application**.



If you click **Do Nothing**, you must click **Download GoToWebinar** on the Connected to Webinar page and go through the download process below.



I can't use GoToWebinar with a firewall, anti-virus program or anti-spyware.

If you have a program or firewall (such as Norton or McAfee) on your Windows computer that blocks connection with applications, you may need to manually enable GoToWebinar to join sessions.

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
G2MCodeInstExtractor.exe	G2MPolling.exe	G2MRecorder.exe
G2MInstHigh.exe	G2MView.exe	G2MTranscoder.exe
G2MInstaller.exe	G2MUI.exe	G2MFeedback.exe
G2MUninstall.exe	G2MComm.exe	G2MHost.exe

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, right-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**.

Set up Kaspersky® Anti-virus Software to allow GoToWebinar

1. Open Kaspersky Anti-Virus 2010, and click **Settings**.
3. Under the Options in the left navigation, select **Threats and exclusions**. Then select **Settings** in the Exclusions section.
4. Select the **Trusted Applications tab > Add**.
6. Browse to the GoToMeeting program folder, and select all of the check boxes for exclusions. Click **OK** twice, and then click **Apply**.

[Download the Launcher File on Windows](#)