



Accessing the Internet via the Hawkes Learning Systems Courseware

Last updated on Jan 6, 2009

The Hawkes Learning Systems courseware connects to www.hawkeslearning.com to process lesson certificates, curriculum, and online tests. In order for this process to work properly, a connection to the Internet must be established using Internet Explorer. If you encounter problems connecting to the Internet via the Hawkes software please review the following guidelines and troubleshooting steps.

- 1. Connect to the Internet *prior to starting the Hawkes courseware.***
When the Hawkes courseware loads, it immediately checks to see if there is an internet connection established. If not, all internet features of the software are disabled. If you have a high speed connection via a DSL or cable modem then you are already connected.
- 2. Verify that you have entered the correct HLS Course ID.**
The HLS Course ID uniquely identifies your school's online grade book on our website; it is *not* your license number, your access code, or your section name.

You may look up your HLS Course ID by clicking on this link:

http://www.hawkeslearning.com/PC_CourseID_Lookup.aspx

- 3. Configure the software firewall to permit the Hawkes Learning Systems courseware access to the Internet.**
Does your computer have a software firewall such as Norton, McAfee, or AOL? Firewalls are designed to treat unrecognized programs harshly, denying access to the Internet unless the program is manually added to an approved list of internet-enabled applications.

[Click here to view directions for configuring your software firewall](#)

- 4. Reset Internet Explorer settings.**
Our software uses Internet Explorer to connect to our website. Firefox, AOL, and other browsers currently do not support the ability for applications to launch our website with encrypted data.

Windows Vista:

- From the Start menu select "Default Programs".
- Click on "Set program access and defaults".
- Select "Microsoft Windows"
- Click OK.

Windows XP:

- From the Start menu select "Set Program Access and Defaults".
- Select "Microsoft Windows"
- Click OK.



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5. Reinitialize the files used by Windows Update

We discovered a link between the proper functioning of Internet Explorer and the files used by Windows Update.

Run this file to correct Windows Update:

<http://downloads.hawkeslearning.com/downloads/Other/FixWindowsUpdate.cmd>

6. Still can't connect?

Please call our Tech Support team for additional troubleshooting steps.

- Email: support@hawkeslearning.com
- Phone: 843.571.2825



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Use the directions on the following pages to configure the software firewall installed on your computer.

The following Hawkes Learning Systems programs require access the Internet:

- TOC.EXE (also called Table of Contents)
- DISP.EXE
- ALGCOM.EXE (or HLS Courseware Common EXE)
- MENU.EXE (for Instructors only)
- EXAMB.EXE (for Instructors only)

Click a link below:

[Norton and Symantec Products](#)

[McAfee Products](#)

[AOL Firewall](#)

[ZoneAlarm Firewall](#)

[Trend Micro Internet Security](#)

[Comodo Firewall](#)

[Sunbelt Personal Firewall](#)

[Still having problems? Continue with Step 4](#)



Norton and Symantec Products

Norton 360 ver 2.0

- a. Start Norton 360
- b. Click **Settings** then **Firewall Protection**.
- c. On the Program Rules tab in the Program column, scroll through the list until you find the programs that you want to allow access.
- d. Change the Access to **Allow**.
- e. Click **Close**.

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Norton 360 ver 1.0

- a. Start Norton 360.
- b. Click **Tasks and Settings**.
- c. Click **Change Advanced Settings**.
- d. Click **Firewall Protection Settings**.
- e. On the Program Rules tab in the Program column, scroll through the list until you find each of the programs that you want to allow access.
- f. Change the Access to **Allow**.
- g. Click **Apply** and then **Close**.
- h. Click **Yes**.

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Norton Internet Security 2009

- a. Start Norton Internet Security.
- b. In the Internet section, click **Settings**.
- c. Under Smart Firewall, click **Configure** next to Program Control.
- d. In the Program Column, select a program to allow access to Internet.
- e. Change the Access from **Block** or **Custom** to **Allow**.
- f. Perform step (d) for each program to be configured.
- g. Click **Apply** then click **OK**.
- h. Click **OK**.

