

# PROKON Support Portal

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## Troubleshooting License Manager connection problems

Stephen Pienaar - 2020-01-07 - 2 Comments - in License Issues

License Manager requires Internet access to communicate with the Prokon License Server. Various external factors can interfere with communication, including firewalls and proxy servers.

For troubleshooting steps and suggested firewall settings, please see the License Manager program Help (press F1 while in License Manager). Alternatively, browse the web version of the Help that is available at <https://webhelp.prokon.com/LM>.

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### Comments (2)

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Rick Nichols  
2016-12-28 22:04  
22DecUTC

the link is dead...

Stephen Pienaar  
2017-01-03 20:34  
20JanUTC

Thank you for letting us know! The link is working again.