



Ref: FAQ0098

Version: 1.0

Title –Establish HWMOnline connection

Made By: AB 15/07/15

(Issue 1)

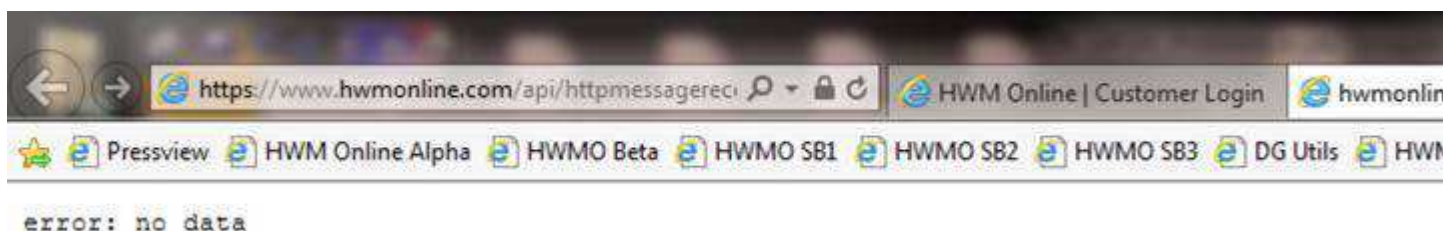
How to ensure you have an internet connection to HWMOnline for data download and upload

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 <https://www.hwmonline.com/api/> 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.

To test that the data upload link is available, enter <https://www.hwmonline.com/api/httpmessagereceiver.ashx> 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.



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 IT people to investigate.



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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 –



Click on Trusted Sites and select the Sites button



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



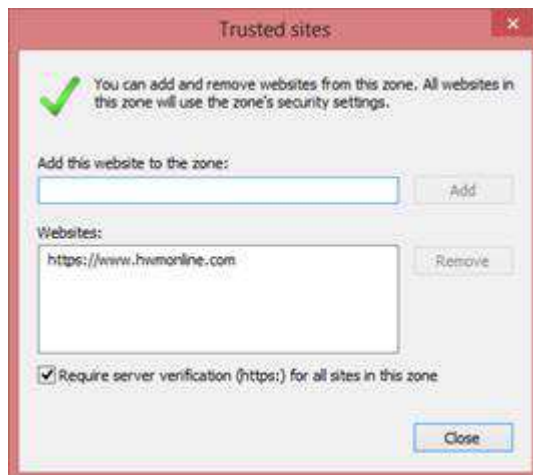
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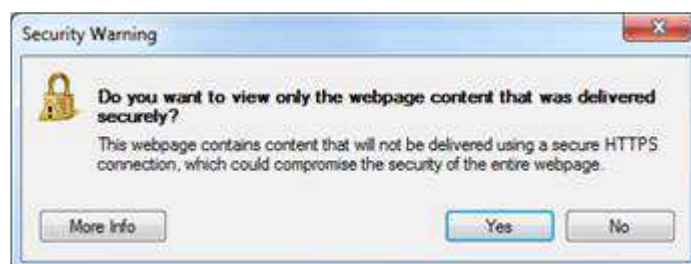
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Then select Close

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	