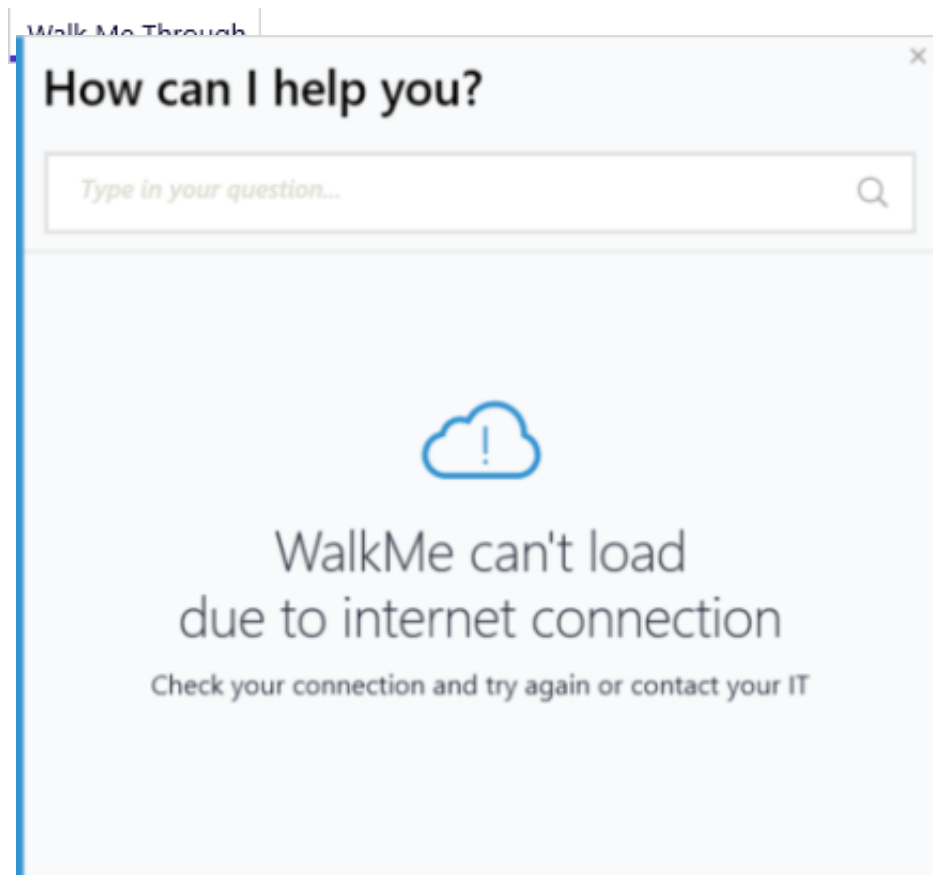


Connectivity Issues with Desktop

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	- No connectivity to playerserver.walkme.com		
GET	OK	OK				
POST	FALSE	FALSE				

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