

Service Unavailable, Offline, or Action Cancelled errors

When I try to sign in to RealPlayer, I get a "Service Unavailable," "You are currently offline," or "Action cancelled" error. How can I fix this?



You may need to unblock the program in your computer's firewall if:

- You get a 'Service Unavailable' or 'you are working offline, click here to refresh' error while trying to sign in or view pages, or an 'Action cancelled' message when you try to play a clip (or view a live video feed such as Big Brother).
- It is having problems retrieving CD information

[Norton](#), [McAfee](#), [ZoneAlarm](#), [Freedom](#), [BlackIce](#), [Windows Firewall](#), and [Microsoft ISA server](#) are some of the most common brands of firewall software. Instructions for these follow:

Norton Firewall:

1. Close the program.
2. Double-click the Norton Firewall icon in the Windows task bar.
3. Click the **Configure** button on the right side.
4. Click the **Program Control** tab at the top.
5. Locate the program (RealPlayer or Rhapsody).
6. Highlight and click **Remove**.
7. Close Norton Personal Firewall.
8. Open the program and you will get a prompt to grant access to the Internet.
9. Choose Permit and check **Always use this action**.
10. Restart the computer.

If you are still receiving a "Service Unavailable" error, contact Norton at <http://www.symantec.com/techsupp/> to find out how to configure it correctly.

McAfee Personal Firewall:

There are two possible methods for McAfee Personal Firewall. You can choose either one:

First method:

1. Double-click the firewall icon in the Windows task bar.
2. From the left side, click on **Internet Applications**.
3. Click **New Allowed Application**.
4. Locate **RealPlay.exe** if the program is Realplayer (C:\Program Files\real\realplayer\), or **Rhapsody.exe** if it is Rhapsody (C:\Program Files*rhapsody folder*\).
5. Click on the program, then click **Open**.
6. Close the McAfee Personal Firewall.
7. Restart the computer.

Second method:

1. Double-click the firewall icon in the system tray.
2. Click **Internet Applications** from the left side.
3. Locate and remove **RealPlayer** or **Rhapsody** from the list. Close McAfee Personal Firewall.
4. The next time you run the program, you will be prompted by McAfee to allow or deny access to the Internet. Choose **Allow**.

McAfee Security Center:

1. Close the program and any other programs that you have open.
2. Double-click the Security Center icon in the Windows task bar.
3. Click **Personal Firewall** on the left side.
4. Click **View the Internet Applications List**.
5. Click **New Allowed Application**.
6. Locate **RealPlay.exe** if the program is Realplayer (C:\Program Files\real\realplayer\), or **Rhapsody.exe** if it is Rhapsody (C:\Program Files*rhapsody folder*\).
7. Click on the program, then click **Open**.
8. Close the McAfee Personal Firewall.
9. Close McAfee Security Center.
10. Right-click the McAfee icon next to the clock and click on **disable Personal privacy services**.

If you are still receiving a "Service Unavailable" error, contact McAfee at <http://us.mcafee.com/root/support.asp> to find out how to configure it correctly.

ZoneAlarm:

1. Open ZoneAlarm.
2. Click **Program Control**.
3. Click on **Programs**.
4. Find the program in the list.
5. Next to the program's name in the Access column, both **Trusted** and **Internet** must have checkmarks in them. If you have a **?** or an **X** in Trusted or Internet, then click the **?** or **X** and choose **Allow**. This will change the **?** or **X** into a checkmark.
6. This should correct the connection problems you are encountering.

If you are still receiving a "Service Unavailable" error, contact Zone Labs at <http://www.zonelabs.com/store/content/support/support.jsp> to find out how to configure it correctly.

Freedom:

1. Close the program.
2. Double-click the system tray icon in the Windows task bar.
3. Click **Firewall**.
4. Click **Internet Access Rules**.
5. Locate the program.
6. Click the icon and set to **Allow**.

If you are still receiving a "Service Unavailable" error, contact Freedom at <http://www.freedom.net/support/> to find out how to configure it correctly.

For BlackIce, check their support site at https://iss.custhelp.com/cgi-bin/iss.cfg/php/enduser/std_alp.php.

Windows Firewall:

1. Click **Start** and select **Control Panel**.

2. Select **Security Center**.
3. Click **Windows Firewall**.
4. Ensure the Firewall is set to On (recommended).
5. Click the **Exceptions** tab.
6. Click the **Add Program** button.
7. Locate and select **RealPlayer**.
8. Click **OK**.
9. Ensure that RealPlayer is in the Programs and Services column and the box is checked.
10. Click **OK**.