

Lectora®

SERVER REQUIREMENTS

IN-APPLICATION UPDATES

In the course of installing or using Lectora® there may be occasions where you might receive error messages. Specifically, if you are receiving error messages when accessing eLearning Brothers®, BranchTrack, Text-to-Speech™, or when registering Lectora, these error messages may indicate that the site is blocked by a firewall or that the system is not connected to the Internet.

If you are able to determine that the Internet connection is active on the machine in use, please work with your organization's Information Technology (IT) or Cybersecurity department to whitelist the Uniform Resource Locators (URLs) being accessed by Lectora.


WHITELISTING


1. Be sure to use a site's **domain name** instead of a particular site's Internet Protocol (IP) address. IP addresses can be dynamic, i.e. they can change frequently and without notice. Be sure to configure host names to recognize any subdomain of the following list:
 - a. ***.elearningbrothers.com**
 - b. ***.branchtrack.com**
 - c. ***.trivantis.com**
 - d. ***.amazonaws.com**

WHITELISTING

(CONTINUED)

2. If you are unable to whitelist the sub-domains as listed on [page one \(1\)](#), please be sure that your IT department allows the following list of specific hostnames:
 - a. <https://www.elearningbrothers.com>
 - b. <https://lectora-library.elearningbrothers.com/>
 - c. <https://member.elearningbrothers.com/>
 - d. <https://member.elearningbrothers.com/api/shareSession>
 - e. <https://www.branchtrack.com>
 - f. <https://lectora.branchtrack.com>
 - g. <https://www.trivantis.com>
 - h. <https://www.trivantis.com/register>
 - i. <https://reviewlink.trivantis.com/reviewlink>
3. Enable **HTTPS (port 443)** for the domains listed above.
4. To use Text-to-Speech, please allow the following hostname:
 - a. <https://s3.us-east-2.amazonaws.com/trivantis-tts>

 **SECURITY NOTE:** In previous years, websites commonly used only the unsecured **http://** protocol identifier and not the more secure **https://** version. Please know that eLearning Brothers has retired the **http://** location. If you have previously whitelisted **http://** for eLearning Brothers, please update the listing to use **https://** instead.

 **IMPORTANT:** If you are currently running a version of Lectora *prior* to Version 16.1 and want to continue using eLearning Brothers, you will need to run **Lectora v16.1 or later** in order to access the site. Please be sure to contact our Sales Team at sales@elearningbrothers.com for information on upgrading.

ADDITIONAL INSTALLATION NOTES

- For installation, Lectora executes the file **register.exe** via **port 80**. Please ensure that both this file and this port are allowed.

INTERNAL APPLICATIONS AND PROCESSES

- For *Run* and *Preview* modes, Lectora uses an internal application called **triserve.exe** to act as an embedded mini-server.
 - **NOTE:** This file should be allowed to run for proper use of the platform. This file will utilize **port 3750**.
- Additionally, Lectora uses an internal application called **cefsubprocess.exe** as our embedded browser.
 - **NOTE:** This file should be allowed to run for proper use of the platform.
- For publishing titles from Lectora, an internal application called **encrypt.exe** is used.
 - **NOTE:** The purpose of this file is to obfuscate course information, such as answers to questions.
- Please also ensure you have access to read / write in these two (2) folders:
 - **C:\Program Files (x86)\eLearningBrothers**
 - **C:\ProgramData\eLearningBrothers**
 - For Lectora Versions 18 and older:
 - **C:\Program Files (x86)\Trivantis**
 - **C:\ProgramData\Trivantis**
- Additionally, please ensure that you have permission to access the **temp** folder. This folder is used when your in-progress titles have not yet been saved. Your path will be similar to the following:
 - **C:\Users\yourname\AppData\Local\Temp\~Lectora_9820_1558110020_1\Title 80**

If you have additional information on this topic, please [submit a support ticket](https://support.elearningbrothers.com/hc/en-us/articles/360045563472-Submit-a-Support-Ticket) via our website at: <https://support.elearningbrothers.com/hc/en-us/articles/360045563472-Submit-a-Support-Ticket>

Do you know about our Community Forums? Other Lectora, CenarioVR®, CourseMill®, and ReviewLink® **eLearning Rockstars** like you are available 24/7 and offer up fast responses to your questions. Join the conversation now! [Trivantis Legacy Community](#)