



# Frequently Asked Questions

## SEL Compass® Software Requirements to Access Download Servers

In order to improve worldwide download performance, SEL moved the software download from servers hosted by SEL to servers hosted by CacheFly. This move offers large performance improvements in reliability, speed, and availability. When a customer requests a download, CacheFly's servers automatically select the closest data center to the customer from which to download the SEL software.

Along with the move to new servers, we also changed the methodology that Compass uses to determine its path to the Internet. We made this change to accommodate many users who have not upgraded to Microsoft® Internet Explorer® 8 or newer.

This document addresses and answers common questions related to parameters required for implementation of SEL Compass behind corporate firewalls and proxy servers.

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## How does the new version of Compass access proxy/firewall settings?

Older versions of Compass pulled the proxy/firewall information from only Internet Explorer settings.

To allow more flexibility when behind proxies and firewalls, Compass now performs the below steps in the order listed to determine how Internet access is accomplished. If a connection option is not valid, Compass moves to the next option in the list. Once a viable connection to the Internet is found, Compass will stop looking. If Compass cannot connect to the Internet, it presents an error message.

Compass connects to the Internet by:

1. Pulling connection information from the Compass options form.
2. Using the Web Proxy Autodiscovery Protocol (WPAD) to determine the location of the Proxy AutoConfiguration (PAC) file through DHCP and DNS lookups.
3. Pulling connection information from Internet Explorer proxy options.

## Compass is reporting that it is not able to find the update file at the source location. How do I resolve this issue?

The changes (i.e., servers hosted by CacheFly and how Compass detects the route to the Internet) may result in Compass reporting that it is not able to find the update file at the source location. Outlined below are known remedies for this error.

If you know the proxy information, enter that data into the appropriate field in Compass. Enter the proxy information by selecting from the menu bar: Tools -> Options -> SEL User Account. At the bottom of the SEL User Account Logon Information form, there is a space to enable and enter the settings for a proxy server.

Alternatively, your company's IT/IS group can add exceptions to the routing tables, which will allow Compass access to needed sites. All the necessary links are listed below.

Besides being the list of sites to which Compass needs access, the list below is also the order used by Compass to download needed items.

1. <https://selinc.com/api/cms/login>
2. <https://selinc.com/api/cms/logintwofactor>
3. After verifying Internet access and user credentials, SEL Compass then redirects to a different location based on the package chosen to download.
  - a. Software packages, like ACSELERATOR QuickSet®, get redirected to <https://selinc.cachefly.net>.
  - b. Other packages would go to \*.selinc.com.
4. Certificate resolution is done via [crl.comodoca.com](http://crl.comodoca.com).

Items we have seen that can interfere with the process:

- The number of redirects allowed is too small.
- Compressed (\*.ZIP) files from the above websites need to be allowed.
- While CacheFly does not use streaming, blocking of streaming may blacklist CacheFly sites. We believe this is because CacheFly can stream data, and the "blanket" block is stopping Compass from getting to CacheFly.

The standalone installation for the software is available for download from [selinc.com/SEL-5030](http://selinc.com/SEL-5030).