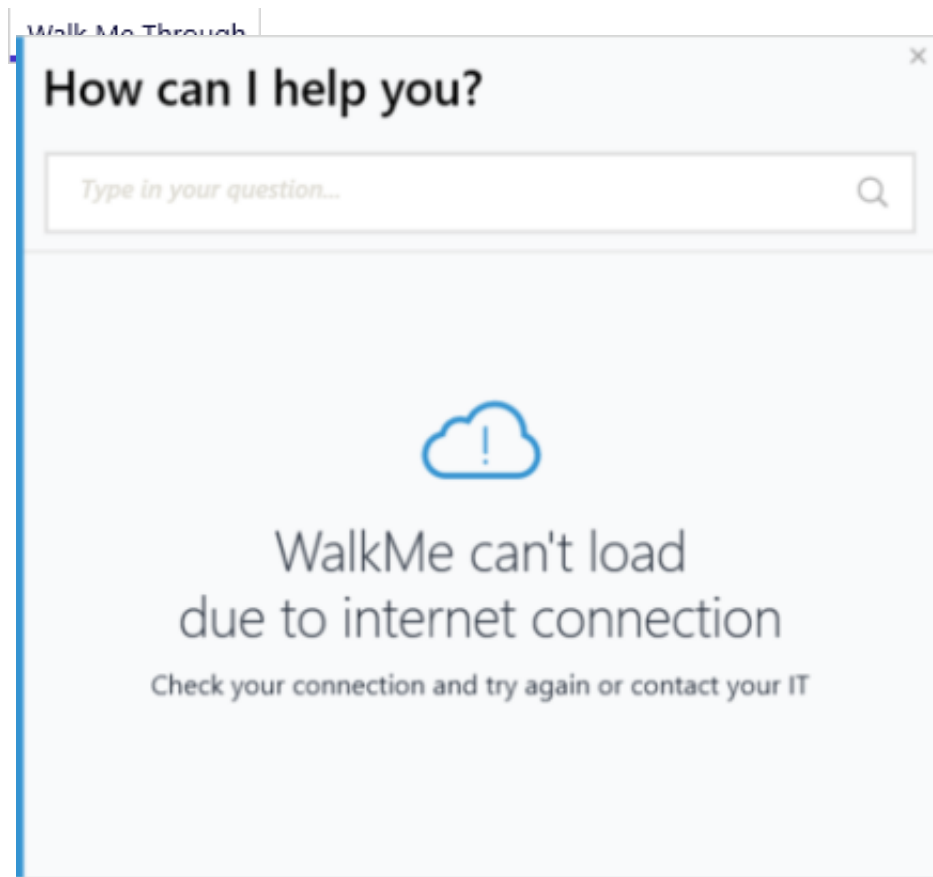


Connectivity Issues with Desktop

Issue

If the Desktop Client can't connect to the Walkme server, the widget will not be able to display content.



Possible Solutions

- [Whitelist walkme servers](#)
- Fix local connectivity issues
- Fix wrong user ID in the config.xml

Testing with the Connectivity tool

You can identify the exact issue using the [connectivity tool](#)

See the example below for test results and errors below.

Test - General						
General		Externals				
OS:	Windows 10		HTTP	HTTPS		
Browser:	Chrome(73.0.3683.103)		S3 Storage	FALSE	OK	
Gzip enabled:	FALSE		CDN Storage	FALSE	OK	
Cookies:	Read: TRUE Write: TRUE		Peta			
3rd Party Cookies:	TRUE		Peta S3	HTTP	HTTPS	
Sites		HTTP	HTTPS	Peta S3	FALSE	OK
Analytics	FALSE	OK	Peta CDN	FALSE	OK	
Editor	FALSE	OK	Plugins:			
Player	FALSE	FALSE	Chrome PDF Plugin			
Account	FALSE	OK	Chrome PDF Viewer			
Insights	FALSE	OK	Native Client			
API	FALSE	OK	<u>In this example:</u>			
Player API	N/A	OK	- Content is displayed (1)			
Portal	N/A	OK	- Shout outs repeat themselves (Walkme data is not saved)			
New Editor	N/A	OK	- No connectivity to ec.walkme.com			
Visions	FALSE	OK	- Shout out completion is not collected in the report (3)			
Events Collector		HTTP	HTTPS			
GET	OK	OK				
POST	FALSE	FALSE				

If connectivity is OK and problems still occur, please contact WalkMe Support.