

Ref: FAQ0098

Made By: AB 15/07/15

Version: 1.0

Title – Establish HWMOnline connection

(Issue 1)

How to ensure you have an internet connection to HWMOnline for data download and upload

Customers should only require a standard internet connection for the Internet Explorer browser. This can then be tested as follows –

The current link for PermaNet+ data connections is <u>https://www.hwmonline.com/api/</u> which is entered into the "Connections" menu.

If you follow that link, you will see the normal HWMOnline login page. This confirms the download path.

HWM	HWMOnline Customer Login
User: Password:	Submit

To test that the data upload link is available, enter

<u>https://www.hwmonline.com/api/httpmessagereceiver.ashx</u> into IE and you will see a blank page with just the words "error: no data". This verifies the connection to the data service, the error is returned because you've not sent any data with your message request.



error: no data

If the customer sees these two messages, then PermaNet+ download and remote commanding should work.

If not then you would will need to get your $\ensuremath{\mathsf{IT}}$ people to investigate.



It maybe that they have to make the HWMOnline sites a Trusted Site in IE by following the below routine -

When you are visiting the HWM Online site, in Internet Explorer Go to Tools and Internet Options and the Security tab – you should see below –

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General Security Privacy	Content Connections	Programs Advanced
Select a zone to view or cha	nge security settings.	
	1	0
Local Intran		stricted
Internet		1 01000
This zone is for Inte except those listed restricted zones.		9445
Security level for this zone		
Allowed levels for this 20	ne: Medium to High	
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Enable Protected Ma	de (requires restarting)	(nternet Explorer)
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	Reset all zone	ni to default level
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Click on Trusted Sites and select the Sites button

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You should now see <u>https://www.hwmonline.com</u> in the 'Add this website to the zone' box Click 'Add' and it will move to Websites box as below



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Then select Close

When you return to the website you should see an error message



Select 'No'

Document History:

Edition	Date of Issue	Modification	Notes
1st	15/07/15	Release	