



Are there any programs that can cause Case CATalyst not to send out to CaseViewNet

[INQUIRY]

Are there any programs that can cause Case CATalyst not to send out to CaseViewNet?

[SOLUTION]

The following information applies to the Case CATalyst computer (data flowing out of the network) sending to CaseViewNet receives systems.

Most computers have Anti-Virus software installed and many Anti-Virus software packages include a Firewall. A Firewall is a system that secures a network, shielding it from access by unauthorized users and can also restrict data from flowing out of a network. A Firewall can block a program like Case CATalyst from sending out to CaseViewNet. Please see the following helpdesk document for further information on Anti-Virus and Firewalls: ([Anti-Virus Helpdesk link](#))

Stenograph has also identified two commonly used programs that may be running in the background that will cause the CATalyst settings that allow you to output to CaseViewNet to not operate. These two programs are Skype and Pando.

1. Skype is a program that allows users to make free calls to other people on Skype. This program will setup a Server using the same port that Case CATalyst uses to output to CaseViewNet. You will need to Exit Skype before starting realtime. If you need to run Skype and Case CATalyst output to CaseViewNet at the same time, you can run Skype once realtime has started and it will not conflict.
2. Pando is a program that allows users to send large files via the Internet. This program will setup a Server

using the same port that Case CATalyst uses to output to CaseViewNet. You will need to exit Pando before starting realtime.

If you have Case CATalyst 9.x and higher you may see the following message display when trying to start realtime while sending out to CaseViewNet:



This dialog box will indicate which program (in this example Skype.exe) is using the same port that Case CATalyst uses to output to CaseViewNet. You can then close that specific program and restart realtime.

It is possible that there are other programs that will block data output as well. Stenograph will continue to identify any such programs and update this document as needed.

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[KEYWORDS]

caseview net wireless firewall block transmitCaseViewNet



Does Case CATalyst or CaseViewNet require special settings in my Anti-Virus or Firewall program?

[INQUIRY]

Does Case CATalyst or CaseViewNet require special settings in my Anti-Virus or Firewall program?

[SOLUTION]

Most computers have Anti-Virus software installed and many Anti-Virus software packages include a Firewall. A Firewall is a system that secures a network, shielding it from access by unauthorized users and can also restrict data from flowing out of a network. Firewalls can be implemented in software, hardware or a combination of both, but this document is dealing with software firewalls. The following information can apply to both the Case CATalyst computer (data flowing out of the network) and the computer running CaseViewNet.

Stenograph has tested the following Anti-Virus software packages and has the following recommendations. To apply any of the recommended actions, you will need to consult your antivirus software documentation or vendor.

Software	Version	Recommended	Anti-Virus Realtime Scanning	Firewall Exception	Comments
McAfee VirusScan plus Site	8.0	Yes	Yes	Grant permissions to CATalyst/CaseViewNet	Default installation recommended.

Advisor					
McAfee Total Protection	3.0	Yes	Yes	Grant permissions to CATalyst/CaseViewNet	Default installation recommended.
Norton Internet Security Suite by Symantec	2008/2009	Yes	Yes – see comments	Allow CATalyst/CaseViewNet	Default installation recommended - Turn off Auto-Protect if system response is slow after install.
Trend Micro Internet Security (PC-cillin)	2008	No	Yes	Allow CATalyst/CaseViewNet	We found this solution to cause slowness on general computer operations and do not recommend its use.
Comodo Antivirus	1.0	Yes	Yes	Firewall as separate application	Customer will be prompted to approve every application run after the default installation.
Windows Firewall	XP/Vista	Yes		Unblock and log CATalyst/CaseViewNet as exceptions	On by default if no third-party application is installed.
Norton 360 by Symantec	1.0, 2.0	Yes	Yes – see comments	Allow CATalyst/CaseViewNet	Default installation recommended - Turn off Auto-Protect if system response is slow after install.
AVG Internet Security/ AVG Anti-Virus Free	7.5/8.0	Yes	Yes	Allow CATalyst/CaseViewNet	Default installation recommended.

Edition					
ZoneAlarm Security Suite by Check Point	2007	Yes	No	Allow CATalyst/CaseViewNet	Default installation recommended. Select "Apply this setting to all suspicious behaviors exhibited by this application" and then select Allow.

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[KEYWORDS]

virus security Case CATalyst caseviewnet caseview net
