

Connectivity issues related to use of the Application Processing System (APS) to submit electronic applications through the Internet.

This additional information normally applies only to users that are protected by a firewall or access the Internet through a proxy server.

Please note: ARC cannot perform these configurations for you. They are your responsibility. ARC is very limited in the support it can provide in these matters.

Configuration of firewall

Because of the nature of firewalls, it is possible that the APS program will be prevented from communicating with ARC's site even though you can browse ARC's website.

The following is the information that your network administrator may request about ARC's system:

- The APS 4.0 program uses port: *9960, TCP*
- It will attempt to connect with: *iar.arccorp.com*
(That address is our **firewall and does not respond to "ping"** requests.)

Setting up a proxy server

On the proxy server, the applicant may create what is known as a "*mapping*" service. Since not all proxy server software are the same, it is not possible to specify a step by step sequence of operations that needs to be performed, but only what needs to be accomplished and what can help doing so.

One way to setup a mapping service is to try to duplicate an existing one. Unfortunately, most of the time there is none defined. Another option is to mimic a common service, such as "*ftp*" or "*telnet*". These may not be setup exactly to meet the user needs, but they often cover most of the common setups, such as authorization access, user definitions and group definitions, dialup services, etc. However, these services may expect the software using them to pass along, using some means, the name or IP address of the destination connection, something that may not always work with ARC's software. That constitutes the major difference with a service such as "*ftp*" and the "*mapping*" service we need (apart from the port number that must be set to *9960*).

Once you have duplicated a service such as "*ftp*", and changed its port number to *9960* (instead of *21* in the case of "*ftp*"), you need to find some option, somewhere, which will tell the mapping service where to always connect when it answers a call on port *9960*. That server connect address should be specified as "*iar.arccorp.com*" (avoid using "*204.251.206.6*" when the "*named*" address can be used successfully). On the proxy server the "*iar.arccorp.com*" should automatically resolve to the appropriate address since it normally has access to

an Internet DNS. Executing a "*ping iar.arccorp.com*" from the proxy server should confirm that the address is resolved correctly (even if the ping itself will always time-out, as **our firewall does not answer to ping requests**).

Once the mapping service has been configured, you may need to reboot the computer.

If these suggestions do not work, you may install the APS Internet Access program on the proxy server and try to use it from there. If it works, then the problem may lie in setting up the proxy and agent's computer properly. Otherwise the problem may be somewhere else, e.g., the ISP or other Windows restrictions that have been setup before hand. It would be fair to say that if APS cannot work on the proxy, it may not work on the applicant's computer either.