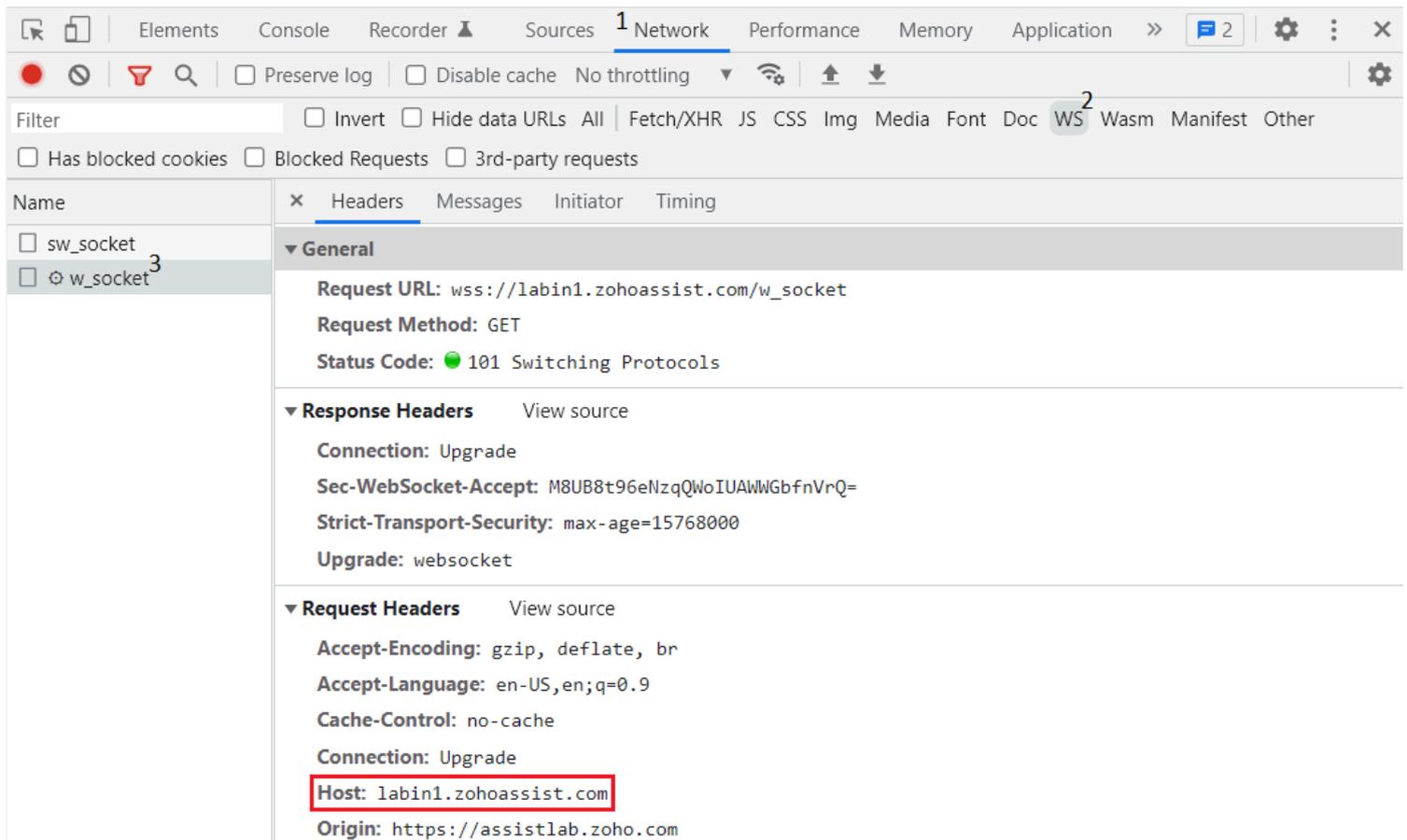




Connection Failure

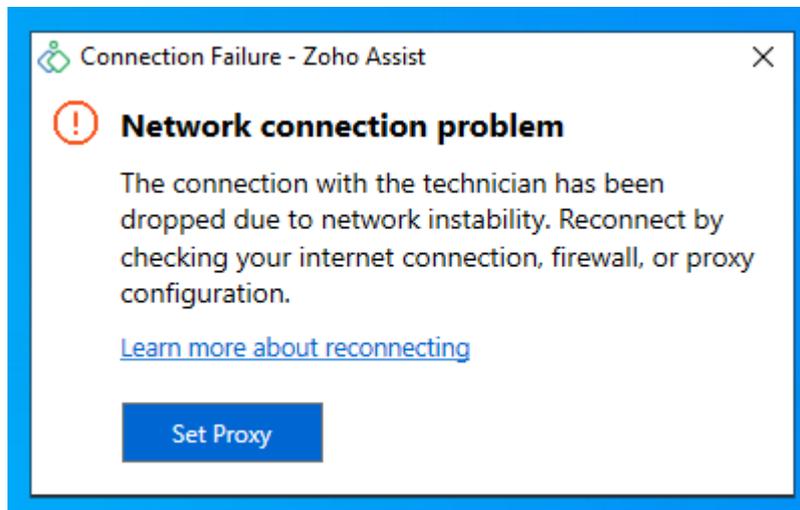
How to find the unreachable gateway?

1. Open inspect by using Ctrl + Shift + i command.
2. Click on the Network tab, and go to the WS section.
3. Click w_socket, you will find the gateway as Host in the Headers tab.



Reachability issue

When a customer's session connection fails due to a reachability issue (or) an unstable network, the customer will get the below pop up.

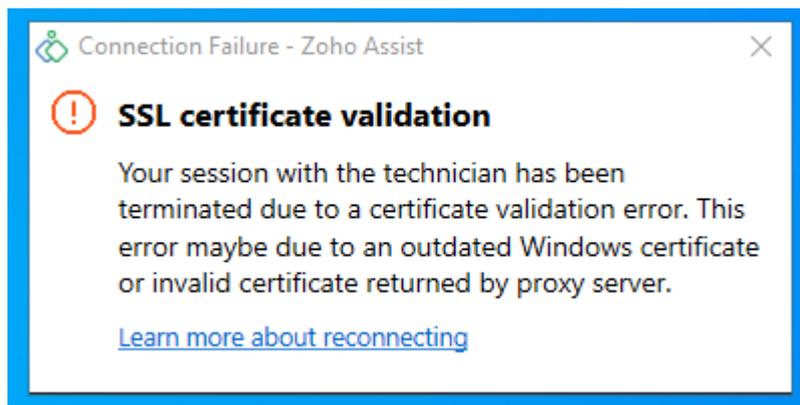


We provide a help document with troubleshooting steps as well as a button to set the proxy environment.

[Troubleshooting steps](#)

Certificate validation failure

When a customer's session connection fails due to certificate validation, the customer will get the below pop up.



[Troubleshooting steps](#)