



Common Issues When Joining Webinars on PCs

The following are some common issues that you may encounter when trying to connect to GoToWebinar on a PC. We've recommended a few easy ways you can resolve these issues.

[Trouble joining a webinar?](#)

[Does your browser crash or freeze?](#)

[Can your installer not locate a suitable folder?](#)

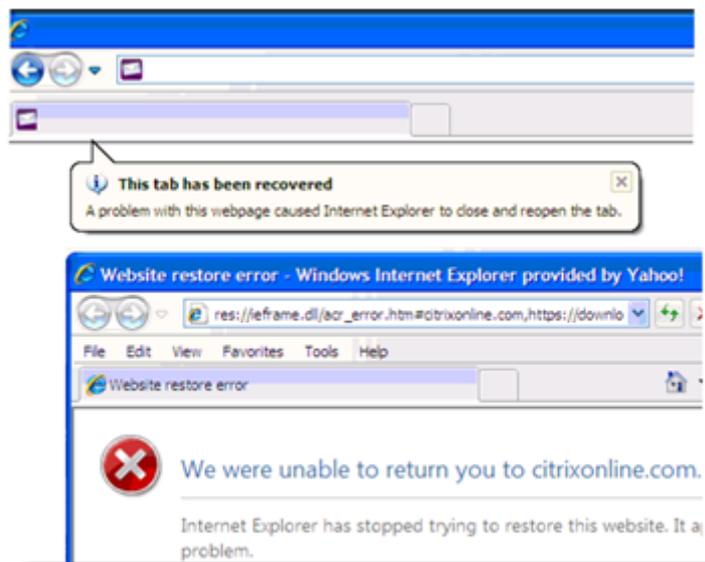
[Do you see a "Connection Failed" error?](#)

Trouble joining a webinar?

If you're running into problems when trying to join a webinar, we highly recommend that you install the latest version of Java. To install the latest version of Java, visit [Free Java Download](#). Many common issues can be easily resolved by updating or installing the latest version of Java.

Does your browser crash or freeze?

If you're trying to join a webinar and either your browser crashes or you see the error message below, we recommend that you uninstall your old version of Java and reinstall a newer version of Java. Uninstalling an older version of Java is optional but highly recommended for security reasons. Read [Why should I remove older versions of Java from my system?](#) for more information.



▶ To uninstall or install Java on your PC

1. To uninstall Java on your PC, visit [How do I uninstall Java on my Windows computer?](#). Follow the directions.
2. Once you've uninstalled your old version of Java, you'll need to reinstall an updated version of Java. To install the latest version of Java, visit [Free Java Download](#).

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Can your installer not locate a suitable folder?



If you're trying to join a webinar from a PC and see "The installer could not locate a suitable folder to install into" error, try any of the following workarounds:

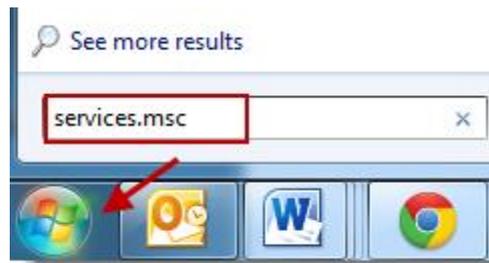
On Windows XP:

- **Install Java:** On Windows XP, you can visit [Free Java Download](#) to install the latest version of Java. After you've installed the most recent version of Java, you can seamlessly join sessions!
- **Use a Different Browser:** If you're using Internet Explorer, try joining the webinar using a different browser, such as Mozilla Firefox or Google Chrome.

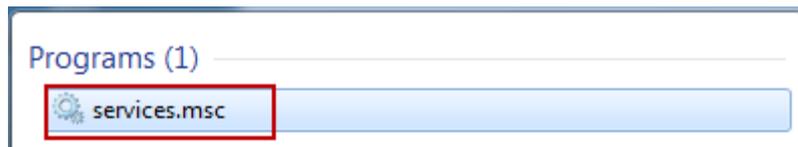
Windows Vista & Windows 7

In rare cases, GoTowebrinar may not install correctly if the Windows Secondary Logon Service is disabled. Follow the steps below to turn it on:

