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# Network recommendations for ChatGPT errors on web and apps

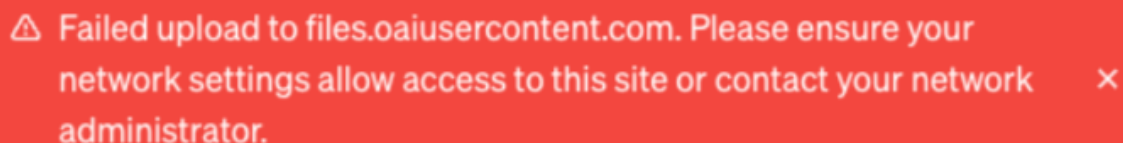
Guidance on general tips for handling network configuration issues related to errors seen in ChatGPT on the web.



Updated over a month ago

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**Audience:** IT departments that admin the network for a company's WiFi -- and -- user's of a company WiFi network.

It's possible you may encounter an error such as this where there is some sort of network issue identified:



 Failed upload to files.oaiusercontent.com. Please ensure your network settings allow access to this site or contact your network administrator. 

In this example it's likely the IT team in your company network needs to

allowlist **files.oaiusercontent.com** to resolve the issue for the users of your company network either at the VPN or other network security software level.

Below are general recommendations for IT departments at company's where their employees use ChatGPT on the web in the browser. It's hard to provide specific recommendations since everyone's IT setup is different, but it can serve as a guideline.

## OpenAI/ChatGPT domains to allowlist

OpenAI uses the below domains. Please make sure that they are not blocked in your company network by your IT team -> and that any web/URL filtering is not responding with unexpected content.

- .openai.com
- auth0.openai.com
- chat.openai.com
- tcr9i.chat.openai.com
- .chatgpt.com
- .oaiusercontent.com (i.e. **files.oaiusercontent.com** above)
- \*.oaistatic.com
- .statsig.com
- statsigapi.net
- events.statsigapi.net
- .featuregates.org
- .intercomcdn.com
- js.intercomcdn.com
- \*.intercom.io
- js.stripe.com
- challenges.cloudflare.com
- rum.browser-intake-datadoghq.com
- o33249.ingest.sentry.io
- ios.chat.openai.com
- android.chat.openai.com
- desktop.chat.openai.com
- prodregistryv2.org

- [featureassets.org](https://featureassets.org)

## Security software in a network

Beyond VPNs, the following are common security software known to be used by company network admins which may be setup to filter web traffic / proxy requests through your company network.

1. [McAfee] [McAfee Web Gateway](#)
2. [Cisco, formerly OpenDNS] [Cisco Umbrella](#)
3. [Broadcom] [Symantec Cloud Secure Web Gateway](#) (formerly Symantec Web Security Service)
4. [Palo Alto Networks] [PAN-DB Private Cloud](#)
5. [Zscaler] [Zscaler Internet Access](#)
6. [Sophos] [Sophos Firewall Public Cloud](#)
7. [Barracuda] [Web Security Gateway](#)
8. [Fortinet] [Fortiguard URL Filtering Service](#)

Commonly, whichever version of the above running in your company network may need to either (a) stop explicitly blocking ChatGPT -- or -- (b) start explicitly allowlisting the above domains.

When OpenAI Support reviews a potential network issue that includes a reproduction, screenshots, and a HAR (to inspect web/network traffic) something we always look for is if there's any network specific issues on the customer's side to isolate the source of the issue to the company network, where applicable.

## How to debug a firewall issue to unblock use of ChatGPT Advanced Voice Mode

OpenAI's Advanced Voice Mode in ChatGPT uses [LiveKit](#) technology to facilitate low-latency voice interactions.

LiveKit requires the following hosts and ports allowed for outbound access:  
<https://docs.livekit.io/home/cloud/firewall/>.

The subdomain referenced in the documentation for us is `chatgpt.livekit.cloud`.

## ChatGPT iOS error, "Unusual activity has been detected from your device. Try again later"

General debugging steps to start:

1. Log out / log back in the ChatGPT iOS app.
2. Uninstall / reinstall the ChatGPT iOS app.
3. Disable your VPN.
4. Update to the latest version of the iOS app in the App Store

Advanced debugging to try if the error persists:

1. Change your iOS DNS settings to 8.8.8.8 and 8.8.4.4 - use these instructions.
2. If there are still errors then open Safari browser and go to <https://register.apple.com/>. Open a Support conversation with us be sure to share a screenshot of the error you're seeing i.e. "Safari can't open the page because the address is invalid" or any other error you're seeing.

If the error still doesn't go away then let us know in a Support request including confirmation you've tried each step above, are on the latest ChatGPT iOS app version, tried changing DNS using those linked instructions, and can share a screenshot of what you see in Safari going to <https://register.apple.com/>.

## Troubleshooting SSL related errors on the MacOS desktop app

On the **MacOS desktop client for ChatGPT** you may encounter the error **Network configuration issue** including a message: "Looks like [certificate] is the wrong SSL certificate...".



### Network configuration issue

Looks like "Proxyman CA (11 Jul 2023, warp-svc)" is the wrong SSL certificate — this could mean someone is tampering with your device or network. Please try another Wi-Fi network or contact your IT admin for help.

[Learn more](#)

**SSL inspection / decryption** on your network may lead to SSL errors and disrupt access to the app. If possible, **disable** SSL inspection / decryption in your network for all public OpenAI domains.

Please upgrade to the latest version of the MacOS app. If the errors persist please open up a ticket with us in Support and include what security software you're using in your network.

If you're blocked on the MacOS desktop client for ChatGPT due to the error above your workaround should be to continue using ChatGPT on web.

## How do I know my network is the issue?

Both things below are critical to debugging and should always be checked:

1. **Just your machine or the whole network?** Does the error in ChatGPT only happen for just you on your machine - OR - is this happening for others in your company in your network?
2. **Company WiFi network vs Cellular hotspot** Does the error in ChatGPT go away if you switch from your company network WiFi to instead use a cellular network i.e. hotspot on your smartphone?

Did this answer your question?



[ChatGPT](#) [API](#) [DALL·E](#) [Service Status](#)