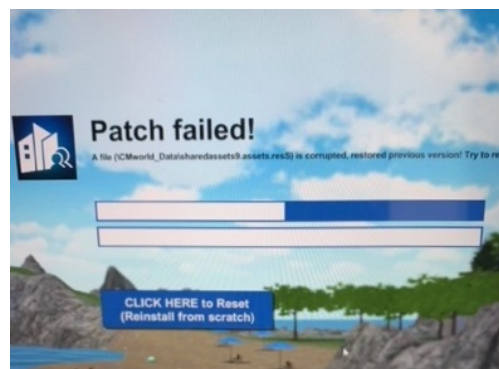




If you are experiencing any issues with CMworld™, we ask that you follow these simple instructions.

1. **Patch Failed Error:** Should your system patch 'fail', please click the reinstall from scratch button. Thank you for being patient as the software reloads.



2. **Whitelisting A New Server:** Our host server has changed. Some of you (not all) had to ensure the firewall on your computer or network allowed for CMworld to function properly. If you were one of those individuals you'll want to ensure the following NEW IP address and server are allowed to come through your firewall:
 - a. SFS IP: vw17.virbela.io.
 - b. Voice IP: 52.37.220.22
 - c. Note: This is a NEW whitelist request. If you have worked with CACM in the past to whitelist the program, please make sure to contact your IT department to get this updated.
3. **Hardware Requirements:** Please ensure your computer meets the minimum requirements to run the world. You will find those details [here](#).
4. **Fresh Reinstall:** If you continue to experience difficulty, you may need to reinstall the program. Here are the links to follow to assist. - [Fresh Install Windows](#) - [Fresh Install Mac](#)

Need Personal Assistance? Reach out to communications@cacm.org. We're happy to assist.