

CPMS 2.0 Troubleshooting Guide

This document provides quick solutions to the most common problems users may encounter when using CPMS 2.0.

EU-Login App

Problem: Cannot Initialize the EU Login App

Solution: Verify these device settings:

- Notifications: Must be enabled
- Camera Access: Must be allowed
- Device Security: Must have PIN Code, Fingerprint, or Face ID enabled

Problem: *I changed my phone and cannot use the EU Login App. Solution:* You need to remove your old device and set up the EU Login App again on your new device. (See guide “Changing the phone associated with your account”)

Meetings

Problem: *I can enter a meeting in CPMS 2.0, but my microphone or camera is not working.*

Solution: The video conferencing tool used in CPMS 2.0 may be blocked by hospital firewalls.

Check the following:

- Use a supported browser: Microsoft Edge, Mozilla Firefox, or Google Chrome.
- Make sure that you are not connecting via a VPN
- If the issue persists, contact your IT support with the following message:

Whitelisting CPMS 2.0

To allow CPMS 2.0 to work properly, please whitelist the following IPs:

Acceptance: 63.32.180.56

Training: 52.48.153.187

Production (main): 52.19.244.38

Production (backup): 34.252.60.133

Also allow the following network traffic:

Outgoing and incoming TCP and UDP packets to port 3478 (STUN and TURN)

Outgoing and incoming TCP connections to port 443 (TURN over TLS)”

Recurring meetings

Problem: *I am not invited to the relevant recurring meetings.*

Solution: 1) Make sure your profile in CPMS 2.0 is updated with your expertise and role. (See guide “Indicating your expertise in CPMS 2.0”).

2) Contact the Helpdesk to be added to the invitee list



Need More Help?

If the above steps do not resolve your issue, please contact the Endo-ERN CPMS Helpdesk: cpms@endo-ern.eu