



GREENSHADES
— Let Us Handle That —

Greenshades software uses an Internet technology called web services to connect to a Greenshades web server for registration, downloading updates, and other purposes. Some of our clients have firewalls or proxy servers at their site that are preventing this registration from completing successfully.

The following are some general steps to try if you are behind a firewall that is restricting our products from contacting our servers. Because firewalls are so varied, please consult your IT department of firewall/proxy server documentation for specific instructions.

- If you are behind a proxy server, you may need to enter the address of your proxy server in the settings screen of the Greenshades Software product you are using. Please refer to the specific product documentation on where to enter this information.
- If you are behind a proxy server that requires authentication, you may enter your authentication information in the settings screen as well. If your computer belongs to a Windows domain, you may also need to enter your domain name as well.

If you have entered your proxy server information or are behind a firewall and still cannot authorize, please follow the steps below for further troubleshooting.

- Clear away any entries in the proxy settings of the Greenshades product you are using
- Ensure that your firewall/proxy server is not stripping unknown headers. If you are unable to turn this feature off due to a policy or hardware restriction, please ensure that the following headers are added to the list of known headers:
 - Content-Type: text/xml; charset=utf-8
 - Soapaction:
- Add the domain or IP address of the Greenshades authorization server to a list of allowed connections. All communications between the client and server take place over ports 80 and 443.

- Domain: greenshades.com
- IP addresses: 216.134.212.196 through 216.134.212.206

Note that even with the connection allowed to the Greenshades server, some firewalls will still strip unknown headers from requests.

- Bypass the firewall/router from the workstation that is running the Greenshades product for time it takes to actually use Greenshades.

If none of the above steps allow you to successfully register your software with Greenshades, please contact your IT department or your firewall/proxy server vendor for additional troubleshooting steps.

6817 Southpoint Parkway, Suite 1502 Jacksonville, FL 32216
Phone: (904) 807-0160 Fax: (904) 807-0165 www.greenshades.com