

How to fix error 5000, 5003, 5004, 104101-104118... on Zoom

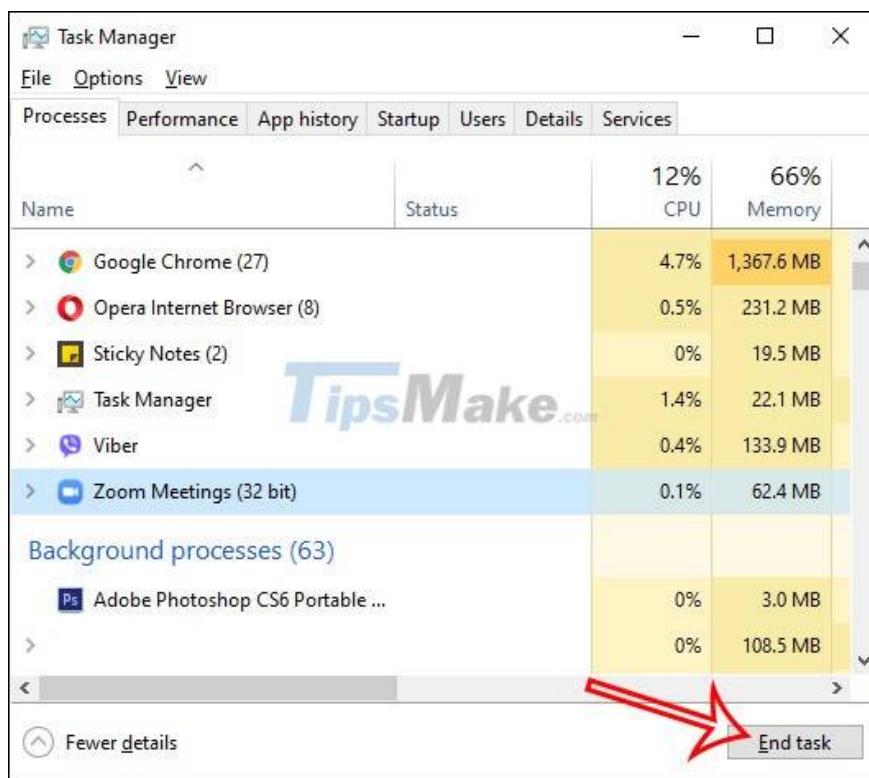
Errors on Zoom have many different types and also many error codes with different messages. For example, with error codes 5000, 5003, 5004, 104101-104118 on Zoom with the message Unable to connect, error code.

With these error codes, you cannot connect to Zoom to study online on Zoom computers or study online on Zoom phones. The following article will guide you to fix errors on Zoom with the above error codes.

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1. Turn off Zoom and restart

When Zoom has a problem and shows the error codes above, you should completely turn off Zoom on your computer and then restart it. At the Taskbar on the computer, right-click and select Task Manager. Then in the list of software running on the computer, click Zoom and then select End Task to completely turn off Zoom.



2. Check Internet Connection

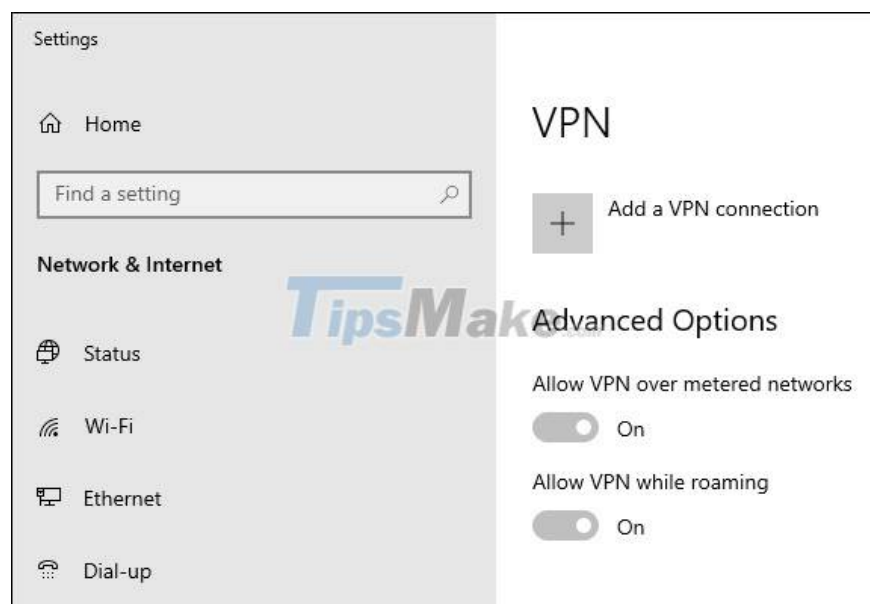
When you have trouble connecting when studying online on Zoom, you should also check whether the WiFi or network connection is stable or not. If the network connection is not stable, it also affects the problem of accessing and connecting to Zoom's server.

3. Turn off antivirus software

Some anti-virus software installed on the computer can disconnect on Zoom, or interrupt the working process on Zoom. If so, turn off the anti-virus software installed on your computer.

In addition, using some VPN software on your computer to access blocked websites can also disconnect Zoom. If Zoom is banned in that country, your VPN is set to use it in that location, so it may block Zoom. So disconnect the VPN you are using then disconnect the VPN on the computer.