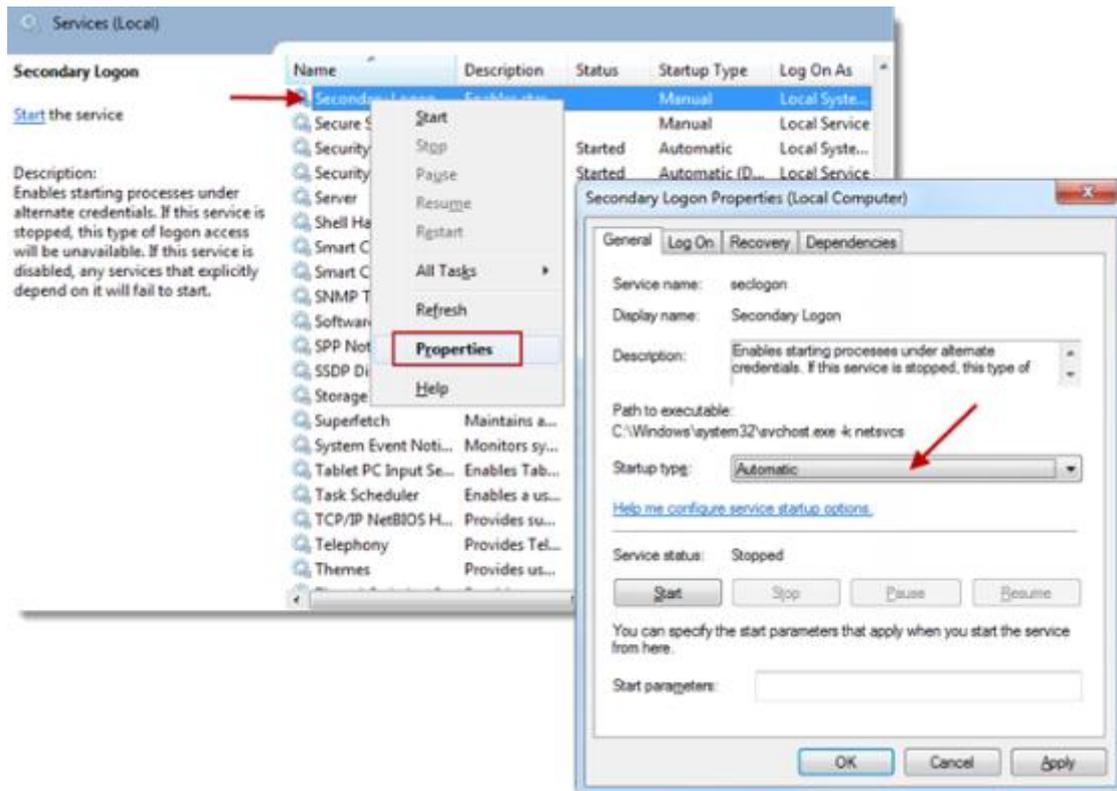
1. Click the Windows Start button on your desktop.



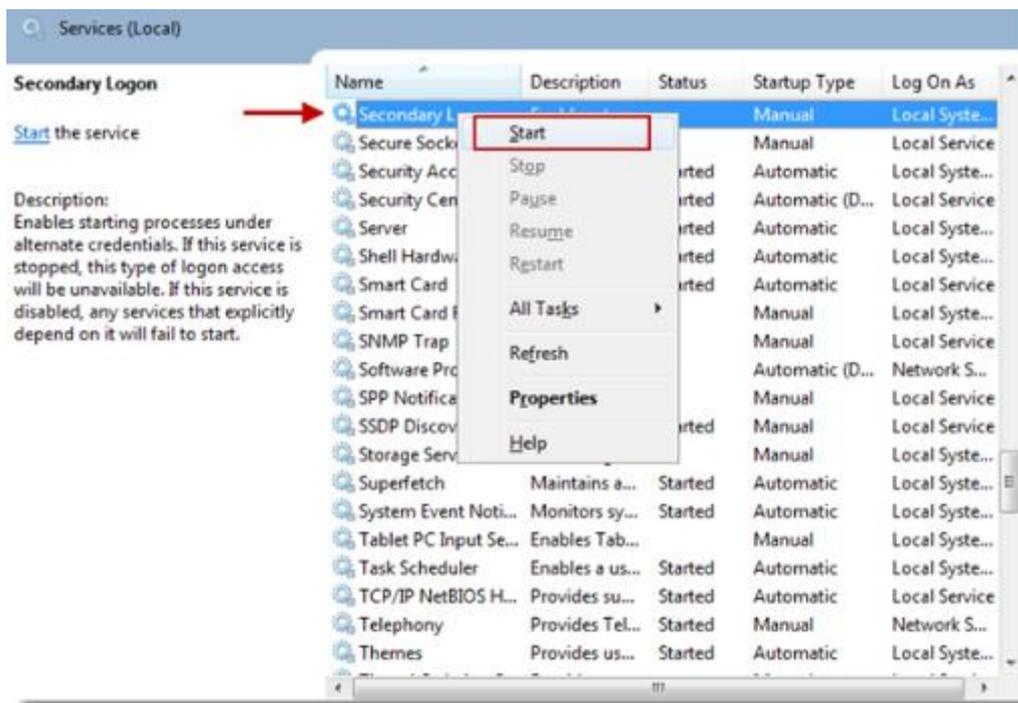
2. Type "services.msc" into the search field. Select the "services.msc" option from the search results.



3. Scroll down and find "Secondary Logon." Right-click "Secondary Logon," and select **Properties**.
4. On the Secondary Logon Properties dialog, select **Automatic** from the "Startup type" drop-down menu. Click **Apply**, and then click **OK**.



5. From the Services window, right-click the "Secondary Logon" option again, and click **Start**.



6. Restart your PC. You can now install GoTowebinar!

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Do you see a "Connection Failed" error?

If GoTowebinar launches, but you see a "Connection Failed" error, you may either have security software on your PC that's blocking you from downloading GoTowebinar or have poor Internet connection. You may see one of the following error:



- **Security Firewall:** If you have security software on your PC that's preventing you from launching GoToWebinar, visit [Using GoToMeeting with a Firewall](#) for help on how to configure your firewall to allow GoToWebinar to launch.
- **Internet Connection:** Check to see if your Internet connection is down. See the [GoToWebinar System Requirements](#) for information on what type of Internet connection is required to host or join webinars. Satellite, dial-up and other non-broadband Internet connections do not meet our system requirements.
- **Firewall:** If you're using GoToWebinar in a corporate or network security environment, try running the [GoToMeeting Connection Wizard](#) to test and find the ideal connection settings you can use within your protected network.
- **Network Security Restriction:** If you're prompted to authenticate for Internet access, your network administrator may have placed restrictions. Enter your Windows or network login if prompted.



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