This document's purpose is to help you troubleshoot issues with BrowserInsight and JVA Insight as well as to provide information pertaining to BrowserInsight requirements and suggested firewall settings.

BrowserInsight Access Information

Please be aware of the following information if you are experiencing difficulty accessing BrowserInsight collections.

Supported browsers for BrowserInsight are:
- Netscape 4.7+
- Mozilla 1.1+ (Firefox)
- Internet Explorer v4.0+
- Safari 1.2+

If you are using a browser other than one of those supported you may have trouble accessing BrowserInsight collections.

Also, BrowserInsight may require that you **allow popups**. This option is available in most browser applications under Tools. Holding down the CTRL key while clicking on a link will temporarily suppress popup blocking in most browsers. If popups are not allowed the browser collection will not launch.

Network Connectivity & JVA Insight – Firewalls

This section of this document may be applicable if either of the scenarios described below applies, or if you have a firewall that is restricting access:
If a "Sorry, the Insight security server could not be contacted" message or similar appears after launching the JVA Insight client, you may have a firewall that is preventing you from accessing the Insight User Manager Server.

-or-

If a "Logon failed, please try again" message appears after repeated attempts to log on, and you are confident that the username and password (if required) were entered correctly, then you may have a firewall that is preventing the Insight User Manager Server from delivering information to the Insight client.

Firewall Configurations for JVA Insight

The ability to create network connections in Java applications is a very powerful feature. It allows the deployment of versatile client/server applications over the Internet. However, the existence of a firewall presents a bit of a challenge for Java applications, such as Luna's JVA Insight client, that require persistent network connections (i.e., a TCP/IP socket) between the client and the server(s).

A firewall can be viewed as a combined hardware/software system that links two isolated networks, usually a private network and the Internet. A firewall polices the traffic between the two networks, blocking access from the Internet to the private network, while providing controlled Internet access for internal computers.

In a client/server model, a firewall may exist on the server side, the client side, or both. For this discussion, we are concerned only with the client side. In order for systems within a secured client-side network to access an Insight server, a persistent network connection must be created.

Adding a new rule to your firewall can create a persistent connection. Most firewalls refer to this rule as an IP Filter or a Trusted Client. These rules provide a static IP that an Insight server can use to communicate with the client. Without such a rule, the Insight server sends the packets to the client-side firewall. Not recognizing the source IP as a trusted connection, the firewall discards the packets and the client never receives the information it requested. Depending on your firewall's configuration, you may need to set up a rule for both outgoing and incoming packets. An Insight client must be able to reach an Insight server and vice versa.

Your institution's IT staff should be able to provide IP filtering to the Insight servers using the information provided below. If you do not have an IT staff you should consult your firewall instructions or contact the manufacturer for configuration options and instructions.

Configuration Information:
Allow Outgoing Messages to [Insight Server] from [All Internal Clients]
Allow Incoming Messages to [All Internal Clients] from [Insight Servers]

Set up only one rule for JVA Insight collections coming from Luna Imaging. (If you have your own locally hosted collections, your IP Ranges and Port Ranges will vary.)
Insight Server IP Ranges: 63.145.191.0 - 63.145.191.30
Insight Server Port Ranges: 80, 2840-3500, 8081, 8082, 8090

Note: Insight port ranges are provided if you wish to filter by port number in addition to IP.

Need Help? Contact Luna Technical Support (support@luna-img.com)
For information about additional system requirements for Insight software, please visit:
http://www.lunaimaging.com/insight/technicalinfo.html

To view available Insight documentation, please visit:
http://www.lunaimaging.com/support/documentation.html