

# CODESPEAR®

## HELP CENTRAL

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### Knowledge Base Article

## Trouble Connecting a Client to a Server due to a Proxy Server

### SYMPTOMS

- On a proxy network, you are unable to connect your Client to a Server.
- In order to connect the Client to the Server, it must first go through a Proxy Server.

### RESOLUTION

1. Locate the Program Files> Codespear> SmartMsg> Client folder.
2. Within the Client folder, create a new Notepad file and name it "proxy.ini"
3. For the first line in the proxy.ini file, enter the IP Address of the Proxy Server.
4. For the second line, enter the Port (usually 1080).
5. For the third line, enter the Username used by the proxy, if needed. If the proxy doesn't use a username, leave this line blank.

#### EXAMPLE PROXY.INI FILE:


```
10.10.10.10  
1080  
username
```


## More Information

Visit [Codespear's Help Central](#)

To contact our support staff by email, [click here](#).

### You may also want to consult these SmartMsg support tools:

 [Contact Support](#) – Contact a support representative by filling out the following form.

 [Issue Reporting](#) - Found an issue that you would like us to know about? Click [Here](#) to report an issue to our support team for immediate consideration. We will contact you by email with a resolution.

