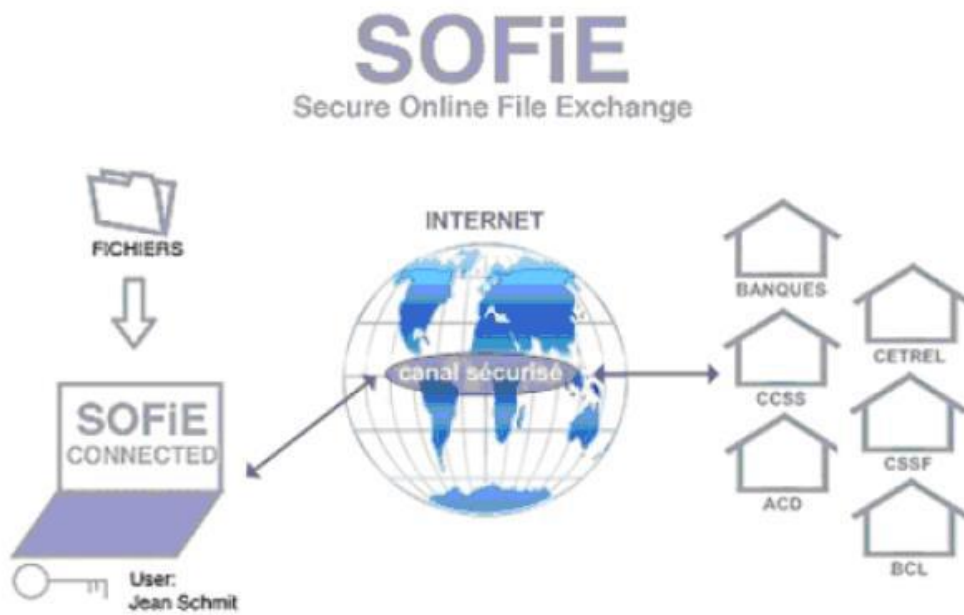


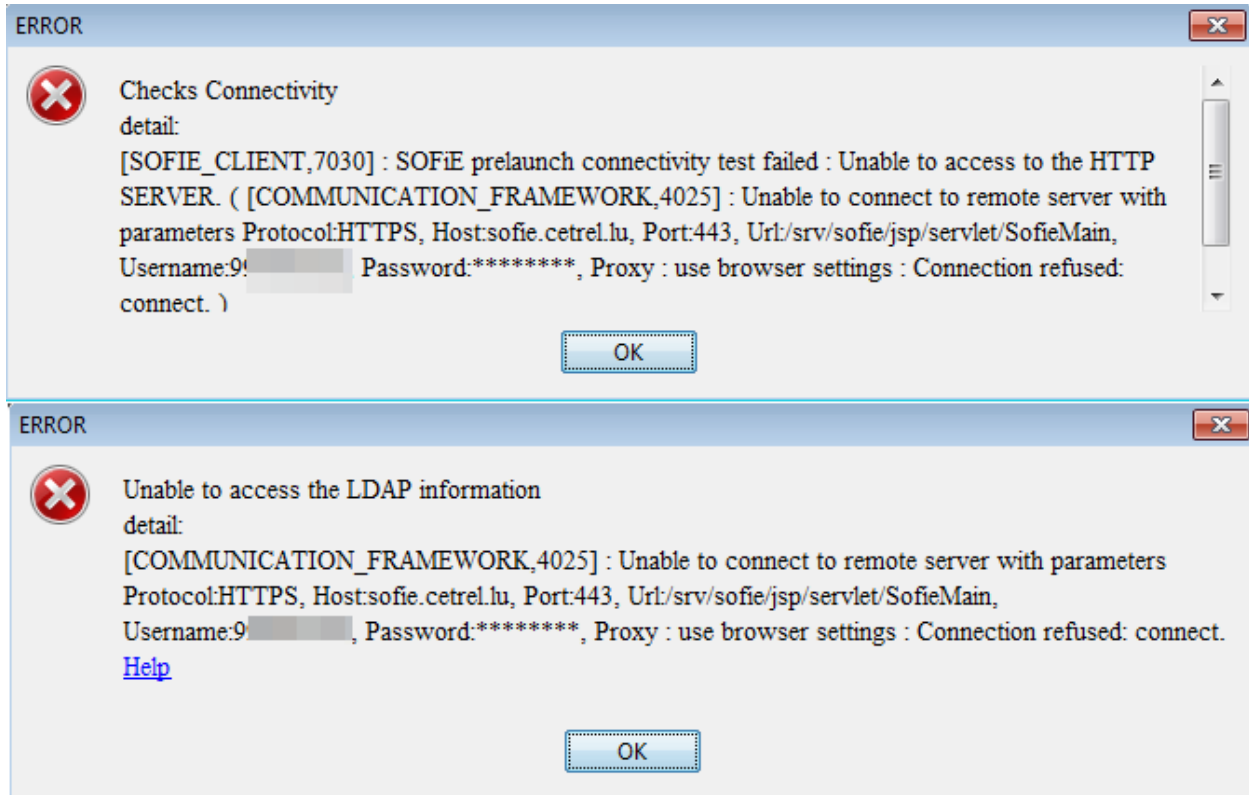
## How to configure proxy on SOFiE



## 1- Error message encountered

If you are having one of following error messages when you try to open your SOFiE application, please check the next pages check points.

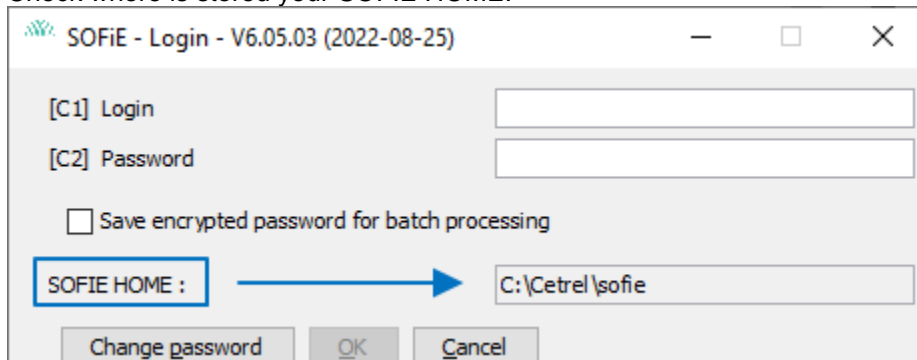
- Error during the connection to the server.
- Error during the connection to the LDAP (certificate repository)



## 2- Check list

Check points to be verified:

- Check where is stored your SOFIE HOME.



- Edit SOFIE HOME\properties\communication\communication\_default\_common.properties, and check that it contains something similar like below. If it's not the case, please delete this file from its folder and restart your SOFIE. The file should be replaced automatically within a new one which should contain the correct values, otherwise replace the content manually.

```
communication.default.common.CAcertificateTrustStore=keys/ca/cetrel_ca_trusted
communication.default.common.timeout=60000
communication.default.common.waitBeforeRetry=30000
communication.default.common.verboseMode=false
communication.default.common.nbRetry=4
communication.default.common.readTimeout=300000
```

- Edit SOFIE HOME\properties\communication\ communication\_default\_http.properties. This file contains proxy parameters used by SOFIE. Please check with your IT if this is well configured and correct it if necessary.

Example of content:

```
communication.default.http.useBrowserSettings=true
communication.default.http.proxy_loginUserName=
communication.default.http.proxy_port=
communication.default.http.useProxy=false
communication.default.http.proxy_host=
communication.default.http.proxy_loginPassword=
```

- If you have set useBrowserSettings=true, do the following tests from your Internet browser:
  - <https://sofie.cetrel.lu/>If Access OK is showed on both cases, check that “lan settings” in your Internet browser is well configured, only one connection type must be configured. Example: Automatic detect settings

In some cases, the proxy parameters are not correctly red from the browser. In this case you have to use manual configurations hardcoded on the file with useBrowserSettings=true and useProxy=true, then input at least the host (URL or IP) and the port

Example :

communication.default.http.**useBrowserSettings=true**  
communication.default.http.proxy\_loginUserName=  
communication.default.http.proxy\_port=8080  
communication.default.http.**useProxy=true**  
communication.default.http.proxy\_host=my.proxy.net  
communication.default.http.proxy\_loginPassword=

### 3- Contacts

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