

Getting an Network Error Message with Yahoo! Messenger

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Here are the troubleshooting steps if you received the error message, "A Network Error occurred while connecting to the server" when starting the web cam with Yahoo! Messenger:

1. Check first if you have internet connection. Check if you can browse. Note that you can still test the webcam even without internet connection. If the camera is showing in the Yahoo webcam window until you broadcast, then the problem is not with the camera.
2. Try temporarily disabling any active firewalls, anti-virus and spyware utilities on your computer or contact your router manufacturer to check the settings(if you use one). This may help you narrow down what is blocking the Messenger service from reaching Yahoo's server
3. Another way to isolate the situation is to try another web cam conferencing application such as Window Live! Messenger/MSN messenger.

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