

â€œConnecting to Connection Server. Please waitâ€• when connecting via a Portal communication profile

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When trying to connect from a Guest to a Host using a Portal communication profile, the live update list loads correctly, but then displays the error message: "â€œConnecting to Connection Server. Please wait...â€•" and eventually times out. **Cause** This might happen due to a security suite with a traffic monitor component. In some cases, the traffic monitor will block the packets sent from the Guest to the Portal. We reproduced the issue using Kaspersky Anti-Virus 2017, but could possibly occur also with other antivirus software. If, whether this is the case, try to disable the antivirus and see if the connection to the Host works. It is important to confirm that there are still be some features running in the background. Alternatively, you can try to uninstall it, or try the connection from a different device. Please send us information about any incompatibility found with specific antivirus software and the Netop solution, so we can add them.

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