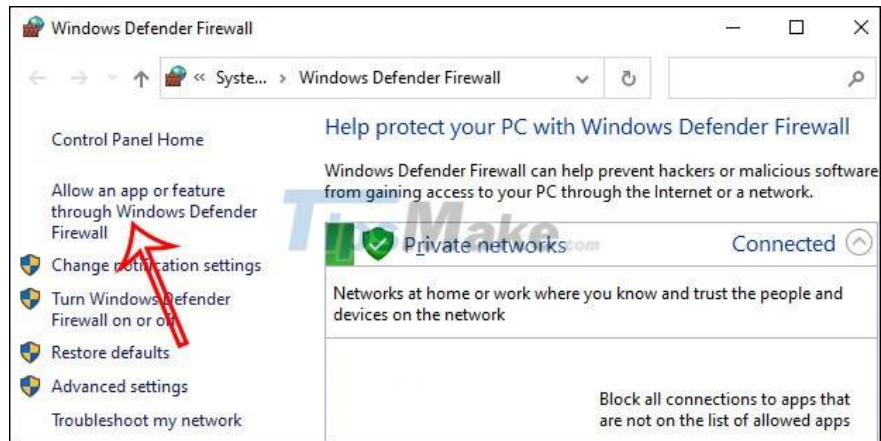
Why on the computer you enter the keyword VPN Settings then turn off 2 options as shown below.



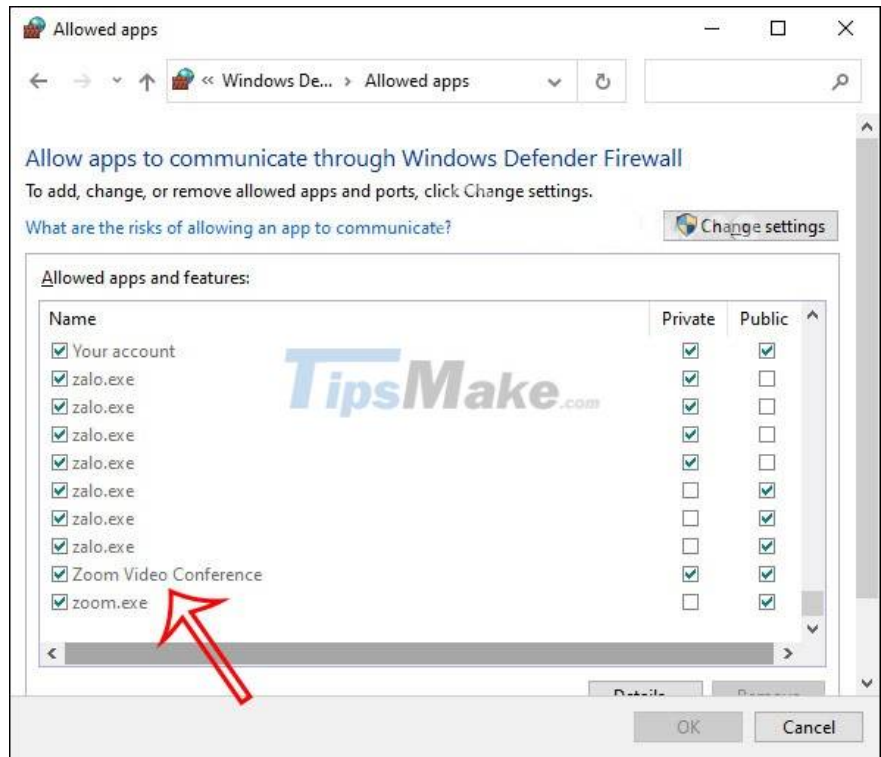
4. Turn off the firewall Firewall

First, check if the firewall on your computer allows Zoom to use the Internet connection. You enter the keyword Windows Defender Firewall in the search bar and then click on the result.

Next, display the interface as shown below, and click the Allow an app or feature through Windows Defender Firewall item.



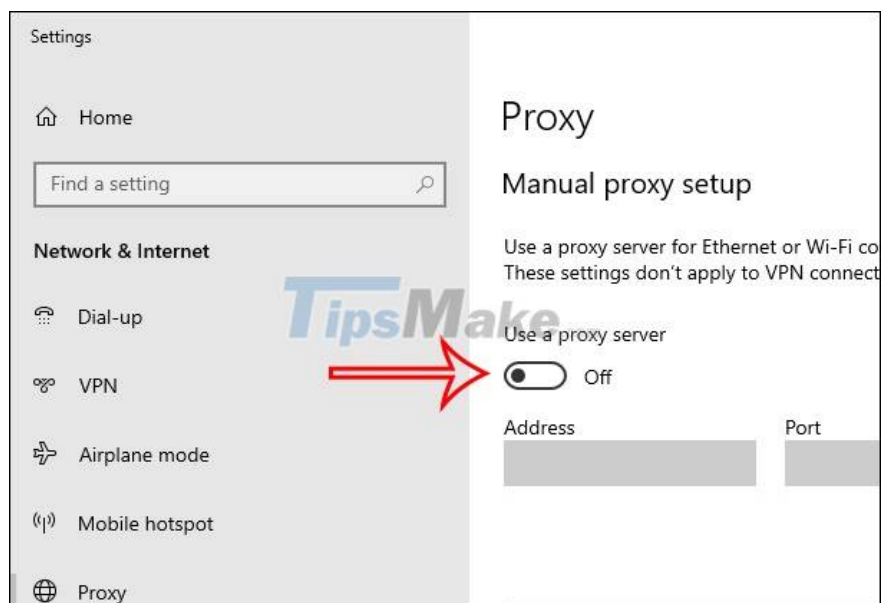
Then in the list you check whether there is a Zoom application and selected to use the network or not.



5. Turn off the proxy server

Like a firewall, a proxy server can also block Zoom from connecting to the Internet, so it can't connect to the server for use.

At the interface on your computer, enter the keyword Proxy and then click Proxy settings to change the Proxy settings. Then you turn off the Use a Proxy Server setting.



6. Update Zoom to the new version

Please check the version of Zoom and when you see an update to the new version, update to fix some existing errors on the current version of Zoom.

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