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Genesys Skills Management Knowledge Base Articles

Required changes to `api.config` in order to work through a proxy

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Software product name	PerformanceDNA
Version Number	8.5.x and below

Symptoms

Your company are using a proxy to connect to a hosted version of Training Manager and it won't connect.

Resolution

If you go to the install directory .\Training Manager and find the api.config (the location of the api.config may be different depending on the install location. Copy the following:

```
<system.net>  
  <defaultProxy enabled="true" useDefaultCredentials="true">  
  </defaultProxy>  
</system.net>
```

At the bottom of the file, inside the </configuration> tag in the SkillsPlanner.exe.config file