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Norton Internet Security 2008

- a. Start Norton Internet Security.
- b. Click the **Norton Internet Security** tab.
- c. Click **Settings**.
- d. Under Web Browsing, click **Personal Firewall > Configure**.
- e. Under Personal Firewall in left pane, click **Program Control**
- f. Click **Configure**.
- g. In the Program Column, select the program that you would like to modify and click **Modify**.
- h. In the Program Rules window, select the rule that you would like to change.
- i. Click **Modify**.
- j. In the Modify Rule window, make necessary changes that you would like to do.
- k. When you have finished changing the rule, click **OK**.
- l. In the Program Rules window, click **OK**.
- m. Click **OK**

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Norton Internet Security 2007 (and earlier)

- a. Open Norton Internet Security.
- b. Double-click **Personal Firewall**.
- c. Click the **Program Control** tab. You see the list of Application rules.
- d. Select the program to be updated.
- e. Set the Program Control selection to **Permit**.
- f. Perform step (d) for each program to be configured.
- g. Click **OK**.

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McAfee Products

McAfee Internet Security

- a. Right-click the McAfee icon (in the system tray), point to **Personal Firewall**, then select **Internet Applications**.
- b. In the Internet Applications list, right-click the application rule for each application to be configured, and select **Allow Full Access**.

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McAfee Security Center

- a. Double-click the McAfee icon (in the system tray).
- b. Select **Internet & Network**.
- c. Click **Configure**.
- d. Click **Advanced...**
- e. On the left pane, select **Program Permissions**.
- f. Enter or select the program you wish to allow access and click **Open**.
- g. Select **Grant Full Access**.
- h. Perform step (f) for each program to be configured.
- i. Click **OK** and close the McAfee Security Center main console.

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McAfee Personal Firewall

- a. Open McAfee Personal Firewall Plus.
- b. Click **View the Internet Application List**.
- c. Right-click the name of the application you wish to allow access to and select **Allow Full Access**.
- d. If the name of the application is not listed, click **Allow New Application** and then click **Browse** to locate it. The Hawkes software is usually located in C:\Program Files\Hawkes Learning Systems\`<product code>`\Common
- e. Click **Open**
- f. Perform steps (c) – (e) for each application to be configured.
- g. Close the McAfee Personal Firewall Plus main console.

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AOL Firewall

- a. Launch the AOL Safety and Security Center software. Right-click the tray icon, then click **Launch AOL Safety and Security Center**.
- b. Double-click the **Firewall** item from list on the left side of the **AOL Safety and Security Center** window, then click **Program Permissions**.
- c. Scroll down the list to find the program for which you are editing permissions.
- d. Click the permission level drop-down menu next to the program to open it, then click **Allow** to apply that permission level to the application.
- e. Perform steps (c) and (d) for each program to be configured.

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ZoneAlarm Firewall

- a. Open ZoneAlarm.
- b. Select **Program Control**.
- c. Find and click the red **X** for the application you wish to allow (see Step 3 above).
- d. Select **Allow**
- e. Perform Step (c) for each application to be configured.
- f. Close the ZoneAlarm Firewall main console.

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Trend Micro Internet Security

- a. Open Trend Micro Internet Security.
- b. Click **Home Network & Firewall Controls** on the left panel.
- c. Under **Personal Firewall**, click **Settings**.
- d. On the Personal Firewall Settings screen, make sure there is a checkmark in the **Activate the Personal Firewall** checkbox.
- e. Click **Advanced Settings**.
- f. Click the **Program Control** tab.
- g. Click **Add**.
- h. In the "Description" box, type the name of the application you wish to allow.
- i. For "Target", select **Select A Program**.
- j. Click **Browse** and locate the application. The Hawkes software is usually located in C:\Program Files\Hawkes Learning Systems\
<product code>\Common
- k. For "Settings", select **Simple**.
- l. For "Firewall Response", select **Allow**.
- m. Perform steps (g) – (l) for each program to be configured.
- n. Click **OK** twice and close the Trend Micro Internet Security main console.

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Comodo Firewall

- a. Open Comodo Firewall application
- b. Goto Firewall\Advanced\Network Security Policy and remove each of the applications to be configured, that is being blocked.

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Sunbelt Personal Firewall

- a. Sunbelt Personal Firewall application
- b. Click on the Network Security tab. At the bottom of the Applications list you will see the item "Any other application."
- c. Find the Hawkes Learning Systems programs that need Internet access. The Hawkes software is usually located in C:\Program Files\Hawkes Learning Systems\\Common
- d. Left click on each of these programs and set to **Permit**.

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