

# Problems with Bridgit™ Services Server Setup



**Applies to:** Bridgit™ software versions 2.x and 3.x for Windows® operating systems (all versions)

## Issue

You're experiencing difficulties creating or joining conferences using Bridgit software.

## Cause

If you enter an invalid domain name during the Bridgit software installation, the software warns you and prompts you to enter a valid domain name. However, if you enter a valid domain name that becomes invalid at a later time, you'll lose the ability to create or join conferences.

## Solution

When you install the Master Server, you can specify the public domain name. Change this information using **Bridgit Software Admin Tools**.

You can use **Bridgit Software Admin Tools** on a Conference Server to change the setup of that server.

**NOTE:** The changes you make don't take effect until you restart the Bridgit software service (see below).

### To change the Master Server domain name

1. Start the **Bridgit Software Admin Tools** on the server that's running the Master Server program.
2. In the *Bridgit Software Administration Tools* window, click the **Setup** tab.
3. Change the **Registered Domain Name** of the Master Server.

**NOTE:** Don't mix fully qualified domain names and computer names within the same server cluster. If you use the computer name for the domain name, the server is accessible only from within the local area network. Internet users don't have access to the server.

4. Click **Apply**.

### To change the Conference Server domain name

1. Start the **Bridgit Software Admin Tools** on the server that's running the Conference Server program.
2. In the *Bridgit Software Administration Tools* window, click the **Setup** tab.
3. Change the **Registered Domain Name** of the server.

**NOTE:** Don't mix fully qualified domain names and computer names within the same server cluster. If you use the computer name for the domain name, the server is accessible only from within the local area network. Internet users don't have access to the server.

4. Click **Apply**.

### To restart Bridgit software services

When you have changed the domain name, you must restart the Bridgit services.

1. Open the *Windows Control Panel*.
2. Double-click **Administrative Tools**.

The *Administrative Tools* dialog box appears.

3. Double-click **Services**.

The *Services* dialog box appears.

4. Right-click on **Bridgit Conference Service** and select **Restart**.
5. Right-click on **Bridgit Master Service** and select **Restart**.
6. Close the *Services* and the *Administrative Tools* dialog boxes.

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