

Workshop users cannot open Rule Set Manager

You cannot open Rule Set Manager in Workshop from a client computer because the Prinergy primary server is set as a proxy server.

In some cases, Workshop users cannot open Rule Set Manager. This occurs primarily on Mac client computers, but it can also occur on Windows client computers that use a proxy server.

Solution:

- For Mac client computers, perform the following steps on each client computer:
 1. Double-click **System Preferences**, double-click **Networks**, click **Configure**, and click the **Proxies** tab.
 2. In **Bypass proxy settings for these Hosts & Domains**, type the IP address of the Prinergy primary server, and click **Apply Now**.
Do not use the server name. You must use the IP address.
 3. Restart the computer.
- For Windows client computers, go to the proxy server and add the IP address of the Prinergy primary server as an exception to the proxy list.