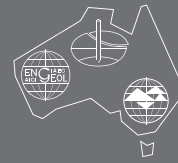


# Demio (Webinar) Platform – Additional System Checks and Troubleshooting



AUSTRALIAN  
GEOMECHANICS  
SOCIETY

[www.australiangeomechanics.org](http://www.australiangeomechanics.org)

## ABOUT DEMIO

The Australian Geomechanics Society (AGS) is currently utilising the Demio online platform to deliver Chapter technical events in webinar format. The choice of Demio was made due to the fully online (web-browser) format, and thus both presenters and attendees should not be required to download, install or run any additional software to attend the events.

This document provides further guidance for minimum system requirements and ways for potential attendees and presenters to check their personal computer's compatibility with the requirements of the Demio environment.

## CHECKLIST AND ACTIONS FOR INITIAL ASSESSMENT

A few initial checks and actions can be undertaken to improve the prospects of accessing the Demio events:

1. Run a quick [System Check](#) via the Demio Website
2. Close all unnecessary windows/tabs.
3. [Clear your cache](#), restart the browser, then use [incognito mode](#).

## ADDITIONAL TROUBLESHOOTING / MINIMUM REQUIREMENTS

Inability to access the Demio events – especially if the access is being attempted via a work device or network – could be due to the ports not being open.

Demio utilise use dynamic IP addresses, so the below domains are required to be whitelisted:

\*.tokbox.com    \*.opentok.com    \*.demio.com

When it comes to the ports used by the Demio streaming service, their recommendations are as follows:

- *Minimum:* Demio requires **TCP port 443/8443** to be open. Some firewall/proxy rules only allow for SSL traffic over port 443. You will need to make sure that non-web traffic can also pass over this port.
- *Better:* In addition to the minimum being met, Demio also recommends that **UDP port 3478** is open.
- *Best:* For the best possible experience, Demio recommends that **UDP ports 1025 - 65535** be open.

## ADDITIONAL SUPPORT

If a user's system still will not connect with Demio, even after all other checks / troubleshooting has been actioned, then additional (personalised) Demio support can be provided. This should be arranged via the AGS's nominated event contact (in advance of the event).